



Healthwatch Lincolnshire

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Healthwatch Lincolnshire Patient Experiences for: October 2023

We would like to remind stakeholders that our communications with you emanate from February 2013, when Sir Francis Keogh produced his review of the Mid Staffordshire Enquiry " to Robert Francis. Within this report Keogh cited a number of failings of the system and under the reforms, local Healthwatch is intended to be the local consumer voice with a key role in influencing local services. In both Winterbourne and Mid Staffs the patient voice and the voices of others within the system were not acted upon causing patient suffering and harm, as a local Healthwatch we must continue to raise and challenge the issues raised with us.

This report has been produced by Healthwatch Lincolnshire to highlight the health and care experiences shared with us for the period 1 to 31 October 2023 where 92 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:

- NHS dentistry still prominent for patients in Lincolnshire
- Some GP surgeries unaware of contact details for Crisis Team and or Mental Health Helpline number
- Translation services unavailable for non English Speaking patients for counselling

Positive areas:-

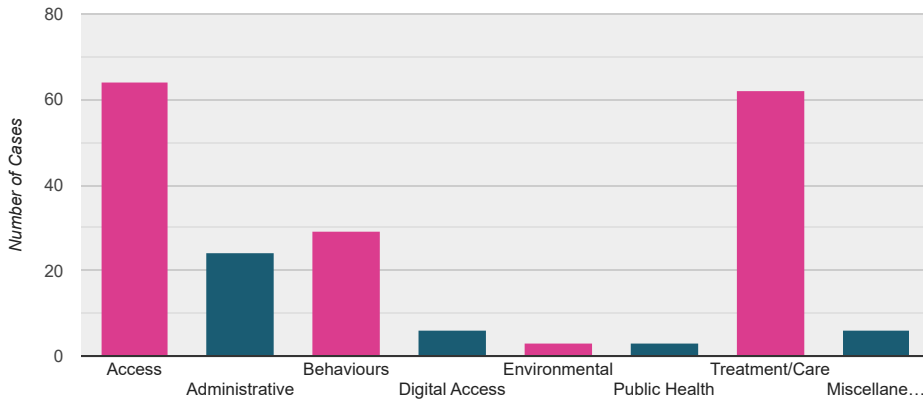
- **Lincoln Hospital:-** A&E; Diabetic Retinopathy Screening
- Market Rasen Surgery
- Woodhall Spa New Surgery
- Fen House Dental Practice - Spalding

A number of these comments for Mental Health services have been provided via a survey

Statistics

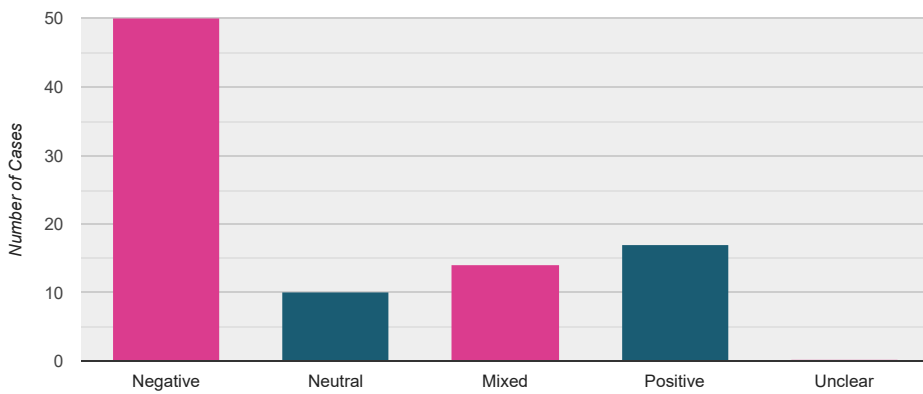
Total cases: 91

Theme Areas



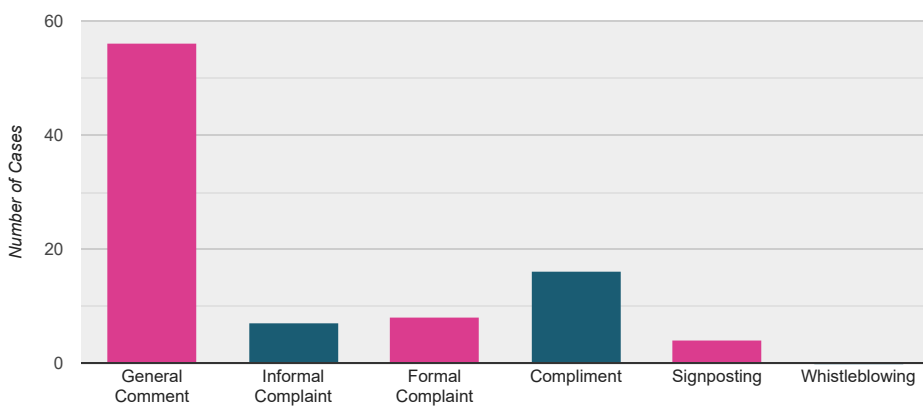
Theme Areas	Cases
Access	64
Administrative	24
Behaviours	29
Digital Access	6
Environmental	3
Public Health	3
Treatment/Care	62
Miscellaneous	6

Sentiments



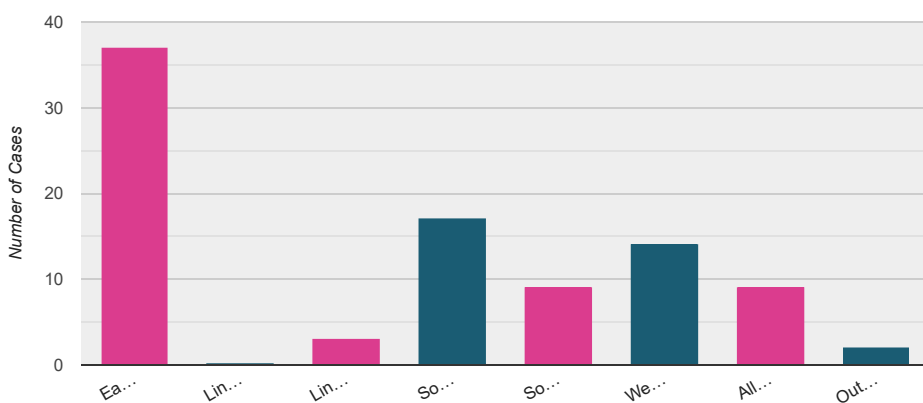
Sentiments	Cases
Negative	50
Neutral	10
Mixed	14
Positive	17
Unclear	0

Case Types



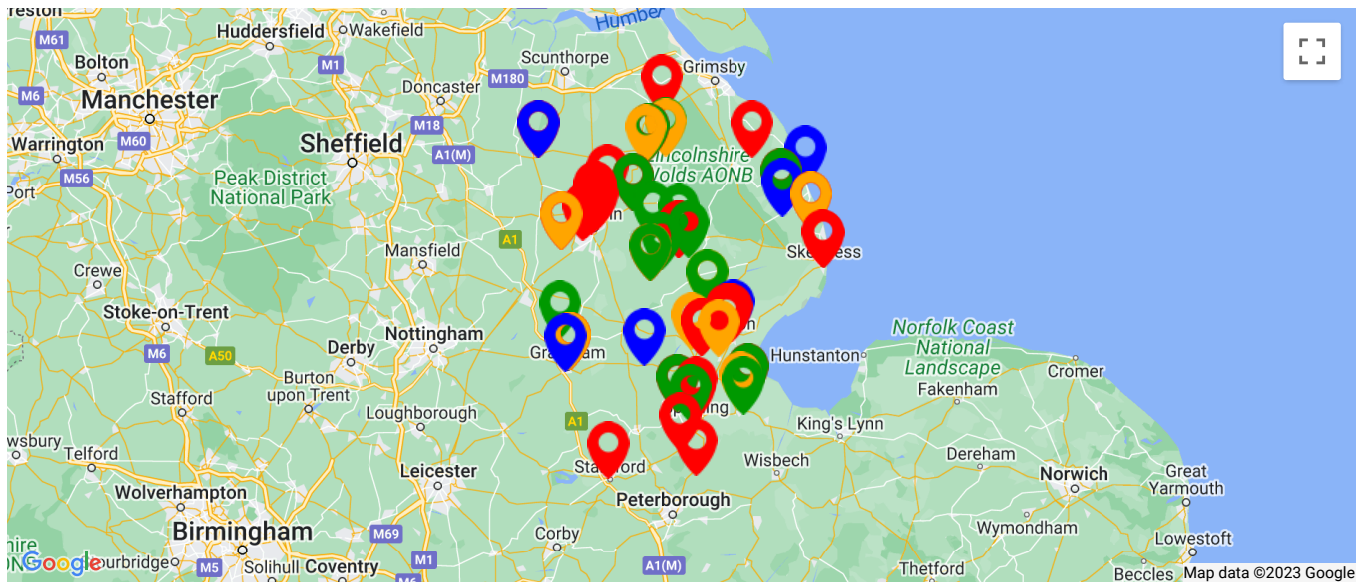
Case Types	Cases
General Comment	56
Informal Complaint	7
Formal Complaint	8
Compliment	16
Signposting	4
Whistleblowing	0

Areas



Areas	Cases
East Locality	37
Lincolnshire CCG	0
Lincolnshire Integrated Care Services (ICS/ICB)	3
South Locality	17
South West Locality	9
West Locality	14
All Areas	9
Out of Area	2

Map



Cases

Community Health Services

Area	Case Details
<p>East Locality x 4</p> <ul style="list-style-type: none"> • 3 x General Comment • 1 x Compliment 	<p>General Comment</p> <p>1. Case 12885 (13-10-2023)</p> <p>PCN: East Lindsey</p> <p>Providers: Lincoln County Hospital</p> <p>For Information: Boots Pharmacy (Market Rasen), MacMillan Care at Home</p> <p>Patient currently being treated for ovarian cancer and now has secondaries in stomach. Referred from GP Surgery, to A&E and admitted to Lincoln County Hospital for 17 days. First examination did not show anything. A CT scan showed the secondary cancer but primary cancer not found. Took 2 months to find primary cancer. Then has had 7 months of chemotherapy. Appointment last week patient told that hormone was feeding the cancer so now on treatment to stop development of hormone. During all these investigations a heart anomaly was found which has meant a new set of treatments. Has been told cancer terminal. McMillan Nurses have been amazing and supportive. Lincoln County Hospital Oncology Department rated as excellent.</p> <p>Pain relief sometimes an issue as lives in Market Rasen and can't get medication from surgery and has to go to local Boots pharmacy. At times this pharmacy have not been able to get medication which has caused issues.</p> <p>Provider Response</p> <p>Response from ULHT - Lead Nurse for Cancer thanked the author for their response and was pleased to hear that their Macmillan nurses have been providing the needed support at this difficult time.</p>

2. Case 12909 (20-10-2023)

PCN: Boston

Providers: Greyfriars Surgery

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

Patient elderly with multiple medical problems and recently hospitalised for sepsis developed a very swollen and leaking leg with open sores. Has had recent skin cancer, and has been under the care of the District Nurses this year with problematic leg ulcers that took a year to heal. Patient rang their GP surgery for face to face appointment as very concerned about leg and medical history and directed by reception staff to send photos to electronic system and link so that Dr could assess. Patient did state that wanted face to face as concerned that photos would not show the detail and how much leg was leaking. Also stated that not confident with technology. Patients relative took photos and sent a paragraph about how swollen and leaking leg was and recent recovery from sepsis. Patient also tried to ring Boston District Nursing service and got through to LCHS Single Point of Access advisor who stated that GP needed to refer to District Nurses. GP telephoned patient and prescribed antibiotics and cream, no dressings, did not refer to District Nurses, told patient that they needed to self refer. GP stated that leg did not look like had been leaking much when in fact it had leaked through trousers and bed clothes. GP told patient to ring back if leg no better in 2 days. Patient left feeling frustrated and distressed.

Patients close relative telephoned Single Point of Access number for Boston District Nurses. Tried 3 times, put on hold for 10 minutes each time, and then call ended up being put through to PALS? Eventually emailed address given on phone message for patients that they could self refer, with relatives consent, that needed urgent District Nurse appointment, pictures and summary of concerns sent and that action needed to be taken asap. Received an email with 15 mins from LCHS Operations centre stating that they would be in contact with District Nursing Service and leg Ulcer Team who last saw patient in July.

Patient received a phone call from District Nurse service the next morning and an appointment scheduled the next day for assessment.

3. Case 12874 (12-10-2023)

PCN: Boston

Providers: Lincolnshire Community Health Services NHS Trust (LCHS), Lincolnshire County Council - Children Services, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)

Patient at Outreach with toddler. Relative discussed that negative experience now with breast feeding drop in groups at Childrens Centres in Boston and surrounding areas do not have the facility to weigh babies now. They found this very reassuring breast feeding for the first time. Experience with Health Visiting Service overall good but did leave a message last week for the Health Visiting Service last week on the Single Point of Access telephone number and no one has got back to them. Patient also discussed that in the last 2 years they had a loss of a newborn. Bereavement care locally provided by the NHS patchy and did access Steps To Change as low mood following but no specialised counselling service for loss of newborn/pregnancy locally. Patient has now become an ambassador for the 4Louis Charity.

Compliment

1. Case 12860 (06-10-2023)

Providers: Lincoln County Hospital

A&E

Patient attended Lincoln Hospital for an appointment which had been pre-booked by 111 for my toddler relative. We were greeted by a friendly reception team and despite a full waiting room were seen promptly by a nurse who was also friendly and efficient. Reception team were happy for us to wait outside the building due to volume of people and the doctor when ready called my mobile to let us know they were available. I cannot recommend Doctor we saw enough - their manner was warm and welcoming, they made us feel that we could ask as many questions as we wanted and I wasn't made to feel rushed at any time. Overall we received fantastic service from all we saw.

Provider Response

19/12/23 ULHT response- Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.

South Locality x 3

- 2 x General Comment
- 1 x Formal Complaint

General Comment

1. Case 12876 (12-10-2023)

Providers: Lincolnshire County Council - Children Services

For Information: Queen Elizabeth Hospital Kings Lynn, United Lincolnshire Hospitals NHS Trust (ULHT)

Healthwatch contact at Outreach at Childrens Centre. Wanted to compliment Antenatal care and postnatal care given by Spalding Community Midwives and care given at Kings Lynn Hospital where gave birth. Continuity of care was an issue with Community Midwives.

Negative experience discussed and has resolved formal complaint about local Health-visiting service. This was in regards to processes around a mark found on male young child and contact with Health visitor by phone and that no one physically saw child before Safeguarding processes instigated. Not happy about response as feels COVID used as excuse , mark photographed at birth. Does not want to take further will not access Health visiting service again will go straight to GP.

2. Case 12944 (30-10-2023)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Stamford & Rutland Hospital (S&RH) located within The Lincs ICB area is greatly valued by its patient user-base resident in Lincs, Rutland, Cambridgeshire & Northamptonshire.

It seems because S&RH is administered by NWAFT, planning of its service offer is not well integrated with the Lincs ICB plans. This seems evident by the current uncertainty about the provision of its existing (poorly marketed) Minor Injuries Unit and the desirability of upgrading it to an Urgent Treatment Centre.

The community would like see this upgrade to an UTC happen, but it seems Lincs ICB & NWAFT are not demonstrating 'joined up' thinking about this improvement to the Stamford & environs healthcare capacity. Primary Care provision by Lakeside is weak as is that in Oakham and so the nearest 24/7 UTCs involve long travel to Peterborough, Leicester or Corby ... Or to the recently announced UTC in Grantham.

For the elderly or young mothers such travel is usually impossible.

Is provision of an UTC in Stamford being considered? If yes, then will it happen ... if not then why?

Notes / Questions

Please see question raised in the comment, response would be most welcome

Formal Complaint

1. Case 12863 (06-10-2023)

PCN: South Lincolnshire Rural

Providers: The Deepings Practice

Patients carer made contact with Healthwatch at Health event in Stamford. Discussed that not happy and has negative experiences at GP surgery with relative. Has made complaint to Practice Manager but had no response.

