

Healthwatch Lincolnshire Patient Experiences for: April 2024

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 April 2024 where 122 comments were raised.

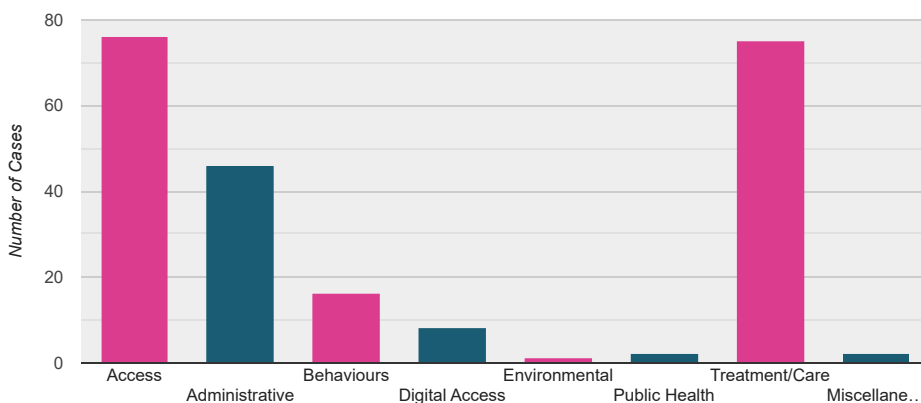
We note that all of these issues are taken at face value and there is sometimes limited detail and context to the feedback, however where a patient or loved one has taken the time to share their views or experiences with us we feel it is important, and indeed we have a duty to share these in the best 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

Statistics

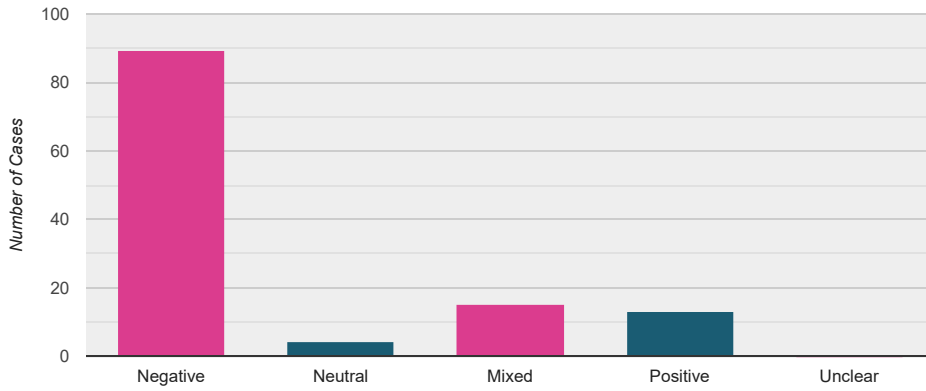
Total cases: 122

Theme Areas



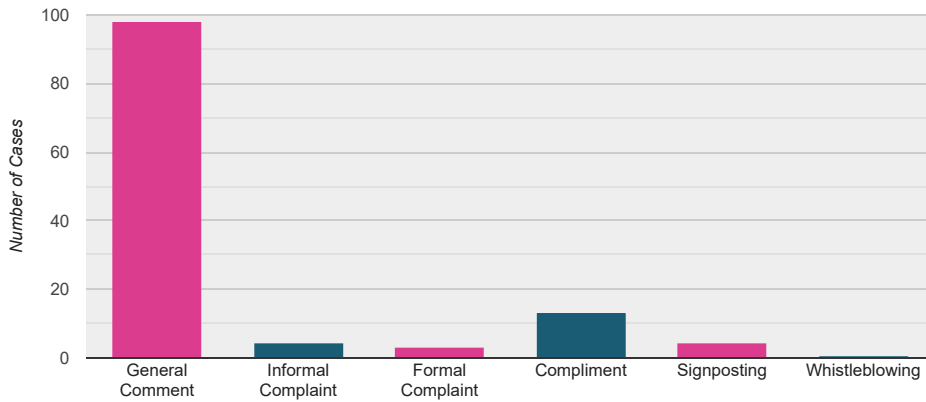
Theme Areas	Cases
Access	76
Administrative	46
Behaviours	16
Digital Access	8
Environmental	1
Public Health	2
Treatment/Care	75
Miscellaneous	2

Sentiments



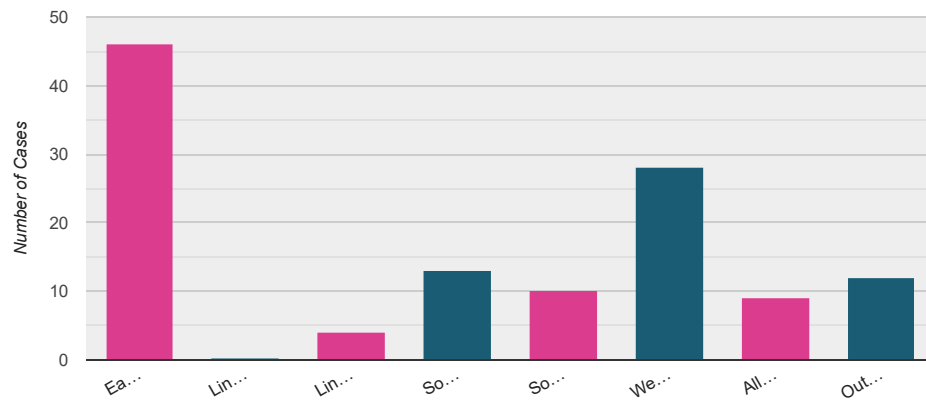
Sentiments	Cases
Negative	89
Neutral	4
Mixed	15
Positive	13
Unclear	0

Case Types



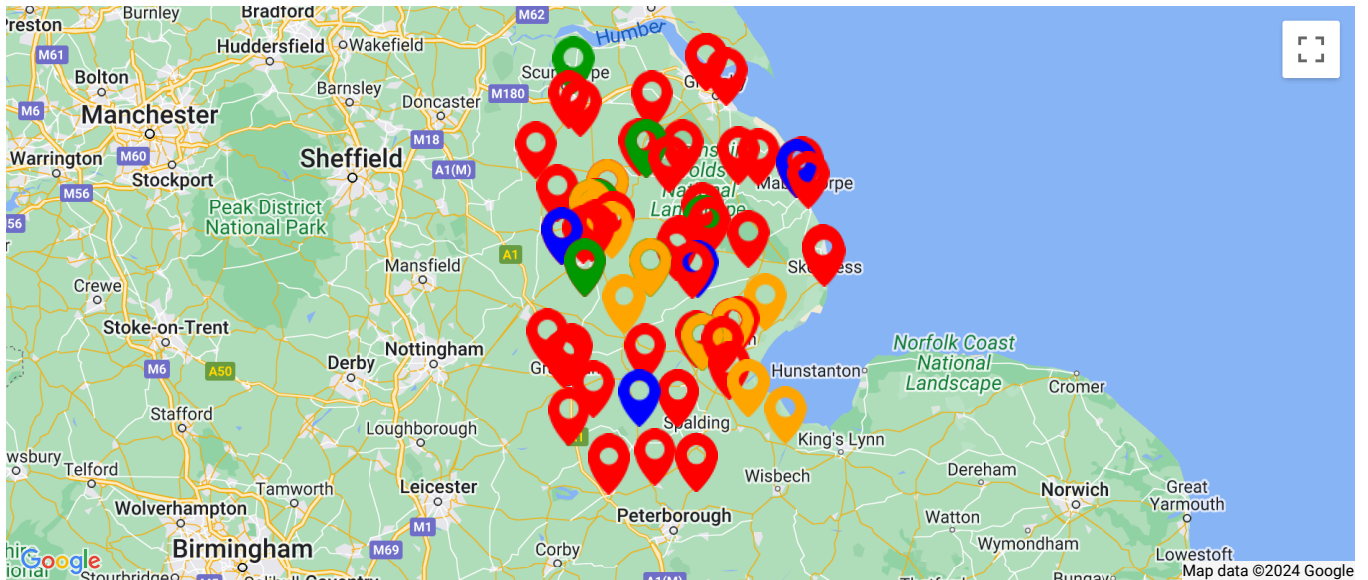
Case Types	Cases
General Comment	98
Informal Complaint	4
Formal Complaint	3
Compliment	13
Signposting	4
Whistleblowing	0

Areas



Areas	Cases
East Locality	46
Lincolnshire CCG	0
Lincolnshire Integrated Care Services (ICS/ICB)	4
South Locality	13
South West Locality	10
West Locality	28
All Areas	9
Out of Area	12

Map



Cases

Community Health Services

Area	Case Details
<p>East Locality x 2</p> <ul style="list-style-type: none"> 2 x General Comment 	<p>General Comment</p> <p>1. Case 13571 (30-04-2024)</p> <p>Providers: Lincolnshire Integrated Care Services (ICS/ICB), NRS Healthcare</p> <p>This was previously sent to AJM in December 2023 and liaised with Maddie Green at AJM who assured me it was being dealt with, as were several people within this service, only to find that it wasn't and the poor lady is still waiting for a headguard - MND condition has deteriorated, none verbal so needs to liaise with daughter as below. This is obviously not great with dignity and respect for a vulnerable person in great need, and very frustrating not only for the family but for us as a Healthwatch when reassured this will be sorted.</p> <ul style="list-style-type: none"> I have been speaking with a family member whose parent suffers with MND and has a lovely new wheelchair, no headrest was available, head flops down, requires assessment?. <p>MND is advanced. This of course is of utmost importance to this patient and has been waiting for 4 months now.</p> <p>Parent/patient is very distraught as they are unable to do anything, and as I am sure you are aware this is a very debilitating disease. Head is currently being kept in place by a make-do sweatband, Occupational Therapist requested a Headrest/guard to NRS as knew it was changing over.</p> <p>Notes / Questions</p> <p>Family member requested Healthwatch make contact with the new provider and ICB</p> <p>Provider Response</p> <p>Healthwatch still waiting for a response, have chased via email and phone.</p> <p>8/5/24 - HW managed to speak with someone at NRS and they are going to call the patient to see if a home visit can be arranged. Message left with relative.</p>

2. Case 13492 (05-04-2024)

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

I would really like to say a lot of things .That I get no help. I was with the Community Mental Health Team in Boston for years and had a good Community Psychiatric Nurse (CPN) a few were not so good. I had a really good support worker .I had a CPN at start who was nice and still had my support worker when they went it all changed. I was told I have got Functional Neurological Disorder(FND). I don't think so ,if I do my Neurologist says that I need psychology and physiotherapy.Neurologist says that he cannot do anything. The CPN says that I am not ready for psychology. I had a nice lady come to help but they said my CPN said that they would not be able to come any more I never got to finish my session. I went to the Doctor and asked to refer me back they said no for 3-6 months . They asked me is it ok to talk about me in meeting I said yes .They say now it will be 6 months and I am not allowed therapy and that I need to ask my my carers to get mental health training I went from being able to ride a ride horse to a wheelchair .I tried a few times to end it all. I am trying ask for help .They were so good until the Manager changed. My old CPN says I making the voices in my head up and they are not to do with my Post Traumatic Stress Disorder (PTSD). When I hear the voices I try everything they live me in the wheelchair. If it is FND I could walk again. They just say I am not ready for psychology and physio.Please help me they have stopped all the help I get. I had a advocate then all of a sudden she has closed my case. I want to get better just have run out of help. So sorry to bother you.I have a service dog that has saved me she is nearly 13 if they go I have nothing left .I can only be here as they do not like to be away from me.

Notes / Questions

Healthwatch provided information & contacts for:- mental health contact line; Contact for mental health Crisis; VoiceAbility Advocacy and LPFT feedback information

Provider Response

Patient responded saying that information given by Healthwatch was helpful.

South Locality x 1

- 1 x General Comment

General Comment

1. Case 13567 (29-04-2024)

PCN: South Lincolnshire Rural

Providers: Lincolnshire Community Health Services NHS Trust (LCHS)

Patient has been having podiatry treatment for a nasty corn on little right toe, patient has been attending for treatment every 6 months since last year and is due again, where it is very painful. Believes they were accepted due to being registered blind.

However, has received a letter to say they are no longer eligible but no reason given as to why, no signature on the bottom of the letter. Originally went to Bourne clinic, then Johnson Hospital clinic.

Notes / Questions

At patients request Healthwatch asked PALs

Provider Response

We sent this patient a letter explaining why their referral was declined. This was on the basis that we are a specialist service focusing on patients who have complex foot problems and foot ulceration which if not treated will result in limb loss. We did see this patient last year for assessment and self help advice and at that time advised they would need to seek their own provision of footcare. Therefore we haven't changed our criteria.

Information relayed to the patient, provided information close to home for Private footcare

West Locality x 5

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

General Comment

1. Case 13545 (17-04-2024)

Providers: Lincoln County Hospital

I waited 6 hours in Accident and Emergency. Blood test results got lost and no further tests were ordered until I enquired. Accident and Emergency understaffed and full . Not really fit for purpose. Sent to same day Urgent Care, once there tests and examinations were undertaken with speed and efficiently.

Provider Response

ULHT response-We are very sorry that this was your experience in A&E which does get very busy at times but were pleased to see that once you were in the same day emergency care department (SDEC) everything happened smoothly and efficiently. This is exactly why we have developed our SDEC to be able to provide the care our patients need in a dedicated place aligned to A&E but not within it. We hope you are now fully recovered.

2. Case 13489 (04-04-2024)

PCN: Imp

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Patient with complex neurological, mental health, and restricted mobility issues contacted Healthwatch. They have contacted Healthwatch previously. Feeling frustrated as Parliamentary Health Ombudsman response to complaint, they feel is not adequate and does not taken into account previous issues that now impact the patient. Feels let down that ICB case worker is now stepping down. Issues with physio sessions that are coming to an end. Feels that there is no where to go from here.

Notes / Questions

Healthwatch contacted patient - advised to appeal PHSO response. That it would need another clinical referral for physiotherapy.

Formal Complaint

1. Case 13554 (19-04-2024)

PCN: South Lincoln Healthcare

Providers: Lincolnshire Community Health Services NHS Trust (LCHS), Lincolnshire Integrated Care Services (ICS/ICB), The Branston and Heighington Family Practice

Healthwatch copied into complaint sent to Branston Surgery, CQC and LICB. I'm sorry to have to complain, in the past I've always had excellent service. However since a particular Doctor left it is increasingly getting worse. I appreciate with the financial condition the country is in its difficult for everyone these days. However general management of services should be easy to rectify. I am a disabled person, with cardio myopathy, pacemaker, a Muscular Dystrophy type disease that affects my whole body therefore making me immobile and I have very little use of my appendages. I also have diabetes type 2 and chest complications which causes substantial difficulties in breathing, I am also susceptible to chest infections thus am wary of rooms full of people especially if they are sick. Due to increasingly swallowing difficulties it's also very difficult for me to speak. Thankfully the community chest service and the community heart service have been excellent. Even with my conditions mentioned above I would if I could visit the surgery when I could. However due to the very narrow corridors, I can not transverse the passage to get to the doctors making it impossible for me to attend in my powerchair. I am also under 24/7 care looked after by a team of carers. That in itself is discriminatory under the Equality Act. However I've never complained as I've always been promised home visits and quick access for contact. I distinctly remember when the Dr was running the surgery he advised the receptionist that if I rang to be put me through or a message passed to him. These days I have absolutely no contact with the doctors, every time my carers ring the receptionist they wait long time in the queue or told, ring back at 8am This is impossible for me or my carers as at this time they are managing my needs with physio, getting me up, showering me and helping me to breakfast. Regardless of this we get the same answer. Today even though my carer has rang numerous times they were told they could not speak for me. Thought we had resolved this.

At the moment there are three issues- The first one according to your records my carers notified you in March around the 17th. Since then I know the community chest team have also written to you. The issue is I am increasingly finding it difficult to take my medicine and swallow it. Large tablets or irregular tablets seem to get stuck in my throat, and cause intense distress as they melt over 24 hours in my throat. The subsequent discomfort can last over a week. I have a stomach ring fitted in advance to cope with this. However though we chased this up, we were told yesterday that the Doctors only saw it yesterday. Phoning today to check, my carers were told they'll get round to it when they're ready.

I am on numerous tablets and medications for my conditions to many to list. We've tried to get advice as to if we can crush them and take them that way and been told this may be ineffective for some of the drugs. So what am I supposed to do? We've asked for liquid form tablets? But still awaiting to hear from the Doctor. At the moment I have no choice but to crush them. Whether this is having any effect I don't know. To be left in this condition for this period of time can't be safe.

The other issue is the need for regular blood tests to check heart and kidney functions. Again these are infrequent and can't be relied on with multiple calls having to be made. In the most recent instance I got a text for a blood test. Without specifying where it will be. I expected as normal a home visit. When this didn't occur we phoned and were told it was for a surgery appointment. Knowing full well I can't visit and this not being the first time it's happened.

Finally we've been trying to get hold of DVT socks for over four months. The last pair I received is over 2 years ago. We've phoned a number of times to be put in the middle of it at the chemist. Chemist saying not received and back and forth. The NHS guidelines state these socks only last for 6 months. As someone who is non ambulant with previous issues of DVT in both ankles. This potentially is a serious issue. Why aren't these on automatic 6 monthly renewal?

I'm also waiting to hear about the new Covid jab.

I appreciate the surgery is busy, and I'm not expecting special treatment. But would it not be an idea to have a triage system where those with serious conditions, who can't visit the surgery be given alternative contact details or marked up on the system to show the patient will need assistance with some urgency.

At the moment I am left, wondering due to my disabilities if I am being treated less favourably, than those who can visit the doctors surgery and no reasonable adjustments again as required by the Equality Act are being made. I look forward to your response.

Notes / Questions

Healthwatch copied into complaint sent to Branston Surgery, CQC, LICB.

