



Healthwatch Lincolnshire

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Healthwatch Lincolnshire Patient Experiences for: November 2023

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

This report has been produced by Healthwatch Lincolnshire to highlight the health and care experiences shared with us for the period 1 to 30 November 2023 where 114 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 struggling to get NHS Dental treatment
- Patient medical note, discrepancies as in cases 12985, 12963
- Counselling for minors awareness for GP Practices
- Mental Health information gathered via survey

Positive areas:-

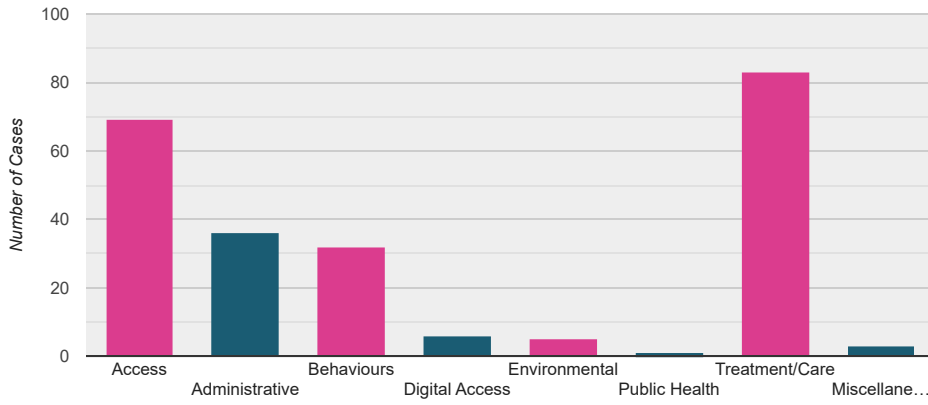
- Urgent Treatment Centres
- Swineshead Medical Group
- Old Leake Medical Centre
- Stickney Surgery
- Munro Medical Centre
- Willingham Sugery

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

Statistics

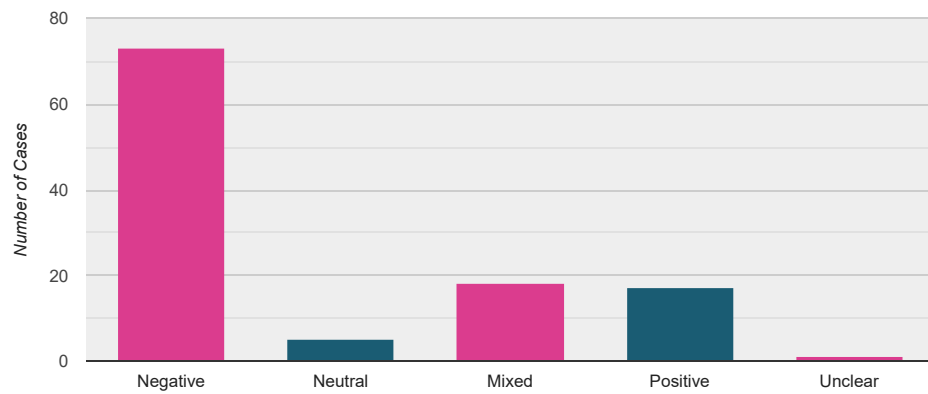
Total cases: 114

Theme Areas



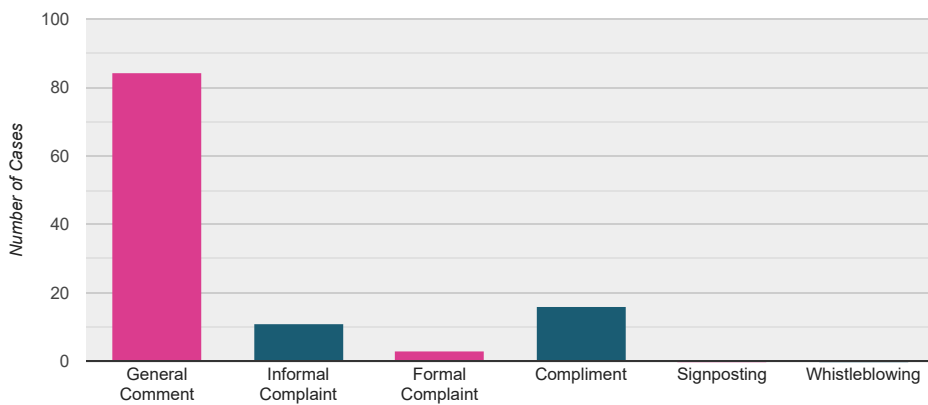
Theme Areas	Cases
Access	69
Administrative	36
Behaviours	32
Digital Access	6
Environmental	5
Public Health	1
Treatment/Care	83
Miscellaneous	3

Sentiments



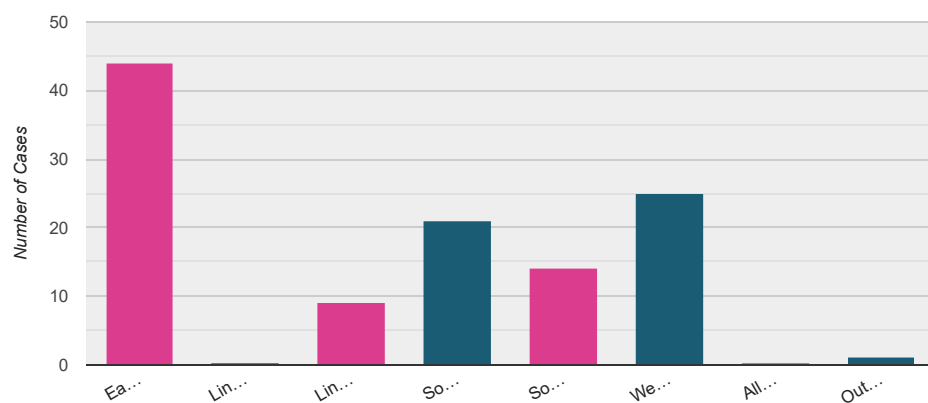
Sentiments	Cases
Negative	73
Neutral	5
Mixed	18
Positive	17
Unclear	1

Case Types



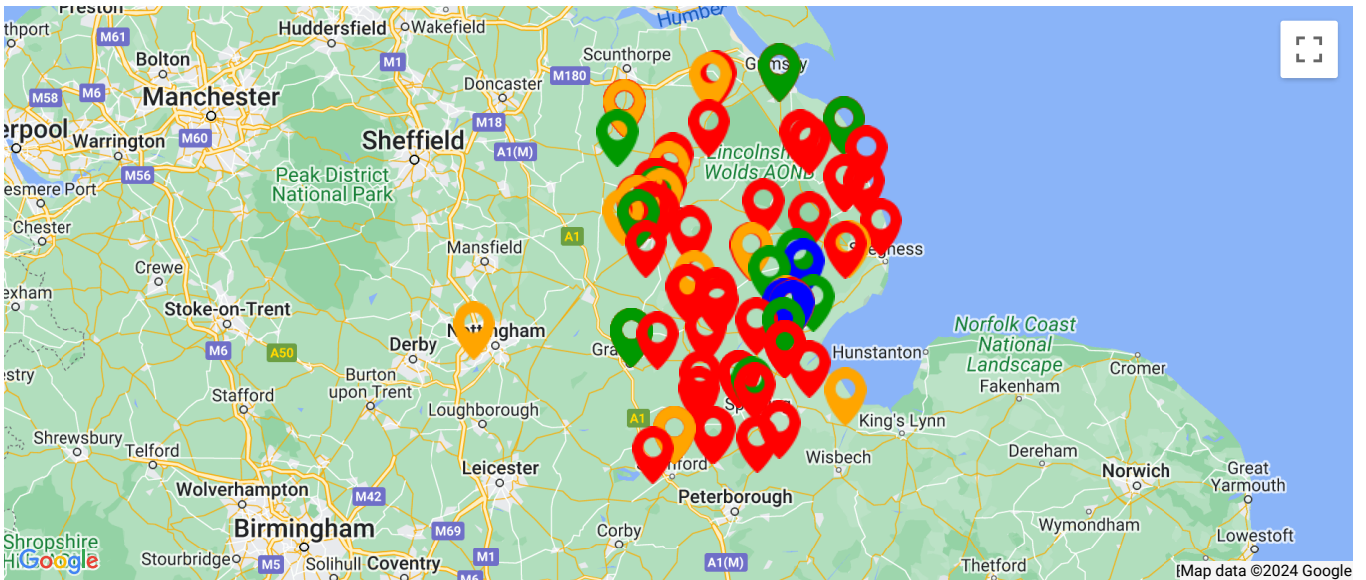
Case Types	Cases
General Comment	84
Informal Complaint	11
Formal Complaint	3
Compliment	16
Signposting	0
Whistleblowing	0

Areas



Areas	Cases
East Locality	44
Lincolnshire CCG	0
Lincolnshire Integrated Care Services (ICS/ICB)	9
South Locality	21
South West Locality	14
West Locality	25
All Areas	0
Out of Area	1

Map



Cases

Community Health Services

Area	Case Details
<p>East Locality x 1</p> <ul style="list-style-type: none"> 1 x Compliment 	<p>Compliment</p> <p>1. Case 12976 (10-11-2023)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Patient reports positive experience with Urgent Treatment Centre at Pilgrim Hospital. They had hurt their foot and were treated very quickly.</p>
<p>South Locality x 1</p> <ul style="list-style-type: none"> 1 x Compliment 	<p>Compliment</p> <p>1. Case 13058 (29-11-2023)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Johnson Urgent Treatment Centre</p> <p>My spouse and I attended. They were seen, assessed, saw doctor who prescribed antibiotics which I collected from pharmacy in just over an hour.</p> <p>Please tell us about your experience (e.g. what went well?) - Everything</p> <p>How easy was it to access the help and support you needed? - Very easy</p> <p>How would you describe your experience of care? - Good</p>
<p>South West Locality x 2</p> <ul style="list-style-type: none"> 1 x General Comment 1 x Compliment 	<p>General Comment</p>

1. Case 13011 (20-11-2023)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

After seeing the Healthwatch presentation of Forward Vision Event on 31 Oct 23.

I am particularly concerned with issues relating to residents in the Grantham/South Kesteven District Council area some of which apply to the county including:-

- Downgrade of Grantham Accident and Emergency to a Urgent Treatment Centre clarity re what care lost/will be provided
- Monitoring impact of reduction in acute care beds in Grantham District Hospital on elderly patients
- Lack of NHS dental provision in growth area
- Lack of 24/7 pharmacy availability locally
- Loss of local patient access for regular MRI scans
- Loss of trauma & 24/7 Accident and Emergency planned at Scunthorpe
- Inter hospital Patient transport 24/7
- Stamford Urgent Treatment Centre provision
- Monitoring impact of Grantham District Hospital Maternity Unit closure (affecting over 1000 mums & babies a year)
- Do communications from United Lincolnshire Health Trust to mums-to-be explain that in an emergency during early pregnancy they should go to Nottingham/Grimsby rather than Lincoln Hospital which does not have the relevant grade to fully support them.

Notes / Questions

Information sent to ICB

Provider Response

I write further to my email below in relation to the points raised by a Lincolnshire Councillor. Upon review of the concerns that are being raised, the Councillor would need to submit these to the ICB Board for consideration. As the concerns mentioned are currently bullets points, please can the Councillor be specific in the detail, so the Board can then respond to the specific questions.

If the questions can be directed to the NHS Lincolnshire ICB Board Secretary and Head of Corporate Governance.

HW - Information shared with Cllr, who would do the necessary as requested.

Compliment

1. Case 13049 (29-11-2023)

PCN: K2 Healthcare Grantham and Rural

Providers: Grantham + District Hospital, Lincolnshire Community Health Services NHS Trust (LCHS) Urgent Treatment Centre. (UTC)

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

Ultra sound department staff so friendly and chatty to put parent at ease.

Can't praise them highly enough. Parent hates having to go to hospital and this experience has made it easier should the need arise in the future. Parent will require a referral to Urology, which their GP surgery will need to do.

Provider Response

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

West Locality x 1

- 1 x General Comment

General Comment

1. Case 13040 (27-11-2023)

Providers: Lincoln County Hospital, Lincolnshire Community Health Services NHS Trust (LCHS)
Out of Hours / Urgent Care Service Lincoln County Hospital

Phoned 111 service very good and efficient. Had to wait 6 hours for call back about child under 8 years old unwell with rash fever, to be told no appointments was triaged, did not introduce themselves properly, implied that they were a qualified practitioner, I asked if they were a doctor or nurse practitioner just said a practitioner of some sort, assuming a paramedic at the urgent care centre ??? Long long triage assessment who didn't appear confident in their role and did not reassure me that they knew what they were doing. Then told no appointments could come and sit and wait ! I said what I'm to sit in the waiting room with a child with highly likely infectious rash ??? They said yes !!! Clearly not concerned about passing infection onto other vulnerable patients . (child was later diagnosed with impetigo ! By our own GP a day or so later) after the weekend ! Visit.

Provider Response

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

Primary Care services

Area	Case Details
<p>East Locality x 24</p> <ul style="list-style-type: none">• 19 x General Comment• 2 x Informal Complaint• 3 x Compliment	<p>General Comment</p> <p>1. Case 13041 (27-11-2023)</p> <p>PCN: East Lindsey</p> <p>Providers: Broadway Dental Surgery , Integrated Care Board Dental</p> <p>Recent dental treatment Broadway Dental Surgery as an NHS patient. Patient has an existing lower denture, needed to have three lower teeth removed and denture adjusted to take account of the change, i.e., have 3 teeth added to the denture.</p> <p>The dentist informed the patient there is a 12-month wait for NHS denture work or they could have the adjustment made in 24-hours privately at a cost of £440, but no charge for the teeth removal work. The tooth removal and denture addition should be covered under band 2 at £70.70.</p> <p>The patient paid the £440 because they couldn't go for a year without a denture. But patient currently raising a pension credit application as only on a pension of £803 per month, so to pay £440 is a bit much.</p> <p>Notes / Questions</p> <p>Healthwatch provided - HC2 form sent to the client to see if they can get dental free, and ICB complaints information.</p> <p>Healthwatch asks - Is it correct that the wait is 12-months and are you aware that NHS patients can get this work completed so quickly privately, if under the same practice?</p> <p>Provider Response</p> <p>Response from Lincolnshire Dental Committee Chair - There should not be a 12 month wait and if we have the contact details, we should advise them to raise a concern with the ICB complaints Team.</p> <p>2. Case 12983 (10-11-2023)</p> <p>PCN: Boston</p> <p>Providers: Greyfriars Surgery</p> <p>I have to wait on the telephone to get an appointment. Once I get through , or when I have to call later appointments full. No problems once I get appointment. Telephone system does not work well. Experience rated good except for phone system.</p>

3. Case 13057 (29-11-2023)

PCN: First Coastal

Providers: Hawthorn Medical Practice

Full-time carer of elderly parent who is housebound. Has been in touch with the surgery and are waiting for the flu vaccination for parent. Has been informed - on the list? Carer has been told this a few times and no further forward. Concerned that parent is not going to get the Flu vaccine. Carer does pop out from time to time to get groceries etc and therefore would like to know when this will take place so they can work around the person coming to do the vaccine.