Relative has multiple, complex medical issues and special needs, these include Downs syndrome, West syndrome, complex parochial epilepsy, autism, choanal atresia, recurring ear infections and labyrinthitis, had perforated duodenal ulcer operation then ascites and pneumonia went on ventilation. Relative then had COVID in 2021 pneumonia and hospital acquired pneumonia and ventilation for over 4weeks with 6 weeks stay in hospital. After discharge from hospital there was no contact from GP surgery.

Carer has found it difficult and challenging to get timely appointments for relative so that they can get the medication they needs before their health deteriorates and they need hospital admission. Is there anyway that a flag can be put on your system that they need a rapid response and treatment because of their complex medical history if carer is requesting a GP appointment. GP advises to go to Urgent Treatment Centre at Johnson Hospital , Spalding when carer tries to make appointment.

Notes / Questions

HW sent email to Practice Manager as requested by Carer as they had not received a response. ICB copied in.

South West Locality x 1

- 1 x General Comment

General Comment

1. Case 12859 (05-10-2023)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Question raised by a patient - could you be honest and acknowledge that since cuts to all services since 2010, we are short of beds, services across health and social care, staff, GPs and dentists who now in many places including my own only provide a private service. STOP ASPIRATIONS AND LOOK AT OUTCOMES ACROSS LINCOLNSHIRE.

We needed to have planned as I said over 30 years ago for an ageing population and work force.

I am very fortunate to have a very good GP service where I can get face to face appointments and a dentist unlike many communities across Lincolnshire. Mental health services are appalling like many areas across the UK

<p>Out of Area x 1</p> <ul style="list-style-type: none"> • 1 x Signposting 	<p>Signposting</p> <p>1. Case 12934 (25-10-2023)</p> <p>Providers: South Lincolnshire Area Locality</p> <p>Caller was from Bedford Social Prescribing Team calling to inform us that one of their clients would soon be moving to Bourne and enquired if we were the local Healthwatch Team who could give advice and support to this person once they moved to Lincolnshire. I agreed that we would be the Healthwatch local to that person, would not take on individual cases but will signpost, provide information and offer advice once living in the county.</p> <p>The caller thanked me and was very happy with the response.</p> <p>Notes / Questions</p> <p>I confirmed that Healthwatch Lincolnshire will be local to the person moving to Bourne, would not take on individual cases but will be able to signpost, provide information and offer advice once they are living in the county.</p>
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Primary Care services

Area	Case Details
<p>East Locality x 14</p> <ul style="list-style-type: none"> • 6 x General Comment • 1 x Informal Complaint • 2 x Formal Complaint • 4 x Compliment • 1 x Signposting 	<p>General Comment</p> <p>1. Case 12885 (13-10-2023)</p> <p>PCN: East Lindsey</p> <p>Providers: Lincoln County Hospital</p> <p>For Information: Boots Pharmacy (Market Rasen), MacMillan Care at Home</p> <p>Patient currently being treated for ovarian cancer and now has secondaries in stomach. Referred from GP Surgery, to A&E and admitted to Lincoln County Hospital for 17 days. First examination did not show anything. A CT scan showed the secondary cancer but primary cancer not found. Took 2 months to find primary cancer. Then has had 7 months of chemotherapy. Appointment last week patient told that hormone was feeding the cancer so now on treatment to stop development of hormone. During all these investigations a heart anomaly was found which has meant a new set of treatments. Has been told cancer terminal. McMillan Nurses have been amazing and supportive. Lincoln County Hospital Oncology Department rated as excellent.</p> <p>Pain relief sometimes an issue as lives in Market Rasen and can't get medication from surgery and has to go to local Boots pharmacy. At times this pharmacy have not been able to get medication which has caused issues.</p> <p>Provider Response</p> <p>Response from ULHT - Lead Nurse for Cancer thanked the author for their response and was pleased to hear that their Macmillan nurses have been providing the needed support at this difficult time.</p>

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Providers: Greyfriars Surgery

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

Patient elderly with multiple medical problems and recently hospitalised for sepsis developed a very swollen and leaking leg with open sores. Has had recent skin cancer, and has been under the care of the District Nurses this year with problematic leg ulcers that took a year to heal. Patient rang their GP surgery for face to face appointment as very concerned about leg and medical history and directed by reception staff to send photos to electronic system and link so that Dr could assess. Patient did state that wanted face to face as concerned that photos would not show the detail and how much leg was leaking. Also stated that not confident with technology. Patients relative took photos and sent a paragraph about how swollen and leaking leg was and recent recovery from sepsis. Patient also tried to ring Boston District Nursing service and got through to LCHS Single Point of Access advisor who stated that GP needed to refer to District Nurses. GP telephoned patient and prescribed antibiotics and cream, no dressings, did not refer to District Nurses, told patient that they needed to self refer. GP stated that leg did not look like had been leaking much when in fact it had leaked through trousers and bed clothes. GP told patient to ring back if leg no better in 2 days. Patient left feeling frustrated and distressed.

Patients close relative telephoned Single Point of Access number for Boston District Nurses. Tried 3 times, put on hold for 10 minutes each time, and then call ended up being put through to PALS? Eventually emailed address given on phone message for patients that they could self refer, with relatives consent, that needed urgent District Nurse appointment, pictures and summary of concerns sent and that action needed to be taken asap. Received an email with 15 mins from LCHS Operations centre stating that they would be in contact with District Nursing Service and leg Ulcer Team who last saw patient in July.

Patient received a phone call from District Nurse service the next morning and an appointment scheduled the next day for assessment.

3. Case 12937 (26-10-2023)

Providers: Integrated Care Board Dental

Patient contacted by Healthwatch Lincolnshire following posting a video on Tiktok about the failure of NHS Dentistry in Lincolnshire. Patient relayed their experience of being a carer of a teenager between 13-18years who for the last 5 years has been trying to access orthodontic assessment because of front teeth being crowded and other teeth growing on top of front teeth and needing braces. Did get orthodontic appointment, but Dentist stated that did not meet criteria for treatment with braces, and was thrown off the waiting list. Patients carer appealed against this decision, and made a formal complaint. Visited Orthodontist in last 2 weeks and had to beg for treatment, now has resolution. Carer expressed frustration that the system is failing teenagers in Lincolnshire and that there needs to be a resolution. That the public of Lincolnshire pay into a pot of money through taxes that pay for services, that Lincolnshire was the worst county for access to dental care for 13-18 year olds. States that had to take time off work and school for these appointments, travel costs incurred.

Provider Response

ICB - It would appear that this case may be progressing through Complaints process so unsure we are in a position to comment or provide further advice as this will form part of the response from the ICB, if you do receive further information please do let us know and we will liaise with the Complaints team further to understand if their situation is being resolved.

4. Case 12902 (18-10-2023)

PCN: East Lindsey

Providers: Lincolnshire Integrated Care Services (ICS/ICB), The New Coningsby Surgery

Patient had pre-assessment in Pilgrim Hospital prior to procedure date. Blood pressure checked and 173/140, did this several times and blood pressure still very high, all questions asked by the nurse were answered as not got, procedure cancelled and informed to contact their GP surgery to have a 24hr monitor. Patient made contact with their GP surgery, who stated it would be at least 4 weeks before they could provide one, but the patient could purchase one themselves.

Today has been in to the surgery for blood pressure check again and again very high. Patient suffers with 'white coat syndrome' and again has been informed to purchase a blood pressure monitor. Whilst we are able to afford this, there are many who are unable to, seems ridiculous that patients are being asked to purchase medical equipment.

Notes / Questions

Patient very grateful that Surgery keeping an eye on this condition but asks - why should a patient be expected to pay for medical equipment when only required for a short space of time? Should this kind of thing be provided by an NHS service as many are unable to afford this medical equipment?

5. Case 12872 (10-10-2023)

PCN: First Coastal

Providers: Marisco Medical Practice

For Information: Pilgrim Hospital

Early December 22.

Patients GP surgery (Beacon Medical Practice) requested patient have an ECG (electrocardiogram), patient referred to Marisco In Mablethorpe for this. On the day of the ECG patients for this service are in waiting area where some patients are provided with methadone, and they found this quite intimidating.

After the ECG carer took patient into Lincoln to do some Christmas Shopping, whilst they were in Lincoln the surgery contacted them to say that the patient needed to go to hospital now, to collect a letter from the surgery first then go to hospital, where the patient will have a bed arranged on Cardiology. Carer rushed back from Lincoln to Skegness, collected the letter and went to Pilgrim Hospital, all in an absolute panic.

On arrival at A&E in Pilgrim informed the person to admit on Cardiology had finished so would need to wait in the waiting room, ECG re-done and Blood Pressure, Observations and all seemed ok. Patient suffers with severe mental health issues and found the waiting area extremely difficult, so carer asked if they could take them home, a Nurse stated this would be ok, but to be back by 7.30am the following day, after no sleep as frightened at what might happen, they returned at the designated time, Nurse of previous night was elsewhere and unavailable, carer explained to another Nurse, was left in waiting area for a couple of hours when the carer spoke to someone as they had been informed to get there by a certain time, whilst still in a panic.

Eventually was on Cardiology Ward, where they were exceptional. Blood thinners given due to suspected blood clot in the heart. Did another ECG scan and found that it was the equipment at Marisco that was inferior and no treatment was actually needed at any point. Patient discharged.

Carer informed the reception at Marisco Practice what the hospital had told them, who said they would pass it onto the Practice Manager. Carer and patient not heard anything since and would like to know if this equipment has been changed, so it doesn't happen to anyone else.

Notes / Questions

Healthwatch asks the Surgery - has this equipment been changed?

Provider Response

Our equipment is calibrated and checked annually and some we have on lease is also sent back to the company to be checked and calibrated , no equipment is used out of calibration , with this being so long ago very difficult to comment any further.

6. Case 12940 (26-10-2023)

PCN: East Lindsey

Providers: Woodhall Spa New Surgery

Patient complaint is in regard to a breakdown in communication between myself and Drs and being contacted (over the phone) by two different people that I was not aware they weren't medical people, I gave medical info that I would not have done had I known.

At no point had a dr telephoned or or met me face to face. The 'conversation', their description not mine, on AskMyGP covered 48hrs for what would have taken a 5-10 min phone call or face to face. The communication via AskMyGP was so robotic that I honestly started to think I was talking to a chatbot.

Since then the only communication has come via non medical members of the surgery team. As with all messages passed by people out the loop, misunderstandings occur.

One of the people on the phone promised the dr would telephone me that never happened.

Informal Complaint

1. Case 12875 (12-10-2023)

PCN: First Coastal

Providers: Hawthorn Medical Practice

Healthwatch contacted by Housing worker on behalf of their client. Client has had to pay an unnecessary Council tax bill and debt because GP would not sign and did not return Application for Council Tax Discount/exemption because of severe mental impairment. This led to the client having financial hardship and affected mental health. Previous GP had signed Council Tax exemption form and provided evidence of severe mental impairment. When Housing worker contacted GP practice they stated that they had not got this evidence for mental impairment even though previous GP had signed a previous form and difficult to get any further information.

Provider Response

Practice Manager. That they were familiar with this patient and the most recent GP to have been asked to complete the form made me aware of the issue.

As we may have previously explained, such forms are classed as non-NHS work so do not form part of the NHS complaints procedure. The patient and his Housing Officer have been made aware that none of the GPs here consider the patient to have a diagnosis that they feel meets the criteria for exemption. This is still under dispute however because the housing Officer believes that we are not recognising something within the medical record, but unfortunately the previous practice did not detail the diagnosis that the Doctor believed made the patient exempt so we are unable to say why they thought it appropriate to sign the form. We have been asked to provide a transcript of a telephone call but this is unlikely to help the case because ultimately if a GP refuses to sign a declaration on clinical grounds, then administratively that cannot be overruled.

Practice Manager - I can confirm that a response is in progress but as this all centres around non-nhs work, it can't unfortunately take priority over the bulk of the workload. The telephone conversation has now been typed up but as things stand, the fact remains that our GPs do not believe that the patient in question meets the criteria. This will all be explained in our response.

Formal Complaint

1. Case 12855 (03-10-2023)

PCN: First Coastal

Providers: Beacon Medical Practice, Leicester General Hospital, United Lincolnshire Hospitals NHS Trust (ULHT)

Carer raised concerns around cared for person with GP, ULHT and Leicester Hospitals.

Things started during lockdown, in and out of A&E, appointments in Hospital and GP surgery. Had numerous scans eventually was listed for a procedure in Leicester Hospital for kidney cancer removal, patient requested full removal of kidney, which was declined as not necessary.

Catalogue of errors and complications during operation, including main artery cut. Patient was never the same again, but informed they had got it all. In ICU with induced coma. Stent should have been removed in 6 weeks, 14 weeks later this was removed. No further follow ups arranged, carer chased these at the 10 month point as patient unwell.

In Pilgrim Hospital, fell off chair, but this was not recorded until the carer stated it should be recorded.

Was given the all clear, but the patient was still unwell. Had numerous blood tests, which kept coming back as abnormal, which were repeated several times at their surgery. Explained that there was a mass which was present on discharge from Leicester Hospital which was 3.2cm, 13 days later has a scan in Pilgrim where it was then 7.8cm, stated it was blood pocket, nothing done.

Informed a few days later it was cancer and would need another operation. MDT sat, patient had another face to face appointment and informed not operating on, but immunotherapy would be the best route. Sodium levels low, unable to do, arranged for another appointment, next time levels were 87 so went ahead, carer questioned this as should be 90 at the lower end.

Patient whilst at home choked on some food, managed to resolve it but the fear was there and the patient stopped eating and drinking (liverpool pathway) and passed away 25 days later.

Notes / Questions

Carer already in contact with Solicitors

Provider Response

19/12/23 ULHT response- It is hoped the author receives a satisfactory outcome.

2. Case 12933 (24-10-2023)

PCN: East Lindsey

Providers: East Lincolnshire Area Locality

Patient raised concerns when they lived in Grimsby and was registered with Quayside Medical Centre.

Patient had their contraceptive implant removed by sexual health team in January 23, where the clinicians of both the Doctor and Nurse said the patient should speak with their GP as possible PCOS (Polycystic ovary syndrome) and would require treatment and tests to see if this was the case or something else. Patient had an appointment at the surgery, where they felt the GP was annoyed, had no cycle for 3 months and lots of other symptoms, but did arrange for blood tests in February 23. Patient waited for results, as none were coming, made contact with the surgery where the receptionist informed them of the results and that the GP had said they were normal, no problem and to wait and the symptoms will go away. Patient requested to speak with the GP so they could ask some questions, where this was declined, stating 'they won't want to discuss this as already been sorted'.

As the patient was imminently due to make a house move, they left it. On going to a new GP surgery they have had further tests of scans and ultra sounds, further blood tests and their new GP stated that the blood results when they were at the previous surgery were not okay but shown abnormalities. Scans have shown pre-cancerous cells and cysts, has been referred to Gynaecology. Patient felt that Quayside had ignored their symptoms and dismissed the patient and would like to make a formal complaint.

Notes / Questions

Healthwatch provided information on the Integrated Care Board for this area and would forward information onto Healthwatch North East Lincs

Compliment

1. Case 12932 (24-10-2023)

PCN: East Lindsey

Providers: Market Rasen Surgery

Patient has recently moved to the area and has nothing but praise for the GP they saw. Previous GP in another area in North East Lincolnshire dismissed symptoms and refused referrals. On moving to this area has found the GP very interested in their conditions, listened and acted on symptoms. Even contacted the patient to ensure the information was correct for onward referral. Very reassuring and patient commented GP very diligent.

Patient requested to send with their details to the surgery.

2. Case 12881 (13-10-2023)

PCN: East Lindsey

Providers: Woodhall Spa New Surgery

Patient booked flu vaccination appointment online after receiving email from Doctors Surgery. Very efficient service, only waiting 5 minutes before appointment. The staff fully explained the possible side effects that patient could suffer after vaccination. They also offered patient another vaccination that they were eligible for without having to make another appointment. Experiences at GP Surgery all rated as excellent and extremely likely to recommend to friends and family.