Compliment

1. Case 13484 (04-04-2024)

Providers: Lincoln County Hospital, Lincolnshire Integrated Care Services (ICS/ICB), United Lincolnshire Hospitals NHS Trust (ULHT)

Contacted GP April 2023. Examined by Physio a few days later. Referred for x-ray examination May 2023. Found to have severe osteo arthritis in right knee and moderate in left knee. End of May referred to Orthopaedic triage service. Seen by Orthopaedic Surgeon late September 2023, advised to loose weight.. Seen by Surgeon late December 2023. Admitted to Hospital late February 2024 for total knee joint replacement. Whilst not knowing quite what to expect, all fears were put to rest.. From Nursing Staff, Doctors and Surgeons, I could not have been better looked after. Nothing was too much trouble, everybody I came into contact with could not have been more professional. The care has continued with redressing and removal of clips at the GP Surgery, and now Physiotherapy at Lincoln County Hospital.

Provider Response

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

2. Case 13547 (17-04-2024)

PCN: APEX

Providers: Lincolnshire Community Health Services NHS Trust (LCHS), United Lincolnshire Hospitals NHS Trust (ULHT)

I attended the Mobile Unit at the GP Surgery for Diabetic Retinopathy. The experience was fast, friendly and on time. No waiting was needed.

Provider Response

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

All Areas x 2

- 1 x General Comment
- 1 x Formal Complaint

General Comment

1. Case 13499 (05-04-2024)

Providers: NRS Healthcare

Healthwatch contacted by the local Disability representative. The group have been approached by members that have concerns about the new provider of wheelchairs and diability aids in Lincolnshire. The negative experience members have are that the phone never gets answered and have to leave message on answer phone . This states that a call back will be made in working hours and this has not happened. That referrals are having to be chased by service users for long periods of time. Members were hoping that the service would be improved with a new provider but to date this has not happened.

Formal Complaint

1. Case 13553 (19-04-2024)

Providers: Kind Sight Opticians, Lincolnshire Integrated Care Services (ICS/ICB)

I am writing on behalf of our residential services for adults with learning disabilities and autism in Lincolnshire. We have 12 homes and previously used Kind Sight Opticians for their home service for individuals not able to access ordinary High St opticians. We raised several concerns with them including poor communication about appointments, not showing for appointments or arriving at homes when an appointment had not been made/expected. In addition the feedback from colleagues within the homes was that the opticians did not take on the individual needs of the people we support and were prescribing glasses that were inappropriate for their needs. On one occasion an individual who did need glasses waited for over 3 months for these to be delivered and despite several follow up calls on the progress of this order did not receive them. They accessed a High St Optician instead. We raised these concerns with Kind Sight and due to lack of an adequate response or a change to their approach we decided to cease using their services in December 2023. We are currently still receiving appointments from them despite numerous emails requesting for them to remove us from their list. On one occasion last week once turned away from one home they rang another to ask if they could visit as they 'were in the area'. A similar thing has happened again today where we have again turned away Opticians who arrive at the home stating that we have cancelled all appointments. I have attached an email as an example of the correspondence we have made with them, I am still to receive any acknowledgement or response. We would appreciate your assistance in feeding this back to them and it may also be worth considering if other social care providers should be made aware of the issues we have experienced.

Notes / Questions

Healthwatch contacted First Sight Opticians at Service Users request and highlight issues to ICB.

Provider Response

Response from Kind-Sight -

We have attended Cherry Tree House in 2023 and again earlier this year. Sometimes with a domiciliary service, appts are booked and the optometrist takes longer at previous care home and we need to cancel or re arrange a visit. We do our utmost to provide a professional and courteous service. Our customer service is always on the end of the phone to help and advise with any issues, such as broken glasses that need replacing, or information relating to the sight tests. I have replied to Hazel and I have also spoken with her on the phone. Should you require any further information from us, Please don't hesitate to get in touch,

Primary Care services

Area	Case Details
<p>East Locality x 36</p> <ul style="list-style-type: none">• 31 x General Comment• 2 x Compliment• 3 x Signposting	<p>General Comment</p> <p>1. Case 13498 (05-04-2024)</p> <p>Providers: AskChemist Boston, Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>For Information: Pharmacy</p> <p>Pharmacies. I went to collect medication and they were very rude took 45 minutes to find it kept saying they hadn't done it and looking on computer and then looking out the back. It was diabetic medication plus my other medication. After 45 minutes they said here you go, no sorry it took so long. The back where they keep medication is absolute chaos no order just bags of medication all over the place. When it was Lloyds there was order and everyone knew what they were doing. Ask chemist have no idea too many young staff that obviously haven't been trained in the job, are being used because they are cheap to pay. No care about the public they should be serving Ask chemist staff are rude, inconsiderate bad attitude no customer service and the pharmacist has no empathy and care and is not approachable.</p>

2. Case 13469 (02-04-2024)

Providers: Beacon Medical Practice

My parent is 80 year who put in an urine sample as they believed they had a water infection. Has a lot of water infections and has seen a consultant who has written to Beacon Medical to say if they believe they has an infection then an antibiotic should be given. However, Beacon still insist that a sample must be given and a bottle can only be given if parent is seen by a Doctor. An appointment seems to be impossible to get. My parent gave a sample knowing they had an infection, after 5 days of an antibiotic not arriving, they asked if I could access their notes and see if an antibiotic had been prescribed. Parent had put a sample in on 20th May, on the 25th the notes said they had put the incorrect sample in. When I went in to query this, the receptionist said they were not medically trained, that the phones had been down all day. I asked if they'd been down 5 days, they did not reply and gave me a white topped bottle to give to my parent. My parent by this time was in considerable pain, which I told the receptionist, they said they'd get a doctor to phone my parent. A paramedic did call them. Apologising for the surgery, their sample had been lost. They were good to my parent and did get them an antibiotic. But if I had not read their notes, what would have happened. Would they have been hospitalised? I feel this oversight could have gone very wrong indeed. What if there is someone without a relative that can access medical notes. Well done to that Paramedic that went above and beyond. But this is not the first time Beacon have been very amis of human life.

Notes / Questions

Healthwatch suggested putting in writing to Practice Manager

3. Case 13457 (02-04-2024)

PCN: Boston

Providers: Boston Dental Centre , Integrated Care Board Dental

Boston Dental Centre

I had an NHS dentist before the pandemic, they were going to make a bridge to replace my missing teeth. Of course the pandemic put that on hold as they were only doing essential work.

When I got in touch after the worst of the pandemic I was told I was no longer registered there.

Notes / Questions

Healthwatch asks - why would this be?

Healthwatch provided information: contact Practice Manager; NHS Choices; ICB

4. Case 13536 (15-04-2024)

PCN: First Coastal

Providers: Diana, Princess of Wales Hospital (Grimsby), Marisco Medical Practice

GP services, Accident and emergency/minor injury units

Marisco GP ... Grimsby Hospital - Just would like to point out that the doctor I saw at Grimsby was very kind and extremely supportive.

Early December I fell 8ft off a ladder. An ambulance was called due to the fact I had a serious head injury after hitting it on a cabinet, and losing a lot of blood. The ambulance crew were very helpful and pleasant. I was taken to Grimsby Hospital and given a scan were upon I had a fracture in my back (S4). Due to the large cut on the crown of my head I had to have eleven staples. I was then sent home, (a bit surprised at this as I was nearly 72 at the time) Only given a piece of paper stating what to do about staples. The doctor I saw stated that they would be sending notes to my GP who will do follow ups, to make sure all is well.

Never heard from my doctors, notes from the ambulance was on my records but not the hospital. Phoned the GP (Marisco) to make an appointment for staples to be removed but was told they don't deal with it and gave me another number to ring. Rang, made an appointment at a clinic in Spilsby. When I saw the nurse they didn't know why I was there and not even how many staples had to be removed.

Tried making a doctors appointment as my back was extremely painful and couldn't walk well or stand or bend. The earliest appointment was the late February (after many phone calls) I then only saw a nurse who never looked at my head or back although still very painful, I also stated that since the accident I had very bad tinnitus and my eye was acting strange, they told me to see an optician, And advised that I should take some paracetamol and made an appointment to see a Physio. I went to the Physio two weeks later were they were very at a loss to know why I was sent to them. As they stated... I don't do broken bones without first seeing an X-ray. Made me feel extremely uneasy. I then was sent to an MSK person who once again wasn't very helpful but due to a dent in my back running along my spine has requested a scan.

On the whole I feel that I have been extremely ill treated. Leaving me extremely worried and concerned coping with such a serious head injury and know help or advise.

Notes / Questions

No personal information provided

5. Case 13471 (02-04-2024)

Providers: East Lindsey Medical Group

Started phoning at 8 am for an appointment on the day (I had shingles) & was constantly engaged - when I finally got through an automated message stated that the queue system was full & to try again later. Knowing full well that all the appointments would be gone by then I went to urgent care. I was seen, diagnosed, visited a pharmacy & was back home within an hour, if they can provide such an excellent service why can't the GP surgery? I can't remember the last time I have managed to get an appointment the same day & have always had to go to urgent care instead.

6. Case 13477 (03-04-2024)

Providers: Horncastle Medical Practice

I care for a person with varied complex medical problems. We have complained many times about prescriptions being altered without being informed and when we get to the chemist to collect medications can't be used. The person has a safe drugs list and it is very important to, once stable, not to suddenly change without notice, it's not necessarily the pill itself but the excipients (make up extras) that cause the problem.

It's not just prescriptions but service in general, all was discussed at an open Saturday a few weeks ago but I honestly feel nothing will change. Cut off on phone several times, want to talk to a person not online AskMyGP systems. Doctors and some other staff members just don't seem to be bothered and are far from helpful. Very frustrating.

Notes / Questions

No personal details provided

7. Case 13478 (03-04-2024)

Providers: Horncastle Medical Practice

My partner had an accident and got acid in their eye. Went to the surgery which is a minor injury unit, waited in the queue. Nurse walked past, we asked for help, the Nurse refused due to dealing with COVID patients. At this point the eye is hurting significantly, so I went to the receptionist and explained where I was informed 'we don't deal with that here, you have to go to Louth Hospital, we were in the queue for about 10 minutes and at no point was any care given.

We drove to Louth Hospital to be told they don't deal with eyes, go to Grimsby Hospital. At Grimsby Hospital about 40 minutes later, treatment was given within 30 minutes which was very thorough, made an appointment at the GP Surgery with clinic Manager to discuss poor service. Not sure if discussion did any good or improved surgery staff knowledge.

8. Case 13481 (03-04-2024)

Providers: Horncastle Medical Practice

For Information: Pharmacy

Went to order a repeat prescription, did it on NHS APP, needed a new inhaler. Inhaler wasn't on the APP so I went on AskMyGP to ask the question about supply of inhaler, got no response. I walked up to the pharmacy and found it had been ordered and had been available for the previous month. Very annoyed because I hadn't been informed it had been dispensed. Older people who don't use social media and NHS APP aren't being given information they need. Local surgery has altered times but hasn't informed patients properly. Also an issue with surgery not answering the phone and or being told to ring 111.

9. Case 13470 (02-04-2024)

Providers: Integrated Care Board Dental

I was registered with a dentist about 10 miles from home after our local dentist closed. During the Covid pandemic the practice was sold and the new provider refused to continue to provide NHS services. I have contacted every dental practice in Lincolnshire and none are willing to accept me as an NHS patient.

Notes / Questions

Healthwatch provided information on new NHS Dental practice in Mablethorpe and NHS Choices link

10. Case 13475 (03-04-2024)

Providers: Integrated Care Board Dental

Been trying to get into an NHS Dentist for over 2 years, after losing my last dentist due to my job requiring me to be on call and missing 2 consecutive appointments. I had an abscess a few months ago and was unable to pay the £300 for private appointment so had to suffer until it subsided. I think the government need to get more NHS Dentists.

Notes / Questions

Healthwatch provided 2 options in the local area stating they were taking on new NHS Patients and to call 111 if abscess returns.

11. Case 13493 (05-04-2024)

Providers: Integrated Care Board Dental

Skegness Dentist. I am a pensioner and cannot afford private treatment, I used to go regularly before lockdown as a vulnerable disabled person I couldn't get out and about like others. When eventually I could venture out, my dentist told me I'm no longer a patient there as I hadn't been in for 12 months. I explained that I couldn't attend and offered to show them to Gov letters as proof. They did not want to know. Last year I had a terrible time with 2 teeth, I had them pulled out privately £360. I have not been back for treatment since. A terrible situation to be in.

12. Case 13496 (05-04-2024)

Providers: Integrated Care Board Dental

Dental services in Lincolnshire. I have no NHS dentist. I can't get an NHS dentist so my teeth are deteriorating.

Notes / Questions

No patient details

13. Case 13530 (12-04-2024)

Providers: Integrated Care Board Dental

Trying to find NHS Dentist.

Notes / Questions

Signposted to NHS 111 and provided the link for NHS dental choices.

14. Case 13555 (22-04-2024)

Providers: Integrated Care Board Dental

I have spoken to DWP and citizens advice and was told to contact yourselves. I received a fine from the dentist as I said I was on benefits. At the time I was under the assumption that I was after going to the job centre and them helping me complete the forms etc as payday was the next day. Job centre told me the other day that there had been a miscommunication on their end and there is nothing they can do. I was told and under the assumption I was going to receive Universal credit. I have spoken to citizens advice who unfortunately couldn't help either. The fine is £100 and is simply too much. I wouldn't have marked myself as receiving benefits if I wasn't told I wouldn't be getting them. I appealed the fine and they rejected it. I am currently in a tough spot and would like any help possible. I'm happy to pay the original dental treatment of £33 but the fine I can't as again I was told I would be receiving benefits.

Notes / Questions

Healthwatch provided ICB and suggested getting written confirmation from Job Centre. Request for which area of Lincolnshire

15. Case 13564 (24-04-2024)

Providers: Integrated Care Board Dental

Are there any NHS dentist in Lincs taking on new pensioner that pay patients please

Notes / Questions

Request for area, no response to date

16. Case 13548 (19-04-2024)

PCN: Boston

Providers: Kirton Medical Centre

Extremely difficult to get appointments or to contact the surgery. I very rarely need the Doctors but on the occasion last week where I was really unwell I couldn't even get through on the phone. Number 39 in the call queue at 8.30am.

17. Case 13549 (19-04-2024)

PCN: Boston

Providers: Kirton Medical Centre

Getting impossible to get a Doctors appointment. I was 3rd in the phone queue on Tuesday morning at 8.30am, and when they answered the phone at 8.34am, was told there were no more appointments available that day, nor to the end of the week. I was given an appointment at an alternative surgery, but this is getting to be the norm. Can never see a Doctor, get told to go and sit in A&E and wait to be seen. Don't respond if you can get through on the virtual App. There's been roughly 800 to 1000 new houses built in the area with more still being built, yet no more Doctors or Surgeries have been added, and no mention of any more. The Clinic just cannot cope with all the extra people. There just aren't enough Doctors to cover the area and people are being hung out to dry. Receptionists just have a "don't care" attitude when you ask what to do when you can't get yet another appointment.

Notes / Questions

No patient details

18. Case 13532 (12-04-2024)

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

For Information: Lincoln County Hospital

I have today been speaking to the Citizens Advice Bureau who have recommended yourselves to me. I have a terrible problem that is causing me stress, not eating, and today feeling really low and can have suicidal thoughts due to having been diagnosed with complex Post Traumatic Stress Disorder (cPTSD) in the last two years. I will try and give you a brief outline of what has happened to me. Three years ago I had trouble with the neighbours and received a Summons for a "prod" with my finger. I denied this and decided to move. I bought a house next door to a family of renters and the noise from their child screaming at night, them drinking during the day, etc nearly drove me mad and I was in a state of high anxiety, but not knowing at the time.

I was accused of harassment, all of which I denied. I made several complaints about this to the Police Force the first time I was arrested and then again. In interview the first thing they said to my Solicitor was that I had done it before and had been found guilty of nothing.

That night I was taken to hospital and the Nurse got really fed-up with the Police, told them to go and that I was going nowhere. I told the Nurse the truth that it was a neighbour dispute and faults on both sides.

I was diagnosed with blood cancer a couple of days later and was extremely ill. It could have gone one way or the other depending on which kind of cancer I had. Fortunately it has been one that they can treat. I have a type of Leukaemia. I was also diagnosed with cPTSD two years ago and blame the Police for some of this.

To cut a long story short I moved again and was in another heightened state because there was domestic violence next door and I could hear it. I very reluctantly called the Police one night. That Police Officer then contacted Lincolnshire IPF or another organisation (sorry not sure) for them to put on my medical record at GP Practice and god knows elsewhere terrible lies about me "trouble with an axe, child and assault, etc and said that I had high standards and when not met become aggressive". Do not visit alone, chaperone required.

Three years that has been on my record and I was not aware of it and when I moved to Market Rasen no chaperone was needed and that has been for three years. This came to light when a new receptionist accused me of being aggressive and I said it was them that was nasty towards me. The Practice Manager started digging through my records and found what that Police Inspector (they were helping out and used to work in public protection but no longer) had put. They were concerned and I was distraught. I was suicidal for a week and the Crisis Team had to come out and see me every day. I have no record of violence. Humberside had never heard of me before the neighbour issues. There has been no trouble with Lincoln Police.

I am getting ill with all of this and want it removed. The Mental Health Team were helping me with my diagnosed of cPTSD and I have stopped going because of what is on the record. I have to go to the GP frequently. Some Nurses and Doctors who know me don't bother with the chaperone, but the one's that do not like me to have a chaperone. I get very tearful.

The GP Practice, I feel, have not been fair to me at all. All kind of lies have been told by that receptionist who in turn got her colleague to stick up for them. I was shocked. I have asked for all this to be removed and let me just attend the GP Surgery but they will not do it. They have treated badly, but I will not move until I have cleared my name. Everybody in Market Rasen knows that receptionist is nasty and three of the staff have made comments to me too, I emailed the PM (Practice Manager) and told them that people know how nasty they are and some staff have made comments to me. This PM then goes into my record and sees who the last three Nurses were I had seen and questions them as to what they had said to me. It was not the Nurses.