Notes / Questions

Request for Healthwatch to make contact with Provider

Provider Response

We have been doing home visits since getting our flu vaccines but had to cancel a number of appts due to nursing dept sickness. I'll pass this on to our Admin Manager and ask her to see where this patient is on the list and then advise accordingly. We didn't deliver the Covid vaccs ourselves so they and the flu have not been given concurrently.

Update - Nurse has been this morning (5/12/23) and flu vaccine has been given.

4. Case 13059 (29-11-2023)

PCN: First Coastal

Providers: Hawthorn Medical Practice

I'm 76 and partly disabled. I've had both hips replaced, one is very good, the other is very painful. I found I was having trouble with my balance and got in touch with the surgery. They did nothing except issue me with sleeping tablet that don't work.

Notes / Questions

Healthwatch provided information on Practice Manager

Provider Response

11/12/23 - Surgery would like to look into this comment, Healthwatch made contact with the patient to gain consent.

Consent gained and passed to practice.

5. Case 13012 (20-11-2023)

PCN: East Lindsey

Providers: Horncastle Medical Practice

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

Notes / Questions

Healthwatch asks - how are those patients who do not have access to any online or mobile being informed of the changes to the systems? Is information placed in the free Horncastle Matters paper that goes to every household?

Patient suggested - Perhaps to alleviate some of the strain, do the surgery suggest patients with common ailments go to Pharmacy for advice?

Provider Response

The information will be in the March edition of Horncastle Matters, we were unable to place it in the upcoming December issue as it had to be submitted by 30/09/23 and we did not have the details finalised. We have also met with our PRG to explain the changes and have asked them to spread the word and we have placed leaflets in the surgery.

The Practice signpost as much as possible and use the Pharmacy prescribing and the UTI service with the coop when we can. Patients will still phone and can be informed at that time and urgent cases will be seen each day following triage from a GP or ANP.

6. Case 12979 (10-11-2023)

Providers: Integrated Care Board Dental

Patient looking for NHS dentist in Boston for 6 years in that time has not been to dentist. Had good experience at Pilgrim Hospital where had an operation at the Maxofacial Department.

Notes / Questions

Healthwatch provided - NHS 111 and provided the link to a search engine: NHS dental choices.

7. Case 13000 (17-11-2023)

Providers: Integrated Care Board Dental

Contacted by patient who has a relative who has been unable to register at NHS dentist in area. Now has a problem with a front tooth and pain. Has called NHS 111 for advice and been given a list of dentists to try, none who are taking on patients. Will now have to pay at private dentist for tooth extraction. Wants to know where to complain to about lack of provision of NHS dentists.

Notes / Questions

Healthwatch provided - NHS 111 and provided the link to a search engine: NHS dental choices. NHS Dental Complaints (ICB)

8. Case 12958 (06-11-2023)

PCN: East Lindsey

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

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

Notes / Questions

Healthwatch provided ICB & CQC, possibly may need to discuss with solicitors

9. Case 12977 (10-11-2023)

PCN: Boston

Providers: Liquorpond Surgery

Patient reports that as a very busy person. Finds it difficult that can only talk about one problem at a time when visits GP, has a knee and thyroid problem. Would love to have a longer appointments to talk about problems. Patient has to ring twice a month to get appointments. Treated nicely when get appointments. Rates overall experience as good but could do better as this would make there life easier.

10. Case 12978 (10-11-2023)

PCN: Boston

Providers: Liquorpond Surgery

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

Notes / Questions

No contact or details on form, so unable to provide any information to this person.

11. Case 12986 (13-11-2023)

PCN: First Coastal

Providers: Marisco Medical Practice

I had been unable to get a continuity GP appointment from trying in May 2023, until finally I was asked for my date of birth and confirm name on what must have been my 30th attempt. Things like I am told it is because I want to see a named doctor, or they only see certain patients, or they are only there two and a half days to see patients. I finally got to see my "selected" GP late October, because that GP made the appointment, when I managed to get a telephone call a week earlier with them. At the telephone appointment GP told me they would get a prescription to my chosen pharmacy. It did not materialise, I was at this point in bed and unable go to the pharmacy the next few days. A neighbour tried to chase it up for me at pharmacy and prescription office, but no prescription done. By the Friday I went to the pharmacy, then to prescription office, myself, but still no prescription. They were helpful and said maybe another GP could do it at Marisco. I got the prescription the following Monday. It just appears to be a constant battle to get any medical appointment, and then chase, or feels like I have to justify the prescription.

And now after the GP arranged a procedure, which I have booked for next week, it appears I will have to cancel it, as I cannot get bloods done in time. The clinic person who rang me this week, assured me they would send the bloods form, but has not arrived, and without it, I have to cancel procedure I need.

I am now stuck between GP practice and clinic, as I cannot get through to the clinic and basically I have been told by receptionist at Marisco, no form, no bloods will be done.

When I questioned again about bloods the receptionist said they are only a receptionist and knows nothing!. First I have heard that.

Why am I stuck between two services , struggling and being so distressed at a difficult time ? Is this our caring NHS, who care about people. They need to start cooperating with each other. After working 32 long and hard years in the NHS, nothing has empowered the patient to any degree.

Notes / Questions

Healthwatch suggested speaking with the Practice Manager but also noted that to see a particular GP there might be a wait.

12. Case 12963 (07-11-2023)

Providers: Merton Lodge (Alford) GP

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

Notes / Questions

Healthwatch suggested making contact with their surgery to discuss

Provider Response

Practice Manager- We have not been made aware of this by the patient so we have not had the opportunity to investigate and comment.

Are you able to share the patient data so we can look into this?

The patient may have historic errors there were recorded by outside organisations or here, and we would be happy to correct these and address these appropriately but without patient data we cannot do this.

HW contacted patient to gain consent to share personal details with the Practice.

17/1/24 Consent gained and sent to practice

17/1/24 Practice Manager - I have tasked the coding team to make contact with the patient and find out the specifics of what it is they feel is incorrect within their medical record and then we can investigate this for them.

13. Case 12951 (03-11-2023)

Providers: NAVIGO mental health services

Patient very distressed about negative experience received when trying to access mental health support at NAVIGO in Grimsby. Had self referred to Talking Therapies with this organisation . Complex mental health issues, general anxiety disorder, agoraphobia, panic disorder and PTSD (Post-traumatic stress disorder) following intense trauma. Also has ongoing neck problem and suffering chronic pain. Has accessed Talking Therapies, received high intensity CBT, counselling, psychology which did help. In the last 2 months accessed psychologist as was in mental health crisis , referred for psychiatric assessment about medication review and starting new medication. Received appointment for Psychiatric review to attend yesterday . Patient turned up for appointment told that this appointment had been cancelled .

Patient very upset and distressed advised by staff that this was because of sickness and that staff from NAVIGO had phoned them. Patient stated that had not had any phone calls from them. Staff member then stated that they had phoned a wrong number when trying to get in contact with the patient. Patient now very upset and having panic attack. Patient taken into a small side room by 2 male members of staff. One of them who they had spoken to before, and found patronising and too laid back in this situation. Patient has agoraphobia, does not relate well to males as a survivor of Domestic Abuse. Another member of staff had said that male member of staff who had dealt with patient , that there had been complaints about their treatment of patients. Issues not resolved in this room, unable to see psychiatrist, staff available not able to prescribe medication, advised to see GP. Patient left and accessed GP directly, staff at the surgery acted in compassionate manner and could see how distressed patient was and patient saw GP who knew history and re referred back to Psychiatric Team.

Notes / Questions

Healthwatch signposted how to make a complaint to NAVIGO (outside of our area). Local Mental health support telephone numbers and contact. Contacts for mental health crisis.

14. Case 12959 (06-11-2023)

Providers: Pilgrim Hospital

Patient is currently attending the Private Dental Centre in Boston where they have been given some tablets to clear an infection, requires a tooth removing but would rather that was done at the hospital (a previous removal was done there), has lost faith with the dental practice and feels the anaesthetic is watered down and they can feel it when they work on them. Previous Private Dentist referred patient to the hospital for a large tooth removal about 6 years ago, everything went well. Is now faced with the removal of the same large tooth (other side of mouth) and would like to go to the hospital with it. Current Private Dentist Practice wants to refer to another Private Practice of which they know nothing about, only the name (Oasis)

Patient is hard of hearing and has had many difficulties communicating with health care staff across all areas where they wear masks or where English may not be their first language.

Notes / Questions

Healthwatch asked PALS

Provider Response

I am unaware of a reason why this patient could not be referred to the hospital for treatment? Any referral received by the Trust would be graded by the clinicians as to whether it would be accepted or rejected, but if the patient is requiring GA, then the referral should be made.

Information shared with the patient.

UPDATE - 9/1/23 - patient has been rejected, unhappy with this result and wants to make a complaint to the hospital and dental practice - information provided for both.

15. Case 12953 (03-11-2023)

PCN: East Lindsey

Providers: The New Coningsby Surgery

Patient sent a 9 page letter, that is very difficult to read. Has contacted Healthwatch on a previous occasion with very similar information, where they were advised to contact ICB Complaints and CQC information provided for health care. Still unable to access GP for complex medical problems and remains in pain. Patient has also contacted Police. Patient does state has mental health problems, describes disputes with neighbours, and states malicious information spread in the Community. Feels ignored when making requests for medication and treatment at the GP practice. Other information in letter relates to patients medical problems and treatment that they have had all their life, benefits , complaints that members of the Community have made against them.

Patient stated not able to access GP for treatment for osteoporosis, curvature of the spine, pain relief, blood tests. Patient feels that GP and staff have been malicious in relation to Disability Living Allowance this goes back many years. Feels that GP does not communicate or respond to AskMyGP electronic requests for care. Consultant Endocrinologist now organises bloods and treatments. Patient having difficulty getting B12 injections from Surgery. Patient feels that they dread going to the Surgery now.

Notes / Questions

Healthwatch suggested contacting the Practice Manager or if provided consent Healthwatch would be able to do this on their behalf. Advocacy information also provided. No response to date

16. Case 12984 (10-11-2023)

PCN: East Lindsey

Providers: The New Coningsby Surgery

Have to have frequent blood tests for thyroid condition. Last time person who took the blood was very good. Nurses are very good. I know about my condition , and have had it for a long time, but receptionists are sometimes obstructive. When I see a Doctor they are great, understanding. The Surgery has been taken over now much better and receptionists better. Taken over by the Welby Group, and it has improved. I use Airmid app find it very good. Also use AskMyGP find this very good. Rates experience good.

17. Case 13010 (20-11-2023)

PCN: Solas

Providers: The Old Leake Medical Centre

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

Notes / Questions

Healthwatch suggested speaking with the surgery Medical Secretary to see if they can locate any information for them.

18. Case 12972 (10-11-2023)

PCN: Boston

Providers: The Sidings

Patient went to GP with chest pains and sent to hospital for an ECG. Had a long wait for to be seen told by hospital that had high blood pressure and that they could not find anything else. Never see the same person or Dr at the GP Surgery. You have to tell them the same thing twice, over and over again. Patient has multiple problems. Dr will only deal with 1 problem at a time. Has a broken back caused by arthritis, has diabetes and cellulitis. These problems are linked. Patient states that the NHS machine could do better and has many faults. Describes experiences as neutral.

19. Case 13023 (21-11-2023)

PCN: Solas

Providers: The Sidings

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

Notes / Questions

Information provided via ULHT Patient Panel

Informal Complaint

1. Case 13034 (23-11-2023)

PCN: Boston

Providers: AskChemist Boston, Pharmacy

Vulnerable patient contacted Healthwatch and shared their negative experience about AskChemist in Boston. AskChemist- finding attitudes of some staff very difficult to deal with, attitudes of these staff are not helpful. Feels like there is a limit of how many times they can ring to ask questions.. No delivery of medication yesterday as no drivers, not notified and was waiting in.

At Lloyds patient did speak to Manager about repeat prescriptions but felt fobbed off as they said they were busy, but patient did say that would ring back when not busy. Finding attitude of staff difficult and unhelpful when wanting to find a different brand of medication that they are prescribed. Feels that running out of options for Pharmacies to use in Boston.

Notes / Questions

23/11/23 HW contacted AskChemist re complaints procedure.. 23/11/23 HW contacted Feedback LICB on patients behalf as requested.

Provider Response

Update -28/11/23 - patient called Healthwatch again to request we make contact on their behalf to pharmacy & surgery. - this was done GP surgery have done what they can, Askchemist going to order today and if gets delivered to them tomorrow will go straight out to the patient. Patient informed and if this hasn't happened to come back to Healthwatch. (no further contact was made by the patient)

Patient update - Has now changed pharmacy to online pharmacy- Pharmacy2U. But would like ICB to progress with their complaint - consent provided.

Update from ICB- Thank you for your email and providing the patients details. I will contact them and progress their complaint.

2. Case 12997 (17-11-2023)

PCN: Meridian

Providers: Marsh Medical Practice

Referred by Carers First who have contact with carers with issues around GP and prescriptions.

Speaking with a couple who have been caring for their adult dependant since birth with quadriplegia cerebral palsy. There have been recent issues with medications, prescriptions, and chemists mentioned a shortage of their dependant's prescriptions and need for specific medications.

Carer explained how they were messed around driving from Louth Boots Chemist who said they didn't have certain prescription onto North Somercotes, Marsh Medical practice who then said that they had already sent it to Boots. Carer explained the unnecessary stress this caused, affecting their own health.

Notes / Questions

Patient request to make contact with the surgery.

Provider Response

Response from Practice Manager - Unfortunately without consent from the patient/complainant we are unable to discuss this further with you.

Thank you for advising the complainant to contact us directly so that we can investigate their concerns.