3. Case 12882 (13-10-2023)

PCN: East Lindsey

Providers: Woodhall Spa New Surgery

Feedback of experiences and care given at Surgery excellent and likely to recommend organisation to family and friends. Surgery rang patient and offered flu vaccination 3 times for appointment. Happy with procedure and the staff.

4. Case 12891 (16-10-2023)

PCN: East Lindsey

Providers: Woodhall Spa New Surgery

I had two appointments, one for the flu jab and another as I have found a lump in my left armpit. I had one in my right armpit several years ago and it was a cyst, which became infected and I had to be treated with cream and anti-biotics, this was at my previous GP surgery in another county. I assumed it would be the same thing and it is. I got checked straight-away and have been told to keep an eye on it in case it too becomes infected, have been told that if that happens I may need to have it surgically drained. Fingers crossed I don't.. Very pleased with this GP Surgery

Signposting

	<p>1. Case 12924 (23-10-2023)</p> <p>Providers: East Lincolnshire Area Locality, Marisco Medical Practice</p> <p>Spouse of patient recently became unwell, having a number of tests and scans. Finding it difficult walking and has lost a lot of weight. During having a scan at Pilgrim was informed that looking for carcinoma, patient wasn't aware of this until then. Only eating very little, has food supplements from GP and is diabetic. Patient has own medical needs and is looking for equipment to help with spouse.</p> <p>Notes / Questions</p> <p>Information on Well-being service and Adult Social Care, also provided Voluntary Car Scheme information</p>
<p>Lincolnshire Integrated Care Services (ICS/ICB) x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 12890 (16-10-2023)</p> <p>Providers: Integrated Care Board Dental</p> <p>So, if we visit a dentist and our teeth need scaling/cleaning dentists are paid to undertake this task or have a hygienist complete it on their behalf, so why are some patients then being charged additionally for this service i.e., above the Band 1/Band 2 pricing.</p> <p>Notes / Questions</p> <p>Healthwatch asks - Why would this be the case? Looking at the NHS banding information this should fall into Band 1 - a scale and polish (if clinically necessary)</p>
<p>South Locality x 9</p> <ul style="list-style-type: none"> 3 x General Comment 3 x Informal Complaint 1 x Formal Complaint 2 x Compliment 	<p>General Comment</p> <p>1. Case 12894 (18-10-2023)</p> <p>PCN: Spalding</p> <p>Providers: Beechfield Medical Centre</p> <p>For Information: Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Why is it so hard to book a COVID booster in my area i.e. pinchbeck? My nearest option is Peterborough? this is not fair on people that are not able to travel. I have a race to do beginning of November so ideally would like my jab after this but still Peterborough only options. Asked at their local GP surgery, no appointments at the moment</p> <p>Notes / Questions</p> <p>Healthwatch provided information on local pharmacies and to keep checking as appointments may open up, either at pharmacies or the surgery</p>

2. Case 12868 (09-10-2023)

Providers: Integrated Care Board Dental

My NHS Dentist has just informed me that they are going all private as of next year, I really cannot afford to pay private prices and need NHS Dental care.

Notes / Questions

Healthwatch asks - what is being done to ensure NHS provision is in place. We are hearing of more and more NHS Dental Practices moving over to private patients only.

Provider Response

7/12/23- Response from ICB Dental Board-

It is recognised access to NHS dental care in Lincolnshire has been challenged over recent years. Lincolnshire ICB are committed to ensuring that patients have access to NHS dental services in the county and determined to do all we can to ensure easier access to high-quality dental care for our patients.

A strategic review of oral health needs is underway for 2023/24. This review will also incorporate the findings of the Rapid Oral Health Needs assessment that was undertaken by Lincolnshire County Council and will be developed in conjunction with the Dental Public Health consultant and Local Dental Network (LDN) chair. The review recommendations will inform the general dental services procurement programme and commissioning requirements for Lincolnshire ICB which will need to be incorporated into a workplans for 2023/24 and 2024/25.

In 2022, as part of the transition of the delegation of dental commissioning from NHS England (NHSE) to Lincolnshire ICB in April 2023, Lincolnshire ICB approached NHSE to facilitate the co-development of a three-year dental strategy for Lincolnshire to drive improvements in oral health and access to dental care services. The aim of the strategy is to provide a roadmap for the ICB and its partners of the plan of action needed over the next three years to achieve these improvements. Its production requires a collaborative approach, working with stakeholders, colleagues, and organisations across Lincolnshire to create a joined-up integrated whole system dental strategy that delivers on better oral health and care for communities across Lincolnshire.

We understand the immediate challenges – in particular around the changes in provision with practices choosing to reduce or cease their NHS commitment and the impact this will have on local communities in accessing NHS dental care. As part of the dental termination process, the NHS dental practice that are handing back their NHS activity must agree a communication letter for their patients. This letter notifies patients that the dental practice will no longer be providing NHS dental care and provides appropriate sign posting on how to continue gaining access to NHS dental care from elsewhere.

It is important to realise that registration with an NHS dentist has not existed since 2006. Many practices have maintained a list of NHS patients they offer to recall, but patients are unable to register with an NHS dentist in the same way as for a GP. In addition, historically dentistry is not commissioned for the whole population, dentists are commissioned to provide a certain level of dental activity rather than to care for a specific group of patients.

Dentists may still need to prioritise patients with dental problems rather than providing check-ups. It should be remembered that not all patients will require six monthly reviews – it is recommended that adult patients with good oral health are seen less frequently sometimes each year or every two years, and for children this is at a recommended interval between three and 12 months.

If a patient does not have a need for urgent dental treatment, then we would advise to contact NHS dental practices and enquire about joining a waiting list until they have capacity to see patients for routine appointments, in addition patients can utilise the NHS Find a dentist website <https://www.nhs.uk/service-search/find-a-dentist>

If a person has a regular dental practice and requires urgent dental care:

- *During surgery hours, they should contact their dental practice directly.*
- *Out of hours, they should check their dental practice's answer machine for information on how to access urgent dental care. Most people are signposted to contact NHS 111 (interpreters are available).*
- *For deaf people, there is also the [NHS 111 BSL Service](#) (alternatively, they can also call 18001 111 using text relay). There is also an online option for contacting NHS 111 that will often be quicker and easier than phoning.*

If a person does not have a regular dental practice and requires urgent dental care, they can contact:

- Any NHS dental practice during surgery hours to seek an urgent dental appointment and this would be dependent on the capacity available at each dental practice on any given day. They can use the [Find a Dentist](#) facility on the NHS website.
- NHS 111, either [online](#) or on the phone (interpreters are available). For deaf people, there is also the [NHS 111 BSL Service](#) (alternatively, they can also call 18001 111 using text relay)
- Healthwatch Lincolnshire

3. Case 12880 (13-10-2023)

PCN: Spalding

Providers: Munro Medical Centre

Information from contact form completed by patient at event. Relates to Feedback about Munro Medical Centre experience overall satisfactory but neither likely or unlikely to recommend organisation to friends and family.

Informal Complaint

1. Case 12858 (05-10-2023)

PCN: South Lincolnshire Rural

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

Patient frustrated and has had negative experience at GP practice in relation to their mental health and that they need a psychiatric assessment. This has been ongoing for a year since they moved to the area. In their last trust they received mental health assessment, ongoing Community Psychiatric team support and received an ADHD diagnosis. At this time because their mental health has deteriorated and they feel very overwhelmed with their ADHD the patient has asked Healthwatch to contact surgery on their behalf and resolve this problem. Patient has explained that they cannot receive medication for their ADHD until they have had a Psychiatric assessment as this would interact with the medication that they are already on. Healthwatch have supplied patient with information and contact numbers if they feel that they are at crisis point with their mental health. Patient told Healthwatch that when they asked at the Surgery for emergency numbers for mental health crisis the GP and other staff could not provide these.

Notes / Questions

Healthwatch sent email to GP surgery at patient request as feels mental health has deteriorated and unable to cope with making a complaint to Practice Manager. Information given of crisis mental health contact numbers and other support locally. Tonic Health, haylincolnshire, Advocacy, Talking Therapies, NHS 111 and Samaritans.

2. Case 12852 (02-10-2023)

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

I am writing to inform all parties that Lakeside Healthcare Stamford is not improving under the present management team.

I've two lots of Blood results from the Surgery for and both lots I've concerns with and Lakeside have not to my knowledge repeated bloods as per labs suggestion on results. Nor contacted the patient with the results to notify the patient everything is fine or there is a health concern.

Again I have attached several emails for you to read to get a picture of being unorganised the left hand does not know in my view what the right hand is doing and saying, let alone unfortunately fit to treat patients.

The telephone system still has large queues and as you get the bottom of the queue the system cuts you off and have to then rejoin another large queue, and go into either surgery, the staff say there are no appointments available as you need to ring at 8am in the morning as they are released each morning. Come 8am in the morning the phone system is already queuing and impossible to get through.

We would like to be able to book a medical review for my relatives health and re the recent blood tests, but seems virtually impossible to do unfortunately with Lakeside Stamford, in my view there is unfortunately no improvement in the healthcare in Stamford Lincolnshire, and its only getting worse under the name of Lakeside Healthcare.

When is the Lincolnshire Healthcare going to realise there are problems in Stamford with Healthcare and do something about it.

Everyone has a right to safe, effective care and care that is compassionate, and person centred, unfortunately this is not an experience I have received of late with the medical practice in Stamford being named as Lakeside Healthcare Stamford.

Notes / Questions

Healthwatch asked the ICB for a response

Provider Response

The ICB remains active in oversight of and support for Lakeside addressing the issues highlighted in their CQC inspection. The teams also remain in contact with the CQC to obtain any feedback re issues that are raised directly with them so that we can ensure that this are considered as part of the practice improvement plan.

A fair assessment would be that they have made positive progress in some areas but that there is still more required to address concerns raised by local patients. In terms of progress:

- The practice continues to recruit on an ongoing basis but still have some vacancies*
- They have an active social media communication campaign to patients but haven't yet mobilised the wider communication plan*

The ICB Primary Care and Quality teams are reviewing current engagement with Lakeside in early November to consider any additional support the practice require and formally to review with the practice progress and ongoing timescales for their plan.

9/11/23 HW received response from Practice Manager at Lakeside -We have received the concern at the surgery and are currently investigating the concerns.

3. Case 12878 (12-10-2023)

PCN: Spalding

Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health), Munro Medical Centre

Healthwatch contacted by Citizens advice Spalding on behalf of client . Consent given by client to share information and email GP surgery on their behalf. Client Russian speaking and communicated via translator used by Citizens advice. Client has endometrial cancer and going into hospital for extensive operation at Pilgrim Hospital this week. Lives in shared accommodation, shared bathroom facilities and is alone. Has depression and mental health issues has accessed GP but offered counselling only in English, surgery state that can only be in English and no translation service available. Client has recourse to public funds.

Discussed with client that getting taxi to hospital , information about hospital car service. Has friend as emergency contact for the hospital , advised that hospital will ask about support on discharge.

Notes / Questions

Healthwatch emailed Practice Manager for response that translator needed for counselling services. Also provided information on, MacMillan, Community Car Schemes, Talking Therapies, How are you Lincolnshire

Provider Response

10/11/23- Response from Practice Manager - *Sorry to hear of patients experience, it is very difficult to establish the facts and investigate thoroughly exactly where/who the counselling is without the patient details.*

We do have a mental health nurse that patients can be referred to "in-house", if this is where patient has been referred, we do encourage they bring someone with them who can speak both languages for support if possible (if appropriate). We do have access to a language line service, so if that was the case then this can be organised in advance, so our apologies if that did not happen and was not offered to this lady. We do have some fairly new care navigators, (not that i am suggesting it was one of these staff) but we will remind everyone that the service is available.

If the patient was referred externally for counselling, then that would not be for us to determine that the service was only available in English, we attach a patient summary to a referral and that would have the patients spoken language on the referral. The receiving service would be responsible for making such arrangements for the appointment.

More than happy to investigate further if you have the patients details and apologies to this patient for any distress this may have regardless of where they have been referred.

17/11/23 - HW emailed patient- am contacting you to find out if I can share your personal details with the Practice Manager so that they can investigate further and give their apologies about your negative experience about translation services at the Medical Centre.

Formal Complaint

1. Case 12863 (06-10-2023)

PCN: South Lincolnshire Rural

Providers: The Deepings Practice

Patients carer made contact with Healthwatch at Health event in Stamford. Discussed that not happy and has negative experiences at GP surgery with relative. Has made complaint to Practice Manager but had no response.

Relative has multiple, complex medical issues and special needs, these include Downs syndrome, West syndrome, complex paroxysmal epilepsy, autism, choanal atresia, recurring ear infections and labyrinthitis, had perforated duodenal ulcer operation then ascites and pneumonia went on ventilation. Relative then had COVID in 2021 pneumonia and hospital acquired pneumonia and ventilation for over 4weeks with 6 weeks stay in hospital. After discharge from hospital there was no contact from GP surgery.

Carer has found it difficult and challenging to get timely appointments for relative so that they can get the medication they needs before their health deteriorates and they need hospital admission. Is there anyway that a flag can be put on your system that they need a rapid response and treatment because of their complex medical history if carer is requesting a GP appointment. GP advises to go to Urgent Treatment Centre at Johnson Hospital , Spalding when carer tries to make appointment.

Notes / Questions

HW sent email to Practice Manager as requested by Carer as they had not received a response. ICB copied in.

Compliment

1. Case 12867 (09-10-2023)

Providers: Fen house Dental Practice (Spalding), Integrated Care Board Dental

Had an appointment to have a tooth removed this morning. All staff at the practice are very kind and friendly. Dentist had the tooth out very quickly and virtually pain free. Great service.

2. Case 12935 (25-10-2023)

PCN: South Lincolnshire Rural

Providers: Littlebury Medical Centre

Once the call has been made, I have never had any problem with someone getting back in touch with me, and either being able to sort things out over the phone, or being able to see a member of staff face to face. All the staff have been very approachable from reception to pharmacy. We moved here seven years ago and knew nothing of the surgeries available, so we took pot luck and have come up trumps. I, myself, have had to go through bowel cancer with all the treatments that it required and have had nothing but support and encouragement from this surgery for which I am eternally grateful. I cannot praise them highly enough.

South West Locality x 3

- 2 x General Comment
- 1 x Informal Complaint

General Comment

1. Case 12859 (05-10-2023)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Question raised by a patient - could you be honest and acknowledge that since cuts to all services since 2010, we are short of beds, services across health and social care, staff, GPs and dentists who now in many places including my own only provide a private service. STOP ASPIRATIONS AND LOOK AT OUTCOMES ACROSS LINCOLNSHIRE.

We needed to have planned as I said over 30 years ago for an ageing population and work force. I am very fortunate to have a very good GP service where I can get face to face appointments and a dentist unlike many communities across Lincolnshire. Mental health services are appalling like many areas across the UK

2. Case 12886 (16-10-2023)

Providers: Lincolnshire South West Area Locality

Patient had an accident in the home in August 22. Sent to Queens Medical Centre (QMC) for medical treatment and operation including ins in on left ankle, skin grafts also done, but hasn't taken very well, further operation is needed. Moved to Grantham just prior to the accident and stayed with their GP Practice so out of area, looking for one closer to home. Suffers with severe anxiety and on anti depressants, unable to drive so needs support to get to any appointments. No longer able to work

Notes / Questions

Healthwatch provided:- information on GP Surgery in catchment area, Talking Therapies and Voluntary Car Schemes.

Informal Complaint

1. Case 12866 (09-10-2023)

PCN: K2 Healthcare Sleaford

Providers: Ruskington Medical Practice

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

I write in regard to Ruskington Medical Practice.

I registered with this practice approximately 6 months ago and have been repeatedly subjected to bullying, discrimination and negligence by the staff there and the medical care received has been extremely poor.

I have been constantly refused a GP appointment for 6 months, despite countless requests, which have either been repeatedly refused or completely ignored.