Consultant Haematologist I have spoken to them in the past about this and they told me that having those things on my record will cause me problems and they are so right. Recently I have lost so much weight with not eating and the stress of going to the GP or to see anybody (I think the GPs put it on the referral "do not see alone") that they have ordered an immediate CT scan. I think it is stress as I was so tearful today at the GP Surgery.

Knee Consultant B- heard them ask the Nurse if I was OK. Then they said to me that I should not have any more injections in my arthritic knee as I could end up losing my leg.

Today I went to the GP to see the Nurse. I was told I had been booked to see a Nurse. I turned up and soon as I arrived the reception staff were all gathered round the screen. My anxiety went up. I walked in the room and there was a receptionist and Health Care Worker. I asked who they were and was told by the Health Care Worker that they had been told by the PM that I required a chaperone. I said that I wished to speak to the PM after my blood pressure and pulse was taken.

I was taken into rhesus early December 2003 with atrial fibrillation. Had all kinds of tests and could be stress. I was very frightened.

I was supposed to be having a blood test and the young Health Care Assistant said that I did not require one until May. OK I said. I asked that the PM come into the room and I asked them why they had said to them that I required a chaperone when you have had no problems with me whatsoever. They said that the Health Care Assistant had only been there a very short while. OK, why put a young,

inexperienced person in that position or was I a bit of a training exercise. I was supposed to be seeing a Nurse.

I spoke with the PM and told them that they should not have done what they did going through my last three appointments and questioning them. Then they sent me an email telling me that they had all denied what I had said. Yes, they did because it was not the Nurses who said it and I was not prepared to tell them who until today. I have now told them all because I thought they had spoken to the two Health Care Professionals that saw me last and who I thought were Nurses.

During my conversation today with the PM they said that the person in question that accused me of being "very aggressive" defensive of the other receptionists and is firm. PM also told them that they have to keep them calm at all times. This speaks volumes to me. Three staff members have said to me that I am not the only person who has said that they are nasty, but nobody apparently has ever told the PM. I do not believe it.

I have asked them to take off what they have put on my record and they will not because the other receptionist and some pharmacy staff heard shouting. Yes, it was them "they put their face to the glass and called me a nasty piece of work" because, I believe, they have been looking through my record as I waited and spoke to their colleague.

Today I am feeling suicidal again, but I hope that this makes some sense to somebody because I cannot go on like this any more. I am seriously getting sicker and sicker with it all.

The PM said that they would take the matter of the chaperone back to the partners. I know this is long winded, but please somebody can you help me.

Notes / Questions

Signposted to Voiceability Advocacy so that can have support at Medical appointments and when making complaints.

Provider Response

ULHT response- It is hoped the author accessed the advocacy information provided.

19. Case 13550 (19-04-2024)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

I am contacting you as me and my spouse are being seriously neglected by Lincolnshire NHS. My spouse has a severe disability and needs their medication and a Doctor and regular blood tests and has no Doctor and can't get a Doctor since moving from Somerset nearly three years ago and now their health has severely declined because of the serious negligence since moving here to Lincolnshire. I have also tried to register at the Doctors surgery that is the only Doctors surgery in my catchment area and they have declined me as being a patient and no other Doctor will accept me as I am out of their catchment area, and I need to see a doctor urgently as I have worrying health issues that is making me need to see a Doctor but I can't as I have no doctor. The ICB have been involved and keep leaving us seriously neglected with no Doctor, can you please help as we need a doctor and this is illegal to be left without a Doctor.

Notes / Questions

Signposted to Advocacy - Voiceability. Carers First. LICB feedback - to make a complaint. NHS England. CQC. Parliamentary Health Service Ombudsman

20. Case 13492 (05-04-2024)

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

I would really like to say a lot of things .That I get no help. I was with the Community Mental Health Team in Boston for years and had a good Community Psychiatric Nurse (CPN) a few were not so good. I had a really good support worker .I had a CPN at start who was nice and still had my support worker when they went it all changed. I was told I have got Functional Neurological Disorder(FND). I don't think so ,if I do my Neurologist says that I need psychology and physiotherapy.Neurologist says that he cannot do anything. The CPN says that I am not ready for psychology. I had a nice lady come to help but they said my CPN said that they would not be able to come any more I never got to finish my session. I went to the Doctor and asked to refer me back they said no for 3-6 months . They asked me is it ok to talk about me in meeting I said yes .They say now it will be 6 months and I am not allowed therapy and that I need to ask my my carers to get mental health training I went from being able to ride a ride horse to a wheelchair .I tried a few times to end it all. I am trying ask for help .They were so good until the Manager changed. My old CPN says I making the voices in my head up and they are not to do with my Post Traumatic Stress Disorder (PTSD). When I hear the voices I try everything they live me in the wheelchair. If it is FND I could walk again. They just say I am not ready for psychology and physio.Please help me they have stopped all the help I get. I had a advocate then all of a sudden she has closed my case. I want to get better just have run out of help. So sorry to bother you.I have a service dog that has saved me she is nearly 13 if they go I have nothing left .I can only be here as they do not like to be away from me.

Notes / Questions

Healthwatch provided information & contacts for:- mental health contact line; Contact for mental health Crisis; VoiceAbility Advocacy and LPFT feedback information

Provider Response

Patient responded saying that information given by Healthwatch was helpful.

21. Case 13466 (02-04-2024)

Providers: Marisco Medical Practice

Marisco Medical Practice Mablethorpe

Had a CT scan in March and got to wait until May to get a doctors appointment to discuss the results. Totally unacceptable

Notes / Questions

No personal information provided

22. Case 13459 (02-04-2024)

Providers: Market Rasen Surgery

Market Rasen - GP services

AskMyGP closed by 8.25 on 4 consecutive days - how do I see my doctor?

Notes / Questions

No personal information provided

23. Case 13486 (04-04-2024)

PCN: East Lindsey

Providers: Market Rasen Surgery

Seems difficult to speak to any Doctor through the " AskMyGP " which closes at 12.30. It would be nice to be able to speak to my own Doctor when necessary, rather than any Doctor in the Practice who does not know me and is unknown to me.

24. Case 13490 (05-04-2024)

PCN: Boston

Providers: Pilgrim Hospital, The Sidings

Had an appointment fast tracked as a suspected Brain tumour . Had MRI three weeks ago still waiting for the results

Notes / Questions

No contact details provided.

Provider Response

ULHT Response- Response from Radiology Operational Manager - We are sorry to hear this and this would be unusual. Normally all our urgent reports are completed within 48-72 hours after the scan and available to the referring clinician within 7 days. If you still have not had your result I would either contact radiology directly as we will need your name and address or contact your GP and they can request on your behalf.Please let us know if we can help further.

25. Case 13502 (05-04-2024)

PCN: East Lindsey

Providers: The New Coningsby Surgery

I recently had a severe chest infection. I attempted to use the AskMyGP (open between 6am and 10am) the service was already offline due to no appointments available, on ringing the practice I was told to try again tomorrow. By this time I was struggling to breath, and not sleeping. I ended up going to Pilgrim hospital for treatment. (antibiotics)

This is not the first time I have had trouble with getting appointments. I work shifts alternating days and nights. I finish at 3am, but am expected to try and use the limited service to book anything. On another occasion I was asked to book a blood test, I eventually got one booked in January, for April!!

26. Case 13504 (08-04-2024)

PCN: East Lindsey

Providers: The New Coningsby Surgery

Terrible. Have yet to see a GP despite requests. Usually end up with a prescribing nurse (according to the nursing and midwifery registration site), although they're called nurse practitioners on the website. I've been here 18 months now and have never even seen a GP call for another patient in the waiting room. Fortunately my relative is a doctor though not local!

27. Case 13509 (08-04-2024)

PCN: Solas

Providers: The Old Leake Medical Centre

At the beginning of last year I developed chest problems. This continued for months whereby I was given antibiotics, steroids and Inhalers. I had several doses of these over a course of about 4 months but even though I asked I was never seen or examined by one single doctor. I was referred to a respiratory consultant and over a year later was finally seen. I have been coughing and having breathing problems this time for 4 months although thought it pointless even visiting the GP as they just don't want to see anyone. Another reason I ask to be seen is that I am rural and my phone service is not great (I have explained this numerous times) if they cannot connect, they put me down as 'did not attend' so now I have to go elsewhere to take the call and sometimes have to wait for hours as we don't know when the call will come in.

Surely it's dangerous to prescribe drugs without even listening to your chest or checking your pulse or respiration or BP. Isn't it about time that GPs started seeing people again especially as they want a pay rise? There are many other things that I could include regarding this surgery. I now pay for a private health insurance for me and my family as I no longer trust the GP to treat us. I cannot think of anything good apart from the nurses at the surgery who are all lovely.

Notes / Questions

Healthwatch suggested speaking with the Practice Manager

28. Case 13539 (15-04-2024)

PCN: Boston

Providers: The Sidings

I am RhA (Rheumatoid arthritis) double zero positive. After COVID second vaccine both shoulders froze. Couldn't move arms. RhA consultant said biologic not working and changed to another. Pain in shoulders didn't improve and referred down areas into hands. Went to GP in Oct 21 who said couldn't do anything. Went to another in Nov 21 who prescribed oromorph.

Saw consultants in Dec 21 who said continue medications. But referred to orthopaedics.

In so much pain went back to GP in Jan 22. Brilliant GP, but sadly retired 2023 due to overwork. He listened. Didn't fob me off. Started on pain control and prednisone. Got function back in shoulders, not completely. It took 5 months of complete agony and 3 GPs to get relief. I stayed with a particular Dr seeing them on regular basis. They responded to advice from RhA Consultant and Orthopaedic Consultant at QMC.

Sadly now this GP has gone I'm back to square one. Getting a GP appointment is a tactical mission taking hours of phone calls. GP appointments offline most of day. And online for about 30 mins.

Notes / Questions

No personal information provided

29. Case 13552 (19-04-2024)

PCN: Solas

Providers: The Spilsby Surgery

I am contacting you today on behalf of my client as their advocate. My client has faced many setbacks when dealing with Spilsby Surgery and I am looking for some help and advice on the matter. My client's ADHD medication was suddenly stopped as their GP stated there were no specialist services of which they could share care their prescription with, so they did not prescribe it. Following this, my client decided to go down the route of getting a right to choose referral sent to ADHD 360. After they paid for this to be sent to ADHD 360, on 2nd of April, we have tried to get confirmation that the referral was sent but the surgery have given every excuse possible not to send confirmation to my client that would prove they have sent the referral to ADHD 360. There is also an issue regarding HRT assessments as Spilsby Surgery have said they do not offer assessments for Oestrogen or Testosterone. However, for an individual who is on both of these hormones for HRT, it seems reasonable and within their right to receive these assessments. Finally, I know that some GP surgeries will accept patients who are out their catchment area, looking at this option.

Notes / Questions

Healthwatch signposted to the Practice Manager in the First Instance. LICB feedback if issues not resolved and for out of area GP.

Provider Response

Practice request to release details - Healthwatch asked Advocate if they could release details. No response to date.

Unfortunately as no patient information, we are unable to look into this for the patient and respond accordingly. Should you get consent to share, please do not hesitate to come back to us.

30. Case 13463 (02-04-2024)

Providers: Woodhall Spa New Surgery

Woodall Spa New Surgery

GPs seem to shy away from seeing patients these days. Using AskMyGP at the times available is not always convenient. It is so much easier to explain what is the problem face to face than on line, a conversation doesn't really work online. When you get to see a doctor they are very helpful but I get the impression that they have had some decision making taken from them. They often have to pass you on to someone else for a decision.

Notes / Questions

No personal information provided

31. Case 13465 (02-04-2024)

Providers: Woodhall Spa New Surgery

The New Surgery Woodhall Spa

Since our surgery transferred over to AskMyGP it is nearly impossible to speak to a GP if you are lucky enough to log in in time usually around 5 mins if your lucky. Some days the AskMyGP is not open, someone reads the request and the best that happens is the receptionist calls you. I have not spoken to GP about my concerns for some time only reception it is a total shambles the system they use

Notes / Questions

No personal information provided

Compliment

1. Case 13452 (02-04-2024)

Providers: Integrated Care Board Dental

There is no access issues for someone like me who is a regular attendee at my local dentist. There are Many reasonably priced independent dentists as well in the area.

2. Case 13513 (09-04-2024)

PCN: Boston

Providers: Lincoln County Hospital, Pilgrim Hospital

For Information: Swineshead Medical Group

Swineshead GP surgery Pilgrim Hospital Boston and Lincoln County

Our GP service in the village is excellent. My experience as an inpatient last year was really good - could not ask for better care at Pilgrim Hospital. Unfortunately my experience in A/E was a 14 hour stint which was hard going but the Nurse in charge was excellent and I got the care I needed quickly but had to wait for a Dr to discharge me. My outpatients appointments have been very good too. During COVID I had to call 111 for my spouse - the paramedics that arrived in a good time too were amazing and put us at ease. Our experiences since my cancer diagnosis have been very good even though we have had to travel 35 miles for Oncology Assessment Unit at Lincoln we got good care on ce there but this is only available Monday to Friday 9-6 and the service is desperately needed at Boston. The Chemotherapy Suite at Boston were brilliant but are very busy and its sometimes difficult to get through to talk to someone although do eventually get through.

Notes / Questions

No patient details provided

Provider Response

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

Signposting

1. Case 13450 (02-04-2024)

Providers: Integrated Care Board Dental

Moved into the Coningsby area 3 years ago and have been unable to access a dentist, only private practices seem to have vacancies.

Notes / Questions

Information provided:- NHS Choices and some options in and around the area.

2. Case 13473 (03-04-2024)

Providers: Integrated Care Board Dental

I cannot find an NHS dentist so I haven't seen a dentist for over 2 years.

Notes / Questions

Healthwatch provided information on NHS Choices; options in Sleaford and Louth.

3. Case 13512 (09-04-2024)

PCN: Boston

Providers: Integrated Care Board Dental

None of the dentists in my area are taking on NHS patients and haven't for many years

Notes / Questions

Healthwatch provided NHS Choices Weblink, NHS 111 and some options a few miles away

Lincolnshire Integrated Care Services (ICS/ICB) x 1

- 1 x General Comment

General Comment

1. Case 13453 (02-04-2024)

Providers: Integrated Care Board Dental

Charles Clifford Dental Hospital

I have a number of serious medical issues, all of which the NHS is reluctant or unable to attend to. I have SI joint dysfunction which causes temporary paralysis & 14 years of constant sharp pain. It has cost me my livelihood. I have had to sell my home to pay for expenses to live & for medical care. So it comes as no surprise that the NHS appears to have withdrawn all support for dental services. In my case I have x 4 crowns, one which has broken off and requires replacing. I also have an abscess within the root canal which continuously flares up. Unfortunately, this is going to cost approximately £4k to rectify as not covered by the NHS. Unfortunately I am already trying to raise funds £25k - £40k for iFuse surgery and £5k for x 2 hernia repairs. To be realistic, I may as well just save what little money I am able to raise, and use it on a Dignitas policy, it will be cheaper - I'm sure the NHS is thinking the same, except they are implementing this policy for free (called genocide, and using our tax money to do it with).

Unfortunately even the Charles Clifford emergency dental care service was unable to assist. All they were able to do was put on a temporary tooth, which promptly fell off 3 days later. I have bought dental glue from the ASDA supermarket, but unfortunately the tooth does not fit properly. I have been reluctant to file it down. Unfortunately the ASDA supermarket does not offer services to drain dental abscesses - perhaps I could use one of my finer drills out of the garage? Do you recommend this? The likelihood is that I will probably have to make a trip abroad to say Turkey to have my tooth repaired at a much lower price, but it is going to take a few years to save up the money.

Notes / Questions

No personal information provided

South Locality x 8

- 7 x General Comment
- 1 x Informal Complaint

General Comment

1. Case 13566 (26-04-2024)

PCN: South Lincolnshire Rural

Providers: Abbeyview Surgery

Abbeyview Surgery. Nothing goes well at Crowland, lost samples, appointments disappear, call at 08:00 number 20 in queue, all appointments gone, lead Doctor rude.

Notes / Questions

No patient details provided

2. Case 13467 (02-04-2024)

PCN: Four Counties

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

Things have been a bit crazy with my parent's health recently and dealing with Stamford Drs has been a nightmare I am either spending time on the phone trying to get to speak to someone or standing in a queue or going online to sort things out. It just seems never ending. Just as an example I spent time online the other morning trying to sort an appointment out for parent which I thought I had done but it wasn't showing up on their profile that they had the appointment. So I had to ring the surgery to find out if I had booked an appointment or not, first and second try over 60 people in front of me 3rd time 60 people 4th time 40 a it took me 2 more goes to get the queue down to 13 so had to wait for that. Only to find out I hadn't made the appointment. So because my parent has a bad urine infection at the moment I then had to take another urine sample down to the Drs and stand in the queue again just to drop that off. And thankfully I did as my parent still has an infection so they gave some more antibiotics so fingers crossed they help. There just seems no help or support for people who are in a caring role and have a lot on their plate just looking after someone and from personal experience it feels like it made harder to get help. I am sure I am not alone in this.

3. Case 13454 (02-04-2024)

Providers: Long Sutton Medical Centre, Queen Elizabeth Hospital Kings Lynn

NHS Doctors Surgery for initial diagnosis, The Urology Dept at Queen Elizabeth Hospital Kings Lynn and lastly my Doctor in Long Sutton who has been an inspiration on getting me on the right path. Lumbar Injections next month.

12 years ago I spoke to my doctor about weakness in my legs. Like walking through mud I said. This year my private Consultant has diagnosed Stenosis at my lumbar region. To my surprise a stenosis also affects the bladder and other parts in that region that is why I have been taking tadalafil and tamsulosin for years. Prescribed by the same surgery. How many other men are taking drugs because of a lack of cross referencing. I was even offered a TURP, an invasive operation on my prostate even though as I said at the time as I hadn't had an MRI how did they know my prostate was enlarged. Mens health is so far behind womens health I am speechless.

Notes / Questions

No personal information provided

4. Case 13495 (05-04-2024)

PCN: South Lincolnshire Rural

Providers: Long Sutton Medical Centre

My child was referred for an urgent ENT appointment as they have had 4 ear infections since Dec 2023. Their ear canal has narrowed and they have constant headaches and their GP say that they can do no more. I am still waiting for their appointment despite getting a letter saying they would receive one by March 2024.