However, from the information you have provided it appears that the issue may be related to medication supplies. As I am sure you are aware, there have been significant issues across the NHS with obtaining certain medications and this is entirely out of our control.

Compliment

1. Case 12991 (14-11-2023)

PCN: Boston

Providers: Swineshead Medical Group

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

2. Case 12992 (15-11-2023)

Providers: The Old Leake Medical Centre

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

	<p>3. Case 12980 (10-11-2023)</p> <p>PCN: Solas</p> <p>Providers: The Surgery Stickney</p> <p>I am getting on really well with the Doctor at GP Surgery. They are being very helpful. I suffer from depression. Sometimes I have to wait for an appointment with my chosen Doctor, but eventually I get an appointment with them. Describes experience as very good.</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 13045 (28-11-2023)</p> <p>Providers: Integrated Care Board Dental</p> <p>The situation in Lincolnshire is so bad I have been trying to find an NHS dentist for 15 years my teeth are so bad it's affecting my general health, I have managed to find a dentist in South Yorkshire have my first appointment soon total cost of all the treatment will be just over 300 pounds , quotes I had in Lincolnshire ranged from 3000 up to 5000 pounds at unaffordable private dentists, I just can't get my head around how people can afford that kind of money it's not fair the people in Lincolnshire have to pay rip off prices</p> <p>Notes / Questions</p> <p>Healthwatch provided NHS 111 and provided the link to a search engine: NHS dental choices.</p>
<p>South Locality x 11</p> <ul style="list-style-type: none"> • 6 x General Comment • 3 x Informal Complaint • 1 x Formal Complaint • 1 x Compliment 	<p>General Comment</p> <p>1. Case 13033 (23-11-2023)</p> <p>PCN: Spalding</p> <p>Providers: Beechfield Medical Centre</p> <p>Patient registered with this practice for 15 years and very dissatisfied with the service provided by them. They gave a few examples. Went in with a very bad back pain, was told it was nothing, just arthritis (told the same to 2 of friends, which wasn't the case).They got a 2nd opinion and got told it wasn't arthritis and ended up with physio sessions. Patient worried about a mole that was changing colour and very itchy. Rang up (summer of pandemic) to be told by the same doctor as above to take a picture and send it to them. How can you tell if something is benign or not from a picture. They made appointments which were not written down, got told off when they turned up because they should've made appointment and made to wait over 1hr to see someone. Patient has thyroid condition for which they used to get a blood test every 6 months, always told the same thing, normal. It kept going up as I asked for the level until it got to 5.8, which is nearly double the normal level (should be 3.0 or less), told them so, the dosage got increased and got another blood test 2 weeks later and would you know it, the level was 2.8. Patient has avoided the place for more than 3 years but unfortunately the last few weeks they had a pain in the right lung which not go away (which the last couple of days has spread to the left one). Went to the surgery to make an appointment and was told that they only take appointment for the same day and that they had all gone, the receptionist was not in least bit interested when they asked what it was for. Over the next few days called (5mins before it opened), held in a queue and by the time they spoke to someone, all the appointments are gone. They eventually managed to get one but not before the 28/12. I asked the receptionist if it was, say, the onset of cancer, can waiting 1 month make a bit difference, they said yes and if I was that concerned, I should ring 111, because they couldn't give an earlier one. That made patient feel like I was being a nuisance and also treated a 3rd class citizen. You may not be able to do anything but wanted to make you aware of the awful attitude this surgery has towards me (probably not the only they do this to). Thank you for taking the time to read this.</p> <p>Notes / Questions</p> <p>Healthwatch provided information on How to complain about a GP Practice, ICB- GP complaints, CQC website information and PHSO</p> <p>2. Case 12971 (10-11-2023)</p> <p>Providers: Integrated Care Board Dental</p> <p>Negative experience of NHS Dentistry in Lincolnshire. Unable to get an NHS dentist, had to pay £2000 for new false teeth.</p>

3. Case 12989 (13-11-2023)

PCN: South Lincolnshire Rural

Providers: Littlebury Medical Centre

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

Parent feels the staff at this surgery are not understanding their family members conditions and feels they are unable to make contact with the surgery when ill. Family member has been on certain medications which specialist consultant prescribed, for over 7 months and has been great. Parent feels as soon as they give their name or child's name there is a distinct change in tone. Previously child would call the surgery continuously due to their condition and parent understands how this must be for the staff.

Feels no reasonable adjustments have been made. Feels discriminated against and more recently is waiting for a referral for cardiology, which the consultant has asked the parent to contact the surgery.

Notes / Questions

Healthwatch with consent made contact with the Practice Manager to see if this could be resolved. Also provided ICB information

Provider Response

Practice Manager - I have tried to make contact but not able to get through.

4. Case 12995 (16-11-2023)

Providers: Lincolnshire Integrated Care Services (ICS/ICB), South Holland District Council

Client accessed CAB in Spalding directed to Outreach. Homeless for the last 2 and half years.

Currently living in car at various locations in Spalding. This is impacting physical and mental health and well being. No local registered GP. Has not had medication for depression. Previous mental health interventions when resident at YMCA. Though did not engage when these services discussed paranoia. Client now believes that individuals that they do not know are now following them all over the country and breaking into their car and stealing property. Reported to police on numerous times.

Notes / Questions

Signposting to local GP contact numbers. Mental health SPA 24 hour number. Referral to Framework Housing. Samaritans. NHS111 if mental health crisis.

Provider Response

22/11/23 - Housing confirmed referral for patient.

Update - 28/11/1123 - unfortunately we cannot accept patient onto the waiting list. They have failed to contact MOSS staff regarding an assessment being arranged. Several attempts of contact has been made however, no response. Therefore, this indicated that the patient is not ready for supported accommodation with minimal support. The patient can be reconsidered for MOSS Lincolnshire once they have shown that they can engage with external services in order to move into independent accommodation.

Further update - Healthwatch made contact with the patient to see if there was anything they can do to support contact with MOSS.

5. Case 12961 (06-11-2023)

PCN: South Lincolnshire Rural

Providers: Sutton Bridge Medical Centre

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

Notes / Questions

Healthwatch provided information on Online access.

Healthwatch asks - if a patient is in the surgery why would they be asked to go home and phone in?

Provider Response

Email from Practice Manager- 12/12/23 I have spoken with our Reception Team Lead at our Sutton Bridge practice who assures me that none of the staff would advise a patient to go home and then ring the practice. If someone comes into the practice we would try our very best to accommodate their needs there and then. We have plenty of pre-bookable appointments so there should be no need to ask patients to ring back on another day etc. Yes the telephones are busy first thing in the morning, maybe because people automatically ring first thing (as was always done historically) and don't try other methods of booking appointments. Patients are able to book appointments online as well as by telephone or in person at the desk, and we do book appointments in advance so there really are several options available to our patients. If we had details of the patient we could perhaps contact them to advise them of other options that are available to them if they are unaware.

14/12/23 - Patient contacted to gain consent to share personal information, no response to date.

6. Case 12948 (02-11-2023)

PCN: South Lincolnshire Rural

Providers: The Surgery Sutterton

Patient shared a negative experience in relation to their elderly relative. Their concerns are around access to the GP for their elderly, frail, housebound relative. GP practice will not see patient at home when ill, housebound, elderly and frail relative with complex physical and mental health issues. Also patient rang GP when relative was ill and unable to get out of chair, GP Surgery staff put phone down on patient when ringing for help in this situation, GP Surgery did not listen or give emergency numbers for assistance. Patient also had negative experience with staff member who they did not feel acted in a professional manner when dealing with them in an appointment.

Notes / Questions

Healthwatch discussed with the patient to make contact with Practice Manager in the first instance. Contact information given to patient about how to make complaint to Integrated Care Board.

Informal Complaint

1. Case 13004 (17-11-2023)

PCN: Four Counties

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

I am writing on behalf of my elderly parent, a patient at Lakeside Surgery in Stamford. They are 86 years old and find writing difficult. They have their medication delivered or so parent believed. It started in the spring when for a couple of months that the form they would tick what they required didn't get included. Then they gave an email to use instead but when they were expecting a delivery it didn't arrive and parent was stressed by this as it was a case of close to running out of medication. This has taken some sorting and a complaint which wasn't well sorted but they now have on a rolling delivery program and we await the way in which they work this. Negative experience of medication delivery and Lakeside Stamford communication with older people.

2. Case 12969 (10-11-2023)

PCN: South Lincolnshire Rural

Providers: Munro Medical Centre

Carer has Power of Attorney for elderly relative who is very frail, has medical needs, and at times gets confused. Carer does not live in the area. Has had issues with clinicians in the way that their relative has been treated in the past in relation to care not being person centred or appropriate for relatives needs. Issues around letting relative know that someone from GP surgery would be coming to the house to take blood tests and not just turning up as relative will not let them in. Relative needs to be communicated to about this. All other Professionals who are involved in relatives care will let carer know that they will be going to property and what plan of treatment and care is. Carer would have moved GP Practice a long time ago, but relative who has capacity does not want to do this.

Notes / Questions

Healthwatch provided information on contacting the Practice Manager or the ICB complaints.

Provider Response

Practice Manager response- Sorry to hear of this incident, If the carer would contact us, (Assistant Practice Manager who is our complaints advisor Practice Manager), this will allow us to look at the patient record and ensure we have all the relevant information in the right place, and also investigate why the communication route has not worked for this patient.

Information shared with the patient

3. Case 13021 (21-11-2023)

PCN: South Lincolnshire Rural

Providers: The Deepings Practice

Patient has a number of complaints with the surgery and wanted to know how to go about making an official complaint. Had previously made a complaint to the practice, but this was not responded to and concerned the same thing will happen. Spouse should have had 6 monthly scans, after not hearing anything made contact with the hospital, who stated they had not received a referral. Spouse contacted the surgery who then made the referral, apparently the first one had gone to the wrong department.

Spouse then waited for the appointment, which was another few months, so in all waited another 7 months on top of the 6 months to be seen. At the recent appointment spouse has been informed that now they need a procedure urgently as possible cancer. Hospital stated spouse should have been referred previously.

Concerns with child at a recent appointment, and other elements of concerns they would like to raise. Has lost faith in the practice.

Notes / Questions

Healthwatch provided information on Complaints procedure, CQC, & ICB

Formal Complaint

1. Case 13032 (23-11-2023)

PCN: Spalding

Providers: Beechfield Medical Centre

Patient, on behalf of their partner and them not being referred in a timely manner when they presented with symptoms of cervical cancer. They were examined by a Nurse at the Practice for a cervical smear who was surprised that a GP had not made a referral to a Gynaecologist. They do not feel that partner has been listened to when presenting with pain and bleeding and dismissed because of partners previous addiction and mental health issues.

Notes / Questions

Healthwatch contacted Practice Manager and ICB to ensure complaint being investigated and ensure that only patient communicated with, not partner. 23/11/23 Practice Manager responded that would only deal with patient. Also provided CQC information to the patient.

Provider Response

23/11/23 Response from Practice Manager- Thank you for passing this on. Patient has submitted a written complaint to the practice which will be dealt with as per our usual complaints policy.

ICB - Thank you for sharing this concern to the ICB. I will make contact with the patient and progress this concern for them.

Response from ICB 28/11/23- patient confirmed that they did not want to pursue this complaint further as has decided to change practice and also seek some private treatment.

Response from Beechfield Medical Centre 24/11/23 - I would just like to inform you that the patient has withdrawn their complaint this afternoon.

Compliment

1. Case 12981 (10-11-2023)

PCN: Spalding

Providers: Munro Medical Centre

I booked in to see a Nurse Practitioner and got an appointment within a few days, at a time convenient to myself. The appointment was relatively on time and the Nurse was wonderful. The outcome was positive with a quick diagnosis and simple prescription given. Experience rated as very good.

Provider Response

Response from Practice Manager-Thank you for providing this positive feedback, we work hard as a team to provide appointments in a timely manner, and try to accommodate the patients request for preferred time where we can. We will share this information with the team.

South West Locality x 3

- 3 x General Comment

General Comment

1. Case 12985 (13-11-2023)

Providers: Integrated Care Board Dental, Treeline Dental Practice Sleaford

Treeline Dental Sleaford

I have been registered at this establishment since late 2020 and have not been seen as an NHS patient. I keep being told there is a waiting list, yet other people who have registered after me have been seen.

Notes / Questions

Healthwatch provided information on Practice Manager, ICB Complaints and the link to NHS 111 and NHS Choices

2. Case 13011 (20-11-2023)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

After seeing the Healthwatch presentation of Forward Vision Event on 31 Oct 23.

I am particularly concerned with issues relating to residents in the Grantham/South Kesteven District Council area some of which apply to the county including:-

- Downgrade of Grantham Accident and Emergency to a Urgent Treatment Centre clarity re what care lost/will be provided
- Monitoring impact of reduction in acute care beds in Grantham District Hospital on elderly patients
- Lack of NHS dental provision in growth area
- Lack of 24/7 pharmacy availability locally
- Loss of local patient access for regular MRI scans
- Loss of trauma & 24/7 Accident and Emergency planned at Scunthorpe
- Inter hospital Patient transport 24/7
- Stamford Urgent Treatment Centre provision
- Monitoring impact of Grantham District Hospital Maternity Unit closure (affecting over 1000 mums & babies a year)
- Do communications from United Lincolnshire Health Trust to mums-to-be explain that in an emergency during early pregnancy they should go to Nottingham/Grimsby rather than Lincoln Hospital which does not have the relevant grade to fully support them.

Notes / Questions

Information sent to ICB

Provider Response

I write further to my email below in relation to the points raised by a Lincolnshire Councillor. Upon review of the concerns that are being raised, the Councillor would need to submit these to the ICB Board for consideration. As the concerns mentioned are currently bullets points, please can the Councillor be specific in the detail, so the Board can then respond to the specific questions.

If the questions can be directed to the NHS Lincolnshire ICB Board Secretary and Head of Corporate Governance.

HW - Information shared with Cllr, who would do the necessary as requested.

3. Case 12994 (16-11-2023)

PCN: K2 Healthcare Grantham and Rural

Providers: The Market Cross Surgery

The dispensary is taking longer and longer to process prescriptions and my relative was prescribed insulin that was 3 months past its expiry date - all they seemed concerned about was having the insulin returned so that they can reclaim the costs, not any concern about the effect. They also will not dispense the Freestyle Libre sensors, saying that their supplier doesn't supply them.