The staff have been rude and spoken to me in a patronising, unprofessional and belittling manner on many occasions.

My repeat prescriptions have been tampered with and some were removed by a pharmacist at the practice without consent. My vital repeat prescriptions are often refused and they demand I firstly attend review appointments, but then refuse to provide any appointment and repeat prescription items are often missed completely. I have also been refused urgent antibiotics and had to use the 111 service also for basic prescriptions.

I have been trying to get an urgent appointment with a GP for 6 months and have still not been offered any appointment. The most recent request was made last Friday and this was also refused. I have also been deprived of pain medication, leaving me suffering with debilitating nerve pain.

They have also refused to provide an urgent Doctors letter unless I pay a fee, despite being unable to afford to pay.

They have also refused to comply with a data request for copies of medical records and any complaints I have made have been ignored and treated with derision.

They have also now removed me from their patient list with less than 7 days notice, giving no reason, preventing me from being able to access my repeat prescriptions or medical care needed and have continued to refuse an urgent GP appointment for the past 6 months.

I would appreciate if you could possibly intervene, as the practice manager has failed to deal with any of these matters.

Notes / Questions

Healthwatch provided Integrated Care Board feedback centre information as patient preferred not to go straight to the surgery.

Provider Response

8/11/23- email response from Practice Manager at Ruskington Medical Practice-Thank you for this feedback, we are very aware of this patient due to her numerous contacts at the practice. We have never refused her any medical intervention however due to patient safety we were unwilling to offer her the medications she demanded without being seen and examined.

The patients medication was appropriately reviewed by our clinical pharmacist and again, due to her lack of engagement for the appropriate reviews to ensure safe clinical prescribing we had no alternative but to remove from repeat.

The pain medication the patient comments on was over the counter, and had not been requested in her records from her previous GP for months.

The patient was offered a number of appointments with GPs, Nurse team, First contact practitioners - all refused.

There have been no breach in data requests, as non have been requested.

The patients abusive behaviour both verbally and in writing via emails triggered a warning, and ultimate removal to ensure the zero tolerance and support of our team.

West Locality x 8

- 6 x General Comment
- 1 x Formal Complaint
- 1 x Compliment

General Comment

1. Case 12869 (10-10-2023)

PCN: Trent

Providers: Caskgate Street Surgery

Patient registered with Caskgate Surgery, was previously under a named GP who they never saw, this GP has now left and has been allocated a female GP. Patient would prefer to be seen by a male GP whom they have seen on a few occasions and feels they would prefer to be under this male GP. Patient commented the reception staff were not very welcoming and previously had been into the surgery in pain, informed by reception to go home and phone in.

Notes / Questions

Healthwatch explained that although may be allocated a specific GP, would not make a difference on who they saw, but if they preferred to be under a particular GP to write to the Practice Manager. Also provided ICB feedback Centre information should this be required in the future

2. Case 12870 (10-10-2023)

PCN: Trent

Providers: Integrated Care Board Dental

Patient recently moved to the area, about a year ago, struggling to get an NHS Dentist.

Notes / Questions

Healthwatch provided information on NHS Dentists stating taking on in the Scunthorpe area. Patient happy with this.

3. Case 12903 (19-10-2023)

Providers: Integrated Care Board Dental

For Information: Treeline Dental Lincoln

Patient has had a negative experience at NHS Dentist at Treeline Dental Surgery in Lincoln. This has happened recently at the beginning of October the problem has now been resolved by having to go to a private dentist and pay for treatment, patient has had to borrow money from relatives for this. Complaint concerning root canal treatment and the fact that patient felt that area where treatment being carried out was not numbed properly, so procedure could not go ahead and temporary filling used instead. Patient feels that antibiotics should have been given before any treatment carried out. This has caused great distress, pain, sleep deprivation, and time off work. NHS fees were paid for this treatment. Has now registered with private dentist who has resolved the problem. Not happy to go back to NHS Dentist even though will have to pay and feels that cannot financially afford this.

Notes / Questions

Patient provided with information on how to make a complaint to the surgery and ICB information given

4. Case 12853 (02-10-2023)

PCN: APEX

Providers: Lincolnshire Integrated Care Services (ICS/ICB), West Lincolnshire Area Locality

Patient wanted to share their experience, doesn't want anyone else to go through if not necessary and wonders what is being done.

Patient requested a copy of their medical notes as they were needed for travel insurance purposes, it was only when they arrived that the patient noted that there were conditions from some time ago on their records that were categorised as ongoing, where in fact they had previously been seen by a Consultant who said they did not have this condition, yet still on medical notes as ongoing. Spoke with a GP who said they don't have time to go through and read all previous letters and was dismissed, so the incorrect information is on medical records.

Notes / Questions

Healthwatch asks - if patients move from another surgery are all records checked and records updated accordingly? how often are medical records checked for discrepancies?

Provider Response

7/12/23- ICB Response-

7/12/23 ICB response:

Thank you for highlighting this case to us . Please can you let us know which practice this relates to so that we can ask the practice to update this record according to the patient feedback they have received if the patient is happy to provide their details? Unfortunately, it be would difficult for the new practice to check all of the records of patients retrospectively from another practice, the patient record would normally be updated once the consultant letter had been received by the previous practice. When a patient reviews their records and notices that information or a diagnosis is incorrect, or they believe the condition/illness has been resolved, then we would encourage them to contact the Practice Manager in writing, highlighting their concerns, whilst also referencing the correspondence from their consultant/specialist, which highlighted that that condition had resolved. We would hope that after a thorough review of the patient's concerns, the practice manager will discuss the appropriate course of action with the patients GP, who may request a further assessment or appointment with an appropriate member of the practice team to determine the correct course of action.

5. Case 12939 (26-10-2023)

PCN: Imp

Providers: Nettleham Medical Practice

Patient discussed with Healthwatch Lincolnshire negative experience in recent months, with accessing GP appointments and AskMyGP system. This is in relation to finding a breast lump and not being able to access an appointment on digital systems this was not classed as urgent. When rang GP the next available urgent appointment was in 3 weeks. Took 5 weeks to be referred to breast screening appointment.

Notes / Questions

No personal information was provided.

Healthwatch asks - what is the process when a patient states they have a breast lump?

Provider Response

Practice Managers Response- All AskMyGP requests are triaged with a GP.

Cancer symptoms are triaged as urgent but not an emergency same day appointment.

Our internal target for these appointments are to be seen within one week, but due to the pressures facing the NHS and staff sickness, this is currently not being met.

6. Case 12893 (17-10-2023)

PCN: APEX

Providers: Richmond Medical Centre

Patient newly registered with Richmond Practice in the last 6 months after moving into the area. Patient has complex medical conditions which include allergies, unable to retain loads of information and brain surgeries. Patient has been prescribed medication which included something they had an allergy with, so feels their medical notes had not been read. Waiting for 4 referrals to be sent, feels more unwell in the last 3 months than they ever have done, has constant medication reviews when the Consultants they are under specifically stated not to change medications only on their say so. Is under a number of specialist Consultants and just requires the surgery to maintain their health, struggles to get repeat medications. Has now got an appointment on the 19 Oct to discuss the way forward. But may want to change GP surgeries.

Notes / Questions

Healthwatch suggested the patient write a list of what they would like to discuss at the appointment so nothing is missed. Also provided alternative Surgery information should they wish to change.

Formal Complaint

1. Case 12942 (27-10-2023)

Providers: Integrated Care Board Dental

Elderly patient has had a fall and damaged 2 front teeth unable to register with NHS Dentist locally. Has had to register with private dentist for treatment and take out an interest free loan to pay for this, cannot afford to do this as is on low income, and pension credit, but no other option. Discussed that cannot claim for these costs but can go back to NHS Dentist. Has rang 11 dentists in Lincoln area not taking on NHS patients. Information given about NHS Dentists in Lincoln that will take on patients if referred by another dentist. Discussed costs of private dental care will impact on household income . Information given re claiming maximum benefits directed to Citizens Advice Bureau. Has forms stating that can claim costs if on low income will complete and send in. Patient consents to HW making a complaint to ICB dentistry on his behalf.

Notes / Questions

Request for Healthwatch to make contact with ICB Dental

Provider Response

Response received 1/11/23- Thank you for this, I have confirmed receipt with the patient and shared with our Primary Care Complaints Team for their appropriate action.

Compliment

1. Case 12938 (26-10-2023)

PCN: Imp

Providers: Welton Family Health Centre

For Information: United Lincolnshire Hospitals NHS Trust (ULHT)

Diabetic Retinopathy Screening

Relative of siblings that have had Type1 Diabetes from being young children would like to compliment care received from GP, diabetes specialised teams in hospital, over the last 10 years. Feels that follow up and screening for retinopathy good.

Provider Response

19/12/23 Response from ULHT- Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.

All Areas x 1

- 1 x General Comment

General Comment

1. Case 12898 (18-10-2023)

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

Adult Mental Health Services - Community Mental Health Teams

How easy did you find it to access support? - Very difficult

What made it difficult to access support? - I had no idea how to access services so we saw local GP who didn't recognise symptoms and didn't refer .

Who referred you to this service? - Family members symptoms deteriorated and the police were involved . From there we were given info about referral

Tell us about your experience of getting a referral - There's no information in the general understanding. Our GP didn't recognise symptoms . I had no idea where to get help for my poorly family member.

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

Out of Area x 2

- 1 x Formal Complaint
- 1 x Signposting

Formal Complaint

1. Case 12862 (06-10-2023)

Providers: Out of area

Relative contacted Healthwatch Lincolnshire as their relative had died in late September 23. The family had been unable to register their death until early October as the Registrar did not receive death certificate from GP until then. This has caused great distress to the family and delayed funeral. Family had difficulty communicating with the correct personnel at Doctors Surgery to expedite signing of the death certificate. Other professionals, Funeral Directors and the Registrar had also tried to ring GP surgery to expedite issuing of death certificate.

This has caused relative additional stress when they should be allowed to grieve, our relative has been very poorly in hospital prior to their passing and it has been a very stressful time. Relative has had to chase the GP practice, this is not professional. Relative would like this looked into and a formal apology for the disrespectful treatment of their late relative.

GP Practice - Clee Practice in Cleethorpes. Case passed onto NorthEastLincolnshireHealthwatch.

Notes / Questions

Healthwatch made contact with patients local Healthwatch in North East Lincs to provide information and hand over the contact details (with patients consent)

Signposting

1. Case 12934 (25-10-2023)

Providers: South Lincolnshire Area Locality

Caller was from Bedford Social Prescribing Team calling to inform us that one of their clients would soon be moving to Bourne and enquired if we were the local Healthwatch Team who could give advice and support to this person once they moved to Lincolnshire. I agreed that we would be the Healthwatch local to that person, would not take on individual cases but will signpost, provide information and offer advice once living in the county.

The caller thanked me and was very happy with the response.

Notes / Questions

I confirmed that Healthwatch Lincolnshire will be local to the person moving to Bourne, would not take on individual cases but will be able to signpost, provide information and offer advice once they are living in the county.

Hospital Services

Area	Case Details
<p>East Locality x 11</p> <ul style="list-style-type: none"> • 6 x General Comment • 2 x Formal Complaint • 3 x Compliment 	<p>General Comment</p> <p>1. Case 12885 (13-10-2023)</p> <p>PCN: East Lindsey</p> <p>Providers: Lincoln County Hospital</p> <p>For Information: Boots Pharmacy (Market Rasen), MacMillan Care at Home</p> <p>Patient currently being treated for ovarian cancer and now has secondaries in stomach. Referred from GP Surgery, to A&E and admitted to Lincoln County Hospital for 17 days. First examination did not show anything. A CT scan showed the secondary cancer but primary cancer not found. Took 2 months to find primary cancer. Then has had 7 months of chemotherapy. Appointment last week patient told that hormone was feeding the cancer so now on treatment to stop development of hormone. During all these investigations a heart anomaly was found which has meant a new set of treatments. Has been told cancer terminal. McMillan Nurses have been amazing and supportive. Lincoln County Hospital Oncology Department rated as excellent.</p> <p>Pain relief sometimes an issue as lives in Market Rasen and can't get medication from surgery and has to go to local Boots pharmacy. At times this pharmacy have not been able to get medication which has caused issues.</p> <p>Provider Response</p> <p>Response from ULHT - Lead Nurse for Cancer thanked the author for their response and was pleased to hear that their Macmillan nurses have been providing the needed support at this difficult time.</p>

2. Case 12873 (10-10-2023)

PCN: First Coastal

Providers: Lincoln County Hospital, Pilgrim Hospital

Person provided information in relation to neighbour who asked them to relay this information.

Patient attended GP surgery (Beacon Medical Practice) due to weakness in leg and some pain in their arms, advised to take spouse to A&E straight away as suspected a stroke. Arrival at Pilgrim A&E CT scan done and no signs of damage, bloods taken. To ensure not a stroke patient was to be transported via ambulance to Lincoln Hospital to go on Stroke Ward.

Spouse went home and would visit the following day, when the patient left Pilgrim they were talking fine and was ok. On the visit the following day spouse was confused and saying unusual things. Had MRI / CT scan with dye. Patient in a chair in A&E for 2 days before going to ward. Got onto ward on the Monday, where it was noted concerned damage to frontal lobe. Patient discharged and returned home with stroke team visits 5 x per week for rehabilitation. Whilst in hospital carer informed that carotid artery blocked and would require 72 heart monitor and ECG (electrocardiogram), on discharge letter it stated occluded carotid artery follow up in 3 months with ECG and 72 monitor. Carer mentioned this to the team who are not happy relating to blocked artery and were taking it back to the office.

Provider Response

19/12/23 Response from ULHT- No cardiology response received as yet. ED Response - Thankyou for taking the time to raise the concerns noted. It's with great sadness that current pressures in the Emergency Departments are meaning that long stays within our seated majors areas are ongoing. Please know that we would not want this for any patient and we realise the impact it's having on all patients. We are trying hard to make the patient experience as positive as possible by introducing regular nutritional rounding, comfier seats and better communication. The clinical site mangers and bed managers work tirelessly to free up beds for the patients whom sit and wait for so long. We apologise unreservedly for the significant delays experienced. Kind Regards, Interim Matron, LCH ED.

3. Case 12883 (13-10-2023)

Providers: Lincoln County Hospital, Louth County Hospital, Queen's Medical Centre (Nottingham)

Patient has osteoporosis visits Nottingham, Lincoln, and Louth Hospitals for various Speciality Departments. Lincoln Hospital for neurology for nerves in bones and Louth hospital for scans. Nottingham Hospital for spinal care. Feels that services not coordinated enough. Blood samples taken at local Surgery which were needed for appointment in Nottingham. Surgery lost the blood sample which delayed appointment and treatment of zeldronic acid infusion. Very frustrating because Nottingham Hospital sent a letter saying no blood test received which caused a chain reaction of delay.

Recent hip replacement surgery because patient had crushed hip. This has not been successful, has a lot of pain and difficulty with mobility. This issue is still under investigation.

Unlikely to recommend these services to friends and family due to a combination of services being involved in treatment.

4. Case 12925 (23-10-2023)

PCN: Meridian

Providers: Lincoln County Hospital

Patient had an appointment at Lincoln County Hospital for heart monitor to be fitted. On benefits and has HC2 form, got car parking ticket due to not knowing where exactly to get refund, eventually found where to go, but no signs telling people where to get this, and refunded at the hospital. A couple of weeks later received a letter from parkingeye to say they had received a fine of £70. Has appealed but wanted to speak with a person. No phone number available to make a call. Just waiting to hear from the Popla (who do the appeals process) to see if the appeal has gone through or not.

Provider Response

Patient update - has spoken with PALS, unfortunately will need to pay

5. Case 12877 (12-10-2023)

PCN: Boston

Providers: United Lincolnshire Hospitals NHS Trust (ULHT)

For Information: Lincolnshire County Council - Children Services

Healthwatch contact at Outreach at Childrens Centre. Very happy with Childrens Centres , beneficial to Mum and baby. No local groups in Kirton where lives and does not drive, so has to rely on lifts from relatives.