Notes / Questions

No contact information provided.

5. Case 13515 (09-04-2024)

PCN: South Lincolnshire Rural

Providers: Queen Elizabeth Hospital Kings Lynn

For Information: Long Sutton Medical Centre

Hospital outpatients' appointments

Refused orthopaedics by Queen Elizabeth Hospital Kings Lynn but approved by Private NHS funded Consultant. Useless Urology Dept at Queen Elizabeth Hospital Kings Lynn who after two years of appointments suggested a TURP for an enlarged prostate without any real evidence.

Long Sutton Medical Centre are brilliant.

Notes / Questions

No patient details shared

6. Case 13488 (04-04-2024)

PCN: Spalding

Providers: West Elloe Pharmacy

For Information: Pharmacy

Elderly patient who lives alone contacted Healthwatch and shared negative experience of West Elloe Pharmacy. Says that since Pharmacy was taken over 5 months ago prescriptions have been lost. Cannot collect medication from the robotic machine. That even though requesting usual medication 14 days in advance, taking up to 3 weeks to get medication. Has checked with GP and the dispensary in the Surgery and they report that they have been sent to the Pharmacy. Therefore gets very worried that missing blood pressure and asthma medication. When patient has questioned pharmacy staff they have been very rude and not helpful. Finds attitude of staff upsetting.

Notes / Questions

Information and contact details given about how to make a complaint about this pharmacy.

HW will contact Manager of Community Pharmacies as other patients have had the same experience.

Provider Response

Response from Chief Officer Community Pharmacy Lincolnshire -

As you know, it is not the role of Community Pharmacy Lincolnshire to performance manage pharmacies. It is difficult to advise as we do not have full information about the types of medication required and the stock of such medications. Of course, pharmacy staff should keep patients updated in a professional manner, advising the patient on the situation.

I have spoken to the pharmacy at West Elloe and they acknowledge there were some longer timescales that occurred when they took over a large amount of Lloyds patients following the closure of their Spalding Branch, however, these are now settling down and they advise patients to give at least ten days' notice for their repeat prescriptions, which the patient in the example below had done. They noted that there have been issues gaining some branded blood pressure medications and when this is the case, the pharmacist needs to go back to the GP to get approval to swap to a different brand, they are not legally able to do this without the approval of the GP. This can sometimes cause delays. They also said that the patient should call them directly if they are about to run out of medication as they would always try to assist in finding medication for the patient to the best of their abilities.

There is not set time in which prescriptions must be processed but they should be processed with reasonable promptness. For a repeat prescription when a medicine is in stock this would usually be within around 7-10 days but sometimes there are stock shortages and medications are unable to be obtained. Unfortunately, as noted above, pharmacies are unable to provide alternative medications when this is the case without the approval of the GP in almost all circumstances.

7. Case 13563 (24-04-2024)

PCN: South Lincolnshire Rural

Providers: Pilgrim Hospital

For Information: The Surgery Sutterton

Patient contacted Healthwatch after being signposted by CAB advisor in Spalding. Discussed impact of long waiting times on spouse for respiratory assessment in Outpatients. Spouse has had asthma all their lives, has had pleurisy and pneumonia previously. Since January coughing and breathing worse, has to sit in a chair all night, affecting sleep and quality of life. Went to GP and referred to Respiratory team, told 18 month waiting time for appointments and investigations. Did go to A&E as had pain in side from coughing, not resolved.

Notes / Questions

Healthwatch contacted PALS at ULH and LICB at patients request

Signposted back to GP if unwell and if condition worsens to ring NHS111 or 999 in an Emergency. PALS information and LICB feedback information given .

Provider Response

Response from PALS at ULHT- I can see the patient cancelled an appointment on 08/04/2024 for a lung function test as they were poorly, if they call 01205 446422 and selects hub 4 they will be able to advise about their referrals. If they explain their symptoms are worsening they will escalate it to be reviewed by the consultant.

Information passed onto the patient.

Response from LICB- Thank you for your enquiry. In the first instance, the patient would need to seek advice from their GP, as they would be the most appropriate point of contact. The Patient Advice and Liaison team at ULHT can be contacted by email: pals@ulh.nhs.uk or Lincolnshire Community Hospital Services have their own PALS team which could offer advice, contact number is 0300 123 9553 and email address is LHNT.LincsPALS@nhs.net

Informal Complaint

1. Case 13525 (11-04-2024)

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

I'm writing to gather further information, on repeat prescriptions at Lakeside Healthcare, Stamford. Today I collected drugs for a friend from Stamford Pharmacy, and asked for the same for next month to be told they are not allowed to order repeat prescriptions for Patients any longer! Please clarify this is correct and does this go for all pharmacy's now locally?Also please inform me of how many working days is required for a repeat prescription if order via email or via systmOnline.What is the reason behind these exercises of not allowing Pharmacists to order a repeat prescription for patients, especially when it's worked so well for patients in Stamford, is this a directive from NHS England or a localised decision? Its hard enough trying to phone and speak to someone let alone getting an appointment for the Doctors / Nurse, now what's it going to be like getting repeat prescriptions for patients? My friends injection is 4 weeks late nearly because of lack of Nurses whom can deal with this Drug/Injection this is something they have every 14 weeks but can't be administered on time due to appointment availability, therefore the patient suffers once again. Which is really not good enough. And before he has this injection they need all his blood works done. Which are as follows: PSA, Testosterone, Haemoglobin A1C, Prolactin, LH, TSH, Liver Function, and Full blood count. Therefore, please organise blood forms to be collected from either surgery .I have to remind you every 12 - 14 weeks about the bloods tests.Look forward to hearing from you via email.

Notes / Questions

Original to the Practice Manager, Healthwatch copied in.

South West Locality x 6

- 5 x General Comment
- 1 x Signposting

General Comment

1. Case 13491 (05-04-2024)

Providers: Bupa Dental Care, Integrated Care Board Dental

Dentist BUPA. No NHS treatment available on Sleaford.

Notes / Questions

No contact details provided.

2. Case 13511 (08-04-2024)

PCN: K2 Healthcare Sleaford

Providers: East Midlands Ambulance Service NHS Trust (EMAS), Lincoln County Hospital AskMyGP, Lincoln Hospital accident and emergency department

Couldn't get an appointment at my surgery on Thursday as AskMyGP shut on me when I was requesting. Could not get through on the phone.

Had to telephone 999 Thursday evening because I could not breathe and had shakes and could not walk. They were excellent, there within minutes. Took me to Lincoln Hospital and arrived at 11.45. Sat in one waiting room for half hour before being triaged. Then put in a waiting room where I waited for over 12 hours to see a doctor. It was horrendous!!!! When I finally got to see somebody they transferred me to another department, Same-day treatment I think it was but to be honest I felt so ill I can't remember. I then waited another 2 hours to get a chest x-ray, then another hour to get results, then another hour to have prescription made up!!! I finally got home at about 3pm the next day. Whatever is going on with the NHS needs sorting out. I am 78 and dread becoming ill again.

Notes / Questions

Healthwatch asked which surgery this relates to, no response to date

Provider Response

ULHT response- Response from Sister A&E Thank you for your feedback for your recent attendance. We are sorry you had an extended wait within the emergency department as we are currently working under extreme pressure with high volume and demand. Utilising other services such as same day emergency care allows us to decompress the demand on the ED and ensure safe and appropriate care to patients. We are sorry for your poor experience and extended wait for interventions during this attendance.

3. Case 13461 (02-04-2024)

Providers: Integrated Care Board Dental

Dentist - Unable to register with an NHS dentist at all for several years

Notes / Questions

No personal information provided

4. Case 13507 (08-04-2024)

Providers: Integrated Care Board Dental, The Maltings Dental practice Grantham

My NHS dentist in Norfolk sent me to the maltings in Grantham as I needed a wisdom tooth removing under general anaesthetic. The local hospital rejected the referral for some reason. It's quite a trek for me to get to Grantham, especially on a Wednesday and first thing in the morning like I had to be. Turns out they can't do general anaesthetic and do have to refer me on to a hospital anyway. Very frustrating but also I had to get my dad to have a day's holiday and drive me there encase I did have the procedure done. They said they don't know why they got my referral. Staff were very nice though and clinic very clean.

Notes / Questions

Healthwatch suggested making contact with their registered Dental Practice and / or the Hospital to see why it was refused.

5. Case 13460 (02-04-2024)

Providers: St Johns Medical Centre

St John's Medical Centre Grantham

Very difficult to access the service, they insist on AskMyGP but turn it off within 30-60 minutes most times, also will not permit anything but on the day appointments

Notes / Questions

No personal information provided

Provider Response

We advertise AskMyGP as a faster way of receiving help from a GP or Nurse Practitioner. We appreciate not all patients can use the internet or may have trouble using the service therefore we are more than happy to assist patients with submitting the request, to speak to a clinician, on their behalf.

Whilst we do promote a same day service, to reduce the long lead time of booking a GP appointment, we do have a small amount of appointments we can secure in advance which is available on a Monday evening or a Saturday. These appointments are part of the GP extended hours service and subject to availability.

Signposting

1. Case 13510 (08-04-2024)

Providers: Integrated Care Board Dental

Looking for an NHS Dentist

Notes / Questions

Healthwatch provided NHS Choices weblink; NHS 111 and some options 13 Miles away

West Locality x 16

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

General Comment

1. Case 13557 (23-04-2024)

PCN: South Lincoln Healthcare

Providers: Brant Road Surgery

Dr at Lincoln County Hospital prescribed Vancomycin 250mg 4 x daily, originally from the hospital but requested that if it is working, to be put on repeat, patient has a copy of letter (10/4/24), where the Consultant had previously asked for this medication however this was not tried at this point. Consultant suggested that if the medications are working to keep on this. Patient felt this medication was working, now ran out about a week ago. Is there anything that could be done for this patient at all in prescribing the medications?

Notes / Questions

Request for Healthwatch to make contact with Practice Manager

Provider Response

The clinician has now had the opportunity to review it and reception will be relaying the response to the patient shortly. No copy of the letter had been received by the surgery.

Healthwatch provided the patient with contact details for speciality co-ordinator who suggested taking a copy of the letter to the surgery. Consultants Secretary back tomorrow who can look into things.

Patient update 24/4/24 - Surgery had a copy of the letter, only the front page was scanned into medical records - further information was on the reverse which was not seen - now have a copy of this.

2. Case 13560 (24-04-2024)

PCN: APEX

Providers: Connect Health Services - Pain Management , Practice Plus Group MSK & Spinal Service, Lincolnshire, Richmond Medical Centre

Healthwatch met and talked to carer and their spouse at an event in Lincoln. Spouse has diagnosis of Parkinson's Disease for the last 5 years. Has spondylosis of the neck which is causing lots of pain and affecting quality of life. Have seen GP and referred to MSK service, awaiting outcome of referral to Pain Management service. Has links to Parkinson's Specialist Nurse. Carer discussed that they will get back to Healthwatch if any further delays in getting outcome of referral to Pain Management service as GP's advice was to take paracetamol.

3. Case 13503 (08-04-2024)

Providers: Integrated Care Board Dental

Scunthorpe/Gainsborough area

I've been in a waiting list for an NHS dentist for 7 years, I am about to become a pensioner, I have a limited budget and cannot afford a private dentist on going

Notes / Questions

Healthwatch provided NHS Choices website; NHS 111; options in local area as requested

4. Case 13518 (09-04-2024)

Providers: Integrated Care Board Dental

NHS dentist in Lincoln

Can't get to see an NHS dentist or register with one and my teeth are falling to bits due to medical conditions

Notes / Questions

Healthwatch spoke to the patient at length, NHS options provided, further afield, but patient doesn't like driving, emergency options provided in Lincoln.

Provider Response

Patient called back - to thank you and say that you were really helpful, very grateful of the information you provided and has now managed to get registered with the Design Studio in Sleaford.

5. Case 13526 (11-04-2024)

Providers: Integrated Care Board Dental

I have had no problems till now in hospital services, however dentist appointments and NHS dentist registration is a nightmare. Unable to register my relative in a NHS dentist practice in Lincoln.

Notes / Questions

No personal information provided.

6. Case 13485 (04-04-2024)

PCN: Imp

Providers: Lincoln County Hospital, Minster Medical Practice

The experience was ok but there were one or two points that I wanted to share.

At the Diabetic Eye Check there was another person in the room where I was getting my treatment. His presence was not explained, they did not acknowledge me and he kept working on his computer. It felt awkward and like I was not important enough to be introduced to them! The person doing the eye test did not know their right from their left. English was not their first language and they kept telling me to look at the dot on the right when it was on the left. It was an unusual experience.

At the Minster Medical Practice I asked my Doctor at the Practice some questions about vitamins and supplements to be told to ask the Diabetic Nurse at North Hykeham because they did not know. I asked the Diabetic Nurse and was told that they did not know and to speak to a Doctor. No help what so ever!

Provider Response

ULHT response- Response from DESP Programme Manager - I am sorry to hear about your experience at your recent Diabetic Eye Screening appointment. The screener on the day is currently undergoing training, which is the reason for there being an additional experienced member of staff present at the appointment. However, this should have been made clear at your appointment. I have reminded the staff involved that this must be explained to all patients and to ensure that every patient consents to additional staff being present.

We will ensure that your feedback helps to improve the patient experience going forward.

7. Case 13482 (03-04-2024)

PCN: Imp

Providers: Lincolnshire Integrated Care Services (ICS/ICB), Nettleham Medical Practice

Nettleham Medical Practice. Knowing I had difficulties with breathing and pains in my chest I made an appointment at the Doctors. When seen by a member of the team, not a Doctor, they said I had sinus issues. I tried to say that wasn't the case but gave in as I am not medically trained. My chest continued to get worse. After 3 appointments where I was treated badly by the Doctor, who saw me, as well as the reception staff, they eventually accepted I had a chest infection. The experience I had with my local Surgery ended up with a complaint made by myself. The pharmacy helped more than the doctors. I now do not want to visit this surgery and no longer trust them although I have a long standing illness.

Notes / Questions

No contact details provided.

8. Case 13562 (24-04-2024)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

I moved to Lincoln a year ago. I am unable to get a Dentist. My daughter managed to find a Dental Practice due to having children. I am still waiting.

Notes / Questions

Signposted to NHS 111 and dental choices

9. Case 13505 (08-04-2024)

Providers: Navenby Cliff Villages Surgery

Had several health issues that were worrying me and wanted to discuss with a doctor. Had a telephone appointment. Wasn't able to discuss the issues as the GP appeared in a hurry and not interested in listening. Prescribe Antibiotics. This is not the first time this has happened. I was hospitalised twice in the past due to situations like this.

Notes / Questions

No patient details provided

10. Case 13464 (02-04-2024)

Providers: Nettleham Medical Practice

Nettleham Medical Practice

Lack of GPs available to see patients face to face. Unavailability of daily appointments. GPs not recognising mental health problems

Notes / Questions

No personal information provided

11. Case 13540 (16-04-2024)

PCN: Imp

Providers: Nettleham Medical Practice

Not knowing whether you will be able to see a doctor on that day .Lack of access to GP of choice , therefore no continuity of care . Seen by a different doctor on each visit , so time wasted in diagnosing the problem.

Notes / Questions

No personal information provided

12. Case 13559 (24-04-2024)

PCN: Boston

Providers: Richmond Medical Centre

Patient attended Health and Wellbeing event in Lincoln. Discussed that having difficulty accessing menopause support for symptoms and HRT treatment at GP Surgery.

Notes / Questions

Healthwatch signposted to local Menopause support and information in Lincoln area. Information Access GP.

Formal Complaint

1. Case 13554 (19-04-2024)

PCN: South Lincoln Healthcare

Providers: Lincolnshire Community Health Services NHS Trust (LCHS), Lincolnshire Integrated Care Services (ICS/ICB), The Branston and Heighington Family Practice

Healthwatch copied into complaint sent to Branston Surgery, CQC and LICB. I'm sorry to have to complain, in the past I've always had excellent service. However since a particular Doctor left it is increasingly getting worse. I appreciate with the financial condition the country is in its difficult for everyone these days. However general management of services should be easy to rectify. I am a disabled person, with cardio myopathy, pacemaker, a Muscular Dystrophy type disease that affects my whole body therefore making me immobile and I have very little use of my appendages. I also have diabetes type 2 and chest complications which causes substantial difficulties in breathing, I am also susceptible to chest infections thus am wary of rooms full of people especially if they are sick. Due to increasingly swallowing difficulties it's also very difficult for me to speak. Thankfully the community chest service and the community heart service have been excellent. Even with my conditions mentioned above I would if I could visit the surgery when I could. However due to the very narrow corridors, I can not transverse the passage to get to the doctors making it impossible for me to attend in my powerchair. I am also under 24/7 care looked after by a team of carers. That in itself is discriminatory under the Equality Act. However I've never complained as I've always been promised home visits and quick access for contact. I distinctly remember when the Dr was running the surgery he advised the receptionist that if I rang to be put me through or a message passed to him. These days I have absolutely no contact with the doctors, every time my carers ring the receptionist they wait long time in the queue or told, ring back at 8am This is impossible for me or my carers as at this time they are managing my needs with physio, getting me up, showering me and helping me to breakfast. Regardless of this we get the same answer. Today even though my carer has rang numerous times they were told they could not speak for me. Thought we had resolved this.

At the moment there are three issues- The first one according to your records my carers notified you in March around the 17th. Since then I know the community chest team have also written to you. The issue is I am increasingly finding it difficult to take my medicine and swallow it. Large tablets or irregular tablets seem to get stuck in my throat, and cause intense distress as they melt over 24 hours in my throat. The subsequent discomfort can last over a week. I have a stomach ring fitted in advance to cope with this. However though we chased this up, we were told yesterday that the Doctors only saw it yesterday. Phoning today to check, my carers were told they'll get round to it when they're ready.