It's a 15 mile round trip and then I have to travel into Grantham to collect the sensors and I regularly have to wait upwards of 30 minutes for the prescription to be put together even though I ordered 10 working days previously. We have taken the decision to move our prescriptions to another chemists in Grantham so I can collect them all at once.

West Locality x 9

- 7 x General Comment
- 1 x Informal Complaint
- 1 x Compliment

General Comment

1. Case 12945 (01-11-2023)

PCN: Trent

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

Our grandchild has ADHD and Autism (they tick too). This has been diagnosed by their therapist but not officially diagnosed by the doctors so despite the therapists writing letters to the GP grandchild is still not on appropriate medication. Is trying to live an independent life and has a flat.

Their condition means they have major problems with impulse control and desperately needs help with finances. Keeps "borrowing" money from us, but non of us are in the best of health. Spouse for example has had three stays in hospital in the last 8 weeks and is in Scunthorpe ITU and I was in for a 10 day stay midway through the year.

Grandchild has a puppy which they are intending to train as a service dog, but I am not convinced that without help, they haven't the attention span to achieve this and currently the dog is just messing up the flat, so they could end up being evicted.

I don't have a lot of spare cash and we are all on pensions for income. We cant keep handing over money when they ask for it, because one day we wont be here !! and they need to be independent, but we fear that this wont happen unless they are fully diagnosed on the right medication and receives the help they need.

Notes / Questions

Healthwatch provided information to contact - GP Surgery Practice Manager, support agencies and Citizens Advice to ensure on correct benefits

2. Case 12955 (06-11-2023)

Providers: Integrated Care Board Dental

I am actually a resident of Doncaster but I am reaching out due to a friend of mine in Gainsborough suffering a crisis.

They have been having daily pain due to a broken tooth and some other dental issues. They moved to the area two years ago and has not managed to get into a dentist due to most in the area near only taking patients by referral or paying privately.

I know this is a long shot but is there any way to get them the care they need other than through an NHS emergency dentist? the daily pain is deeply affecting their mental health.

Notes / Questions

Healthwatch provided NHS 111, also emergency NHS Dental information and some NHS Dental options in Doncaster as they are able to get to this location

3. Case 13060 (29-11-2023)

PCN: Trent

Providers: Integrated Care Board Dental

Friend, regarding NHS Dentistry in Gainsborough who had been referred to another Dental practice for tooth extraction privately at Market Rasen. Unsure why this would be as just a normal extraction.

Notes / Questions

Healthwatch asks - why would a patient be transferred for tooth extraction privately?

Provider Response

Unfortunately, we would be unable to respond to this individual comment, however if the patient requires further assistance or for the matter to be looked into further, we would advise for them to contact the Patient Experience Team on 01522 309299 or email [licb.feedback@lincolnshireicb@nhs.net](mailto:licb.feedback@lincolnshireicb.nhs.net).

4. Case 12973 (10-11-2023)

PCN: APEX

Providers: Richmond Medical Centre

Patient reports that setting up of appointment for MRI and scan good. Follow up treatment by GP was not so good. Felt Dr was dismissive, unhelpful, no options given. Felt Dr does not want to listen to me. Ringing GP this week and not taking no for an answer as wants referral. Experience with hospital very good. Poor with GP though.

Provider Response

8/12/23 Practice Managers response- Many apologies that this has been the patients experience. I would very much like the opportunity to discuss with the patient and see what I can do to help address their concerns.

HW contacted patient who has given consent to share personal information with Practice Manager.

5. Case 13007 (20-11-2023)

PCN: Trent

Providers: The Glebe Practice

Can you advise if there are policies or similar that a baby age 10 months should be seen on day of request at GP if considered urgent

GP previously told me baby under 1 will always be seen same day but twice turned me away now. Once resulting in 7 hour A&E wait. Child was presented with bronchiolitis

Same GP declined to see my teen child previously but was happy to see other child same day for suspect UTI. Teen child ended up in hospital with diagnosis of diabetic.

Notes / Questions

Healthwatch with patient consent contacted the Practice Manager

Provider Response

Surgery - Parent was offered a squeeze in appointment in the morning of the contact with parent, but they refused this as unable to attend due to work commitments. Parent then arrived at 1.30pm and baby was smiling, demanding to be seen, as the clinics were fully booked they were squeezed in about 20 minutes later. At appointment baby was fine and no clinical input was required. There is an in-house policy for seeing children under 5.

Parent - information is incorrect, Healthwatch suggested to the parent to make a complaint so it can be looked into further.

6. Case 12965 (07-11-2023)

PCN: Imp

Providers: Welton Family Health Centre

Patient looking for information on moving to another Surgery, feels they have been let down by their current surgery. Under Nottingham for some of their care, who requested the patient have some blood tests and 24 hour urine tests done by their surgery, the hospital had provided all the forms, this was in early September, in advance of their next appointment in November. Patient eventually received the bottles after much chasing, did the tests then received information a few weeks later to say that the tests had either failed, incorrect information on, or had been lost, so both had to be done again. The next tests were done a week ago and not sure if these will be ready for their appointment. Patient feels there has been a catalogue of events which makes them feel they would like to change to another surgery.

Notes / Questions

Healthwatch provided information on alternative options, should they wish to move

7. Case 12993 (15-11-2023)

PCN: APEX

Providers: Woodland Medical Practice

My GP is lovely. Understanding and helpful. I can not recommend them enough. But as I have had to give up driving due to pain and disability I can't get to see them when I need to. The receptionists say I have to go into the surgery but I can't get there. There needs to be a better system when your health needs checking and you are stuck at home. My health has really declined over the last year due to this.

Notes / Questions

Healthwatch provided local information on transport options

Informal Complaint

1. Case 12960 (06-11-2023)

Providers: Woodland Medical Practice

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

Patient had telephone conversation with emergency Dr. The conversation left them extremely suicidal, having a severe panic attack in which they ended up passing out from anxiety and distress. The pain has got more extreme over the last 4 years and it's only in the last year patient has asked the Dr for any pain relief as they are petrified of getting addicted to painkillers.

Patient prescribed medication, they had to ring for an emergency telephone call as the pain was so severe from the back, hip, pelvic pain also earache in both ears and chronic mastoiditis, their mental health is deteriorating rapidly as this now is my 11th day trying to cope with pain and now on their 9th week with no sleep.

Patient has had bad ears from the age of 2 years old. They have a dangerous disease cholesteatoma and nothing can clear these ear infections. Patient supposed to be in ENT every 12 weeks to get suction in both ears to drain the fluid in my ears.

Patient has not been to ENT since getting out of the psychiatric ward as they struggle to get out of the house because of their back, hip and pelvic pain. They struggle some days to walk and also with their Mental Health conditions it limits what they can do. One of the symptoms makes them unable to leave the house.

Patients head at present feels full of fluid leaving them with vertigo, fevers, headaches, they have to wear hearing aids in both ears this has also led to menieres disease. They have had bad earache for three weeks.

Patient had to call the emergency Dr to get help, at the beginning of November to cope with the pain as it started effecting their mental health they had suicidal thoughts because of the pain from their back, hip, pelvis and swelling of both ears and ear ache is that intense they have had to reach out for help. Chronic mastoiditis is present at the moment and the pains so severe patients ears are swollen and throbbing with pain.

Patient explained to the Dr they are in severe pain with everything Dr refused to give them any sort of pain killer and they said they won't be giving me any pain relief. Basically patient feels that just left to suffer.

Dr stated clearly they won't prescribe me anything. Patient has no medication left, can not take anti-inflammatory medication it makes them sick. Patient having to use ibuprofen gel instead and even that's not working on back, hip or pelvis as some is bone pain.

Patient has close relative looking after me, they gave me a lavender bath then massaged lavender everywhere. Patient still hurting so that did not work.

None of the pharmacy have the sofredex ear drops, there's a shortage where they are manufactured. For weeks now they have had no antibiotics for their ears.

Patient would like an investigation into my concerns and provide a response in accordance with the NHS complaints procedure and provide me with the acknowledgement of this letter.

Notes / Questions

Healthwatch explained we do not investigate, provided Practice Manager and ICB and talking therapy information. Patient requested Healthwatch to send to ICB

Provider Response

ICB - Thank you for sharing this concern. As the patient has requested the ICB deal with this, I will share with our Primary Care Complaints Team and ask that they make contact.

7/12/23 response from Practice Manager at Woodland Practice- can I be advised of the name of the patient with the informal complaint. Nothing has come into practice that we are aware of.

11/12/23- response from Practice Manager- has the complainant also contacted the ICB? Healthwatch responded that ICB were dealing with this patients comment.

Compliment

1. Case 12990 (14-11-2023)

PCN: Imp

Providers: The Willingham Surgery

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

Area	Case Details
<p>East Locality x 13</p> <ul style="list-style-type: none"> • 7 x General Comment • 2 x Informal Complaint • 1 x Formal Complaint • 3 x Compliment 	<p>General Comment</p> <p>1. Case 12957 (06-11-2023)</p> <p>Providers: East Midlands Ambulance Service NHS Trust (EMAS), United Lincolnshire Hospitals NHS Trust (ULHT)</p> <p>Patient requested a response from ULHT</p> <p>How long will it take to get me to an acute stroke doctor from the Boston region?</p> <p>The question is if dialling 999 how long will it take to get a 999 response from Boston Pilleys Lane to Lincoln stroke centre as, based on 999 track record examples of up to 2.5 hours have been experienced, and waiting 6 hrs from Pilgrim to Lincoln for treatment.</p> <p>For 1 person's spouse, in total from 999 to eventual treatment at Notts QMC was 44 hours!</p> <p>I am seriously concerned at my age that a heart attack / acute stroke will not be treated in time!</p> <p>Notes / Questions</p> <p>Please see question raised from Forward Vision Event</p> <p>Provider Response</p> <p>ULHT response- It is suggested that Healthwatch redirect this question to EMAS who should be able to provide an answer.</p> <p>2. Case 13044 (27-11-2023)</p> <p>PCN: East Lindsey</p> <p>Providers: Hull Royal Infirmary</p> <p>In 2014 I was put through scans and test at Grimsby hospital, they found I had compressed nerves in spine making my feet numb. Sent me to Hull Royal Infirmary who said no I don't and refused to operate. I STILL have numb feet. I have been through more test requested by Hull Royal Infirmary and they still say no, no nerve compression. Even though nerve conduction study people said nerves are still there it's just spine trapping them. I had had white feet for 6 years very painful, cannot get anyone to help me get my feet back. I have hardening of arteries in lower legs, may need stents they did nothing about it. The pain in my feet is agonising at times. Why have I had to live a decade with no feeling in feet? It's appalling.</p> <p>Notes / Questions</p> <p>Healthwatch suggested speaking with their GP also provided Complaints for hospital information</p> <p>3. Case 12979 (10-11-2023)</p> <p>Providers: Integrated Care Board Dental</p> <p>Patient looking for NHS dentist in Boston for 6 years in that time has not been to dentist. Had good experience at Pilgrim Hospital where had an operation at the Maxofacial Department.</p> <p>Notes / Questions</p> <p>Healthwatch provided - NHS 111 and provided the link to a search engine: NHS dental choices.</p> <p>4. Case 12950 (03-11-2023)</p> <p>PCN: Meridian</p> <p>Providers: Lincoln County Hospital</p> <p>Patient with concerns that information not communicated to neurologist at Lincoln County Hospital who they under the care of ,following admission and discharge from Princess Diana Hospital, Grimsby.</p> <p>Patient requested that HW contact PALS at Lincoln County Hospital. Recently they were admitted to Princess Diana Hospital in Grimsby with concussion following a fall, they are wanting to get in contact with the Neurologist who they normally see at Lincoln urgently. Patient has complex neurological issues that have been exacerbated by their fall. Grimsby Hospital did say that they would contact the neurologist who holds a Clinic at Lincoln and request an appointment. Patient is concerned and wants to be reassured that this has happened.</p> <p>Notes / Questions</p> <p>HW contacted PALS at ULHT at patients request</p> <p>Provider Response</p> <p>PALS - I have spoken with the Drs secretary. Nothing has been received from Grimsby regarding the patient however the secretary spoke with the patient yesterday and the patient is happy with the plan with Neurology.</p>

5. Case 13030 (21-11-2023)

Providers: Lincoln County Hospital

For Information: Lincolnshire County Council - Adult Social Care

Following discharge from hospital there should be a much closer follow-up on older people when they get home or to another care provider. Not just with an email/letter/Mobile phone call, but by a face to face assessment by care provider if one has been assigned. Or at least check with a relative/nominated person.

Notes / Questions

No personal details provided

Provider Response

Within ULHT and across the system there is such a 'service' jointly provided by AGE UK and community providers for identified vulnerable / frail patients. We agree it would be an amazing service if it could be provided to all older patients but currently it focus based on assessed need. In addition there is a great deal of work across the county in relation to supporting unpaid carers and if a relative is caring for someone at home we would encourage them to get in touch with them: <https://www.lincolnshire.gov.uk/support-carers>

6. Case 12962 (07-11-2023)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Epilepsy Nurse In Lincolnshire

Why are there no epilepsy nurses commissioned in Lincolnshire to support and deal with Vagus Nerve Stimulator, patient has to go to Sheffield for any treatment and follow ups, but has been informed that there are some nurses in Lincolnshire who have had the training, just they are not commissioned. Patient would like the security of knowing there is someone in the county should it be required, rather than go to Sheffield 4 times a year. Surely there are other patients with this condition in Lincolnshire that would warrant a Nurse.

Notes / Questions

Please see question raised by the patient

7. Case 12964 (08-11-2023)

Providers: United Lincolnshire Hospitals NHS Trust (ULHT)

MRI Department Louth Hospital

I was sent an appointment for an MRI through the post. I was not able to make it as I would be in a different city at that day and time. I called immediately to reschedule (9 days before appointment, on day of receiving letter). I was called back the following day to be told if I couldn't make it I would go back to the bottom of the waiting list which is approx 12 weeks.

Had I cancelled an hour before the appointment or not attended, I would absolutely expect to be put back down the list, not just because I am not available at one specific time/day.

Notes / Questions

Healthwatch provided PALs information

Provider Response

It is hoped that the patient contacted PALs and a satisfactory response was provided.