Excellent care in pregnancy , birth and Special Care Unit. Feels that Continuity of Care with Midwives would be beneficial as feels that treatment for morning sickness would have been given and hospital admission could have been prevented.

Notes / Questions

Are there going to be any clinics held in the Kirton area?

Provider Response

19/12/23 ULHT - Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.

6. Case 12872 (10-10-2023)

PCN: First Coastal

Providers: Marisco Medical Practice

For Information: Pilgrim Hospital

Early December 22.

Patients GP surgery (Beacon Medical Practice) requested patient have an ECG (electrocardiogram), patient referred to Marisco In Mablethorpe for this. On the day of the ECG patients for this service are in waiting area where some patients are provided with methadone, and they found this quite intimidating.

After the ECG carer took patient into Lincoln to do some Christmas Shopping, whilst they were in Lincoln the surgery contacted them to say that the patient needed to go to hospital now, to collect a letter from the surgery first then go to hospital, where the patient will have a bed arranged on Cardiology. Carer rushed back from Lincoln to Skegness, collected the letter and went to Pilgrim Hospital, all in an absolute panic.

On arrival at A&E in Pilgrim informed the person to admit on Cardiology had finished so would need to wait in the waiting room, ECG re-done and Blood Pressure, Observations and all seemed ok. Patient suffers with severe mental health issues and found the waiting area extremely difficult, so carer asked if they could take them home, a Nurse stated this would be ok, but to be back by 7.30am the following day, after no sleep as frightened at what might happen, they returned at the designated time, Nurse of previous night was elsewhere and unavailable, carer explained to another Nurse, was left in waiting area for a couple of hours when the carer spoke to someone as they had been informed to get there by a certain time, whilst still in a panic.

Eventually was on Cardiology Ward, where they were exceptional. Blood thinners given due to suspected blood clot in the heart. Did another ECG scan and found that it was the equipment at Marisco that was inferior and no treatment was actually needed at any point. Patient discharged.

Carer informed the reception at Marisco Practice what the hospital had told them, who said they would pass it onto the Practice Manager. Carer and patient not heard anything since and would like to know if this equipment has been changed, so it doesn't happen to anyone else.

Notes / Questions

Healthwatch asks the Surgery - has this equipment been changed?

Provider Response

Our equipment is calibrated and checked annually and some we have on lease is also sent back to the company to be checked and calibrated , no equipment is used out of calibration , with this being so long ago very difficult to comment any further.

Formal Complaint

1. Case 12855 (03-10-2023)

PCN: First Coastal

Providers: Beacon Medical Practice, Leicester General Hospital, United Lincolnshire Hospitals NHS Trust (ULHT)

Carer raised concerns around cared for person with GP, ULHT and Leicester Hospitals.

Things started during lockdown, in and out of A&E, appointments in Hospital and GP surgery. Had numerous scans eventually was listed for a procedure in Leicester Hospital for kidney cancer removal, patient requested full removal of kidney, which was declined as not necessary.

Catalogue of errors and complications during operation, including main artery cut. Patient was never the same again, but informed they had got it all. In ICU with induced coma. Stent should have been removed in 6 weeks, 14 weeks later this was removed. No further follow ups arranged, carer chased these at the 10 month point as patient unwell.

In Pilgrim Hospital, fell off chair, but this was not recorded until the carer stated it should be recorded.

Was given the all clear, but the patient was still unwell. Had numerous blood tests, which kept coming back as abnormal, which were repeated several times at their surgery. Explained that there was a mass which was present on discharge from Leicester Hospital which was 3.2cm, 13 days later has a scan in Pilgrim where it was then 7.8cm, stated it was blood pocket, nothing done.

Informed a few days later it was cancer and would need another operation. MDT sat, patient had another face to face appointment and informed not operating on, but immunotherapy would be the best route. Sodium levels low, unable to do, arranged for another appointment, next time levels were 87 so went ahead, carer questioned this as should be 90 at the lower end.

Patient whilst at home choked on some food, managed to resolve it but the fear was there and the patient stopped eating and drinking (liverpool pathway) and passed away 25 days later.

Notes / Questions

Carer already in contact with Solicitors

Provider Response

19/12/23 ULHT response- It is hoped the author receives a satisfactory outcome.

2. Case 12865 (09-10-2023)

PCN: Boston

Providers: Pilgrim Hospital

Patient has had 3 operations on left knee in Pilgrim Hospital. Last operation was late September 23. First had an injection in their back where they felt a burning sensation and felt the surgeon open the leg, for meniscus repair, surgeon stated that it was very furry and shouldn't be after the 2nd operation. Patient thought they were going to remove but unsure if this happened, not actually sure what took place and what operation they had as never explained to them afterwards. After 15 minutes into the operation the patient felt a huge amount of pain, but the surgeon stated they were imagining it, although when the Nurse stated the patient was moving their leg, the patient was then given a General Anaesthetic.

Discharged the same day, with no crutches, pain relief provided only a couple of dressings. On asking the nurse for crutches they were informed there is nothing on the discharge notes so no, the patient had to hop out of hospital as they were unable to put leg down. Heart rate was very low at 50 and was still discharged.

Notes / Questions

Healthwatch provided information on Complaints procedure, CQC and PHSO

Provider Response

19/12/23 Provider response ULH T - It is hoped the author used the provided information and received a satisfactory outcome.

Compliment

1. Case 12860 (06-10-2023)

Providers: Lincoln County Hospital

A&E

Patient attended Lincoln Hospital for an appointment which had been pre-booked by 111 for my toddler relative. We were greeted by a friendly reception team and despite a full waiting room were seen promptly by a nurse who was also friendly and efficient. Reception team were happy for us to wait outside the building due to volume of people and the doctor when ready called my mobile to let us know they were available. I cannot recommend Doctor we saw enough - their manner was warm and welcoming, they made us feel that we could ask as many questions as we wanted and I wasn't made to feel rushed at any time. Overall we received fantastic service from all we saw.

Provider Response

19/12/23 ULHT response- Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.

2. Case 12884 (13-10-2023)

Providers: Lincoln County Hospital

Patient completed feedback form at Healthwatch event. Patient has macular degeneration. Attends eye clinic 8 at Lincoln Hospital every 8 weeks. Always gets a phone call after every appointment and always pleased with the service. Appointments always on time and staff reassuring .. All care and experiences rated as excellent and would be likely to recommend to family and friends.

Provider Response

19/12/23 ULHT response- Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.

3. Case 12857 (04-10-2023)

PCN: East Lindsey

Providers: Pilgrim Hospital

Patient previously been through A&E in mid June 22 with severe jaundice. After several MRIs throughout the next year, patient was seen by a Consultant in September 23 where everything was explained and patient was informed they would be listed for a procedure. Didn't really expect to hear anything until 2024, received a phone call to go through certain questions, and the following week provided with a letter for pre-assessment and a date for procedure, both for Oct 23. Patient commented that since their last MRI things have moved very quickly.

Provider Response

19/12/23 ULHT provider response- Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.

South Locality x 1

- 1 x General Comment

General Comment

1. Case 12876 (12-10-2023)

Providers: Lincolnshire County Council - Children Services

For Information: Queen Elizabeth Hospital Kings Lynn, United Lincolnshire Hospitals NHS Trust (ULHT)

Healthwatch contact at Outreach at Childrens Centre. Wanted to compliment Antenatal care and postnatal care given by Spalding Community Midwives and care given at Kings Lynn Hospital where gave birth. Continuity of care was an issue with Community Midwives.

Negative experience discussed and has resolved formal complaint about local Health-visiting service. This was in regards to processes around a mark found on male young child and contact with Health visitor by phone and that no one physically saw child before Safeguarding processes instigated. Not happy about response as feels COVID used as excuse , mark photographed at birth. Does not want to take further will not access Health visiting service again will go straight to GP.

South West Locality x 2

- 1 x General Comment
- 1 x Signposting

General Comment

1. Case 12859 (05-10-2023)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Question raised by a patient - could you be honest and acknowledge that since cuts to all services since 2010, we are short of beds, services across health and social care, staff, GPs and dentists who now in many places including my own only provide a private service. STOP ASPIRATIONS AND LOOK AT OUTCOMES ACROSS LINCOLNSHIRE.

We needed to have planned as I said over 30 years ago for an ageing population and work force. I am very fortunate to have a very good GP service where I can get face to face appointments and a dentist unlike many communities across Lincolnshire. Mental health services are appalling like many areas across the UK

Signposting

	<p>1. Case 12936 (25-10-2023)</p> <p>Providers: Lincolnshire South West Area Locality</p> <p>Spouse passed away in June in Cumbria - Carlisle Hospital who have written to them saying they are investigating, but they are unsure why and what happens next, a lady is going to call them on Friday from the hospital to explain, patient believes it might be around the 2 blood transfusions that took place in Leicester Hospital where they had a kidney transplant, but unsure. Patient wanted to know what to expect.</p> <p>Notes / Questions</p> <p>Healthwatch - would be unsure what the conversation would be, however, if they require any further information then to come back to us, once they have had the discussion on Friday</p>
<p>West Locality x 3</p> <ul style="list-style-type: none"> • 2 x General Comment • 1 x Compliment 	<p>General Comment</p> <p>1. Case 12892 (16-10-2023)</p> <p>Providers: Lincoln County Hospital</p> <p>Neurology Lincoln County Hospital</p> <p>Referred to neurology at the beginning of July by A&E after MRI scans. GP wrote again in September, I've now discovered waiting time for an outpatients appointment is about 49 weeks.</p> <p>Notes / Questions</p> <p>Healthwatch has previously asked for waiting time information on each service to be provided to GP surgeries, this would assist/support surgeries</p> <p>Provider Response</p> <p>19/12/23 Response from ULHT- The My Planned Care website details current waiting times against each specialty. https://www.myplannedcare.nhs.uk/mids/united-lincs/ . This is a national system that we are required to use. The system takes all of our wait time statistics, which we submit weekly and as such holds up to date data from all NHS trusts.</p> <p>After we submit our data the system applies certain criteria that then gives what is seen on the site. Our communications team worked with our statistical team at the time to write the explanation on our webpage that details how the wait times are calculated and what they are showing to help our patients understand what that means for them.</p> <p>In terms of sharing other data with GPs or anyone all Trusts, at the time of the MyPlanned care launch, were told to take down any other wait-time sharing data and that the MyPlanned care system was the only one that we are allowed to use and signpost to; this includes all of the healthcare system including GPS.</p> <p>As a system we gave feedback about the data interpretation and were told that there would be different ways of showing the data , but since then no further work has been undertaken on the platform.</p> <p>2. Case 12943 (30-10-2023)</p> <p>Providers: United Lincolnshire Hospitals NHS Trust (ULHT)</p> <p>I would like to ask a question. Please can you tell me if there are any plans to site water fountains in hospitals?</p> <p>Notes / Questions</p> <p>Healthwatch asks if ULHT could respond to the question raised please</p> <p>Provider Response</p> <p>19/12/23 Response from ULHT- There has been a recent review of water fountains ensuring that we meet very stringent water safety guidance. New fountains have been (recently in A&E) or are to be installed in areas where there is no access to drinking water. A number of patient sinks are also clearly labelled for drinking water.</p> <p>Compliment</p> <p>1. Case 12938 (26-10-2023)</p> <p>PCN: Imp</p> <p>Providers: Welton Family Health Centre</p> <p>For Information: United Lincolnshire Hospitals NHS Trust (ULHT)</p> <p>Diabetic Retinopathy Screening</p> <p>Relative of siblings that have had Type1 Diabetes from being young children would like to compliment care received from GP, diabetes specialised teams in hospital, over the last 10 years. Feels that follow up and screening for retinopathy good.</p> <p>Provider Response</p> <p>19/12/23 Response from ULHT- Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.</p>

Area	Case Details
<p>East Locality x 12</p> <ul style="list-style-type: none"> • 10 x General Comment • 2 x Compliment 	<p>General Comment</p> <p>1. Case 12854 (02-10-2023)</p> <p>Providers: East Lincolnshire Area Locality</p> <p>Partner looking for support to access financial information, as spouse has mental health conditions which make them unable to work, severe OCD, and anxiety prevents them from working currently. Has not had any financial support since before COVID and partner is on a pension only. Struggling to manage and wondered if there was any support out there. Has previously been informed that they were unable to provide Universal Credit and PIP so looking for more information on what they could possibly receive. Partner is currently receiving bereavement counselling and has been through talking therapy, also has a fit note from GP surgery and working with social prescriber.</p> <p>Notes / Questions</p> <p>Healthwatch with patients consent tried to make contact with Citizens Advice</p> <p>Provider Response</p> <p>Other contact in another Citizens Advice suggested for the patient to make contact with their local Citizens Advice as needs a full benefits check. Healthwatch trying to get through to local Citizens Advice has proven very difficult. Healthwatch suggested that the patient attend one of their drop in sessions as Healthwatch unable to get through to the local one va phone, answered by a person in Plymouth.</p> <p>13/10/23 Patient rang to update Healthwatch that now have a telephone appointment with Citizens Advice Bureau which should be able to resolve some issues faced. Advised to contact Healthwatch again if any further issues.</p> <p>2. Case 12874 (12-10-2023)</p> <p>PCN: Boston</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS), Lincolnshire County Council - Children Services, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Patient at Outreach with toddler. Relative discussed that negative experience now with breast feeding drop in groups at Childrens Centres in Boston and surrounding areas do not have the facility to weigh babies now.They found this very reassuring breast feeding for the first time. Experience with Health Visiting Service overall good but did leave a message last week for the Health Visiting Service last week on the Single Point of Access telephone number and no one has got back to them. Patient also discussed that in the last 2 years they had a loss of a newborn .Bereavement care locally provided by the NHS patchy and did access Steps To Change as low mood following but no specialised counselling service for loss of newborn/pregnancy locally. Patient has now become an ambassador for the 4Louis Charity.</p> <p>3. Case 12899 (18-10-2023)</p> <p>PCN: South Lincoln Healthcare</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Adult Mental Health and Community Mental Health services.</p> <p>Found it fairly difficult to get support. Waiting time wasn't there initially when I was most in need. Had to suffer mental health issues for many years before referral done. Had to get to suicidal state. Not given any information or support whilst waiting for appointment.</p> <p>No information forthcoming regarding, when I would get an appointment just told in a list, poor communication. The support received has given patient help to address the problems causing my mental health situation.</p> <p>Notes / Questions</p> <p>No personal information provided. Information shared via Mental Health Survey</p>

4. Case 12900 (18-10-2023)

PCN: South Lincoln Healthcare

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

Adult Mental Health Services, Steps To Change.

Both the self-referral and the GP one took a long time to produce a result. Once the initial contact had been made it again took a long time before I saw a therapist in both referral events. There was no contact in between acceptance and commencement of treatment. I have been diagnosed with severe anxiety and severe depression but I am not sure if I want to enter the service again for a repeat of the treatment on previous period of treatment. No follow up after treatment. A referral through TILS (Transition, Intervention and Liaison Service) to the clinicians at St Andrews in Northampton worked until they decided to discharge me to GP care for referral for MECFS (Myalgic encephalomyelitis, chronic fatigue syndrome) and anxiety and depression.