I am on numerous tablets and medications for my conditions to many to list. We've tried to get advice as to if we can crush them and take them that way and been told this may be ineffective for some of the drugs. So what am I supposed to do? We've asked for liquid form tablets? But still awaiting to hear from the Doctor. At the moment I have no choice but to crush them. Whether this is having any effect I don't know. To be left in this condition for this period of time can't be safe.

The other issue is the need for regular blood tests to check heart and kidney functions. Again these are infrequent and can't be relied on with multiple calls having to be made. In the most recent instance I got a text for a blood test. Without specifying where it will be. I expected as normal a home visit. When this didn't occur we phoned and were told it was for a surgery appointment. Knowing full well I can't visit and this not being the first time it's happened.

Finally we've been trying to get hold of DVT socks for over four months. The last pair I received is over 2 years ago. We've phoned a number of times to be put in the middle of it at the chemist. Chemist saying not received and back and forth. The NHS guidelines state these socks only last for 6 months. As someone who is non ambulant with previous issues of DVT in both ankles. This potentially is a serious issue. Why aren't these on automatic 6 monthly renewal?

I'm also waiting to hear about the new Covid jab.

I appreciate the surgery is busy, and I'm not expecting special treatment. But would it not be an idea to have a triage system where those with serious conditions, who can't visit the surgery be given alternative contact details or marked up on the system to show the patient will need assistance with some urgency.

At the moment I am left, wondering due to my disabilities if I am being treated less favourably, than those who can visit the doctors surgery and no reasonable adjustments again as required by the Equality Act are being made. I look forward to your response.

Notes / Questions

Healthwatch copied into complaint sent to Branston Surgery, CQC, LICB.

Compliment

1. Case 13484 (04-04-2024)

Providers: Lincoln County Hospital, Lincolnshire Integrated Care Services (ICS/ICB), United Lincolnshire Hospitals NHS Trust (ULHT)

Contacted GP April 2023. Examined by Physio a few days later. Referred for x-ray examination May 2023. Found to have severe osteo arthritis in right knee and moderate in left knee. End of May referred to Orthopaedic triage service. Seen by Orthopaedic Surgeon late September 2023, advised to loose weight.. Seen by Surgeon late December 2023. Admitted to Hospital late February 2024 for total knee joint replacement. Whilst not knowing quite what to expect, all fears were put to rest.. From Nursing Staff, Doctors and Surgeons, I could not have been better looked after. Nothing was too much trouble, everybody I came into contact with could not have been more professional. The care has continued with redressing and removal of clips at the GP Surgery, and now Physiotherapy at Lincoln County Hospital.

Provider Response

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

2. Case 13519 (10-04-2024)

PCN: South Lincoln Healthcare

Providers: Lincoln County Hospital, Navenby Cliff Villages Surgery

GP services, Hospital inpatient (day treatment or overnight), Hospital outpatients' appointments, Accident and emergency/minor injury units, Ambulances and paramedics

I'm 47 and classed as severely frail by GP etc.... So I do have severe Asthma, Restriction Airways, Sleep Apnoea, Heart Failure, just recovering from Breast Cancer and many more chronic conditions.

So I'm under a lot of different health professionals. If I'm ill, I will get to see my GP or Nurse Practitioner ASAP. And if I need hospital treatment, I've always been well looked after, despite the long waiting times to see a Doctor and to find a bed .

The Respiratory Ward was clean and I felt I'd been looked after properly.

But, in the past, I have had a bad experience being in Hospital, which I complained to CQC about the lack of staff and not been looked after properly over the weekend. etc...

So I've had good and bad experiences.

Provider Response

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

3. Case 13483 (04-04-2024)

PCN: East Lindsey

Providers: Market Rasen Surgery

Always use AskMyGP online service. Have a quick response and can see a Doctor on the same day. Staff in Surgery are always helpful.

All Areas x 3

- 2 x General Comment
- 1 x Formal Complaint

General Comment

1. Case 13479 (03-04-2024)

Providers: Integrated Care Board Dental

Trying to find an experienced periodontist, preferably in my area. Dentists now are only interested in whitening and orthodontics eg Invisalign.

Is this easy profit over patient need?

Notes / Questions

No contact details provided.

2. Case 13497 (05-04-2024)

Providers: Integrated Care Board Dental, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health), United Lincolnshire Hospitals NHS Trust (ULHT)

Mental health team are useless. I suffer with anxiety and depression for over 30 years. Can't find a dentist and I'm in agony. Waited 6 hours in Accident and Emergency recently total waste of time.

Notes / Questions

No contact details provided.

Provider Response

ULHT response- Sadly there are many long waits in our A&E's at the current time due to significant pressures; we are sorry that you had this experience; if you would like to get in touch via our PALS service we could look into the specific details for you.

Formal Complaint

1. Case 13553 (19-04-2024)

Providers: Kind Sight Opticians, Lincolnshire Integrated Care Services (ICS/ICB)

I am writing on behalf of our residential services for adults with learning disabilities and autism in Lincolnshire. We have 12 homes and previously used Kind Sight Opticians for their home service for individuals not able to access ordinary High St opticians. We raised several concerns with them including poor communication about appointments, not showing for appointments or arriving at homes when an appointment had not been made/expected. In addition the feedback from colleagues within the homes was that the opticians did not take on the individual needs of the people we support and were prescribing glasses that were inappropriate for their needs. On one occasion an individual who did need glasses waited for over 3 months for these to be delivered and despite several follow up calls on the progress of this order did not receive them. They accessed a High St Optician instead. We raised these concerns with Kind Sight and due to lack of an adequate response or a change to their approach we decided to cease using their services in December 2023. We are currently still receiving appointments from them despite numerous emails requesting for them to remove us from their list. On one occasion last week once turned away from one home they rang another to ask if they could visit as they 'were in the area'. A similar thing has happened again today where we have again turned away Opticians who arrive at the home stating that we have cancelled all appointments. I have attached an email as an example of the correspondence we have made with them, I am still to receive any acknowledgement or response. We would appreciate your assistance in feeding this back to them and it may also be worth considering if other social care providers should be made aware of the issues we have experienced.

Notes / Questions

Healthwatch contacted First Sight Opticians at Service Users request and highlight issues to ICB.

Provider Response

Response from Kind-Sight -

We have attended Cherry Tree House in 2023 and again earlier this year. Sometimes with a domiciliary service, appts are booked and the optometrist takes longer at previous care home and we need to cancel or re arrange a visit. We do our utmost to provide a professional and courteous service. Our customer service is always on the end of the phone to help and advise with any issues, such as broken glasses that need replacing, or information relating to the sight tests. I have replied to Hazel and I have also spoken with her on the phone. Should you require any further information from us, Please don't hesitate to get in touch,

Out of Area x 6

- 5 x General Comment
- 1 x Compliment

General Comment

1. Case 13487 (04-04-2024)

Providers: Out of area

Patient rang saying that unable to get appointment at GP Practice. Having problems ongoing problems with bowels and diarrhoea which is impacting sleep and day to day activities. Has had previous bowel investigations and colonoscopy, which found polyps and has had some of these removed. Has missed further scan due to condition. Problem has got worse following self medicating with over the counter medication that is expensive and cannot afford any further.

Notes / Questions

Healthwatch provided information on North East Lincolnshire Healthwatch

2. Case 13523 (11-04-2024)

Providers: Out of area

GP services. Market Overton Surgery can never get an appointment.

Notes / Questions

Information forwarded to Healthwatch Rutland.

3. Case 13529 (12-04-2024)

Providers: Out of area

GP services. Been short of breath for 6 months have been referred to see cardiology and respiratory still waiting. Doctor was supposed to refer me in November but didn't do until January.

Notes / Questions

No contact details provided. Forwarded to Healthwatch North Lincolnshire.

4. Case 13551 (19-04-2024)

Providers: Out of area

Parson Drove Surgery at Wisbech. Rang to get the shingles vaccine. I am nearly 66 have COPD, rheumatoid and osteoarthritis, apparently I don't qualify. GP refused to vaccinate

Notes / Questions

No contact details provided. Wisbech GP passed on to Healthwatch Cambridgeshire.

5. Case 13570 (30-04-2024)

Providers: Out of area

Scartho Medical, Springfield Rd, Grimsby

I was prescribed statins by text with no consultation or blood test I refused to take them !! Surely Drs should explain to patients regarding medication before prescribing- it's disgraceful

Notes / Questions

Forwarded to the correct Healthwatch, North East Lincolnshire

Compliment

1. Case 13521 (10-04-2024)

Providers: Out of area

For Information: Scunthorpe Hospital

Ashby Pharmacy, Ashby Turn Primary Health Care Centre, Scunthorpe General Hospital, RDaSH. All are in Scunthorpe. Very good. Quick appointments with GP & ultrasound scan for osteoarthritis in my shoulder. GP was brilliant. Mental health support minimal but very good - CPN once a month for Asperger syndrome & bipolar & annual medical. Diabetes type 2 & COPD monitored well by GP. Pharmacy great for minor illnesses. Resources are desperately inadequate, especially in mental health, but I self-manage with multi-agency support. The NHS website is a fantastic resource.

Notes / Questions

Information transferred to Healthwatch North Lincolnshire.

Hospital Services

Area	Case Details
<p>East Locality x 11</p> <ul style="list-style-type: none"> • 8 x General Comment • 3 x Compliment 	<p>General Comment</p> <p>1. Case 13536 (15-04-2024)</p> <p>PCN: First Coastal</p> <p>Providers: Diana, Princess of Wales Hospital (Grimsby), Marisco Medical Practice</p> <p>GP services, Accident and emergency/minor injury units</p> <p>Marisco GP ... Grimsby Hospital - Just would like to point out that the doctor I saw at Grimsby was very kind and extremely supportive.</p> <p>Early December I fell 8ft off a ladder. An ambulance was called due to the fact I had a serious head injury after hitting it on a cabinet, and losing a lot of blood. The ambulance crew were very helpful and pleasant. I was taken to Grimsby Hospital and given a scan were upon I had a fracture in my back (S4). Due to the large cut on the crown of my head I had to have eleven staples. I was then sent home, (a bit surprised at this as I was nearly 72 at the time) Only given a piece of paper stating what to do about staples. The doctor I saw stated that they would be sending notes to my GP who will do follow ups, to make sure all is well.</p> <p>Never heard from my doctors, notes from the ambulance was on my records but not the hospital. Phoned the GP (Marisco) to make an appointment for staples to be removed but was told they don't deal with it and gave me another number to ring. Rang, made an appointment at a clinic in Spilsby. When I saw the nurse they didn't know why I was there and not even how many staples had to be removed.</p> <p>Tried making a doctors appointment as my back was extremely painful and couldn't walk well or stand or bend. The earliest appointment was the late February (after many phone calls) I then only saw a nurse who never looked at my head or back although still very painful, I also stated that since the accident I had very bad tinnitus and my eye was acting strange, they told me to see an optician, And advised that I should take some paracetamol and made an appointment to see a Physio. I went to the Physio two weeks later were they were very at a loss to know why I was sent to them. As they stated... I don't do broken bones without first seeing an X-ray. Made me feel extremely uneasy. I then was sent to an MSK person who once again wasn't very helpful but due to a dent in my back running along my spine has requested a scan.</p> <p>On the whole I feel that I have been extremely ill treated. Leaving me extremely worried and concerned coping with such a serious head injury and know help or advise.</p> <p>Notes / Questions</p> <p>No personal information provided</p>

2. Case 13522 (11-04-2024)

Providers: Lincoln County Hospital

Patient has Multiple Sclerosis and had urgent referral to Lincoln County Hospital by their Neurologist as treatment has caused very low white cell count and made them feel unwell. Haematology rang patients relative last week and offered appointment last week, but patient in Manchester and unable to attend. Patient has not heard anything else and feeling unwell. Contacted Haematology Department at Lincoln County to ask about appointment they said that they had not received a referral and were not in the system. Patient very upset and feeling unwell contacted PALS who told them to contact REACH patient communication hub, no information. Rang Lincoln County Hospital switchboard who then put them through to Grantham Haematology hub who then put them back to Lincoln Haematology who still had no information. Patient then rang MS Nurse Specialist. Then got a phone call from Lincoln Haematology offered appointment for next Tuesday. Found this a very stressful experience.

Provider Response

ULHT requesting patient information before they send a response.

3. Case 13532 (12-04-2024)

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

For Information: Lincoln County Hospital

I have today been speaking to the Citizens Advice Bureau who have recommended yourselves to me. I have a terrible problem that is causing me stress, not eating, and today feeling really low and can have suicidal thoughts due to having been diagnosed with complex Post Traumatic Stress Disorder (cPTSD) in the last two years. I will try and give you a brief outline of what has happened to me. Three years ago I had trouble with the neighbours and received a Summons for a "prod" with my finger. I denied this and decided to move. I bought a house next door to a family of renters and the noise from their child screaming at night, them drinking during the day, etc nearly drove me mad and I was in a state of high anxiety, but not knowing at the time.

I was accused of harassment, all of which I denied. I made several complaints about this to the Police Force the first time I was arrested and then again. In interview the first thing they said to my Solicitor was that I had done it before and had been found guilty of nothing.

That night I was taken to hospital and the Nurse got really fed-up with the Police, told them to go and that I was going nowhere. I told the Nurse the truth that it was a neighbour dispute and faults on both sides.

I was diagnosed with blood cancer a couple of days later and was extremely ill. It could have gone one way or the other depending on which kind of cancer I had. Fortunately it has been one that they can treat. I have a type of Leukaemia. I was also diagnosed with cPTSD two years ago and blame the Police for some of this.

To cut a long story short I moved again and was in another heightened state because there was domestic violence next door and I could hear it. I very reluctantly called the Police one night. That Police Officer then contacted Lincolnshire IPF or another organisation (sorry not sure) for them to put on my medical record at GP Practice and god knows elsewhere terrible lies about me "trouble with an axe, child and assault, etc and said that I had high standards and when not met become aggressive". Do not visit alone, chaperone required.

Three years that has been on my record and I was not aware of it and when I moved to Market Rasen no chaperone was needed and that has been for three years. This came to light when a new receptionist accused me of being aggressive and I said it was them that was nasty towards me. The Practice Manager started digging through my records and found what that Police Inspector (they were helping out and used to work in public protection but no longer) had put. They were concerned and I was distraught. I was suicidal for a week and the Crisis Team had to come out and see me every day. I have no record of violence. Humberside had never heard of me before the neighbour issues. There has been no trouble with Lincoln Police.

I am getting ill with all of this and want it removed. The Mental Health Team were helping me with my diagnosed of cPTSD and I have stopped going because of what is on the record. I have to go to the GP frequently. Some Nurses and Doctors who know me don't bother with the chaperone, but the one's that do not like me to have a chaperone. I get very tearful.

The GP Practice, I feel, have not been fair to me at all. All kind of lies have been told by that receptionist who in turn got her colleague to stick up for them. I was shocked. I have asked for all this to be removed and let me just attend the GP Surgery but they will not do it. They have treated badly, but I will not move until I have cleared my name. Everybody in Market Rasen knows that receptionist is nasty and three of the staff have made comments to me too, I emailed the PM (Practice Manager) and told them that people know how nasty they are and some staff have made comments to me. This PM then goes into my record and sees who the last three Nurses were I had seen and questions them as to what they had said to me. It was not the Nurses.

Consultant Haematologist I have spoken to them in the past about this and they told me that having those things on my record will cause me problems and they are so right. Recently I have lost so much weight with not eating and the stress of going to the GP or to see anybody (I think the GPs put it on the referral "do not see alone") that they have ordered an immediate CT scan. I think it is stress as I was so tearful today at the GP Surgery.

Knee Consultant B- heard them ask the Nurse if I was OK. Then they said to me that I should not have any more injections in my arthritic knee as I could end up losing my leg.

Today I went to the GP to see the Nurse. I was told I had been booked to see a Nurse. I turned up and soon as I arrived the reception staff were all gathered round the screen. My anxiety went up. I walked in the room and there was a receptionist and Health Care Worker. I asked who they were and was told by the Health Care Worker that they had been told by the PM that I required a chaperone. I said that I wished to speak to the PM after my blood pressure and pulse was taken.

I was taken into rhesus early December 2003 with atrial fibrillation. Had all kinds of tests and could be stress. I was very frightened.

I was supposed to be having a blood test and the young Health Care Assistant said that I did not require one until May. OK I said. I asked that the PM come into the room and I asked them why they had said to them that I required a chaperone when you have had no problems with me whatsoever. They said that the Health Care Assistant had only been there a very short while. OK, why put a young,

inexperienced person in that position or was I a bit of a training exercise. I was supposed to be seeing a Nurse.

I spoke with the PM and told them that they should not have done what they did going through my last three appointments and questioning them. Then they sent me an email telling me that they had all denied what I had said. Yes, they did because it was not the Nurses who said it and I was not prepared to tell them who until today. I have now told them all because I thought they had spoken to the two Health Care Professionals that saw me last and who I thought were Nurses.

During my conversation today with the PM they said that the person in question that accused me of being "very aggressive" defensive of the other receptionists and is firm. PM also told them that they have to keep them calm at all times. This speaks volumes to me. Three staff members have said to me that I am not the only person who has said that they are nasty, but nobody apparently has ever told the PM. I do not believe it.

I have asked them to take off what they have put on my record and they will not because the other receptionist and some pharmacy staff heard shouting. Yes, it was them "they put their face to the glass and called me a nasty piece of work" because, I believe, they have been looking through my record as I waited and spoke to their colleague.

Today I am feeling suicidal again, but I hope that this makes some sense to somebody because I cannot go on like this any more. I am seriously getting sicker and sicker with it all.

The PM said that they would take the matter of the chaperone back to the partners. I know this is long winded, but please somebody can you help me.

Notes / Questions

Signposted to Voiceability Advocacy so that can have support at Medical appointments and when making complaints.

Provider Response

ULHT response- It is hoped the author accessed the advocacy information provided.