Informal Complaint

1. Case 12949 (03-11-2023)

PCN: Meridian

Providers: Diana, Princess of Wales Hospital (Grimsby)

Patient has been recently admitted to Urgent Treatment Centre and an inpatient at Princess Diana Hospital, Grimsby, approximately 2 weeks ago. This was following a fall at home where they hit their head and suffered concussion. They have complex neurological issues that were exacerbated by the fall, they have had concussion symptoms nausea, headache that have persisted. They did have a scan that showed that they had a small bleed on the brain which they are very concerned about.

Their negative experience and the care that they have received have concerned them. Patient was discharged from the hospital when they still had symptoms of concussion, headache, nausea. They were not reassured that the results from their scan were taken into consideration when they were discharged. They were also concerned that a Doctor discharged them with the information that still had concussion symptoms, headache, nausea. That the Nurse who was in the room with the Doctor did not agree that they should be discharged. That the results of their scan stated that they had a bleed on the brain. That they had an exacerbation of their complex neurological issues. They were also concerned that their Neurologist who they see in Lincoln has not been contacted for any follow up appointments.

Notes / Questions

Healthwatch contacted PALS as requested by patient.

Provider Response

NLAG PALS - We shall contact the patient directly.

2. Case 13008 (20-11-2023)

Providers: Lincoln County Hospital, Lincolnshire Integrated Care Services (ICS/ICB)

I am disabled, struggling to get health care and support and even raise a complaint as the staff are ignorant of AIS (accessible information standard) and disabled rights for deaf to use phone for appointments and failure to send large print etc.

My spouse has Alzheimer's too and uses video for records and needs digital data they refuse it's like they don't care and ignore its own rules

What is going on this NHS is being run down. Been fighting now for 2 years CEO had complaint, but just keeps saying they get training soon.

AIS is just a pipe dream for people as it's not the staff, sometimes it's mainly no training and not willing to follow that training when told as they think they do not have too.

The failures so far is management do not do as they are required and legal binding its to much like hard work this then. Ashes failures and failed appointments

I was in A&E last Friday and a blind patient asked for braille and was told to go without as they do not have any or any facilities to get it. The patient then asked how they were supposed to see if they are blind, and read their notes and leaflets for advice, told well that's your problem! They left never receiving treatment. I cried and then complained made a right huff about it it's not acceptable.

I too have suffered with no loop systems one way speakers screens to high to reach no screen help for disabled staff reception who thing they are the managers and if you complained I have had muppets theme-tune whistled at me and made to feel stupid. I will not give in, I am a wheel chair user with hearing aids and heart failure.

Notes / Questions

Healthwatch asks - what Accessible Information Standards are in place, not only in Lincoln Hospital but for ULHT?

Provider Response

We have a range of accessibility resources available to our patients and we are very sorry if this patients needs were not met. We are able to provide alternative formats (including Braille in some case) if this is known in advance but in an emergency situation such as in A&E this is not as easy. For different languages we have interpreters and whilst a loop system may not be available everywhere it is available in many areas. Our written patient information is available in different formats and fonts and our website has the ReciteMe tool where information can be narrated as well as provided in different fonts and formats and languages. The situation described was not acceptable and we are very sorry and ask that patients do raise their communication needs so these can be supported and documented too in the event of further visits.

Formal Complaint

1. Case 12998 (17-11-2023)

PCN: East Lindsey

Providers: Diana, Princess of Wales Hospital (Grimsby)

Patient has an ongoing formal complaint with Princess Diana Hospital in Grimsby in relation to the lack of care, misdiagnosis, poor treatment, lack of dignity of spouse who sadly died at the hospital in 2021. Parliamentary Ombudsman involved and local MP has been contacted by the family. Patient also reported that 2 months ago relative also had bad experience at Princess Diana Hospital . Presented with vomiting, blood and bile, not treated with respect or dignity, long wait to be seen. No treatment given. Relative discharged themselves.

Family will not step foot into the hospital again. Contacted Healthwatch so that this is highlighted to providers so other people do not have these experiences.

Compliment

1. Case 12970 (10-11-2023)

Providers: Lincoln County Hospital

Oncology

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

Provider Response

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

2. Case 12999 (17-11-2023)

Providers: Lincoln County Hospital

A&E

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

Provider Response

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

3. Case 12975 (10-11-2023)

Providers: Pilgrim Hospital

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

Provider Response

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

Lincolnshire Integrated Care Services (ICS/ICB) x 3

- 3 x General Comment

General Comment

1. Case 13027 (21-11-2023)

Providers: B M I The Lincoln Hospital, United Lincolnshire Hospitals NHS Trust (ULHT)

There is confusion for patients who are being referred to the Lincoln Hospital, Lincoln and Lincoln County Hospital especially patients who are attending the Lincoln Hospital. Letters are not clear for patients.

The Lincoln Hospital is a PRIVATE Hospital and part of the Circle Health Group, Nettleham Road, Lincoln LN2 1QU

Lincoln County Hospital is the NHS Trust Hospital based on Greetwell Rd, Lincoln LN2 5QY

Provider Response

As an organisation we have identified this issue too and our communications team have been in touch with The Lincoln to advise them of the confusion.

2. Case 13029 (21-11-2023)

Providers: Lincoln County Hospital

Patient's spouse was admitted to Lincoln Hospital and no communication with spouse. On making the long journey to the hospital was told that the patient had COVID and was not allowed to visit. Patient was vulnerable and had limited communication skills. No communication to spouse for over 4 days, had tried to ring hospital ward and no one answered the phone. It was disconnected after a certain number of rings. No updates for spouse on the patient and not allowed to visit.

Are there not processes that can be put into place for vulnerable patients to have someone visit with additional precautions if they are COVID positive? What about the process of ward staff making contact with relatives to update them on patient's well-being when they are not able to visit?

Notes / Questions

No ward or patient details provided

Provider Response

We are very sorry to hear about this experience and should this person get back in touch would ask them to please contact PALs so that we know which ward. We have introduced a new initiative whereby we are doing as this person suggests - proactively contacting families with updates to save them needing to call, keeping them informed and as a result also reducing the phone calls so that there is less delay on them being answered. This project is being rolled out across all our wards and we are monitoring impact, so this feedback is helpful to us.

3. Case 13028 (21-11-2023)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

For Information: Lincolnshire Local Medical Committee (LMC)

ULHT Trust: Raised at Patient Panel within ULHT

Appointments are required for blood tests at Lincoln and Pilgrim Hospitals. Many patients are being sent internally from departments to have blood tests that need to be booked in. Primary Care professionals are still telling patients that they can just turn up when they actually need to book a blood test. Is communication going out through the ICB to Primary Care providers such as GP Surgeries that patients must book an appointment for a blood test?

Provider Response

This has previously been communicated to GP practices, we will ensure this reiterated in our comms over the next week

South Locality x 2

- 1 x General Comment
- 1 x Informal Complaint

General Comment

1. Case 12988 (13-11-2023)

PCN: South Lincolnshire Rural

Providers: Pilgrim Hospital

Family member concerned as parent is due to be discharged from hospital. Hospital want to do a CT scan of lungs, patient has refused due to canula last week, hurt and couldn't feel hand for a few days afterwards. Has a bad infection, no care in place on discharge as patient has refused this. Family member asked what a CT was and the nurse replied 'I don't know I've never had one'. Family member getting conflicting information nurses state parent cannot get out of bed, parent says they can.

Parent already has complex medical conditions and mobility issues, family member concerned that if they come home with nothing in place, they as the carer will not be able to manage.

Notes / Questions

Healthwatch with consent made contact with PALs and also provided the contact number for this service should they need it at any point

Provider Response

I will pass this email onto the NIC and ask that they call the relative and go through everything with them to see if they can help change the patients mind.

Informal Complaint

1. Case 12947 (02-11-2023)

PCN: South Lincolnshire Rural

Providers:

For Information: Pilgrim Hospital

Carer concerned about the negative experience at Pilgrim Hospital that their elderly relative was having. Relative currently an inpatient on Third floor Ward at Pilgrim Hospital. Concerns relate to their long wait over 24 hours in A&E, is elderly, frail, and unable to mobilise. Has complex medical problems. That sepsis was not diagnosed in a timely manner and that they did not receive treatment for this in the correct way. That there have been miscommunications between medical assessment and diagnosis by the staff that have been looking after relative.

Notes / Questions

2/11/23 HW emailed PALS at Pilgrim as requested by relative.

Provider Response

PALS Pilgrim - Thank you for your email, I have also spoken with the other relative yesterday, as they came to see me in the office. I will reply to this relative and update them that this is already being addressed.

South West Locality x 4

- 4 x General Comment

General Comment

1. Case 12954 (03-11-2023)

Providers:

For Information: Carlisle Hospital

Patient has contacted Healthwatch following the recent death of their spouse in Carlisle Hospital. This death is under investigation internally at the hospital. Patient unsure at the moment about making a complaint. Information requested about making a complaint. Discussed bereavement care happy to receive information about local support organisations.

Notes / Questions

Healthwatch provided PALS information and Bereavement Counselling information

2. Case 13039 (27-11-2023)

Providers: Grantham + District Hospital

Grantham Hospital

Went with my spouse with chest and arm pains, still had to wait 7 hours. Told chest pain was a priority but was not seen any quicker than others.

Provider Response

We apologise for the long wait; patients are seen in order of priority and clinical urgency and whilst chest pain is a priority the initial assessment at triage on arrival will be a factor. We hope this patient has now well and recovering.

3. Case 12946 (01-11-2023)

Providers: Lincoln County Hospital

Urology & Oncology

My experience from being first diagnosed with kidney cancer, through to the operation and my ongoing treatment for my secondary cancer has been first class. My only criticism was that my post-op follow up appointment was cancelled without any notice (I actually turned up). I believe this was because my secondary cancer had been discovered and because it was not urology, they left it for the oncologist to break the news to me that it had spread and was incurable. I have never received an apology or a real explanation.

Notes / Questions

Healthwatch provided PALS information for the patient to get answers

Provider Response

It is hoped that the patient contacted PALS and a satisfactory response was provided.

4. Case 13011 (20-11-2023)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

After seeing the Healthwatch presentation of Forward Vision Event on 31 Oct 23.

I am particularly concerned with issues relating to residents in the Grantham/South Kesteven District Council area some of which apply to the county including:-

- Downgrade of Grantham Accident and Emergency to a Urgent Treatment Centre clarity re what care lost/will be provided
- Monitoring impact of reduction in acute care beds in Grantham District Hospital on elderly patients
- Lack of NHS dental provision in growth area
- Lack of 24/7 pharmacy availability locally
- Loss of local patient access for regular MRI scans
- Loss of trauma & 24/7 Accident and Emergency planned at Scunthorpe
- Inter hospital Patient transport 24/7
- Stamford Urgent Treatment Centre provision
- Monitoring impact of Grantham District Hospital Maternity Unit closure (affecting over 1000 mums & babies a year)
- Do communications from United Lincolnshire Health Trust to mums-to-be explain that in an emergency during early pregnancy they should go to Nottingham/Grimsby rather than Lincoln Hospital which does not have the relevant grade to fully support them.

Notes / Questions

Information sent to ICB

Provider Response

I write further to my email below in relation to the points raised by a Lincolnshire Councillor. Upon review of the concerns that are being raised, the Councillor would need to submit these to the ICB Board for consideration. As the concerns mentioned are currently bullets points, please can the Councillor be specific in the detail, so the Board can then respond to the specific questions.

If the questions can be directed to the NHS Lincolnshire ICB Board Secretary and Head of Corporate Governance.

HW - Information shared with Cllr, who would do the necessary as requested.

West Locality x 9

- 6 x General Comment
- 1 x Informal Complaint
- 2 x Compliment

General Comment

1. Case 12956 (06-11-2023)

Providers: Lincoln County Hospital

For Information: Child and Adolescent Mental Health (CAMHS) LPFT

Parent had been waiting for a ADHD/Autism assessment from Community Paediatrics based in Lincoln County Hospital after the school SENCO made a referral 18 months ago. On seeing the Consultant, they stated that they would not be assessing and would pass on for a learning disability assessment. Child is 7 years old, unable to read or write and is falling behind dramatically due to no diagnosis to get support. Has just moved schools where parent has a meeting with the new SENCO on Friday. Has been awarded DLA but needs a diagnosis to move forward. Does not know what is happening now

Notes / Questions

Healthwatch provided information on: PALs, LPCF, Liaise and Autism Society.

Provider Response

It is hoped that the patient contacted the departments provided and a satisfactory response was provided.

2. Case 12967 (09-11-2023)

Providers: Lincoln County Hospital

GP requested urgent spinal X-rays for my child. No appointment came so I rang the X-ray department after 3 weeks to be informed the request had been rejected. They had not informed myself or my GP surgery. The reason for the rejection was my GP should have made a referral to orthopaedics and then they should make the X-ray request! This urgent referral actually took 7 months for me to receive a phone call from orthopaedics! In the meantime I had to pay privately for X-rays, MRI scan and consultation to get the care for my 15 year old child.

Provider Response

Healthwatch were contacted on behalf of Radiology and patient details requested for investigation, as yet parents not provided.

3. Case 13009 (20-11-2023)

Providers: Lincoln County Hospital, NHS 111 Service

I had severe illness and called 111 got told to hold 1 hour 45 minutes then got told to ring 999 which took 8+ hours in the end ended up in taxi and 18 hours in casualty for gout, multiple failures Lincoln Hospital no wheelchairs nothing.

Provider Response

We are so sorry for this experience; the wait for ambulances is understandably a worry for patients and we know that our extremely busy A&Es is a factor in this - there is a lot of work happening across the system to improve this. We have also recently purchased additional wheelchairs and attached trackers to them so that when they are left in corridors or not returned our volunteers can find them and bring them back to be used - we are hopeful that this will improve the wheelchair availability concerns.

4. Case 13031 (23-11-2023)

Providers: Lincoln County Hospital

Ridiculously long wait at ULHT (6 months plus, and then only maybe, if we're lucky) for an appointment for my teenage child's unexplained persistent nausea and gastric discomfort. Working with our GP, we managed to get an appointment at Sheffield Children's Hospital within 4 weeks.

5. Case 13043 (27-11-2023)

PCN: South Lincoln Healthcare

Providers: Lincoln County Hospital

Patient is no further forward than before, did see a Locum late September, patient received a leaflet regarding medications, then a booklet about another medication - so confused. Has now received a letter on Friday saying they await the patients thoughts on which medications, way to go?

Patient has been HepC clear for 11 years but if incorrect medication taken can flare up. Is currently in so much pain it is having an effect on spouse. Diagnosed 19 months ago with Rheumatoid Arthritis has completed 2 x Dmads, now waiting for the next stage and feels no further forward?