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

5. Case 12908 (19-10-2023)

PCN: South Lincolnshire Rural

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

Adult Mental Health Services

Which service would you like to tell us about? - Community Mental Health Teams

How easy did you find it to access support? - Very difficult

What made it difficult to access support? - failure to respond to phone messages whether left with a person or email

Tell us about your experience of getting a referral - not a problem gp Helpful However had to chase for a first appointment in order to get a diagnosis

Whilst waiting for your appointment were you given any information or support? - No

Did you receive any follow-up communication from the service after your treatment? - Yes

If they remained in contact after diagnosis, If spouse EVER saw a doctor or consultant

Is there anything else you would like to tell us about mental health services in Lincolnshire? i am not sure I know what to say things are rubbish

Notes / Questions

No personal details - information provided via Mental Health Survey

6. Case 12914 (20-10-2023)

PCN: First Coastal

Providers:

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

Adult Mental Health Services - Steps2Change (Lincolnshire Talking Therapies)

How easy did you find it to access support? - Fairly difficult

What made it difficult to access support? - I had to wait for a long time for the service to make contact

Tell us about your experience of getting a referral - I didn't hear anything for ages then when therapy started the patient (my spouse) thought it was CBT (Cognitive Behavioural Therapy) but at the end of the sessions they were told they would be referred for CBT so not sure what spouse had originally

Whilst waiting for your appointment were you given any information or support? - No

How would you rate the communication you received whilst waiting for your appointment?
- Poor, Heard nothing

Has the support you've received had a positive impact on your mental health? - No

My spouse is no better now since CBT

Did you receive any follow-up communication from the service after your treatment? - Yes

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

7. Case 12916 (20-10-2023)

PCN: Boston

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

Adult Mental Health Services - Crisis Resolution Home Treatment Team

How easy did you find it to access support? - Very difficult

What made it difficult to access support? - I have bad speech they use to let me text but now they do not. I had a few bad times with them I hardly ever call but this time I had tried all others but they were busy so put me through. It was a man when I asked for a lady, found they were rude and I tried to talk, he said it is not a crisis and when I tried to talk, I was told, 'be quiet and listen' which I did but, I wasn't able to say what I had done but it was a crisis and they made it worse. If they give you time to try talk. Instead I was in hospital, felt they are not caring at all and most times have said go to sleep, if I could I would but I know a lot people need help and other services are busy but there is no support and I not one to ask for help but I knew I really needed it but they made me worse.

Tell us about your experience of getting a referral - I just get pass around, no-one helps, I finally got some-one who comes and helps me with my emotions and they are really good, but it has taken 6 years and I just got worse and I am still waiting on few more referrals that has been years

Whilst waiting for your appointment were you given any information or support?- No

How would you rate the communication you received whilst waiting for your appointment? - Very Poor

I still have not got the full treatment I need and just keep get pass around

Has the support you've received had a positive impact on your mental health? - No

I am still waiting for proper help it can be weeks before anyone asks if I am ok, by then I just put I'm ok as they do nothing, I need physio and more equipment to help me but I had a occupational therapist but now no-one can get hold of them

Did you receive any follow-up communication from the service after your treatment? - No

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

8. Case 12917 (20-10-2023)

PCN: Imp

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

Adult Mental Health Services - Crisis Resolution Home Treatment Team

How easy did you find it to access support? - Very easy

Whilst waiting for your appointment were you given any information or support? - Yes

How would you rate the communication you received whilst waiting for your appointment? - Very good

Has the support you've received had a positive impact on your mental health? - No

Did you receive any follow-up communication from the service after your treatment? - No

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

9. Case 12921 (20-10-2023)

PCN: First Coastal

Providers:

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

How easy did you find it to access support? - Very difficult

What made it difficult to access support? - Despite becoming suicidal and very low, I tried to access care via numerous sources as have a previous history of suicidal thoughts and depression, have received no assistance whatsoever, been told by Clinical Staff they don't see why they should help and that I should never have moved here. Been told that their mental health issues and stresses are far worse than mine.

Tell us about your experience of getting a referral - Dreadful, done purely as a paper exercise and I was then told that I would not be able to use my GP Surgery for my care and in future to access NHS 111 or go to the hospital if I didn't like it.

Whilst waiting for your appointment were you given any information or support? - No, No communication

Has the support you've received had a positive impact on your mental health? - No

Have received no support and instead have been blamed for the Pandemic and the current demands, if there were less people like me around the NHS would be in a better state

Did you receive any follow-up communication from the service after your treatment? - No
Dreadful, no support, no care and unprofessional staff

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

10. Case 12923 (20-10-2023)

PCN: Trent

Providers:

For Information: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)
Adult Mental Health Services, Steps2Change (Lincolnshire Talking Therapies)

Tell us about your experience of getting a referral - It's like waiting for triage in a hospital. The service provider thinks it's ok to place NHS workers first then the rest of society next and old people might as well die before they are seen. Terrible.

Whilst waiting for your appointment were you given any information or support? Not sure

How would you rate the communication you received whilst waiting for your appointment? Poor

Has the support you've received had a positive impact on your mental health? - No

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

Compliment

1. Case 12912 (20-10-2023)

Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)
Adult Mental Health Services - Steps2Change (Lincolnshire Talking Therapies)

How easy did you find it to access support? - Fairly easy

Tell us about your experience of getting a referral - Filled it in online, very easy

Whilst waiting for your appointment were you given any information or support? - Yes

What was one thing that was good about this information and support? - I don't know

What was one thing that could be improved about this information and support? - Just getting the appointment would be easier

How would you rate the communication you received whilst waiting for your appointment? - Good

Has the support you've received had a positive impact on your mental health? - Not sure

Did you receive any follow-up communication from the service after your treatment? - No

I wish you wouldn't discharge after two no contacts. Some of us are really busy.

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

	<p>2. Case 12915 (20-10-2023)</p> <p>PCN: First Coastal</p> <p>Providers:</p> <p>For Information: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Adult Mental Health Services - Community Mental Health Teams</p> <p>How easy did you find it to access support? - Very easy</p> <p>Tell us about your experience of getting a referral - no problem</p> <p>Whilst waiting for your appointment were you given any information or support? - Yes</p> <p>What was one thing that was good about this information and support? - Empathetic</p> <p>What was one thing that could be improved about this information and support? - more staff needed</p> <p>Has the support you've received had a positive impact on your mental health? - Yes</p> <p>I am better than at crisis point because of their help</p> <p>Did you receive any follow-up communication from the service after your treatment? - Yes</p> <p>They are doing a great job under the circumstances but need more staff urgently</p> <p>Notes / Questions</p> <p>No personal information provided. Information shared via Mental Health Survey</p>
<p>Lincolnshire Integrated Care Services (ICS/ICB) x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 12889 (16-10-2023)</p> <p>Providers: Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>We are keen to understand how dementia, including considerations around Young Onset Dementia, is to be incorporated into future strategies and remain high on the agenda, including how ICB might fund such work going forward.</p>
<p>South Locality x 8</p> <ul style="list-style-type: none"> 3 x General Comment 2 x Informal Complaint 1 x Formal Complaint 2 x Compliment 	<p>General Comment</p> <p>1. Case 12901 (18-10-2023)</p> <p>PCN: South Lincolnshire Rural</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Patient responded to mental health services survey.</p> <p>Had to go through my GP which is a hell of a task in itself just trying to speak to the GP as receptionists think they know better and decide whether someone actually needs the GP or not!! And then the receptionists at steps 2 change are just as bad on the phone. I can't do emails and technology either very well. There's too much reliance on technology as well.</p> <p>Took me 2 to 3 weeks to actually speak to my GP because the receptionists deemed it as not important, and more to the point I don't want to discuss such things with a receptionist. And then the receptionists at steps 2 change are just as bad on the phone. It's a very poor service, whether that is down to the company or the government I'm not sure, but as we know the NHS SOLD MOST departments off to 2 bit companies. What little contact I had didn't have any impact at all, in fact I was made to feel I inconvenienced them. Mental health services has declined dramatically in the last 13 years or so. It was a stretched service back then but it was a good service considering. Now it's just about numbers and how much the company can make. We are made to feel like we are inconvenience to THEM.</p> <p>Same as most departments that were sold off, service has gone down hill and it's all about the 2 bit Ltd companies making their profits nothing to do with people as they couldn't give a toss. The NHS is being shafted and crippled by the corrupt government and it won't stop until there is no NHS no more, they want it like America. My grandparents fort in the war for a better country, it now seems they wasted their time and efforts.</p> <p>Notes / Questions</p> <p>No personal information provided. Information shared via Mental Health Survey</p>

2. Case 12904 (19-10-2023)

PCN: South Lincolnshire Rural

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

Adult Mental Health Services , Steps2Change.

How easy did you find it to access support? - Very difficult

What made it difficult to access support? - Had to wait up to 6 months

Tell us about your experience of getting a referral - It all sounds very positive at the start. You can self refer and it looks like help is just around the corner. But in reality, that just gets you on the system. You might get assessed reasonably quickly if you are lucky. But then there is a VERY long wait. And no-one reassesses you, so you could be much worse by then. Or better. My experience is that every time you self refer, you eventually get put on a CBT (Cognitive Behavioural Therapy) online course. But weeks and months have gone by with little or no support. You do the CBT course and then you might get offered talking therapy. But in my experience it isn't necessarily geared towards your Mental Health issues. I ended up having private counselling at my own cost.

What was one thing that was good about this information and support? - Gave you basic emergency numbers e.g. crisis team and Samaritans.

What was one thing that could be improved about this information and support? - It's too vague.

How would you rate the communication you received whilst waiting for your appointment? - Very Poor

When you need Mental Health services, you need them THEN, not weeks and months down the line. And you need tailored support, not same old same old online CBT. It feels like a revolving door of tick boxes, and not about the person in need.

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

3. Case 12928 (24-10-2023)

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

Adult Mental Health Services - Steps2Change (Lincolnshire Talking Therapies)

How easy did you find it to access support? - Fairly easy

Tell us about your experience of getting a referral - Fairly easy but couldn't offer what was really needed.

Whilst waiting for your appointment were you given any information or support? - No

How would you rate the communication you received whilst waiting for your appointment? - Poor

Not good enough. Have used services in Rutland which offer peppers (which is a safe place CIC) and are much better.

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

Informal Complaint

1. Case 12858 (05-10-2023)

PCN: South Lincolnshire Rural

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

Patient frustrated and has had negative experience at GP practice in relation to their mental health and that they need a psychiatric assessment. This has been ongoing for a year since they moved to the area. In their last trust they received mental health assessment, ongoing Community Psychiatric team support and received an ADHD diagnosis. At this time because their mental health has deteriorated and they feel very overwhelmed with their ADHD the patient has asked Healthwatch to contact surgery on their behalf and resolve this problem. Patient has explained that they cannot receive medication for their ADHD until they have had a Psychiatric assessment as this would interact with the medication that they are already on. Healthwatch have supplied patient with information and contact numbers if they feel that they are at crisis point with their mental health. Patient told Healthwatch that when they asked at the Surgery for emergency numbers for mental health crisis the GP and other staff could not provide these.

Notes / Questions

Healthwatch sent email to GP surgery at patient request as feels mental health has deteriorated and unable to cope with making a complaint to Practice Manager. Information given of crisis mental health contact numbers and other support locally. Tonic Health, haylincolnshire, Advocacy, Talking Therapies, NHS 111 and Samaritans.

2. Case 12878 (12-10-2023)

PCN: Spalding

Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health), Munro Medical Centre

Healthwatch contacted by Citizens advice Spalding on behalf of client . Consent given by client to share information and email GP surgery on their behalf. Client Russian speaking and communicated via translator used by Citizens advice. Client has endometrial cancer and going into hospital for extensive operation at Pilgrim Hospital this week. Lives in shared accommodation, shared bathroom facilities and is alone. Has depression and mental health issues has accessed GP but offered counselling only in English, surgery state that can only be in English and no translation service available. Client has recourse to public funds.

Discussed with client that getting taxi to hospital , information about hospital car service. Has friend as emergency contact for the hospital , advised that hospital will ask about support on discharge.

Notes / Questions

Healthwatch emailed Practice Manager for response that translator needed for counselling services. Also provided information on, MacMillan, Community Car Schemes, Talking Therapies, How are you Lincolnshire

Provider Response

10/11/23- Response from Practice Manager - *Sorry to hear of patients experience, it is very difficult to establish the facts and investigate thoroughly exactly where/who the counselling is without the patient details.*

We do have a mental health nurse that patients can be referred to "in-house", if this is where patient has been referred, we do encourage they bring someone with them who can speak both languages for support if possible (if appropriate). We do have access to a language line service, so if that was the case then this can be organised in advance, so our apologies if that did not happen and was not offered to this lady. We do have some fairly new care navigators, (not that i am suggesting it was one of these staff) but we will remind everyone that the service is available.

If the patient was referred externally for counselling, then that would not be for us to determine that the service was only available in English, we attach a patient summary to a referral and that would have the patients spoken language on the referral. The receiving service would be responsible for making such arrangements for the appointment.

More than happy to investigate further if you have the patients details and apologies to this patient for any distress this may have regardless of where they have been referred.

17/11/23 - HW emailed patient- am contacting you to find out if I can share your personal details with the Practice Manager so that they can investigate further and give their apologies about your negative experience about translation services at the Medical Centre.

Formal Complaint

1. Case 12863 (06-10-2023)

PCN: South Lincolnshire Rural

Providers: The Deepings Practice

Patients carer made contact with Healthwatch at Health event in Stamford. Discussed that not happy and has negative experiences at GP surgery with relative. Has made complaint to Practice Manager but had no response.

Relative has multiple, complex medical issues and special needs, these include Downs syndrome, West syndrome, complex paroxysmal epilepsy, autism, choanal atresia, recurring ear infections and labyrinthitis, had perforated duodenal ulcer operation then ascites and pneumonia went on ventilation. Relative then had COVID in 2021 pneumonia and hospital acquired pneumonia and ventilation for over 4weeks with 6 weeks stay in hospital. After discharge from hospital there was no contact from GP surgery.

Carer has found it difficult and challenging to get timely appointments for relative so that they can get the medication they needs before their health deteriorates and they need hospital admission. Is there anyway that a flag can be put on your system that they need a rapid response and treatment because of their complex medical history if carer is requesting a GP appointment. GP advises to go to Urgent Treatment Centre at Johnson Hospital , Spalding when carer tries to make appointment.

Notes / Questions

HW sent email to Practice Manager as requested by Carer as they had not received a response. ICB copied in.

Compliment

1. Case 12919 (20-10-2023)

Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)
Children's Mental Health Services - Child and Adolescent Mental Health Services (CAMHS)

How easy did you find it to access support? - Fairly easy

Tell us about your experience of getting a referral - The online referral was easy to access- initially Healthy Minds, and we were then put in touch with CAMHS

Whilst waiting for your appointment were you given any information or support? - Yes

What was one thing that was good about this information and support? - The professionals at the face to face assessment were very knowledgeable, kind and supportive.

What was one thing that could be improved about this information and support? - As always, waiting list time.

How would you rate the communication you received whilst waiting for your appointment? - Very good

There have been regular phone calls asking how things are and letting us know that sessions should start soon.

Has the support you've received had a positive impact on your mental health? - Yes

It is helpful to know that support will be given soon, and that we can contact at any time should things get worse.

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

2. Case 12920 (20-10-2023)

PCN: Spalding

Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)
Adult Mental Health Services - Steps2Change (Lincolnshire Talking Therapies)

How easy did you find it to access support? - Very easy

Tell us about your experience of getting a referral - I was told that I could ring back if I had any further concerns or felt worse.

Whilst waiting for your appointment were you given any information or support? - Yes

What was one thing that was good about this information and support? - Action was taken straight away - both prescription medicine and therapy support

What was one thing that could be improved about this information and support? - It took a long time to set up my appointment to set up my online work

How would you rate the communication you received whilst waiting for your appointment? - Good
They knew that I needed help quite quickly

Has the support you've received had a positive impact on your mental health? - Yes

My mental health has improved

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

South West Locality x 6

- 5 x General Comment
- 1 x Compliment

General Comment

1. Case 12859 (05-10-2023)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Question raised by a patient - could you be honest and acknowledge that since cuts to all services since 2010, we are short of beds, services across health and social care, staff, GPs and dentists who now in many places including my own only provide a private service. STOP ASPIRATIONS AND LOOK AT OUTCOMES ACROSS LINCOLNSHIRE.

We needed to have planned as I said over 30 years ago for an ageing population and work force.