4. Case 13492 (05-04-2024)

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

I would really like to say a lot of things. That I get no help. I was with the Community Mental Health Team in Boston for years and had a good Community Psychiatric Nurse (CPN) a few were not so good. I had a really good support worker. I had a CPN at start who was nice and still had my support worker when they went it all changed. I was told I have got Functional Neurological Disorder (FND). I don't think so, if I do my Neurologist says that I need psychology and physiotherapy. Neurologist says that he cannot do anything. The CPN says that I am not ready for psychology. I had a nice lady come to help but they said my CPN said that they would not be able to come any more. I never got to finish my session. I went to the Doctor and asked to refer me back they said no for 3-6 months. They asked me is it ok to talk about me in meeting I said yes. They say now it will be 6 months and I am not allowed therapy and that I need to ask my carers to get mental health training I went from being able to ride a horse to a wheelchair. I tried a few times to end it all. I am trying ask for help. They were so good until the Manager changed. My old CPN says I making the voices in my head up and they are not to do with my Post Traumatic Stress Disorder (PTSD). When I hear the voices I try everything they live me in the wheelchair. If it is FND I could walk again. They just say I am not ready for psychology and physio. Please help me they have stopped all the help I get. I had an advocate then all of a sudden she has closed my case. I want to get better just have run out of help. So sorry to bother you. I have a service dog that has saved me she is nearly 13 if they go I have nothing left. I can only be here as they do not like to be away from me.

Notes / Questions

Healthwatch provided information & contacts for:- mental health contact line; Contact for mental health Crisis; VoiceAbility Advocacy and LPFT feedback information

Provider Response

Patient responded saying that information given by Healthwatch was helpful.

5. Case 13455 (02-04-2024)

Providers: Pilgrim Hospital

Boston pilgrim ophthalmic department

Doctor booked me an ophthalmology appointment. First appointment came thought at my local hospital. They did not have the equipment to fully diagnose me. They did discover an issue and said I would get a follow up appointment within 3 months this appointment has so far been cancelled 3 times. Meanwhile I am part diagnosed with a potentially blinding problem and just have to wait. Also follow up appointments are coming up at hospital further away with no public transport connection as it is an ophthalmology appointment that is a problem.

Notes / Questions

No personal information provided

Provider Response

ULHT response- Response from General Manager Ophthalmology - Please accept my sincere apologies, if you would be happy to contact us with some details we can look into this further for you.

6. Case 13456 (02-04-2024)

Providers: Pilgrim Hospital

Hospital outpatients' appointments

After being referred, I have waited now for nearly 16 months to see hospo to find out about a liver problem, I am getting nowhere near finding out what the problem is. I feel that because I am old with an underlying long term condition. I just don't matter!!

Notes / Questions

no patient information provided

Provider Response

ULHT response- We are so sorry and would like to reassure this person that age and underlying conditions would not impact initial consultations. We note there are no patient details here so are unable to investigate. Please encourage this person to contact PALs so we can look into this for them.

7. Case 13462 (02-04-2024)

Providers: Pilgrim Hospital

Accident and emergency/minor injury units

4 visits to A&E one of which was urgent treatment centre over a period of 8 days for severe pain in right shoulder which radiated across chest and down to the abdomen and legs .

Diagnosis chest infection , muscular skeletal, and constipation .After 8 excruciating days finally offered an MRI and which showed an impressive , consultants words , epidural abscess that required 6 weeks of intravenous antibiotics to successfully treat.

Notes / Questions

No personal information provided

Provider Response

ULHT response - Response from Clinical Service Manager Urgent & Emergency Care- We apologise for any inconvenience caused and the impact due to delayed treatment.

We would like to investigate further via PALs so we can review your case for feedback and learning, but unfortunately without patient details we are unable to do this.

8. Case 13490 (05-04-2024)

PCN: Boston

Providers: Pilgrim Hospital, The Sidings

Had an appointment fast tracked as a suspected Brain tumour . Had MRI three weeks ago still waiting for the results

Notes / Questions

No contact details provided.

Provider Response

ULHT Response- Response from Radiology Operational Manager - We are sorry to hear this and this would be unusual. Normally all our urgent reports are completed within 48-72 hours after the scan and available to the referring clinician within 7 days. If you still have not had your result I would either contact radiology directly as we will need your name and address or contact your GP and they can request on your behalf. Please let us know if we can help further.

Compliment

1. Case 13474 (03-04-2024)

Providers: Diana, Princess of Wales Hospital (Grimsby)

I can't thank the team of Doctors, Nurses and their team that dealt with my hospital admission in November 2023. I went in for a hip replacement, all went well and discharged 2 days later, very happy and walking. I can;t think of anything that I could complain about, staff always happy, cheerful and more than helpful.

Although the hospital is outside of Horncastle catchment area it was my elected hospital as anytime my family or friends have been seen at this hospital they have all found everyone helpful

2. Case 13513 (09-04-2024)

PCN: Boston

Providers: Lincoln County Hospital, Pilgrim Hospital

For Information: Swineshead Medical Group

Swineshead GP surgery Pilgrim Hospital Boston and Lincoln County

Our GP service in the village is excellent. My experience as an inpatient last year was really good - could not ask for better care at Pilgrim Hospital. Unfortunately my experience in A/E was a 14 hour stint which was hard going but the Nurse in charge was excellent and I got the care I needed quickly but had to wait for a Dr to discharge me. My outpatients appointments have been very good too. During COVID I had to call 111 for my spouse - the paramedics that arrived in a good time too were amazing and put us at ease. Our experiences since my cancer diagnosis have been very good even though we have had to travel 35 miles for Oncology Assessment Unit at Lincoln we got good care on ce there but this is only available Monday to Friday 9-6 and the service is desperately needed at Boston. The Chemotherapy Suite at Boston were brilliant but are very busy and its sometimes difficult to get through to talk to someone although do eventually get through.

Notes / Questions

No patient details provided

Provider Response

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

3. Case 13476 (03-04-2024)

Providers: Lincolnshire Community Health Services NHS Trust (LCHS), United Lincolnshire Hospitals NHS Trust (ULHT)

Fotherby Ward - Louth

Cataract surgery done, very happy with the service. Had one done 2 years ago now which needs lasering, which I hope will happen soon.

Provider Response

ULHT 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 2

- 2 x General Comment

General Comment

1. Case 13453 (02-04-2024)

Providers: Integrated Care Board Dental

Charles Clifford Dental Hospital

I have a number of serious medical issues, all of which the NHS is reluctant or unable to attend to. I have SI joint dysfunction which causes temporary paralysis & 14 years of constant sharp pain. It has cost me my livelihood. I have had to sell my home to pay for expenses to live & for medical care. So it comes as no surprise that the NHS appears to have withdrawn all support for dental services. In my case I have x 4 crowns, one which has broken off and requires replacing. I also have an abscess within the root canal which continuously flares up. Unfortunately, this is going to cost approximately £4k to rectify as not covered by the NHS. Unfortunately I am already trying to raise funds £25k - £40k for iFuse surgery and £5k for x 2 hernia repairs. To be realistic, I may as well just save what little money I am able to raise, and use it on a Dignitas policy, it will be cheaper - I'm sure the NHS is thinking the same, except they are implementing this policy for free (called genocide, and using our tax money to do it with).

Unfortunately even the Charles Clifford emergency dental care service was unable to assist. All they were able to do was put on a temporary tooth, which promptly fell of 3 days later. I have bought dental glue from the ASDA supermarket, but unfortunately the tooth does not fit properly. I have been reluctant to file it down. Unfortunately the ASDA supermarket does not offer services to drain dental abscesses - perhaps I could use one of my finer drills out of the garage? Do you recommend this? The likelihood is that I will probably have to make a trip abroad to say Turkey to have my tooth repaired at a much lower price, but it is going to take a few years to save up the money.

Notes / Questions

No personal information provided

2. Case 13458 (02-04-2024)

Providers: United Lincolnshire Hospitals NHS Trust (ULHT)

Hospital outpatients' appointments

Have had incapacitating headaches all my life (now 78). Had endless examinations and scans, never had a diagnosis, always told nothing wrong with me and/or been given pills to reduce pain. Never referred to a neurologist. After recent extreme event asked my GP for private referral. Recently saw specialist consultant, at my cost. Within half an hour I had a proper diagnosis and treatment plan. It transpires I have a complex issue with ONE rare and TWO very rare head pain problems. Had NHS professionals actually listened to me earlier, I would have been spared many years of extreme pain. I have lost those years, I feel very let down by the system

Notes / Questions

No personal information provided nor which area of Lincolnshire

Provider Response

ULHT response - Response from Neurology Matron - I am sorry that this has happened. For me to investigate I need some more information please could you contact PALS or contact my directly

South Locality x 7

- 7 x General Comment

General Comment

1. Case 13454 (02-04-2024)

Providers: Long Sutton Medical Centre, Queen Elizabeth Hospital Kings Lynn

NHS Doctors Surgery for initial diagnosis, The Urology Dept at Queen Elizabeth Hospital Kings Lynn and lastly my Doctor in Long Sutton who has been an inspiration on getting me on the right path. Lumbar Injections next month.

12 years ago I spoke to my doctor about weakness in my legs. Like walking through mud I said. This year my private Consultant has diagnosed Stenosis at my lumbar region. To my surprise a stenosis also affects the bladder and other parts in that region that is why I have been taking tadalafil and tamsulosin for years. Prescribed by the same surgery. How many other men are taking drugs because of a lack of cross referencing. I was even offered a TURP, an invasive operation on my prostate even though as I said at the time as I hadn't had an MRI how did they know my prostate was enlarged. Mens health is so far behind womens health I am speechless.

Notes / Questions

No personal information provided

2. Case 13495 (05-04-2024)

PCN: South Lincolnshire Rural

Providers: Long Sutton Medical Centre

My child was referred for an urgent ENT appointment as they have had 4 ear infections since Dec 2023. Their ear canal has narrowed and they have constant headaches and their GP say that they can do no more. I am still waiting for their appointment despite getting a letter saying they would receive one by March 2024.

Notes / Questions

No contact information provided.

3. Case 13515 (09-04-2024)

PCN: South Lincolnshire Rural

Providers: Queen Elizabeth Hospital Kings Lynn

For Information: Long Sutton Medical Centre

Hospital outpatients' appointments

Refused orthopaedics by Queen Elizabeth Hospital Kings Lynn but approved by Private NHS funded Consultant. Useless Urology Dept at Queen Elizabeth Hospital Kings Lynn who after two years of appointments suggested a TURP for an enlarged prostate without any real evidence.

Long Sutton Medical Centre are brilliant.

Notes / Questions

No patient details shared

4. Case 13542 (16-04-2024)

PCN: Spalding

Providers: Orthopaedics and Spine Specialist Hospital

Family member decided to go privately for spinal surgery, had outpatients appointment and booked in for surgery, on the day of surgery anaesthetist was unhappy with previous medical history so declined the patient. Patient had a chat with the Consultant who arranged for another anaesthetist to do it the following week.

On the day of the surgery, patient was given pre-meds and went into anaphylactic shock suffering a cardiac arrest, transferred to Peterborough City Hospital where they were admitted to critical care and suffered trauma to the brain, luckily only slight short-term memory loss is a lasting effect, but could have been much worse. Discharge sheet from the Private Hospital, stated ETT pipe was kinked but no further information on this. Patient has been back to see the Consultant who stated it would not be this but one of the drugs that caused the shock but would never know which one it was. Advised not to have surgery and they wouldn't operate their now at any rate. Out of the £10,000 paid only £2,500 was reimbursed. To contact their GP to see if they could refer to find out what had caused it.

Patient discussed with GP, who made a referral to Addenbrookes, and hopefully Consultant however they would require a copy of what medications had been given. Patient has written a letter to the hospital for a copy of their medical notes but as yet nothing has been received, only a piece of paper with not much information on.

Patient also requested copies of their notes from Peterborough City Hospital, which they have received.

Is also waiting for an appointment at Sheffield to see Neuro Orthopaedic Surgeon which was referred a year ago and not heard anything yet.

Notes / Questions

Healthwatch suggested requesting a copy of their medical notes again, also suggested making contact with PALs at Sheffield to see if they could look into appointment.

Provider Response

Attending Sheffield next week - 7/5/24

Has been for an appointment at City Hospital last week.

5. Case 13500 (05-04-2024)

PCN: South Lincolnshire Rural

Providers: Peterborough and Stamford Hospital

Patient has had recent admission to Peterborough City Hospital in last 2 weeks and previous admission with pain in hip. Has cerebral palsy so has restricted mobility and uses aids for showering and grab rails. Feels that has not had person centre or individualised care on any admission to this hospital. Feels that has been treated badly if makes a complaint to Senior Staff Member, and has been to PALS. Feels that has not been treated with dignity or respect. Has had issues with rude staff who have not listened to their wishes. Reasonable adjustments have not been made. Concerned that all care has been carried out by Health Care Support Workers. Worries for other patients. Concerned as has elective Surgery booked at this hospital in the future. Has made a formal complaint and gone to the CQC.

Provider Response

UPDATE patient has now received an appointment to see Orthopaedic Consultant, but does not want to go to Peterborough Hospital for the procedure, prefers to go to Addenbrookes and wonders how to get a referral through to them.

Advised patient to make contact with GP Practice to see if this can be arranged.

6. Case 13541 (16-04-2024)

Providers: Peterborough and Stamford Hospital

Hospital outpatients' appointments

Still waiting after being referred in October 2023. Have to take double medication to help with symptoms until I see the specialist. No idea when this will be.

Notes / Questions

No patient details provided

7. Case 13563 (24-04-2024)

PCN: South Lincolnshire Rural

Providers: Pilgrim Hospital

For Information: The Surgery Sutterton

Patient contacted Healthwatch after being signposted by CAB advisor in Spalding. Discussed impact of long waiting times on spouse for respiratory assessment in Outpatients. Spouse has had asthma all their lives, has had pleurisy and pneumonia previously. Since January coughing and breathing worse, has to sit in a chair all night, affecting sleep and quality of life. Went to GP and referred to Respiratory team, told 18 month waiting time for appointments and investigations. Did go to A&E as had pain in side from coughing, not resolved.

Notes / Questions

Healthwatch contacted PALS at ULH and LICB at patients request

Signposted back to GP if unwell and if condition worsens to ring NHS111 or 999 in an Emergency. PALS information and LICB feedback information given .

Provider Response

Response from PALS at ULHT- I can see the patient cancelled an appointment on 08/04/2024 for a lung function test as they were poorly, if they call 01205 446422 and selects hub 4 they will be able to advise about their referrals. If they explain their symptoms are worsening they will escalate it to be reviewed by the consultant.

Information passed onto the patient.

Response from LICB- Thank you for your enquiry. In the first instance, the patient would need to seek advice from their GP, as they would be the most appropriate point of contact. The Patient Advice and Liaison team at ULHT can be contacted by email: pals@ulh.nhs.uk or Lincolnshire Community Hospital Services have their own PALS team which could offer advice, contact number is 0300 123 9553 and email address is LHNT.LincsPALS@nhs.net

South West Locality x 4

- 4 x General Comment

General Comment

1. Case 13511 (08-04-2024)

PCN: K2 Healthcare Sleaford

Providers: East Midlands Ambulance Service NHS Trust (EMAS), Lincoln County Hospital
AskMyGP, Lincoln Hospital accident and emergency department

Couldn't get an appointment at my surgery on Thursday as AskMyGP shut on me when I was requesting. Could not get through on the phone.

Had to telephone 999 Thursday evening because I could not breathe and had shakes and could not walk. They were excellent, there within minutes. Took me to Lincoln Hospital and arrived at 11.45. Sat in one waiting room for half hour before being triaged. Then put in a waiting room where I waited for over 12 hours to see a doctor. It was horrendous!!!! When I finally got to see somebody they transferred me to another department, Same-day treatment I think it was but to be honest I felt so ill I can't remember. I then waited another 2 hours to get a chest x-ray, then another hour to get results, then another hour to have prescription made up!!! I finally got home at about 3pm the next day. Whatever is going on with the NHS needs sorting out. I am 78 and dread becoming ill again.

Notes / Questions

Healthwatch asked which surgery this relates to, no response to date

Provider Response

ULHT response- Response from Sister A&E Thank you for your feedback for your recent attendance. We are sorry you had an extended wait within the emergency department as we are currently working under extreme pressure with high volume and demand. Utilising other services such as same day emergency care allows us to decompress the demand on the ED and ensure safe and appropriate care to patients. We are sorry for your poor experience and extended wait for interventions during this attendance.

2. Case 13472 (03-04-2024)

Providers: Grantham + District Hospital

Orthopaedics

On going outpatient appointment regarding arthritis in both knees. The last 4 had been virtual, this one was in person. The consultant was very clear about future treatment being a total knee replacement which has a 2 year waiting list. I cannot help feel that the restriction now in place that results in the only approved treatment is a total replacement with, for example, arthroscopic surgery, has added to longer waiting lists in this area.

Notes / Questions

No personal details provided

Provider Response

ULHT response- Response from Deputy General Manager Orthopaedics - Thank you for your comments. If you have a query regarding your care and want to discuss your length of wait on the waiting list please get in touch via PALS so we can look into this further for you.

3. Case 13517 (09-04-2024)

PCN: K2 Healthcare Grantham and Rural

Providers: Grantham + District Hospital

In January of this year I had an appointment with ENT at Grantham hospital, which led to a number of investigations including a CT scan being undertaken, as a result of the investigations my consultant raising urgent referrals to rheumatology, and to the chest clinic, the referrals were sent out on the 14th February, rheumatology have confirmed they received the referral on the 14th, but to date (9th April) I have still not received a date for an appointment. The chest clinic claim they did not receive the referral until the 18th March, which I find very difficult to believe, why should it take five weeks to send and receive a referral within the same facility, (I have checked and had confirmed that the referral went out on the 14th February, the chest clinic have stated the clock did not start until the date they received the referral (18th March) and again I have not had a date for an appointment. I am 85 years of age and strongly believe that despite being active that ageism is in play, what other reason can there be in delaying urgent referral requests by a hospital consultant. I am very pleased with the way I have been treated by ENT, but despair of attention elsewhere.

Rheumatology at Grantham hospital my consultant needs a response to an urgent referral on 14th February.