Today hands and knees so painful unable to do things for themselves, is being deskilled and isn't sure what is happening, next appointment? treatment? has steroid induced diabetes and once medications start for arthritis will no longer require steroids so type 2 diabetes should not longer be present.

Notes / Questions

Patient requested Healthwatch contact PALs on their behalf

Provider Response

I have spoken to the patient this afternoon and have already contacted Rheumatology.

6. Case 13048 (29-11-2023)

Providers: Lincoln County Hospital

Haematology outpatients, A&E

Outpatients appointments. It takes far too long for an enquiry phone call to be answered. When it is, it's not even the right person to help. A&E care for the very elderly and frail with dementia: absolutely no consideration given. We were asked to sit in an upright chair for the entire night the person I was caring for left the department after 5 hours of asking why they were there, every 5 minutes. Staff attitude rude, unfriendly, unhelpful, and inconsiderate, apart from the doctor, who was lovely. 111 service prompt efficient, helpful, supportive and excellent at inputting community service providers to help keep the patient at home and avoid a hospital stay. Faultless.

Notes / Questions

Healthwatch provided PALs information

Provider Response

It is hoped that the patient contacted PALs and a satisfactory response was provided.

Informal Complaint

	<p>1. Case 12987 (13-11-2023)</p> <p>Providers: Lincoln County Hospital</p> <p>Distressed relative of a patient who has been transferred this morning to Nottingham.</p> <p>Relative was in A&E late October and the care was appalling, as was the care on the ward when they got there, no communication to spouse or parent.</p> <p>Was taken in via ambulance, triaged as 0, although in absolute agony, with pancreatitis / gallbladder / collapsed lung, was admitted to a ward, no communication to family members (has a 8 month old baby at home) foods given were not correct dietary needs, Consultant stated should not be eating these and should be on a specific diet - Nurse didn't know what pancreatitis was. No responses to buzzer when needing medications, needed to call parent so parent could contact the ward to get medications for relative!</p> <p>Discharged early November then readmitted the following day via ambulance, wrist band with their details placed on another patient!</p> <p>There are a number of things that have gone wrong and the relative would like to speak with someone as very scared of what happens in the hospital.</p> <p>Notes / Questions</p> <p>Healthwatch contacted PALs on their behalf and provided ICB, CQC information</p> <p>Provider Response</p> <p>PALs have spoken to the relative</p> <p>Compliment</p> <p>1. Case 12974 (10-11-2023)</p> <p>PCN: APEX</p> <p>Providers: Lincoln County Hospital</p> <p>Patient reports that got MRI appointment quickly and scan itself good and experience of the service very good.</p> <p>Provider Response</p> <p>Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.</p> <p>2. Case 12982 (10-11-2023)</p> <p>Providers: Pilgrim Hospital</p> <p>Patient experience at the Colposcopy Department at Pilgrim Hospital rated as very good. Dr and their staff were extremely kind, informative, as I was anxious and worried. I originally was hoping for Lincoln County Hospital as I live in Lincoln. Once at Pilgrim, I was glad that I was referred to Pilgrim.</p> <p>Provider Response</p> <p>Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.</p>
<p>Out of Area x 1</p> <ul style="list-style-type: none"> • 1 x General Comment 	<p>General Comment</p> <p>1. Case 12966 (09-11-2023)</p> <p>Providers:</p> <p>For Information: Nottingham City Hospital</p> <p>Patient completed Healthwatch Lincolnshire Feedback form and shared experiences of care at Nottingham City Hospital, this was sent by post and arrived at HW Lincolnshire Office. The patient lives in Nottingham.</p>

Mental Health and Learning Disabilities

Area	Case Details
<p>East Locality x 8</p> <ul style="list-style-type: none"> • 8 x General Comment 	<p>General Comment</p>

1. Case 13019 (21-11-2023)

PCN: Meridian

Providers: Child and Adolescent Mental Health (CAMHS) LPFT

Child and Adolescent Mental Health Services (CAMHS)

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

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

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

Please briefly explain your rating:

Went on a short course with CAMHS. Didn't help and they refused to do anything else, referred my child elsewhere or discuss autism - which was later diagnosed once they became an adult.

Were you involved in creating a transition plan? - No, just abandoned by CAMHS

What worked well? - Finally finding a private therapist who understood my child's needs

What could be improved? - I don't know why they so stubbornly refused to help. My child was 16 at the time and CAMHS said the paediatricians wouldn't be interested in my child due to their age. Just before child was 18, with help from a private therapist, we requested an autism assessment. We couldn't even be put on the adult waiting list until they turned 18.

Is there anything else you would like to tell us about mental health services in Lincolnshire?

- When I broached the subject of autism with CAMHS, the professional asked why would that be of any use. How would it benefit my child. I was speechless with shock. Surely mental health professionals understand the impact that autism can have on mental health. The professional was entirely unsympathetic in their approach too, not an ounce of compassion.

Notes / Questions

Information provided via online Survey, no patient information provided

2. Case 13052 (29-11-2023)

PCN: Boston

Providers: Child and Adolescent Mental Health (CAMHS) LPFT

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? Difficult to meet threshold and then when you do, left waiting for contact & then left on a waiting list with no help & then they just do 'guided self help' which anyone can download of the internet but you've waited months for

Tell us about your experience of getting a referral - GP couldn't of been more helpful

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

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

3. Case 13005 (17-11-2023)

PCN: Boston

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

Adult Mental Health Services- Steps 2 Change

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

What made it difficult to access support?- The IAPT itself, the trust. Passed around from IAPT who bounce back to other service who bounce back to IAPT.

Has the support you've received had a positive impact on your mental health?- no .It has had a negative impact. It uses a step based approach that does not work. IAPT is unrealistically marketed which leads to social issues when family, and friends think you have the help you need. There is no help for me.

Notes / Questions

Information provided via online Survey, no patient information provided

4. Case 13037 (24-11-2023)

PCN: Boston

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

Adult Mental Health Services

Which service would you like to tell us about? Steps2Change (Lincolnshire Talking Therapies)

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

What made it difficult to access support? The IAPT itself, the trust.

Tell us about your experience of getting a referral - Passed around from IAPT who bounce back to other service who bounce back to IAPT.

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

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

Please briefly explain your rating: It has had a negative impact.

Is there anything else you would like to tell us about mental health services in Lincolnshire? It uses a step based approach that does not work. IAPT is unrealistically marketed which leads to social issues when family, and friends think you have the help you need. There is no help for me.

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

5. Case 13047 (28-11-2023)

PCN: East Lindsey

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

Patient trying to get a OCD assessment, as in college their GP says college should refer and college say GP should refer. Patient confused as to what to do now.

OCD which is extremely difficult for them to control at times. Has spoken with their tutor at College they have advised it will be their GP the GP has said no as is in education it will be the college.

Notes / Questions

Healthwatch signposted to Talking Therapies where they could self-refer into

6. Case 13051 (29-11-2023)

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? - No one seems to care

Tell us about your experience of getting a referral - My relatives felt un-listened to. No interest what I had to say. Just left the people in more crisis

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

Please briefly explain your rating: No communication at all.

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

Please briefly explain your rating: No still. Wouldn't contact them again in a crisis. My relatives felt like they were just a paper exercise

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

Suggestion for improvement: To employ people, who have had life experience in mental health

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

7. Case 13056 (29-11-2023)

PCN: Solas

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

Crisis Resolution Home Treatment Team

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

What made it difficult to access support? - No one seems to care, every time we called in desperate need of help we got fobbed off with ' we don't really have anywhere to send you' ' nothing really we can do'

Tell us about your experience of getting a referral - Had no choice but to try and get help myself, GP useless, community Mental Health useless

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

Please briefly explain your rating: No communication happened, promised and never happened

Is there anything else you would like to tell us about mental health services in Lincolnshire? - It needs a radical shake up, it needs to give access to full exploration of mental health without feeling like you need to try to kill yourself before anyone will listen

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

8. Case 12951 (03-11-2023)

Providers: NAVIGO mental health services

Patient very distressed about negative experience received when trying to access mental health support at NAVIGO in Grimsby. Had self referred to Talking Therapies with this organisation . Complex mental health issues, general anxiety disorder, agoraphobia, panic disorder and PTSD (Post-traumatic stress disorder) following intense trauma. Also has ongoing neck problem and suffering chronic pain. Has accessed Talking Therapies, received high intensity CBT, counselling, psychology which did help. In the last 2 months accessed psychologist as was in mental health crisis , referred for psychiatric assessment about medication review and starting new medication. Received appointment for Psychiatric review to attend yesterday . Patient turned up for appointment told that this appointment had been cancelled .

Patient very upset and distressed advised by staff that this was because of sickness and that staff from NAVIGO had phoned them. Patient stated that had not had any phone calls from them. Staff member then stated that they had phoned a wrong number when trying to get in contact with the patient. Patient now very upset and having panic attack. Patient taken into a small side room by 2 male members of staff. One of them who they had spoken to before, and found patronising and too laid back in this situation. Patient has agoraphobia, does not relate well to males as a survivor of Domestic Abuse. Another member of staff had said that male member of staff who had dealt with patient , that there had been complaints about their treatment of patients. Issues not resolved in this room, unable to see psychiatrist, staff available not able to prescribe medication, advised to see GP. Patient left and accessed GP directly, staff at the surgery acted in compassionate manner and could see how distressed patient was and patient saw GP who knew history and re referred back to Psychiatric Team.

Notes / Questions

Healthwatch signposted how to make a complaint to NAVIGO (outside of our area). Local Mental health support telephone numbers and contact. Contacts for mental health crisis.

Lincolnshire Integrated Care Services (ICS/ICB) x 4

- 3 x General Comment
- 1 x Compliment

General Comment

1. Case 13022 (21-11-2023)

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? - Lincolnshire has no provision for children requiring mental health inpatient stays. It is not possible to treat only in the community and inpatient places are hours away from family and own community.

Tell us about your experience of getting a referral - Took until multiple serious self harm and suicide attempts before CAMHS started to provide appropriate support. By then the behaviour was embedded resulting in ongoing out of county inpatient admissions.

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? - None. We had already tried everything.

What was one thing that could be improved about this information and support? - Listen to parents who know their child best. Late intervention and support destroys families through the young person's risk.

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

Please briefly explain your rating: Insufficient funding and CAMHS community only strategy has failed my child. Crisis support is woefully inadequate for child or parents. Whole system is broken and staff are being asked to fail children.

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

Were you involved in creating a transition plan? - Child needs supported placement to transition from child to adult services. As always there is no funding or flex in the system to meet need. Children are being failed by poor funding and rigidity of system.

What worked well? - CAMHS trying to transition to adult but social care and adult care don't want to know.

What could be improved? - CAMHS should go up to age 25. Appropriate inpatient wards and supported mental health placements close to home in Lincolnshire.

Is there anything else you would like to tell us about mental health services in Lincolnshire? - It is failing a generation of children and the people making decisions on strategy and funding should be ashamed of themselves. My child is permanently disabled as a direct consequence of the lack of appropriate mental health support.

Notes / Questions

Information provided via online Survey, no patient information provided

2. Case 13015 (20-11-2023)

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

Learning Disabilities Team

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

What made it difficult to access support? - Had support from Learning Disability Nurses when daughter needed In Patient Care at Acute Hospital for Cancer. Has now been in hospital again for 6 weeks again support from LD Nurses, however a request for her to be seen by a Dr as she is a self harmer and mood changes. This request has not materialised.

Notes / Questions

Information provided via online Survey, no patient information provided

3. Case 13018 (21-11-2023)

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

Steps2Change (Lincolnshire Talking Therapies)

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

What made it difficult to access support? - Assessment times are relatively fast but waiting times for treatment are utterly atrocious almost a year.

Tell us about your experience of getting a referral - The referral process is 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? - Nothing treatment is what is needed

What was one thing that could be improved about this information and support? - If it came with some treatment and not over the phone treatment either in person face to face support

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

Please briefly explain your rating:

Cannot access treatment

Notes / Questions

Information provided via online Survey, no patient information provided

Compliment

1. Case 13014 (20-11-2023)

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

Crisis Resolution Home Treatment Team

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

Tell us about your experience of getting a referral - my family requested it when i was in a bad way

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? - excellent

What was one thing that could be improved about this information and support? - More staff under pressure

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

Good and understanding

Thinking about the service, how would you rate them on the following:

Listening to you; Explaining tests and treatment; Involving you in decisions about your care; Involving your parents/carers in decisions about your care; Offering you different forms of treatment not just medication; Treating you with care and concern; Having access to relevant medical information about you; Addressing your needs or making plans to do so; Communication between professionals within the service and external services (e.g. therapist, dietitian, hospital services, pharmacies etc.) - all rated Good

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

I'm still recovering but better for their support

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

Notes / Questions

Information provided via online Survey, no patient information provided

South Locality x 6

- 6 x General Comment

General Comment

1. Case 13024 (21-11-2023)

PCN: Four Counties

Providers: Child and Adolescent Mental Health (CAMHS) LPFT

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? - GP didn't know what services available, didn't see the child and didn't provide enough information on the referral which slowed everything down. Didn't know we could self refer, services easy to access that way

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? - Yes

Good thing: Written care plan so could refer to it

Is there anything else you would like to tell us about mental health services in Lincolnshire? - Peer support for patient/ family is really useful. Reception staff are always helpful and efficient so care is easier to access

The team have been caring and tried to help. Physical setting- consulting rooms are very clinical which can be off putting for young people and this could be improved

Notes / Questions

Information provided via online Survey, no patient information provided

2. Case 13016 (20-11-2023)

PCN: South Lincolnshire Rural

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

Community Mental Health Teams

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

What made it difficult to access support? - As there didn't appear to be any help locally we had to access private mental health consultants many times. We were then asked what about the local Mental Health in the community. So the consultant wrote to the GP asking for help on the NHS.

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

We didn't receive any guidance or information. Even after being under the Community Mental Health team for over three years, we have to pay for our child to have private counselling every week. There appears to be no such service on the NHS.

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

Is there anything else you would like to tell us about mental health services in Lincolnshire?

- There seems to be no continuity and continuation of care. We were told by a lady in an hour and a half meeting that she would contact social workers for our child but nothing has been done."

Notes / Questions

Information provided via online Survey, no patient information provided

3. Case 13017 (20-11-2023)

PCN: Four Counties

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

Community MH & Crisis teams

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

What made it difficult to access support? - No way to access help if telephone calls are difficult. No understanding of neuro-divergence.