I am very fortunate to have a very good GP service where I can get face to face appointments and a dentist unlike many communities across Lincolnshire. Mental health services are appalling like many areas across the UK

2. Case 12906 (19-10-2023)

PCN: K2 Healthcare Grantham and Rural

Providers:

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

Adult Mental Health Services - Community Mental Health Teams

How easy did you find it to access support? - Fairly difficult

What made it difficult to access support? - Unaware of who I should talk to

Tell us about your experience of getting a referral - Very good

Whilst waiting for your appointment were you given any information or support? - Not sure

How would you rate the communication you received whilst waiting for your appointment? - Good

Has the support you've received had a positive impact on your mental health? - Not sure

Did you receive any follow-up communication from the service after your treatment? - Not sure

I feel abandoned

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

3. Case 12911 (20-10-2023)

PCN: K2 Healthcare Grantham and Rural

Providers:

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

Adult Mental Health Services - Community Mental Health Teams

How easy did you find it to access support? - Fairly difficult

What made it difficult to access support? - Needing help and support under fast track nothing done 6 years later doctor referred me as I said I gave up asking for help

Tell us about your experience of getting a referral - GP was fantastic but CMHT (Community Mental Health Team) took along while, do not have enough staff for what is needed

Whilst waiting for your appointment were you given any information or support? - No

How would you rate the communication you received whilst waiting for your appointment? - Poor

No information of what was happening

Has the support you've received had a positive impact on your mental health? - No

Supposed to be care in the community this does not exist 30 minutes once a week if you are lucky, supposed to prevent hospitalisation but probably going to end up in hospital due to not enough support and help

Very little in the community where is hospitalisation prevention, there is not enough staff 3 staff to one CMHT, don't blame the staff, what is the trust doing

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

4. Case 12922 (20-10-2023)

PCN: K2 Healthcare Grantham and Rural

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

Adult Mental Health Services - Steps2Change (Lincolnshire Talking Therapies)

How easy did you find it to access support? - Very easy

Tell us about your experience of getting a referral - I have been diagnosed with PTSD (Post-Traumatic Stress Disorder) my GP suggested EDMR (Eye Movement Desensitization and Reprocessing) therapy

Whilst waiting for your appointment were you given any information or support? - Yes

What was one thing that was good about this information and support?- Nothing just explained it did have PTSD over the phone

What was one thing that could be improved about this information and support? - You can't get a quick appointment, waiting times are so long

How would you rate the communication you received whilst waiting for your appointment? - Very good

Has the support you've received had a positive impact on your mental health? - No

I finally got an appointment it was not EDMR therapy was a person who helps with anxiety totally wrong help, long wait for nothing. Person was moody and didn't understand me at all .

Did you receive any follow-up communication from the service after your treatment? - No

That talking therapies is not about talking I wasn't allowed to just talk

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

5. Case 12886 (16-10-2023)

Providers: Lincolnshire South West Area Locality

Patient had an accident in the home in August 22. Sent to Queens Medical Centre (QMC) for medical treatment and operation including ins in on left ankle, skin grafts also done, but hasn't taken very well, further operation is needed. Moved to Grantham just prior to the accident and stayed with their GP Practice so out of area, looking for one closer to home. Suffers with severe anxiety and on anti depressants, unable to drive so needs support to get to any appointments. No longer able to work

Notes / Questions

Healthwatch provided:- information on GP Surgery in catchment area, Talking Therapies and Voluntary Car Schemes.

Compliment

1. Case 12910 (20-10-2023)

Providers:

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

Adult Mental Health Services - Psychiatrist

How easy did you find it to access support? - Fairly easy

Tell us about your experience of getting a referral - I asked GP to refer me, which they did

Whilst waiting for your appointment were you given any information or support? - Yes

What was one thing that was good about this information and support? - Was told to look online from which I learnt about the recovery college

What was one thing that could be improved about this information and support? - It's all online so without a printer I couldn't print off the accompanying slides

How would you rate the communication you received whilst waiting for your appointment? - Good

Has the support you've received had a positive impact on your mental health? - Not sure

Did you receive any follow-up communication from the service after your treatment? - Yes

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

West Locality x 4

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

General Comment

1. Case 12905 (19-10-2023)

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

Children's Mental Health Services - Child and Adolescent Mental Health Services (CAMHS)

How easy did you find it to access support? - Very difficult

What made it difficult to access support? - No signposting to right person

Tell us about your experience of getting a referral - time delay

Whilst waiting for your appointment were you given any information or support? - No, Very poor communication while waiting.

Has the support you've received had a positive impact on your mental health? - No

Any improvement would be an improvement

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

2. Case 12907 (19-10-2023)

Providers:

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

Adult Mental Health Services - Steps2Change (Lincolnshire Talking Therapies)

How easy did you find it to access support? - Fairly difficult

What made it difficult to access support? - Once I was entered into the "system" it took many months to start counselling.

Tell us about your experience of getting a referral - It's be so long ago, so I don't remember details. However what I remember, it's how long it took to start receiving the help.

Whilst waiting for your appointment were you given any information or support? - No

How would you rate the communication you received whilst waiting for your appointment? - Poor

I don't recall any communication. I recall myself getting in touch asking "when will it begin".

Has the support you've received had a positive impact on your mental health? - Yes

It helped me, however I feel it should continue after 12 sessions, if at least by phone-call from time to time, rather than simply stopping. It looks like I could receive different help, mindfulness sessions, however original help with practitioner I fit use to and trusted have ended and I feel lesser follow ups would be good to continue ensuring the patient is managing.

Did you receive any follow-up communication from the service after your treatment? - Yes

Once you are in the system, it's really good. However, getting to the system as well as aftercare is a big issue and should be looked at.

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

Informal Complaint

1. Case 12926 (23-10-2023)

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

6 years of mental health services and am yet to have an actual real appointment that isn't assessment after assessment with a different person each time or being put on the system as "voluntarily discharged" after being laughed at by a camhs worker for stuttering from anxiety or when the IPBT worker told me I was wasting his time and that im choosing to feel like this (I have BPD) and that I should eat less (after I told him I was skipping meals and purging).

Referred to CMHT (Community Mental Health Team) when I was 18, had to wait 8+ months for an appointment just to be told "can't do anything cos you're moving to uni next month so no point" said I would just be able to see the CMHT (Community Mental Health Team here in Lincoln, I'm now almost 21 and am yet to have any appointment with CMHT (Community Mental Health Team) after calling the GP hundreds of times begging them I'm now almost 21 so almost 3 years just to get a telephone assessment from them the other week and he said oh so you're in your final year of uni there's no point starting any appointments then (they're lucky I'm doing an extra year here)

IPBT (Integrated Place Based Team) Lincolnshire - this is the place I was sent to after calling hundreds of times to get the CMHT appointment I was supposed to have years ago however this place is for temporary/mild issues as the staff are all counsellors (not even licensed to give CBT Cognitive Behavioral Therapy), the place that put me down as voluntarily discharged when the guy told me to eat less and that Im choosing to feel like this and that I'm just wasting his time and should stop coming.

I was supposed to see them when I came to uni when I was 18 I'm now almost 21 and only just had the telephone assessment even though I have BPD (Borderline Personality Disorder) and am suicidal all the time and sometimes spend weeks at a time in bed where I pass urine in bottles because I can't even get up' I had a telephone assessment with them finally last week where I got diagnosed with BPD but my first appointment with them is in February I'll have finished uni by the time I actually get help.

Notes / Questions

Healthwatch provided PALs / Complaints information and Voiceability for support. Patient preferred for Healthwatch to go to PALs on their behalf

Provider Response

Patient update - I have last week had a phone call eventually diagnosed with BDP

PALS - I have checked with our clinical teams. The patient has had a number of contacts with our Integrated Place Based Team earlier this year but declined to engage with them and requested discharge.

The latest referral was received in September 2023 and the patient is currently waiting for an assessment with the community mental health. Patient has had an outpatient appointment with the psychiatrist earlier this month. I am unsure about their reference to waiting 3 years for help and expecting to wait until February from an appt (their next O/P is Feb, but the CMHT assessment is likely to be before then).

Although CMHT usually aim to offer an assessment within 6 weeks, the assessment nurse recently left and the new person will not be in post until November. Unfortunately this has caused a bit of a back log. And they are unable to provide a specific date for the assessment yet. I would encourage the patient to use our Mental Health Support line in the meantime on 0800 001 4331 or contact our crisis team (they have been provided with these contact details in her letter following their outpatient appt)

Formal Complaint

1. Case 12941 (27-10-2023)

Providers: Lincolnshire County Council - Adult Social Care, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)

Patient and ex-carer contacted Healthwatch Lincolnshire as did not feel that anything had been resolved, and current situation was now much worse, following making a complaint to Lincolnshire Partnership Foundation Trust about lack of specialised services needed, no reasonable adjustments made, and patient not being listened to. Specifically that patients mental health, Post Traumatic Stress Disorder, sensory processing disorder, autism, makes it difficult for communication with new people and professionals. That communication needs to be done through email, and zoom calls.

26/10/23 Healthwatch Lincolnshire representative took part in a zoom call with patient and their ex-carer to discuss the above issues and Healthwatchlincolnshires next actions. Healthwatch representative shocked and very worried about the safety of the patient. Patient alone in unsafe tenancy, with no carers assisting, unable because of restricted mobility and pain in legs to get out of property if there was a fire. Nothing to eat in flat, visibly had lost weight in face as not eating, looked different unkempt, hair not clean or brushed, not able to cook or get food. Patient unable to get to toilet, so showed HW rep via zoom, bare, soiled mattress on the floor that they had been incontinent on, urine stained. Bare floor shown on zoom , where had passed urine and faeces on the floor, as unable to get to the toilet. Living in Lincoln in a tenancy that can not manage. Has had a recent hospital admission, ? no care package in place. Multiple agencies, Social Work, Framework , Advocacy involved. Complicated by the fact that patient has multiple and complex mental health issues that make communication and sensory processing, meeting new people difficult. Not registered with GP. On talking to patient, has capacity and gave consent for Healthwatch representative to make urgent Adult Safeguarding referral. Patient advised that in an emergency would need to ring 111, or 999 even though this would be difficult to be able to safeguard their wellbeing.

Healthwatch also stated that would highlight patients complaint that has been raised with Lincolnshire Partnership Foundation Trust.

Notes / Questions

Healthwatch Reresentative made Adult Safeguarding Referral with patients consent. LPFT (Lincolnshire Partnership Foundation Trust) emailed by Healthwatch to highlight patients complaint and make aware made a Safeguarding referral.and patient .

Patient and ex-carer emailed to communicate that HW had highlighted complaint with LPFT, made a Adult Safeguarding referral, explain Healthwatch remit and was necessary to communicate and engage with agencies for patients wellbeing.

Provider Response

7/10/23 ICB - complaints acknowledging email and will investigate further email to be sent.

30/10/23 LPFT- I would like to confirm we have received this complaint last week and are working on this.

29/11/23 - ASC - The person has been supported to a move into a residential care setting at their request. Ongoing work is taking place to assess and agree a longer term support package.

13/12/23 LPFT Complaint Team- I am writing to let you know that response to this complaint has been sent to patientand we are waiting to hear from her with regards to consent to share it with you.

All Areas x 9

- 8 x General Comment
- 1 x Compliment

General Comment

1. Case 12897 (18-10-2023)

Providers: Child and Adolescent Mental Health (CAMHS) LPFT

Child and Adolescent Mental Health Services (CAMHS)

How easy did you find it to access support? - Very difficult

What made it difficult to access support? - The school where my grandchild attends won't get them tested for autism, ADHD. The doctor says it's up to the school. They are only six and only does 2 hours a day. I did say to the school if you don't want them here help the parents to get them where they need to be. Nothing yet.

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

2. Case 12895 (18-10-2023)

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

After a triage appointment nothing seemed to happen for several months. When I finally plucked up the courage to chase the team they sent me the triage report which simply bore no resemblance to the triage.

I challenged this and, in the conversation, I explained that I had recorded the triage conversation and had proof absolute that much of what was included in the triage report was either false, had not been said or had been misrepresented. I was to later find out that the person responsible for the report had flagged my file with a comment that said "This person likes to record telephone conversations".

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

3. Case 12896 (18-10-2023)

Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)
Steps2Change (Lincolnshire Talking Therapies)

How easy did you find it to access support? - Fairly difficult

What made it difficult to access support? - Doctors don't know how to refer people as too many services. And volunteer run service

Who referred you to this service? - I referred myself. Was informed what was going on

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

4. Case 12898 (18-10-2023)

Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)
Adult Mental Health Services - Community Mental Health Teams

How easy did you find it to access support? - Very difficult

What made it difficult to access support? - I had no idea how to access services so we saw local GP who didn't recognise symptoms and didn't refer.

Who referred you to this service? - Family members symptoms deteriorated and the police were involved. From there we were given info about referral

Tell us about your experience of getting a referral - There's no information in the general understanding. Our GP didn't recognise symptoms. I had no idea where to get help for my poorly family member.

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

5. Case 12913 (20-10-2023)

Providers:

For Information: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)
Children's Mental Health Services - Child and Adolescent Mental Health Services (CAMHS)

How easy did you find it to access support? - Fairly difficult

What made it difficult to access support? - no skilled staff to deal with query.

Tell us about your experience of getting a referral - Very difficult to obtain advice. We need one hub, where people can deal with the issue and allay the person's anxiety.

Whilst waiting for your appointment were you given any information or support? - No

How would you rate the communication you received whilst waiting for your appointment? - Poor
Staff were overworked and not able to respond to the issue.

Has the support you've received had a positive impact on your mental health? - No

Very few services. Constantly passed from one service to another. No timescales.

We need skilled people to provide a compassionate and respectful service across Lincolnshire.

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

6. Case 12918 (20-10-2023)

Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)
Children's Mental Health Services - Child and Adolescent Mental Health Services (CAMHS)

How easy did you find it to access support? - Fairly easy

Tell us about your experience of getting a referral - My child who was 14 at the time had a referral through the doctor waited about 4 weeks for their first appointment.

Whilst waiting for your appointment were you given any information or support? - No

How would you rate the communication you received whilst waiting for your appointment? - Good
Was informed child was on the list just waiting for first appointment

Has the support you've received had a positive impact on your mental health? - No

No, my child was only offered group CBT (Cognitive behavioural therapy) therapy after repeatedly telling CAMHS they couldn't function in a group after having mental health issues at school and would have only just managed a one to one session.

Did you receive any follow-up communication from the service after your treatment? - No

Very lacking in getting help via a school, had to go to doctor. The service failed my child, they had to end up leaving school at 14 with no GCSEs and stayed at home in their bedroom until begging a doctor for anti depressants at 17 and their life has very slowly improved.