The chest department at Grantham hospital. again a referral sent on 14th February, a consultation with my GP today (9th April) confirms crackling in the right lobe of my lungs.

Notes / Questions

Healthwatch provided PALS information

Provider Response

ULHT response- It is hoped that the author contacted PALS and received a satisfactory response.

4. Case 13546 (17-04-2024)

Providers: Lincoln County Hospital

Accident and Emergency was poor as I was in a chair for 24 hours awaiting a bed. After that once I was admitted to a ward everything was fine. No complaints as the care was good and fed at regular intervals.

Provider Response

ULHT response- Response from A&E Sister Thank you for your feedback around your attendance to Lincoln ED. We are sorry for the extended wait within the department but are happy you received good care, hydration and nutrition.

West Locality x 13

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

General Comment

1. Case 13485 (04-04-2024)

PCN: Imp

Providers: Lincoln County Hospital, Minster Medical Practice

The experience was ok but there were one or two points that I wanted to share.

At the Diabetic Eye Check there was another person in the room where I was getting my treatment. His presence was not explained, they did not acknowledge me and he kept working on his computer. It felt awkward and like I was not important enough to be introduced to them! The person doing the eye test did not know their right from their left. English was not their first language and they kept telling me to look at the dot on the right when it was on the left. It was an unusual experience.

At the Minster Medical Practice I asked my Doctor at the Practice some questions about vitamins and supplements to be told to ask the Diabetic Nurse at North Hykeham because they did not know. I asked the Diabetic Nurse and was told that they did not know and to speak to a Doctor. No help what so ever!

Provider Response

ULHT response- Response from DESP Programme Manager - I am sorry to hear about your experience at your recent Diabetic Eye Screening appointment. The screener on the day is currently undergoing training, which is the reason for there being an additional experienced member of staff present at the appointment. However, this should have been made clear at your appointment. I have reminded the staff involved that this must be explained to all patients and to ensure that every patient consents to additional staff being present.

We will ensure that your feedback helps to improve the patient experience going forward.

2. Case 13533 (15-04-2024)

Providers: Lincoln County Hospital

Lincoln County Hospital Cardiology and A&E

Having last seen my cardiologist in June 2023, as I left they slammed the door behind me. They had just started working until 6pm again and was running late. Consultant said I have a wife, children and tea waiting at home for me! So had I, but I didn't complain about being over 45 mins late going in. Since then my GP and myself have tried to contact regarding results and changes in symptoms and we have had no reply. My GP made an urgent referral for angina clinic in January which was declined as I'm under cardiology and was told my cardiologist would have oversight of the letter. It is now April and I'm suffering symptoms which are impacting on my life and work. My GP sent me to A&E on Friday, where one outcome being told they would have made a referral to angina clinic but they can see it had been declined due to being under cardiology. I was told I need to chase up cardiology which I have been trying to do for months as too has my GP.

Notes / Questions

No personal details provided

Provider Response

ULHT response- Department wished to investigate, but unfortunately as no patient details available, this was not possible.

3. Case 13537 (15-04-2024)

Providers: Lincoln County Hospital

Hospital inpatient (day treatment or overnight), Accident and emergency/minor injury units, Ambulances and paramedics

My spouse was admitted with stroke 2 years ago at ULHT. Ambulance men leave them with dosette box - I arrive to find spouse had taken most meds. Nurses visit to take BPs when only just visiting and unable to recall - not written down? Nil by mouth and offered a drink. Radiology ask spouse to put hands in? Spouse doesn't have use of their side. Put a feeding tube in as I constantly ask and then do it in lung. No x-ray to check. In A&E for 15 hours and that's fine, but when you spend the time listening to small talk and things are being missed, questioning things. Constantly being told I can leave them - I refuse, spouse has no voice no -one to advocate. Nurse seemed cross, as they have to be redirected to take spouse to ward and are very rude and abrupt. Ward okay but mainly down to certain staff. Operation follow up missed as noted are returned to another clinic - I could go on. I called left messages and emailed PALS with no response. In short put ours down to experience. If we are poorly, we will insist on going elsewhere.

Absolute and utter shame as visited hospital many times previously and experience has been fine. Scary times - no one listens and no one's heard. Defensive attitudes do more harm. Staff may be under pressure - we all are but you question what's going on, may be improved now somewhat I would hope so! Best of it is, I work in services so I get it - what I don't understand is poor attitude and acceptance that better cannot be done.

Notes / Questions

No personal information provided

Provider Response

ULHT response- This is such a hard experience to read about and are very sorry; we would like this person to get in touch again with PALS directly at: pals@ULH.nhs.uk so we can look into their concerns. We would encourage them too to tell staff that they are a carer as well as a spouse as clearly they play a huge part in their day to day care and wellbeing - as a carer we have a range of support we can offer.

4. Case 13545 (17-04-2024)

Providers: Lincoln County Hospital

I waited 6 hours in Accident and Emergency. Blood test results got lost and no further tests were ordered until I enquired. Accident and Emergency understaffed and full. Not really fit for purpose. Sent to same day Urgent Care, once there tests and examinations were undertaken with speed and efficiently.

Provider Response

ULHT response-We are very sorry that this was your experience in A&E which does get very busy at times but were pleased to see that once you were in the same day emergency care department (SDEC) everything happened smoothly and efficiently. This is exactly why we have developed our SDEC to be able to provide the care our patients need in a dedicated place aligned to A&E but not within it. We hope you are now fully recovered.

5. Case 13565 (25-04-2024)

PCN: South Lincoln Healthcare

Providers: Lincoln County Hospital

Carer contacted Healthwatch concerned about the length of time her elderly relative would have to wait for a urology procedure at Grantham Hospital. They were seen by a Urology Consultant at Lincoln County Hospital on 16th April because of the current issues with an indwelling urinary catheter that needs Community Nurse care and is causing issues for the patient. The Consultant said that this was an urgent procedure and carer has not heard anything yet and was worried.

Notes / Questions

Patient requested that Healthwatch make contact with PALS at ULH on their behalf. Consent gained to share personal information.

Provider Response

Response from PALS ULHT - Have called the patient – confirmed they are on list but would not necessarily hear anything for a number of weeks even if urgent – patient was fine and happy that I confirmed they were on list.

Contact from Carer - have now received a letter from Consultant stating that now on 8 week waiting list for the procedure and is high priority for this to be done.

6. Case 13569 (30-04-2024)

Providers: West Lincolnshire Area Locality

Raised by survey on respiratory

More information and help with my Chronic Renal Disease Stage 3

Notes / Questions

Healthwatch provided Kidney Care Uk information, Connect to Support website provided for activities/events or other information.

Informal Complaint

1. Case 13506 (08-04-2024)

PCN: South Lincoln Healthcare

Providers: Lincoln County Hospital

Detailed letter of complaint to ULHT regarding treatment of relative.

They saw over 15 different consultants/surgeons while they were admitted to hospital and most had different opinions about what was wrong with relative. There was the fact a radiologist cancelled 4 MRI requests. Relative ended up in surgery having done what was suggested 13 days before by a different surgeon. For it to take a different radiologist and consultant looking at their CT scan a week after being told everything is ok ,to find issues with their gallbladder. To be told that an ultrasound report says everything is ok, when its clearly not. If everything was all ok how come they were in that much pain they couldn't move and in surgery the surgeons found a lot of fluid in their abdomen which didn't show up on the CT scan or ultra sound?

According to one of the consultants relative had minimal fluid in their abdomen which clearly they didn't as they had a drain in for 8 days instead of a few days like we were told and even on the 8th day the amount of fluid that came out was just under 100ml and every day before relative had the drain removed , the amount collected varied between 108ml and 195ml. Relative was also told by person part of the acute pain team, to keep on top of the pain by asking for the strong pain relief before the pain get to bad, which at points was impossible when relative kept asking for it and the nurses taking up to 2 hours to get it to them, especially the day after surgery when they needed it the most.

We were told on 2 separate occasions from the acute pain team said they were putting a referral to the chronic pain team (connect health). Since being discharged we found out that there is no trace of either referral for my relative and there is no way of contacting the acute pain team from outside the hospital, we even left a message on Hatton Ward with my phone number and no one has been in touch .

I have cc (carbon copy) this email and attachment to everyone who needs to see this including Lincoln's MP, because the way my relative has been treated and dealt with by Lincoln Hospital and the rest of the NHS (including the GP's) is unacceptable and when I tell anybody what has happened to them they can't believe it all has happened to one person and some days I can't believe it even though I was there every step of the way. Relative just wants to find out what's wrong and the constant pain to stop. This whole experience has traumatised them and not knowing if they will be able to continue their apprenticeship. Saying this whole situation has upset them is a major understatement.

Copying all of you in on this complaint, we are hoping relative gets the help they need to find out what wrong with them quickly and no one else will have to go through anything like this.

Notes / Questions

Healthwatch were copied into this, original sent to ULHT complaints, also cc'd in ICB; LCHS; MP; other ULHT members of staff; Advocacy and PHSO information provided

Provider Response

ULHT response- It is hoped the author received a satisfactory outcome from Complaints and other areas mentioned.

2. Case 13534 (15-04-2024)

PCN: Trent

Providers: Lincoln County Hospital

Patient was taken to A&E via ambulance on Monday 1 April after waking at 6.30am with severe pain in head, screaming and writhing in pain. Spouse called 999, paramedics arrived after 10 minutes of calling, who were brilliant, called ambulance who was there within 20 minutes, again brilliant. Was placed in the department and informed not to move. After some time had passed, spouse went up to the desk to ask if they had been booked in as they had been waiting for some time, reassured yes was booked in. After some considerable time later, spouse again went to reception to see if they had been missed, by this time the patient was deteriorating.

It was some time later that a Dr called patients name, by all accounts they had been calling their name in the other area and not thought to check if they were in the other department, patient had not moved from where the ambulance crew had left them.

On seeing a Dr the patient was informed it was a 'trapped nerve' in their neck which was causing the pain and severe headaches, spouse was not convinced, and requested patient went for a scan. Another Consultant saw the patient afterwards and an aneurism was diagnosed, at 7pm patient was sent to QMC where they had brain surgery the following day, and saved their life. Just as well no one listened to the first Dr, what would the outcome be!

Provider Response

ULHT response-We are sorry for this persons experience and can understand the worry and anxiety this caused; please could they contact PALs with further details so we can investigate.

Healthwatch asked the patient if they consented to share their details.

Formal Complaint

1. Case 13501 (05-04-2024)

PCN: South Lincolnshire Rural

Providers: Lincoln County Hospital

Patient contacted Healthwatch following negative experiences that they have found distressing and that have not resolved their pain. Has had 114 Accident and Emergency to Accident and Emergency since 2019, the most recent being last week. Continuing to experience abdominal pain and ? gall bladder pain that is disrupting sleep and day to day activities. Previous gall bladder issues and issues with diagnosis. Feels that not taken seriously by staff in Accident and Emergency. Not treated with respect and dignity because of regular attendance. Nobody has given an answer for the pain. Was sent back into waiting room on last admission and told had to wait for 6-7 hours by Medical Staff because they were a regular attender. Feels that staff have lied about doing observations when they did not. This was discussed with Senior staff member on Duty. Mental health has been discussed as a reason for pain by Professionals previously. Patient has been assessed by Mental Health Professionals no underlying mental health conditions. Though now feels has anxiety because of the way that they have been treated when admitted. Has been to PALS patient says no adequate response.

Notes / Questions

Healthwatch provided information: [How to make a complaint at ULHT](#); [CQC website information](#); [PHSO and Advocacy](#)

Provider Response

ULHT response- It is hoped the author utilised the provided information and received a satisfactory outcome.

Compliment

1. Case 13484 (04-04-2024)

Providers: Lincoln County Hospital, Lincolnshire Integrated Care Services (ICS/ICB), United Lincolnshire Hospitals NHS Trust (ULHT)

Contacted GP April 2023. Examined by Physio a few days later. Referred for x-ray examination May 2023. Found to have severe osteo arthritis in right knee and moderate in left knee. End of May referred to Orthopaedic triage service. Seen by Orthopaedic Surgeon late September 2023, advised to loose weight.. Seen by Surgeon late December 2023. Admitted to Hospital late February 2024 for total knee joint replacement. Whilst not knowing quite what to expect, all fears were put to rest.. From Nursing Staff, Doctors and Surgeons, I could not have been better looked after. Nothing was too much trouble, everybody I came into contact with could not have been more professional. The care has continued with redressing and removal of clips at the GP Surgery, and now Physiotherapy at Lincoln County Hospital.

Provider Response

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

2. Case 13519 (10-04-2024)

PCN: South Lincoln Healthcare

Providers: Lincoln County Hospital, Navenby Cliff Villages Surgery

GP services, Hospital inpatient (day treatment or overnight), Hospital outpatients' appointments, Accident and emergency/minor injury units, Ambulances and paramedics
I'm 47 and classed as severely frail by GP etc.... So I do have severe Asthma, Restriction Airways, Sleep Apnoea, Heart Failure, just recovering from Breast Cancer and many more chronic conditions. So I'm under a lot of different health professionals. If I'm ill, I will get to see my GP or Nurse Practitioner ASAP. And if I need hospital treatment, I've always been well looked after, despite the long waiting times to see a Doctor and to find a bed .

The Respiratory Ward was clean and I felt I'd been looked after properly.

But, in the past, I have had a bad experience being in Hospital, which I complained to CQC about the lack of staff and not been looked after properly over the weekend. etc...

So I've had good and bad experiences.

Provider Response

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

3. Case 13561 (24-04-2024)

Providers: Lincoln County Hospital

I gave birth in Lincoln Hospital 9 months ago and I was taken good care of. The environment is fantastic and I was happy to have the most important experience there. Thank you everyone.

Provider Response

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

4. Case 13547 (17-04-2024)

PCN: APEX

Providers: Lincolnshire Community Health Services NHS Trust (LCHS), United Lincolnshire Hospitals NHS Trust (ULHT)

I attended the Mobile Unit at the GP Surgery for Diabetic Retinopathy. The experience was fast, friendly and on time. No waiting was needed.

Provider Response

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

All Areas x 1

- 1 x General Comment

General Comment

1. Case 13497 (05-04-2024)

Providers: Integrated Care Board Dental, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health), United Lincolnshire Hospitals NHS Trust (ULHT)

Mental health team are useless. I suffer with anxiety and depression for over 30 years. Can't find a dentist and I'm in agony. Waited 6 hours in Accident and Emergency recently total waste of time.

Notes / Questions

No contact details provided.

Provider Response

ULHT response- Sadly there are many long waits in our A&E's at the current time due to significant pressures; we are sorry that you had this experience; if you would like to get in touch via our PALs service we could look into the specific details for you.

Out of Area x 4

- 4 x General Comment

General Comment

1. Case 13529 (12-04-2024)

Providers: Out of area

GP services. Been short of breath for 6 months have been referred to see cardiology and respiratory still waiting .Doctor was supposed to refer me in November but didn't do until January.

Notes / Questions

No contact details provided. Forwarded to Healthwatch North Lincolnshire.

2. Case 13535 (15-04-2024)

Providers: Out of area

Princess Diana Hospital, and Hawthorne Surgery Scotter Lincolnshire

My spouse booked hospital transport to go to an appointment at a hospital 30 miles away because our local hospital is no longer operational, it has been decided that even though lots of money refurbishing the hospital it is no longer fit for purpose and so my spouse had to travel 30 plus miles to another hospital transport booked finally arrived appointment done no return transport after a while my spouse asked where the transport was to be told don't know as the time was getting on and knowing I would be worried spouse had to get a taxi at the cost of £70. Later they got a letter stating that they had upset someone for asking where their transport was and the fact that spouse was not happy about the delay and that if it happened again they could be refused GP registration status

Notes / Questions

No patient details provided. Shared with North Lincolnshire Healthwatch

3. Case 13556 (22-04-2024)

Providers: Out of area

Diana Princess of wales hospital, Grimsby

Unable to claim at hospital because cashiers office closed , fill in form and send away . Very rarely receive any money from hospital.

Notes / Questions

No patient details provided - Information passed onto Relevant Healthwatch, North East

4. Case 13527 (12-04-2024)

Providers: Scunthorpe Hospital

Hospital outpatients' appointments.Scunthorpe Hospital.I am waiting for a routine follow up relating to Haemochromatosis. My Gp has given the department concerned a gentle reminder and I received a phone call but to date I have had no blood test form or phone call.

Notes / Questions

No contact details provided. Forwarded to Healthwatch North Lincolnshire.

Mental Health and Learning Disabilities

Area	Case Details
<p>East Locality x 3</p> <ul style="list-style-type: none">• 3 x General Comment	<p>General Comment</p>

1. Case 13532 (12-04-2024)

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

For Information: Lincoln County Hospital

I have today been speaking to the Citizens Advice Bureau who have recommended yourselves to me. I have a terrible problem that is causing me stress, not eating, and today feeling really low and can have suicidal thoughts due to having been diagnosed with complex Post Traumatic Stress Disorder (cPTSD) in the last two years. I will try and give you a brief outline of what has happened to me. Three years ago I had trouble with the neighbours and received a Summons for a "prod" with my finger. I denied this and decided to move. I bought a house next door to a family of renters and the noise from their child screaming at night, them drinking during the day, etc nearly drove me mad and I was in a state of high anxiety, but not knowing at the time.

I was accused of harassment, all of which I denied. I made several complaints about this to the Police Force the first time I was arrested and then again. In interview the first thing they said to my Solicitor was that I had done it before and had been found guilty of nothing.

That night I was taken to hospital and the Nurse got really fed-up with the Police, told them to go and that I was going nowhere. I told the Nurse the truth that it was a neighbour dispute and faults on both sides.

I was diagnosed with blood cancer a couple of days later and was extremely ill. It could have gone one way or the other depending on which kind of cancer I had. Fortunately it has been one that they can treat. I have a type of Leukaemia. I was also diagnosed with cPTSD two years ago and blame the Police for some of this.