Tell us about your experience of getting a referral - Referrals get refused. Stamford resource centre is horrific and gaslights I've never encountered a worse mental health team. Crisis team horrific and get annoyed at you for being upset and being in crisis!

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

Please briefly explain your rating:

Received letters that stated do not send to patient. Dr refuses to treat me. The psychiatrist who doesn't take trauma history, who dictates the support and means I get no help. I've tried to access the crisis team but they also can't help. Genuinely think the NHS mental health services are awful. Never been more traumatised and let down by a service again and again and again. They are not fit for purpose and probably cause more problems, than help I know I feel more suicidal after!

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

Please briefly explain your rating:

It has had a negative impact. There is no point in accessing help because I'd rather kill myself than put myself through the trauma and gaslighting that happens every single time I've tried to access mental health services. Beyond dire. Beyond pointless.

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

Is there anything else you would like to tell us about mental health services in Lincolnshire? - I've been seeking help but been refused for several years. I've been gaslight, locked in a room, mistreated, neglected and refused treatment. The services are horrific and after accessing the crisis team today I have decided there is no actual point because they are not fit for purpose. Shouting and getting pissed off with me because I'm in crisis and have communication issues and processing issues. They caused more distress until I was inconsolable self harming until I overdosed.

Notes / Questions

Information provided via online Survey, no patient information provided

4. Case 13020 (21-11-2023)

PCN: South Lincolnshire Rural

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

Community Mental Health Teams

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

What made it difficult to access support? - Review with doctor. Prescribed pills with horrible side effects and no other support. On a long waiting list for a CPN. Numerous appointments cancelled. I have given up trying to access help.

Who referred you to this service? - A&E or an Urgent Treatment Centre (UTC)

Tell us about your experience of getting a referral - Due to hallucinations, my social prescriber contacted my GP and crisis team. They made the referral.

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

Please briefly explain your rating: - No contact from CMHT for 5 months now.

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

Please briefly explain your rating:

I'm having to deal with my mental illness alone and I am heading towards another crisis in fear as no support seemingly available.

Is there anything else you would like to tell us about mental health services in Lincolnshire?

- Massive lack of support in the community.

Notes / Questions

Information provided via online Survey, no patient information provided

5. Case 13026 (21-11-2023)

PCN: Four Counties

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

Steps2Change (Lincolnshire Talking Therapies)

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

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

Please briefly explain your rating: On 6 month waiting list and didn't hear anything until near the available appointment

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

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

Notes / Questions

Information provided via online Survey, no patient information provided

6. Case 13054 (29-11-2023)

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? - Coping with spouse's terminal illness

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

What made it difficult to access support? - I am looking after terminally ill person . I was offered appointment in Grantham or Boston. How could I leave them to make the journey? We need offices near this part of the county. Everything is centred miles away.

Tell us about your experience of getting a referral - It was suggested it would help me cope. As no facilities near I could not attend

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

Is there anything else you would like to tell us about mental health services in Lincolnshire? - Yes remember the people living at the edge of the county

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

South West Locality x 6

- 3 x General Comment
- 1 x Formal Complaint
- 2 x Compliment

General Comment

1. Case 13006 (17-11-2023)

PCN: K2 Healthcare Grantham and Rural

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

Adult Mental Health Services.Steps2Change (Lincolnshire Talking Therapies).

Easy to self refer to LTT

Length of time from referral to input. - Referred myself in April and now 5 months later have still not received input from LTT

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

Please briefly explain your rating:

I have had two letters telling me I remain on the waiting list for support.

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

Please briefly explain your rating:

I am still waiting treatment after 5 months. If anything it has become harder to manage my mental health and continue to work

Is there anything else you would like to tell us about mental health services in Lincolnshire? - The waiting time for input is far too long. There is a lack of support whilst waiting to be seen. It is unsurprising that people waiting for low level support end up escalating to require crisis services

Notes / Questions

Information provided via online Survey, no patient information provided

2. Case 13046 (28-11-2023)

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

Community Mental Health Teams

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

What made it difficult to access support? - No one ever returns calls. The phone line does not connect when an option is selected.

Tell us about your experience of getting a referral - Hospital made referral for my relative and that was an easy process

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

Please briefly explain your rating: Had to ask several times when an appointment would be made

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

Please briefly explain your rating: Social services do not respond to concerns and this effects the mental health of my relative

Is there anything else you would like to tell us about mental health services in Lincolnshire?

- Services always being cut does not help a person with mental health problems as the support is not available any more so leaving a person feeling more isolated

Notes / Questions

No personal details provided. Information via survey

3. Case 13053 (29-11-2023)

PCN: K2 Healthcare Sleaford

Providers: 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? - They simply don't have sufficient clinicians, so the psychologist my spouse was offered was someone who they'd seen before but had found spouse couldn't trust, therefore as there was no one else it was take it or leave it. This is quite dangerous for someone with psychosis - in the end spouse left it!

Tell us about your experience of getting a referral - When spouse first contacted LPFT they wanted them to go through the steps to change process which didn't take into consideration their previous history including multiple suicide attempts, our GP also told them this approach was inadequate. Eventually they agreed to see spouse through the unit at Grantham. All contact spouse had with them was judgemental, predetermined and not fit for purpose, this included the attitude of the administrative staff. Promises of the care they would receive were backtracked on and at one point led to a complaint about one clinical member of staff which was glossed over - you know when they start a reply with 'we are sorry if you feel' that they are anything but. Its like they have to keep the staff they have at all costs. Eventually spouse was assigned a psychiatrist who only wanted to prescribe sleeping tablets which spouse didn't want. The psychologist spouse had been offered, was one they'd seen before and couldn't trust, they had no other psychologist to offer so they were left with the psychiatrist who never listened to them nor did they make any pretence of being interested in spouse either.

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

Please briefly explain your rating: No managing expectations, how long do you have to wait, what care is on offer if you need urgent help other than pitch up at Grantham Hospital. The carer's package was woeful - just a load of printed information from an internet page so no live links, the personalisation wasn't completed and there were out of date insertions in the folder. Its a shame because they have an excellent LPFT offer online.

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

Please briefly explain your rating: We just went our own way in the end, we manage spouses condition between us, we've learnt when its going badly and we try and mitigate those times with some mindfulness. It mostly goes OK.

What was one good thing and one thing that could be improved about the information you were given?

Good thing: Can't say any of it was good, it was patronising and as a printout was useless and didn't even signpost to their own webpages

Suggestion for improvement: Use email and links - rather than a print out of the Carers webpage, some people don't do electronic communication but the majority have some form of access. Please listen to carers and stop treating them as though they have no intellect.

Is there anything else you would like to tell us about mental health services in Lincolnshire? - My spouse had really excellent help via the Veteran's portal, however the issue is that they won't help you through anything non-military related. LPFT are not excellent and so you find yourself in the position where part of you is supported and part not which is incredibly destructive. If the military stuff isn't going to help with childhood trauma for example, then there needs to be a proper pathway back into LPFT when necessary to make sure the patient isn't left in limbo. Another issue for us is that we have to use Grantham as that's the arbitrary area we live nearest, if there was a less rigid approach to that my spouse could have been helped by a clinical psychologist in say Lincoln (particularly as we live equidistant between the two) when it was obvious the only one on offer in Grantham was unsuitable. This rigidity is destructive. Another example of this was where my spouse was taken to Lincoln after a suicide attempt when the A&E registrar had difficulty getting someone from the crisis team there to talk to them because the area we live took us into the Grantham area, in the end spouse discharged themselves before they came down to see them. Basically they need to get their act together - this isn't an organisation that has the best interests of patients at heart.

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

Formal Complaint

1. Case 12968 (09-11-2023)

PCN: K2 Healthcare Sleaford

Providers: Lincolnshire County Council - Children Services

Parent very frustrated, stressed, sleep deprived and at the end of their tether emotionally. Spouse in the Military so patient feels like most of the time a single parent, but this parent also stressed and sleep deprived. Also states that caring needs are now unmanageable. Worried that have to be with their child 24 hours a day to keep them safe. They have a professional role in the NHS and do not want to give this up. Stated that they feel they had been banging their head against a brick wall in relation to their profoundly disabled young child's care assessment. Their child has a very rare genetic condition that only 420 other cases known worldwide, this means that they have complex needs in relation to mobility, all aspects of daily living, that they do not sleep and have behavioural issues. This impacts the rest of their 3 siblings who are kept awake by the screaming of their sibling and see a parent only when carer comes in for short periods. Patient and all other Professionals involved in care of this relative have appealed and do not agree with the assessment carried out and agree that complex care needs are not met by the assessment and care package allocated. Patient has had to go into debt and fund some extra care. Patient has appealed to Parliamentary Ombudsman and awaiting a response. In the meantime this does not change that caring needs for their child are unmanageable.

Notes / Questions

Healthwatch with patient consent contacted Childrens Services, also provided CQC, Advocacy and Scope information.

Provider Response

Response from Practice Supervisor of Children with Disability Team - It is disappointing that an assumption has been made that Children's Services is not doing what is required to support carer and young relative. This matter has been reviewed several times including through independent scrutiny. Whilst carer may wish for the council to provide more to support them and their child, you will also be aware that services provided to families are done so based on an assessment of need. It must also be recognised that parents have a responsibility to care and provide support their children. We appreciate that other agencies may also have a view about what the council should provide but this does not alter the position. Like all services, we base our assessment of need on the evidence presented and consider the wider capacity within the family to also provide care and support. I hope we would not be as presumptuous as to tell another organisation what they should be doing to support a family. We appreciate that other agencies may also have a view about what the council should provide but this does not alter the position. Like all services, we base our assessment of need on the evidence presented and consider the wider capacity within the family to also provide care and support. I hope we would not be as presumptuous as to tell another organisation what they should be doing to support a family. We will, through routine social work practice, keep this matter under review and respond accordingly.

Family continue to dispute the assessment has correct information - meeting arranged for February 24

Compliment

1. Case 13003 (17-11-2023)

PCN: K2 Healthcare Grantham and Rural

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 easy

Tell us about your experience of getting a referral - Simply took a phone call to request support, and soon after (within 72 hours appointment was made), then had several successful appointments until issue resolved

Whilst waiting for your appointment were you given any information or support?-Yes Where to seek help and crisis support if needed

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

Please briefly explain your rating:

All arranged very quickly

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

Please briefly explain your rating:

No longer needing support

Notes / Questions

Information provided via online Survey, no patient information provided

2. Case 13036 (24-11-2023)

PCN: K2 Healthcare Grantham and Rural

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

Community Mental Health Teams.

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

Tell us about your experience of getting a referral-Simply took a phone call to request support, and soon after (within 72 hours appointment was made), then had several successful appointments until issue resolved.

Whilst waiting for your appointment were you given any information or support?- Yes. Where to seek help and crisis support if needed. How would you rate the communication you received whilst waiting for your appointment?

Very good

Please briefly explain your rating: All arranged very quickly

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

West Locality x 8

- 8 x General Comment

General Comment

1. Case 12956 (06-11-2023)

Providers: Lincoln County Hospital

For Information: Child and Adolescent Mental Health (CAMHS) LPFT

Parent had been waiting for a ADHD/Autism assessment from Community Paediatrics based in Lincoln County Hospital after the school SENCO made a referral 18 months ago. On seeing the Consultant, they stated that they would not be assessing and would pass on for a learning disability assessment. Child is 7 years old, unable to read or write and is falling behind dramatically due to no diagnosis to get support. Has just moved schools where parent has a meeting with the new SENCO on Friday. Has been awarded DLA but needs a diagnosis to move forward. Does not know what is happening now

Notes / Questions

Healthwatch provided information on: PALs, LPCF, Liaise and Autism Society.

Provider Response

It is hoped that the patient contacted the departments provided and a satisfactory response was provided.

2. Case 13001 (17-11-2023)

PCN: Imp

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 easy.

What was one thing that was good about this information and support?- knowing the child not forgotten.

What was one thing that could be improved about this information and support?- make it less patronising

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

Please briefly explain your rating:

The child now feels entitled and has an excuse for appalling behaviour, insulting attitude to peers and family, complete disregard for the norms of society. The counsellor instilled all of these ideas and blamed the school for the child's shocking, inexcusable and dangerous behaviour.

Is there anything else you would like to tell us about mental health services in Lincolnshire?

- There is too much! Children and adults should stand on their own two feet, stop looking for excuses for laziness and stop being pandered to by do-gooders like CAMHS and independent damaging institutions like NeedsBright. GPs need to support patients with illnesses and not these louts who scrounge and harm decent people plus ruin every classroom.

Notes / Questions

Information provided via online Survey, no patient information provided

3. Case 13050 (29-11-2023)

PCN: APEX

Providers: Child and Adolescent Mental Health (CAMHS) LPFT

Children's Mental Health Services - Healthy Minds Lincolnshire

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

What made it difficult to access support? - Referral pathways- we had to go via the school to get a referral for my child. We were waiting since February for support to start and didn't have any support from Healthy Minds until July/August 2023.

Tell us about your experience of getting a referral - It took too long, we didn't hear anything whilst the referral was being processed either, so we weren't sure if it had actually been received or not.

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

Please briefly explain your rating: It takes too long to get an appointment. Although when we did speak to a practitioner the support was excellent.

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

Please briefly explain your rating: Good mental well-being workshops helped me to understand what my child was going through and why they were reacting in the way they were. It gave me some control and sympathetic ears to talk to. However, I think the support should be longer than 4 sessions, and more tailored to individual circumstances.

What was one good thing and one thing that could be improved about the information you were given?

Good thing: Lots of tools given in the information

Suggestion for improvement: Make this electronic, with links to follow and also provide the paper workbook.

Is there anything else you would like to tell us about mental health services in Lincolnshire?

- Please invest more into these crucial services, especially low level mental health services to prevent people from reaching crisis point and needing more costly interventions.

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

4. Case 12945 (01-11-2023)

PCN: Trent

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

Our grandchild has ADHD and Autism (they tick too). This has been diagnosed by their therapist but not officially diagnosed by the doctors so despite the therapists writing letters to the GP grandchild is still not on appropriate medication. Is trying to live an independent life and has a flat.

Their condition means they have major problems with impulse control and desperately needs help with finances. Keeps "borrowing" money from us, but non of us are in the best of health. Spouse for example has had three stays in hospital in the last 8 weeks and is in Scunthorpe ITU and I was in for a 10 day stay midway through the year.