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

7. Case 12929 (24-10-2023)

Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)
Adult Mental Health Services - Steps2Change (Lincolnshire Talking Therapies)

How easy did you find it to access support? - Very difficult

What made it difficult to access support? - Being referred to wrong department when I needed to be seen by CMHT (Community Mental Health Team)

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

8. Case 12930 (24-10-2023)

Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)
Adult Mental Health Services - Community Mental Health Support Teams

How easy did you find it to access support? - Fairly difficult

What made it difficult to access support? - I was trying to refer members of staff. the process to get them help seems very slow

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

Compliment

1. Case 12931 (24-10-2023)

Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)
Adult Mental Health Services - Steps2Change (Lincolnshire Talking Therapies)

How easy did you find it to access support? - Very easy

Tell us about your experience of getting a referral - while waiting for an appointment to start the course I received information on what to expect

Whilst waiting for your appointment were you given any information or support? -Yes

What was one thing that was good about this information and support? - Knowing how long I might have to wait for support and what support to expect

What was one thing that could be improved about this information and support? - If only there were more people wanting and able to do this supporting role, but it is a tough job

How would you rate the communication you received whilst waiting for your appointment? Very good

I felt that I was not ignored or a nuisance

Has the support you've received had a positive impact on your mental health? - Yes, I am not hiding away any-more

Is there anything else you would like to tell us about mental health services in Lincolnshire?
- Dementia care is extremely difficult to access and rarely follows through, requests for help information or extra appointments go un-answered

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

Area	Case Details
<p>East Locality x 2</p> <ul style="list-style-type: none"> • 1 x Formal Complaint • 1 x Signposting 	<p>Formal Complaint</p> <p>1. Case 12879 (13-10-2023)</p> <p>PCN: East Lindsey</p> <p>Providers: For Information: East Midlands Ambulance Service NHS Trust (EMAS)</p> <p>Early August 2022 patient admitted into Pilgrim Hospital A&E having been transported by ambulance from home.</p> <p>I was diagnosed with a kidney stone, too large to pass naturally, plus low blood pressure and a urine infection, they were advised that they would be transferred to Lincoln County Hospital as soon as my blood pressure had returned to a suitable level to have a stent inserted into their urethra.</p> <p>An ambulance crew arrived, I told the driver I would need to use the toilet before the journey commenced, one member of ambulance crew reacted in a very abrupt manner saying, "you will have to get a move on as we are in a hurry", the nurse who was looking after me and said, "there is no need to hurry as my blood pressure has stabilised".</p> <p>Whilst in the toilet, the driver continually knocked on the door saying "hurry up, we are in a hurry".</p> <p>We arrived at the ambulance and patient was ordered to put on a face mask, due to a severe speech impediment, which was made worse by the aggressive attitude of the driver, I struggled to explain to them that I was exempt due to COPD, emphysema and broncholadia, ambulance crew member became even more impatient than they had previously and roughly strapped me in with the seat belts, one of which patient found out after they started off was too loose and did not hold them very securely, I didn't say anything to the other ambulance crew member who was seated behind as they would struggled with my speech impediment, I was very traumatised by the actions and attitude of the driver. I was worried for my safety as they travelled at breakneck speed overtaking other traffic keeping the siren going intermittently.</p> <p>I continued to video until they reached Lincoln County Hospital, when we stopped moving, the ambulance crew colleague got out of their seat and realised I had been videoing, they immediately informed the driver and driver rushed around the rear opening the doors and confronted me telling me what I was doing was illegal and I was to delete the video or ambulance driver would call the police.</p> <p>When the handover from EMAS had finished speaking with the receptionist, they turned to leave and headed towards the exit, the driver, reaching the exit, turned round and approached me and leaned over me hiding their name badge with their hand and said in a low voice, and said "you had better destroy that video because I know where you live", ambulance driver then waved some paperwork in my face and walked out. I have made a complaint but not happy with the response.</p> <p>Notes / Questions</p> <p>Healthwatch provided information Parliamentary Health Ombudsman information, Advocacy and CQC</p> <p>Provider Response</p> <p>EMAS response to patient. Patient felt this was not satisfactory</p> <p>Signposting</p> <p>1. Case 12887 (16-10-2023)</p> <p>PCN: Solas</p> <p>Providers: East Midlands Ambulance Service NHS Trust (EMAS)</p> <p>My parent has scoliosis of the spine and may need to travel to Nottingham to see a specialist. What travel options are available to them.</p> <p>Notes / Questions</p> <p>Healthwatch provided: Non emergency hospital transport via EMAS and voluntary car schemes.</p>
<p>South West Locality x 1</p> <ul style="list-style-type: none"> • 1 x General Comment 	<p>General Comment</p>

1. Case 12864 (09-10-2023)

PCN: K2 Healthcare Grantham and Rural

Providers: East Midlands Ambulance Service NHS Trust (EMAS)

Early October, I (next of kin and family member) received all call from parents carer – parent has breathing trouble have called 111, I dashed around, on arriving 111 called back and I spoke to them. I updated they're in heart failure, diabetic and currently has swollen neck. Ambulance requested. EMAS rang me immediately- paramedics asap but could take up to 3 hours.

I appreciate how busy EMAS are, but 87-year-old heart patient with breathing concerns.....

8 hours later no ambulance has arrived! Parent settled and I used their GP to check them, I cancelled EMAS.

Parents neck is a concern, this has been operated on twice now, on high dose antibiotics until Monday when GP expects I need to take them to A&E if no better so they can be admitted for surgery again.

Provider Response

Update - parent now being admitted to hospital as antibiotics did not work.

Social Care Services

Area	Case Details
<p>East Locality x 1</p> <ul style="list-style-type: none">1 x Signposting	<p>Signposting</p> <p>1. Case 12924 (23-10-2023)</p> <p>Providers: East Lincolnshire Area Locality, Marisco Medical Practice</p> <p>Spouse of patient recently became unwell, having a number of tests and scans. Finding it difficult walking and has lost a lot of weight. During having a scan at Pilgrim was informed that looking for carcinoma, patient wasn't aware of this until then. Only eating very little, has food supplements from GP and is diabetic. Patient has own medical needs and is looking for equipment to help with spouse.</p> <p>Notes / Questions</p> <p>Information on Well-being service and Adult Social Care, also provided Voluntary Car Scheme information</p>
<p>West Locality x 1</p> <ul style="list-style-type: none">1 x Formal Complaint	<p>Formal Complaint</p>

1. Case 12941 (27-10-2023)

Providers: Lincolnshire County Council - Adult Social Care, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)

Patient and ex-carer contacted Healthwatch Lincolnshire as did not feel that anything had been resolved, and current situation was now much worse, following making a complaint to Lincolnshire Partnership Foundation Trust about lack of specialised services needed, no reasonable adjustments made, and patient not being listened to. Specifically that patients mental health, Post Traumatic Stress Disorder, sensory processing disorder, autism, makes it difficult for communication with new people and professionals. That communication needs to be done through email, and zoom calls.

26/10/23 Healthwatch Lincolnshire representative took part in a zoom call with patient and their ex-carer to discuss the above issues and Healthwatchlincolnshires next actions. Healthwatch representative shocked and very worried about the safety of the patient. Patient alone in unsafe tenancy, with no carers assisting, unable because of restricted mobility and pain in legs to get out of property if there was a fire. Nothing to eat in flat, visibly had lost weight in face as not eating, looked different unkempt, hair not clean or brushed, not able to cook or get food. Patient unable to get to toilet, so showed HW rep via zoom, bare, soiled mattress on the floor that they had been incontinent on, urine stained. Bare floor shown on zoom , where had passed urine and faeces on the floor, as unable to get to the toilet. Living in Lincoln in a tenancy that can not manage. Has had a recent hospital admission, ? no care package in place. Multiple agencies, Social Work, Framework , Advocacy involved. Complicated by the fact that patient has multiple and complex mental health issues that make communication and sensory processing, meeting new people difficult. Not registered with GP. On talking to patient, has capacity and gave consent for Healthwatch representative to make urgent Adult Safeguarding referral. Patient advised that in an emergency would need to ring 111, or 999 even though this would be difficult to be able to safeguard their wellbeing.

Healthwatch also stated that would highlight patients complaint that has been raised with Lincolnshire Partnership Foundation Trust.

Notes / Questions

Healthwatch Reresentative made Adult Safeguarding Referral with patients consent. LPFT (Lincolnshire Partnership Foundation Trust) emailed by Healthwatch to highlight patients complaint and make aware made a Safeguarding referral.and patient .

Patient and ex-carer emailed to communicate that HW had highlighted complaint with LPFT, made a Adult Safeguarding referral, explain Healthwatch remit and was necessary to communicate and engage with agencies for patients wellbeing.

Provider Response

7/10/23 ICB - complaints acknowledging email and will investigate further email to be sent.

30/10/23 LPFT- I would like to confirm we have received this complaint last week and are working on this.

29/11/23 - ASC - The person has been supported to a move into a residential care setting at their request. Ongoing work is taking place to assess and agree a longer term support package.

13/12/23 LPFT Complaint Team- I am writing to let you know that response to this complaint has been sent to patientand we are waiting to hear from her with regards to consent to share it with you.

Other

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

1. Case 12888 (09-10-2023)

PCN: Meridian

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Victoria Atkins MP kindly forwarded your letters* and Healthwatch Lincs have been asking Meridian PCN about AIS in relation to Learning Disability. The MPs staff have agreed to us writing directly to you now for us to report back, as we are familiar with the subject.

Disabled people and carers etc are struggling with unsuitable communications leading to inaccessible services and beguiling words will not improve this. Unfortunately we must say directly that what we see offered here is not AIS as NHS England designed it and put into law, and which applies pending the delayed NHS England review. We do not expect everything immediately but the situation in Lincolnshire is wrong.

MPs, councillors, disability support groups, PALs etc receive a steady flow of requests for help in accessing appointments and care because of unsuitable communications. Healthwatch Englands report of widespread non-compliance with AIS and its threat of a Statutory Complaint led to NHS Englands long delayed AIS review. We understand that the non-compliance which HWE found comprises not only providers ignoring AIS but also providers limiting what they do. This is what Meridian PCN, Lincs ICB and Lincs County Councils ASC seem to be doing. We hope that the review will also unify AIS in health and care.

There are 3 key issues:

- AIS is diverse based on reasonable, if not convenient, individual needs and is two-way ie including from patient etc to provider, not just provider to patient. AIS encompasses all patient, carer facing NHS services [not just GPs] and includes contractors eg pharmacies, also providers of publicly funded care. This is quite clear from numerous official references, procedures, forms etc.
- Despite knowing a great deal about individuals health and capabilities, what disabled patients are being offered by the Meridian PCN and the Lincolnshire ICB is just a small, convenient selection of communication channels from GPs to patients. Despite asking we have not been told how Lincs County Council ASC etc actually operate AIS but we think it is similar. Nor do we know if in practice AIS covers other providers of publicly-funded care eg for some care home residents. If providers think that limiting AIS in this way meets the AIS, we would appreciate knowing why.
- AIS means identifying, recording, meeting and sharing someones two-way communication needs which takes time and effort. This comes just as providers try to impose their own often tech-based systems and deny patients alternatives for providers own efficiency. Tech means that some disabled do not now learn traditional alternatives like Braille. Increasingly, disabled peoples tech-based and affordable generic workarounds like voice recognition for emails and font enlargement are rendered useless by pressure to use a plethora of bespoke Apps, websites, Portals and webforms. Very few people have supported screen readers for accessible websites and webforms or are trained to use them.

We have explained below some of the practicalities to illustrate the reality of a selection of disabled peoples communication needs: For example:

- Blind and partially-sighted people need providers cooperation to use any of at least a dozen 'workarounds'. . Braille and random Large Print have progressively fewer users. Audio information is rarely available. Withheld phone numbers and phone numbers without default to a person or an answerphone defeat many. Few can afford ORCAM -type page readers. Many do not have computers or smartphones or can only use certain features. Many have no or limited computer skills and very few have supported, usable screen-readers for websites and webforms.. Webforms are more compile than free format emails which can be dictated or read electronically using readily available software. The simple software available enables some disabled people to, say, hear or dictate letters or emails, and change font. It will not help with numerous 'Apps', accessible or not. No NHS websites etc seem to have built in 'read' facilities.
- The deaf and hard of hearing may or may not be consistently offered hearing loops, text/relay or lip reading. BSL is often unavailable despite the BSL Act.
- Some people including those with Mental Health problems or Learning Difficulties cannot use a phone, while some can only use a phone, so paper, text and internet communications will work for some but not others. Maketon is rarely available.
- Some people with Autism, Aspergers etc cannot cope with say the 8am phone/ webform scramble and cannot understand why they cannot just email for an appointment or advice and get a reply when it is their turn.
- Those with a variety of disabilities affecting the hands eg arthritis, Parkinsons etc may be unable to use computers, phones etc or may need to ration their use. These require cooperation with, and perhaps provision of a variety of workarounds including hands-free/ voice software and hardware. Demand exceeds what NHS Assistive Technology can provide.
- There is no training or assistance in using NHS etc websites or webforms and as disabled people are statistically likely to be poor they may not have a computer or smartphone or the skills to use ether even if they have the physical and mental ability.

Notes / Questions

Sent information to ICB, PCN Locality Lead

Provider Response

I am no longer the Meridian Locality Manager as Locality Managers no longer exist. I will see who needs to pick this up although see that the feedback team has been copied in. ICB have acknowledged and are looking into getting a response together

Lincolnshire Integrated Care Services (ICS/ICB) x 1

- 1 x General Comment

General Comment

1. Case 12871 (10-10-2023)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Why are some visually impaired people having to contribute towards the cost of their magnification tools when other rehabilitation equipment is provided by the NHS free of charge?

Notes / Questions

Healthwatch asks - Why is this the case?

Provider Response

The ICB contributes the 1st £100 towards the cost of Low Vision Aids. A significant majority of low vision aids cost less than £100. Healthwatch asked how patients could find this information - I have been advised that the patients local opticians will signpost / refer patients to the Low Vision Service as does the Eye Care Liaison Service (ECLo) which works in the hospital.

Information relayed to the patient

South Locality x 2

- 2 x General Comment

General Comment

1. Case 12856 (03-10-2023)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

COVID19 booster vaccination

Having received the NHS COVID booster vaccination, for vulnerable people. My spouse and I are unable to access a vaccination in this town of Spalding.

Our surgery have NO supply and do not expect to have any, nearby pharmacies are not available on gov website .

119 can't help

There is No walk in site in our town, so we are required to travel to other towns or a city. We are advised that there is no waiting list to be informed when and where the vaccine will be available in Spalding.

Last winter we ended up shielding for a long time, because this town was amongst the last to receive supplies and the vulnerable were not , even then prioritised. Why are Spalding 's vulnerable residents discriminated against in this way ?

Notes / Questions

Information provided on local Pharmacy and Community Car Scheme information

Provider Response

Patient response - As we eventually went to Knight Street last year, weeks after even our own children had received their vaccinations at different locations in England , I telephoned them and was told, no, we have no appointments available , telephone 119 or go on the website , I did both on Monday and up to one o'clock this afternoon the web site certainly did NOT offer knight Street . Fearing my spouse 83 would once again be left in limbo , and I as his full time carer would also be at risk .I have now made appointments for out of Spalding and am in the process of trying to find suitable transport . I am not happy about this situation ,and believe it should not be necessary , but it appears I have NO choice . .

The majority of locations available on the web site are very far removed from the Spalding area and whoever set that up had no knowledge of the geographical area they were dealing with and no consideration of the elderly vulnerable who would need to access their booster vaccines

The added stress has caused even more difficulties to my everyday life , has certainly not made my life easier and I pray that if we both survive another year we wont find ourselves put in this situation again .

The attitude from our doctors surgery receptionist was far from helpful , leaving me feeling that we would never get our boosters from there .It really should not be "pot luck " on who gets their booster and who has to wait for a mad dash to provide a last ditch walk in for the forgotten vulnerable .

You can't deliver a good service if you do not plan for it and make people aware of those plans, so they have some real information and peace of mind .

This does seem to be lacking for Spalding.

ICB response - Thanks for your email, I shared this with the ICB's Vaccination Team and they have advised that both Spalding practices are delivering clinics and have plenty of vaccine. Beechfield was a little delayed in their start however, their clinics are now well underway. Patients should contact their surgery, there is no need to travel elsewhere.

Community Pharmacy, such as Knight Street in Pinchbeck, appointments are available to book on National Booking System (NBS) [Book, cancel or change a COVID-19 vaccination appointment - NHS \(www.nhs.uk\)](#) however sites will only show if they have appointments available at the time of the search. 119 have access to the same appointments shown on NBS.

2. Case 12944 (30-10-2023)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Stamford & Rutland Hospital (S&RH) located within The Lincs ICB area is greatly valued by its patient user-base resident in Lincs, Rutland, Cambridgeshire & Northamptonshire.

It seems because S&RH is administered by NWAFT, planning of its service offer is not well integrated with the Lincs ICB plans. This seems evident by the current uncertainty about the provision of its existing (poorly marketed) Minor Injuries Unit and the desirability of upgrading it to an Urgent Treatment Centre.

The community would like see this upgrade to an UTC happen, but it seems Lincs ICB & NWAFT are not demonstrating 'joined up' thinking about this improvement to the Stamford & environs healthcare capacity. Primary Care provision by Lakeside is weak as is that in Oakham and so the nearest 24/7 UTCs involve long travel to Peterborough, Leicester or Corby ... Or to the recently announced UTC in Grantham.

For the elderly or young mothers such travel is usually impossible.

Is provision of an UTC in Stamford being considered? If yes, then will it happen ... if not then why?

Notes / Questions

Please see question raised in the comment, response would be most welcome