Grandchild has a puppy which they are intending to train as a service dog, but I am not convinced that without help, they haven't the attention span to achieve this and currently the dog is just messing up the flat, so they could end up being evicted.

I don't have a lot of spare cash and we are all on pensions for income. We cant keep handing over money when they ask for it, because one day we wont be here !! and they need to be independent, but we fear that this wont happen unless they are fully diagnosed on the right medication and receives the help they need.

Notes / Questions

Healthwatch provided information to contact - GP Surgery Practice Manager, support agencies and Citizens Advice to ensure on correct benefits

5. Case 13002 (17-11-2023)

PCN: Trent

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

Adult Mental Health Services. Integrated Place Base Teams.

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

What made it difficult to access support?- Because the doctor did not know they had to refer me. But team was great when I self referred they put the doctor right.

I first got referred to the team by a mental health support group gcat which is not there now. I miss them for day to day problems. Now try to get referred again. Lincolnshire partnerships NHS said could not self refer. Doctors said self refer after a few times talking they got together and sorted it.

Has the support you've received had a positive impact on your mental health?- Not sure. My mental health keeps coming back but don't blame the help I had.

Is there anything else you would like to tell us about mental health services in Lincolnshire?
- Uncertain have mixed reviews keep think it will never get better.

Notes / Questions

Information provided via online Survey, no patient information provided

6. Case 13035 (24-11-2023)

PCN: South Lincoln Healthcare

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

Mental Health Survey Response- Children's Mental Health Services, Child and Adolescent Mental Health Services (CAMHS).

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

Who referred you to this service? -A&E or an Urgent Treatment Centre (UTC). My child took an overdose.

Has the support you've received had a positive impact on your mental health?- No. We got nowhere, the frustration caused by that was of no help at all.

Is there anything else you would like to tell us about mental health services in Lincolnshire?- The parameters that CAMHS works under are incredibly restrictive, in that they have treatment plans based on age and situation rather than individual patients. My child is a very mature 17 year old, but the treatments they were offered were suited to much younger/younger minded young people. As such, they were frustrated, felt patronised, and ultimately got no benefit from the time he spent with CAMHS.

Also, whilst I'm aware that been given a diagnosis, or a label, is not helpful in some cases, it is something my child is desperately in need of, for their own peace of mind, but something that CAMHS is unable to provide.

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

7. Case 13038 (24-11-2023)

PCN: Trent

Providers: 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? Time. Asked for face to face. Got a phone call 2.5 weeks later

Tell us about your experience of getting a referral?- Too late. Asked for help when needed, was left. Wasn't told could get a phone call the same day from Mental Health practitioner

What was one thing that was good about this information and support? Nothing

What was one thing that could be improved about this information and support? Help when needed rather than leaving to get worse

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

Please briefly explain your rating: Left waiting

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? Not sure

Is there anything else you would like to tell us about mental health services in Lincolnshire? Help needed sooner

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

8. Case 13055 (29-11-2023)

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

Crisis team and Eating Disorders Clinic

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

What made it difficult to access support? - Lack of awareness of service (eating disorders - eventually referred by a MH professional) - difficulties also caused by not having low BMI - should not be relevant as can impact and be unhealthy for any weight...unless Lincolnshire MH services believe (wrongly) that being overweight is healthier / more dangerous than anorexia.

For crisis team issue seem to be that if you can appear to mask in public you are OK generally and do not require support - I was suicidal and living with domestic abuse, had my decline been publically noticeable the abuse would have worsened. However, despite making staff in the team aware I was discharged in under 3 weeks. The attitude of a number of staff was appalling and constituted a safeguarding risk that I was too unwell to follow up on at the time e.g. Them "Are you scared of them?" Me "yes" Them "But what can they do to you that they haven't already..." Needless to say, I would not be confident to access their service again.

NB neither service was able to adapt their practice to supporting someone who is ND (Neurodivergent), nor were they able to factor this in regarding a patient's presentation. Also, my abuser made use of the crisis team service (due to them threatening suicide when confronted by a professional regarding their treatment of me). The service was aware of the situation but did not risk assess for my safety at any point.

Who referred you to this service?- ED clinic - Steps 4 Change, Crisis team - GP (as urgent referral) after I was clear that this was needed

Tell us about your experience of getting a referral - ED clinic: team did not appear to be trauma informed and required me to speak in depth about my abusive history over two appointments. Crisis team: Took the full 4 hour window to contact me. I called SPA and the person I spoke with did not believe me initially that I was an urgent referral - and told me this. Also when I explained to this person that my abuser would be due home at the end of the four hour window and that I would be unable to take the call in front of them I was essentially told 'tough'.

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

Please briefly explain your rating: SPA were unhelpful and processes were slow.

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

Please briefly explain your rating: - Whilst some of the interactions I had with staff were more positive I would actively avoid involvement with either of these services again.

Is there anything else you would like to tell us about mental health services in Lincolnshire?

- Services are very much a Band-Aid rather than therapeutic - cheaper initially but more costly in the longer-term. Due to the pathways used you can be referred to the same service more than once as a first step and have to wait to be referred on e.g. CBT often being seen as first port of call. For those with significant past trauma there is little, to no support available and we are left to flounder often with lower level support and on a short term basis. 'Needing' to function is also not recognised for what it is but instead is seen as evidence that a person is either well or is coping better than they are saying. There is also next to no understanding amongst professionals of how ND conditions impact on presentation or thought processes either from lack of training or from outdated beliefs regarding these conditions.

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

Social Care Services

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

	<p>1. Case 13030 (21-11-2023)</p> <p>Providers: Lincoln County Hospital For Information: Lincolnshire County Council - Adult Social Care</p> <p>Following discharge from hospital there should be a much closer follow-up on older people when they get home or to another care provider. Not just with an email/letter/Mobile phone call, but by a face to face assessment by care provider if one has been assigned. Or at least check with a relative/nominated person.</p> <p>Notes / Questions</p> <p>No personal details provided</p> <p>Provider Response</p> <p>Within ULHT and across the system there is such a 'service' jointly provided by AGE UK and community providers for identified vulnerable / frail patients. We agree it would be an amazing service if it could be provided to all older patients but currently it focus based on assessed need. In addition there is a great deal of work across the county in relation to supporting unpaid carers and if a relative is caring for someone at home we would encourage them to get in touch with them: https://www.lincolnshire.gov.uk/support-carers</p>
<p>South West Locality x 1</p> <ul style="list-style-type: none"> • 1 x Formal Complaint 	<p>Formal Complaint</p> <p>1. Case 12968 (09-11-2023)</p> <p>PCN: K2 Healthcare Sleaford</p> <p>Providers: Lincolnshire County Council - Children Services</p> <p>Parent very frustrated, stressed, sleep deprived and at the end of their tether emotionally. Spouse in the Military so patient feels like most of the time a single parent, but this parent also stressed and sleep deprived. Also states that caring needs are now unmanageable. Worried that have to be with their child 24 hours a day to keep them safe. They have a professional role in the NHS and do not want to give this up. Stated that they feel they had been banging their head against a brick wall in relation to their profoundly disabled young child's care assessment. Their child has a very rare genetic condition that only 420 other cases known worldwide, this means that they have complex needs in relation to mobility, all aspects of daily living, that they do not sleep and have behavioural issues. This impacts the rest of their 3 siblings who are kept awake by the screaming of their sibling and see a parent only when carer comes in for short periods. Patient and all other Professionals involved in care of this relative have appealed and do not agree with the assessment carried out and agree that complex care needs are not met by the assessment and care package allocated. Patient has had to go into debt and fund some extra care. Patient has appealed to Parliamentary Ombudsman and awaiting a response. In the meantime this does not change that caring needs for their child are unmanageable.</p> <p>Notes / Questions</p> <p>Healthwatch with patient consent contacted Childrens Services, also provided CQC, Advocacy and Scope information.</p> <p>Provider Response</p> <p>Response from Practice Supervisor of Children with Disability Team - It is disappointing that an assumption has been made that Children's Services is not doing what is required to support carer and young relative. This matter has been reviewed several times including through independent scrutiny. Whilst carer may wish for the council to provide more to support them and their child, you will also be aware that services provided to families are done so based on an assessment of need. It must also be recognised that parents have a responsibility to care and provide support their children. We appreciate that other agencies may also have a view about what the council should provide but this does not alter the position. Like all services, we base our assessment of need on the evidence presented and consider the wider capacity within the family to also provide care and support. I hope we would not be as presumptuous as to tell another organisation what they should be doing to support a family. We appreciate that other agencies may also have a view about what the council should provide but this does not alter the position. Like all services, we base our assessment of need on the evidence presented and consider the wider capacity within the family to also provide care and support. I hope we would not be as presumptuous as to tell another organisation what they should be doing to support a family. We will, through routine social work practice, keep this matter under review and respond accordingly.</p> <p>Family continue to dispute the assessment has correct information - meeting arranged for February 24</p>

Other

Area	Case Details
South Locality x 2	General Comment

- 2 x General Comment

1. Case 13042 (27-11-2023)

Providers: AJM Healthcare

We still haven't heard about my dependents wheel chair we went to Lincoln AJM as we were told to do expecting to see and try different wheelchairs as we had been told that was the reason we had to travel there. As I've mentioned before this wasn't the case we were taken into a small room, that is both parents and the two carers. 1 chair was suggested which looked ok but we were unable to try as it was ready to be sent out to a customer. The person we saw measured dependent and said they would order the chair which we hadn't been able to try contrary to the reason we were told we had to travel so far. This was back in the spring.

Notes / Questions

Healthwatch provided AJM contact details

Provider Response

AJM - will be in contact with parent

2. Case 12995 (16-11-2023)

Providers: Lincolnshire Integrated Care Services (ICS/ICB), South Holland District Council

Client accessed CAB in Spalding directed to Outreach. Homeless for the last 2 and half years. Currently living in car at various locations in Spalding. This is impacting physical and mental health and well being. No local registered GP. Has not had medication for depression. Previous mental health interventions when resident at YMCA. Though did not engage when these services discussed paranoia. Client now believes that individuals that they do not know are now following them all over the country and breaking into their car and stealing property. Reported to police on numerous times.

Notes / Questions

Signposting to local GP contact numbers. Mental health SPA 24 hour number. Referral to Framework Housing. Samaritans. NHS111 if mental health crisis.

Provider Response

22/11/23 - Housing confirmed referral for patient.

Update - 28/11/23 - unfortunately we cannot accept patient onto the waiting list. They have failed to contact MOSS staff regarding an assessment being arranged. Several attempts of contact has been made however, no response. Therefore, this indicated that the patient is not ready for supported accommodation with minimal support. The patient can be reconsidered for MOSS Lincolnshire once they have shown that they can engage with external services in order to move into independent accommodation.

Further update - Healthwatch made contact with the patient to see if there was anything they can do to support contact with MOSS.

South West Locality x 1

- 1 x Informal Complaint

Informal Complaint

	<p>1. Case 13013 (20-11-2023)</p> <p>PCN: K2 Healthcare Sleaford</p> <p>Providers: Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Mid November 2023, my spouse had the misfortune to need the help of the NHS 111 service, and we found that it's clearly "not fit for purpose".</p> <p>At around 10am on Saturday my spouse noticed that their right eye was starting to swell, eventually the eye could not be seen because of the swelling, they started to itch badly on their feet and back, and a rash started to develop on their arm. So at 11:43 we decided to contact 111, after a very lengthy period of being questioned by the 111 operator, during which time spouses condition was worsening, we were advised that a nurse would call us back within 2 hours.</p> <p>By 12:33, the rash had almost covered the whole of their body, and the itching was unbearable, we hadn't received the 111 callback by that time. We then decided to call our son-in-law, who is a Paramedic in the Florida area of the USA, after sending him photos of the rash, he diagnosed an allergic reaction and suggested the medication that could be used to help alleviate the symptom's, would be Benadryl. We obtained a similar medication from our local pharmacy. Thankfully this bought some relief.</p> <p>At 18:11, on Saturday we received the callback from 111, FIVE AND A HALF HOURS after making the first call, this is totally unacceptable. By this time most of the rash had diminished, except for arms. The nurse, agreed that it could have been an allergic reaction, but advised us to attend Sleaford Urgent Care Centre, which they said was open until 8pm, and get the nurse to check it out. Unfortunately when we arrived at the Care Centre at about 18.35 we found that on Saturdays and Sundays it closes at 6pm. Something that we would have thought 111 should have known.</p> <p>The above is the reason why we say that "111 IS NOT FIT FOR PURPOSE". This is a sad reflection of our NHS today, something my spouse and I, when working, paid dearly for.</p> <p>Notes / Questions</p> <p>Original to ICB, patient stated will be sending a copy to our local MP and also our GP.</p> <p>Healthwatch also provided CQC information</p>
<p>West Locality x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 13009 (20-11-2023)</p> <p>Providers: Lincoln County Hospital, NHS 111 Service</p> <p>I had severe illness and called 111 got told to hold 1 hour 45 minutes then got told to ring 999 which took 8+ hours in the end ended up in taxi and 18 hours in casualty for gout, multiple failures Lincoln Hospital no wheelchairs nothing.</p> <p>Provider Response</p> <p>We are so sorry for this experience; the wait for ambulances is understandably a worry for patients and we know that our extremely busy A&Es is a factor in this - there is a lot of work happening across the system to improve this. We have also recently purchased additional wheelchairs and attached trackers to them so that when they are left in corridors or not returned our volunteers can find them and bring them back to be used - we are hopeful that this will improve the wheelchair availability concerns.</p>

Not Specified

Area	Case Details
<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 13025 (21-11-2023)</p> <p>Providers: United Lincolnshire Hospitals NHS Trust (ULHT)</p> <p>ULHT Trust: outpatient letters. There are over 800 different letter templates used for outpatient appointments across the Trust. Why? This causes confusion for patients and there is no consistency in information? Is this going to be looked into to streamline the number of different letters being used across the Trust? Surely this must add to confusion for patients. Are the Divisions going to be asked to review their letters and when is this going to be put in place?</p> <p>Notes / Questions</p> <p>Jenny Negus suggested that over 44% of DNAs can be traced back to the communication within letters - with over 800 different letters in existence? They are going to set up a Task and Finish Group to review this by Jan / Feb 2024</p> <p>Provider Response</p> <p>As a result of identifying and raising this issue a co-design group has been established and an improvement plan commenced. This involves a complete review of letters and process and at the time of this response 2 workshops have been held and the work is progressing well.</p>