To cut a long story short I moved again and was in another heightened state because there was domestic violence next door and I could hear it. I very reluctantly called the Police one night. That Police Officer then contacted Lincolnshire IPF or another organisation (sorry not sure) for them to put on my medical record at GP Practice and god knows elsewhere terrible lies about me "trouble with an axe, child and assault, etc and said that I had high standards and when not met become aggressive". Do not visit alone, chaperone required.

Three years that has been on my record and I was not aware of it and when I moved to Market Rasen no chaperone was needed and that has been for three years. This came to light when a new receptionist accused me of being aggressive and I said it was them that was nasty towards me. The Practice Manager started digging through my records and found what that Police Inspector (they were helping out and used to work in public protection but no longer) had put. They were concerned and I was distraught. I was suicidal for a week and the Crisis Team had to come out and see me every day. I have no record of violence. Humberside had never heard of me before the neighbour issues. There has been no trouble with Lincoln Police.

I am getting ill with all of this and want it removed. The Mental Health Team were helping me with my diagnosed of cPTSD and I have stopped going because of what is on the record. I have to go to the GP frequently. Some Nurses and Doctors who know me don't bother with the chaperone, but the one's that do not like me to have a chaperone. I get very tearful.

The GP Practice, I feel, have not been fair to me at all. All kind of lies have been told by that receptionist who in turn got her colleague to stick up for them. I was shocked. I have asked for all this to be removed and let me just attend the GP Surgery but they will not do it. They have treated badly, but I will not move until I have cleared my name. Everybody in Market Rasen knows that receptionist is nasty and three of the staff have made comments to me too, I emailed the PM (Practice Manager) and told them that people know how nasty they are and some staff have made comments to me. This PM then goes into my record and sees who the last three Nurses were I had seen and questions them as to what they had said to me. It was not the Nurses.

Consultant Haematologist I have spoken to them in the past about this and they told me that having those things on my record will cause me problems and they are so right. Recently I have lost so much weight with not eating and the stress of going to the GP or to see anybody (I think the GPs put it on the referral "do not see alone") that they have ordered an immediate CT scan. I think it is stress as I was so tearful today at the GP Surgery.

Knee Consultant B- heard them ask the Nurse if I was OK. Then they said to me that I should not have any more injections in my arthritic knee as I could end up losing my leg.

Today I went to the GP to see the Nurse. I was told I had been booked to see a Nurse. I turned up and soon as I arrived the reception staff were all gathered round the screen. My anxiety went up. I walked in the room and there was a receptionist and Health Care Worker. I asked who they were and was told by the Health Care Worker that they had been told by the PM that I required a chaperone. I said that I wished to speak to the PM after my blood pressure and pulse was taken.

I was taken into rhesus early December 2003 with atrial fibrillation. Had all kinds of tests and could be stress. I was very frightened.

I was supposed to be having a blood test and the young Health Care Assistant said that I did not require one until May. OK I said. I asked that the PM come into the room and I asked them why they had said to them that I required a chaperone when you have had no problems with me whatsoever. They said that the Health Care Assistant had only been there a very short while. OK, why put a young,

inexperienced person in that position or was I a bit of a training exercise. I was supposed to be seeing a Nurse.

I spoke with the PM and told them that they should not have done what they did going through my last three appointments and questioning them. Then they sent me an email telling me that they had all denied what I had said. Yes, they did because it was not the Nurses who said it and I was not prepared to tell them who until today. I have now told them all because I thought they had spoken to the two Health Care Professionals that saw me last and who I thought were Nurses.

During my conversation today with the PM they said that the person in question that accused me of being "very aggressive" defensive of the other receptionists and is firm. PM also told them that they have to keep them calm at all times. This speaks volumes to me. Three staff members have said to me that I am not the only person who has said that they are nasty, but nobody apparently has ever told the PM. I do not believe it.

I have asked them to take off what they have put on my record and they will not because the other receptionist and some pharmacy staff heard shouting. Yes, it was them "they put their face to the glass and called me a nasty piece of work" because, I believe, they have been looking through my record as I waited and spoke to their colleague.

Today I am feeling suicidal again, but I hope that this makes some sense to somebody because I cannot go on like this any more. I am seriously getting sicker and sicker with it all.

The PM said that they would take the matter of the chaperone back to the partners. I know this is long winded, but please somebody can you help me.

Notes / Questions

Signposted to Voiceability Advocacy so that can have support at Medical appointments and when making complaints.

Provider Response

ULHT response- It is hoped the author accessed the advocacy information provided.

2. Case 13492 (05-04-2024)

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

I would really like to say a lot of things. That I get no help. I was with the Community Mental Health Team in Boston for years and had a good Community Psychiatric Nurse (CPN) a few were not so good. I had a really good support worker. I had a CPN at start who was nice and still had my support worker when they went it all changed. I was told I have got Functional Neurological Disorder (FND). I don't think so, if I do my Neurologist says that I need psychology and physiotherapy. Neurologist says that he cannot do anything. The CPN says that I am not ready for psychology. I had a nice lady come to help but they said my CPN said that they would not be able to come any more. I never got to finish my session. I went to the Doctor and asked to refer me back they said no for 3-6 months. They asked me is it ok to talk about me in meeting I said yes. They say now it will be 6 months and I am not allowed therapy and that I need to ask my carers to get mental health training I went from being able to ride a horse to a wheelchair. I tried a few times to end it all. I am trying ask for help. They were so good until the Manager changed. My old CPN says I making the voices in my head up and they are not to do with my Post Traumatic Stress Disorder (PTSD). When I hear the voices I try everything they live me in the wheelchair. If it is FND I could walk again. They just say I am not ready for psychology and physio. Please help me they have stopped all the help I get. I had an advocate then all of a sudden she has closed my case. I want to get better just have run out of help. So sorry to bother you. I have a service dog that has saved me she is nearly 13 if they go I have nothing left. I can only be here as they do not like to be away from me.

Notes / Questions

Healthwatch provided information & contacts for:- mental health contact line; Contact for mental health Crisis; VoiceAbility Advocacy and LPFT feedback information

Provider Response

Patient responded saying that information given by Healthwatch was helpful.

	<p>3. Case 13520 (10-04-2024)</p> <p>PCN: East Lindsey</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Mental health support</p> <p>I speak to many people struggling to access appropriate mental health support. Specialist support for mental health has long waiting list and poor commissioning from local ICB only accessible via Psychiatric referral.</p> <p>LPFT access to Mental Health Services is very poor. Immediate assessment ticks all the right boxes for LPFT but very long waits for appropriate talking therapy treatments. In excess of 6 - 12 months when reassessment takes place and if the individual shows any sign of improvement people are discharged instead of being treated with talking therapies.</p> <p>People should be treated not left to crisis point. Crisis Team have 4 hour response time. Should be less and needs more staff to cover very large geographic area.</p> <p>Notes / Questions</p> <p>No personal details provided</p>
<p>Lincolnshire Integrated Care Services (ICS/ICB) x 1</p> <ul style="list-style-type: none"> 1 x Compliment 	<p>Compliment</p> <p>1. Case 13508 (08-04-2024)</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Community mental health team</p> <p>Cared for under the community mental health team and have received lots of good care and support</p> <p>Notes / Questions</p> <p>No details provided, nor area of Lincolnshire</p>
<p>South West Locality x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 13558 (23-04-2024)</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Spouse had been placed on a Section 2 over the weekend and in Pilgrim Ward 12. Bi-polar episode, spouse has requested tribunal which should take place next week, however relative concerned that spouse had been sectioned previously and felt was released too early. Has a young child to consider and needs to safeguard them. Feels does not want spouse home yet, as they need to ensure medications are working. Spouse blames relative for section.</p> <p>Notes / Questions</p> <p>Healthwatch suggested speaking with Ward Manager to get their views heard, write bullet points so nothing is missed. If discharged what care plans in place, medication reviews, follow ups etc.</p> <p>Provider Response</p> <p>29/4/24 - Discharged home, things are in place, CMHT referral made, on waiting list. Contact details provided if needed.</p>
<p>West Locality x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 13489 (04-04-2024)</p> <p>PCN: Imp</p> <p>Providers: Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Patient with complex neurological, mental health, and restricted mobility issues contacted Healthwatch. They have contacted Healthwatch previously. Feeling frustrated as Parliamentary Health Ombudsman response to complaint, they feel is not adequate and does not taken into account previous issues that now impact the patient. Feels let down that ICB case worker is now stepping down. Issues with physio sessions that are coming to an end. Feels that there is no where to go from here.</p> <p>Notes / Questions</p> <p>Healthwatch contacted patient - advised to appeal PHSO response. That it would need another clinical referral for physiotherapy.</p>
<p>All Areas x 2</p> <ul style="list-style-type: none"> 2 x General Comment 	<p>General Comment</p>

	<p>1. Case 13497 (05-04-2024)</p> <p>Providers: Integrated Care Board Dental, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health), United Lincolnshire Hospitals NHS Trust (ULHT)</p> <p>Mental health team are useless. I suffer with anxiety and depression for over 30 years. Can't find a dentist and I'm in agony. Waited 6 hours in Accident and Emergency recently total waste of time.</p> <p>Notes / Questions</p> <p>No contact details provided.</p> <p>Provider Response</p> <p>ULHT response- Sadly there are many long waits in our A&E's at the current time due to significant pressures; we are sorry that you had this experience; if you would like to get in touch via our PALS service we could look into the specific details for you.</p> <p>2. Case 13528 (12-04-2024)</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Mental health support. I was referred back in January, waited and waited then finally was notified I'd come to the top of the list but unfortunately had a total meltdown have have now been referred to the mental health crisis team. Waiting time was just too long as this situation could have been avoided.</p> <p>Notes / Questions</p> <p>No contact details provided.</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 13516 (09-04-2024)</p> <p>Providers: Out of area</p> <p>Mental health support</p> <p>My partner has had only a diagnosis of PTSD. And in over a year no counselling. Talking therapies and Navigo. Grimsby.</p> <p>Notes / Questions</p> <p>Sent to Healthwatch North East Lincs</p>

Patient Transport

Area	Case Details
<p>East Locality x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 13480 (03-04-2024)</p> <p>Providers: Lincolnshire County Council - Transport</p> <p>Fotherby Ward - Louth Hospital</p> <p>For a start there is no reliable transport as I don't drive and don't rely on other people. Call Connect leaves at 10am, but comes back around 3pm, so if your appointment us at 1pm you have to wait and because I suffer with fibromyalgia and back problems I cannot hang around.</p> <p>Notes / Questions</p> <p>Healthwatch provided Volunteer Community Car Scheme information</p>
<p>Lincolnshire Integrated Care Services (ICS/ICB) x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 13538 (15-04-2024)</p> <p>Providers: East Midlands Ambulance Service NHS Trust (EMAS)</p> <p>Patient transport</p> <p>I have been refused hospital transport despite being registered as disabled and unable to drive. The reason being that I receive PIP. The transport provider, East Midlands</p> <p>Notes / Questions</p> <p>No personal information provided.</p> <p>Healthwatch asks - is this service not on medical need and not what benefits patients are in receipt of?</p> <p>Provider Response</p> <p>There may have been an oversight – but without further detail too its difficult to say without listening to the call. The previous criteria stipulated that patients with PIP were not eligible-as they should use that to support transport to medical appointments etc but the revision in criteria 2022 bases eligibility on a medical need. NEPTS is not available/an alternative for financial reasons</p>

<p>South West Locality x 1</p> <ul style="list-style-type: none"> • 1 x General Comment 	<p>General Comment</p> <p>1. Case 13511 (08-04-2024)</p> <p>PCN: K2 Healthcare Sleaford</p> <p>Providers: East Midlands Ambulance Service NHS Trust (EMAS), Lincoln County Hospital AskMyGP, Lincoln Hospital accident and emergency department</p> <p>Couldn't get an appointment at my surgery on Thursday as AskMyGP shut on me when I was requesting. Could not get through on the phone.</p> <p>Had to telephone 999 Thursday evening because I could not breathe and had shakes and could not walk . They were excellent, there within minutes. Took me to Lincoln Hospital and arrived at 11.45. Sat in one waiting room for half hour before being triaged. Then put in a waiting room where I waited for over 12 hours to see a doctor. It was horrendous!!!! When I finally got to see somebody they transferred me to another department, Same-day treatment I think it was but to be honest I felt so ill I can't remember. I then waited ano ther 2 hours to get a chest x-ray, then another hour to get results, then another hour to have prescription made up!!! I finally got home at about 3pm the next day. Whatever is going on with the NHS needs sorting out. I am 78 and dread becoming ill again.</p> <p>Notes / Questions</p> <p>Healthwatch asked which surgery this relates to, no response to date</p> <p>Provider Response</p> <p>ULHT response- Response from Sister A&E Thank you for your feedback for your recent attendance. We are sorry you had an extended wait within the emergency department as we are currently working under extreme pressure with high volume and demand. Utilising other services such as same day emergency care allows us to decompress the demand on the ED and ensure safe and appropriate care to patients. We are sorry for your poor experience and extended wait for interventions during this attendance.</p>
<p>All Areas x 1</p> <ul style="list-style-type: none"> • 1 x General Comment 	<p>General Comment</p> <p>1. Case 13494 (05-04-2024)</p> <p>Providers: East Midlands Ambulance Service NHS Trust (EMAS)</p> <p>Patient Transport. I have been let down so many times and had to cancel appointments on numerous times. Then to have too wait for 5hrs to be picked up is disgusting.</p> <p>Notes / Questions</p> <p>No contact information provided.</p>
<p>Out of Area x 3</p> <ul style="list-style-type: none"> • 1 x General Comment • 2 x Compliment 	<p>General Comment</p> <p>1. Case 13535 (15-04-2024)</p> <p>Providers: Out of area</p> <p>Princess Diana Hospital, and Hawthorne Surgery Scotter Lincolnshire</p> <p>My spouse booked hospital transport to go to an appointment at a hospital 30 miles away because our local hospital is no longer operational, it has been decided that even though lots of money refurbishing the hospital it is no longer fit for purpose and so my spouse had to travel 30 plus miles to another hospital transport booked finally arrived appointment done no return transport after a while my spouse asked where the transport was to be told don't know as the time was getting on and knowing I would be worried spouse had to get a taxi at the cost of £70. Later they got a letter stating that they had upset someone for asking where their transport was and the fact that spouse was not happy about the delay and that if it happened again they could be refused GP registration status</p> <p>Notes / Questions</p> <p>No patient details provided. Shared with North Lincolnshire Healthwatch</p> <p>Compliment</p>

1. Case 13544 (17-04-2024)

Providers: Out of area

I have macula oedema in my right eye and a soon to be operated on cataract in my left eye. For the past four years or so I have used Yorkshire Ambulance service to get me to and from Eye Departments at both Scunthorpe General and Goole hospitals for various treatments which mean I am unable to drive myself.

I am 81 years of age and live alone. I have sight impairment and some mobility issues and am also diabetic type II.

During this period I have been fortunate enough to be taken to and from appointments by Yorkshire Ambulance Service. Booking is very easy, sometimes there is a queue so not always very speedy but the staff are always polite and helpful and book my journeys with the minimum of fuss. I always make sure I am ready the two hours prior to the appointment as requested and they ring me to say they are on the way so I can put my coat on before they get here. I am always collected within the two hour period prior to my appointment by cheery drivers who assist me to and from the ambulance and make sure I am securely fastened in and comfortable. Following my treatment the hospital staff ring to let the ambulance service know I am ready to go home and they come to collect me. Sometimes if they are dropping another patient off it is within minutes but generally it is well within the 90 minute time frame of being rung. I have seldom had to wait that long. Again the drivers are always friendly and caring and make sure I can get into the house before they drive away.

I find this an invaluable service to me. Without it my life would be considerably harder but knowing I can get to appointments where I cannot drive because of the treatment given on the day means my treatment is not interrupted and is working as intended. I am very grateful to Yorkshire Ambulance staff for their continued service and patience.

The only down side is the time you have to be ready for if an early appointment and the wait following treatment. However this is unavoidable for this kind of much needed service and the advantages to me far outweigh the slight inconvenience.

My Doctor's Surgery is West Common Lane Teaching Practice, in Scunthorpe.

Notes / Questions

Information sent to the correct Healthwatch - North Lincolnshire

2. Case 13524 (11-04-2024)

Providers:

For Information: Yorkshire Ambulance Service

Ambulances and Paramedics Frequent trips to my local hospital Scunthorpe General and Goole. Yorkshire ambulance.To and from home and Scunthorpe Eye department and also Goole Eye ,department. Described as very good service.

Notes / Questions

Passed onto North Lincolnshire Healthwatch

Social Care Services

Area	Case Details
<p>East Locality x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 13451 (02-04-2024)</p> <p>Providers: Lincolnshire County Council - Adult Social Care</p> <p>Looking for dementia support for parent who is currently in a home in Mablethorpe (privately,) would like to go home, but no care available in the area. Family member lives out of the county, person who spoke with Healthwatch is trying to support but doesn't know where to go</p> <p>Notes / Questions</p> <p>Healthwatch provided:- Age Care Advice; Early Bird Care; Adult Social Care and ICB information; Care Choices</p>
<p>West Locality x 2</p> <ul style="list-style-type: none"> 1 x General Comment 1 x Informal Complaint 	<p>General Comment</p>

1. Case 13489 (04-04-2024)

PCN: Imp

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Patient with complex neurological, mental health, and restricted mobility issues contacted Healthwatch. They have contacted Healthwatch previously. Feeling frustrated as Parliamentary Health Ombudsman response to complaint, they feel is not adequate and does not taken into account previous issues that now impact the patient. Feels let down that ICB case worker is now stepping down. Issues with physio sessions that are coming to an end. Feels that there is no where to go from here.

Notes / Questions

Healthwatch contacted patient - advised to appeal PHSO response. That it would need another clinical referral for physiotherapy.

Informal Complaint

1. Case 13468 (02-04-2024)

Providers: Lincolnshire County Council - Adult Social Care

The home care service is shocking, from late to missed calls, falsified records, carers not having a basic understanding of food hygiene, use of PPE, hand washing. Carer swearing and making sarcastic comments, rolling around the floor. Moaning about being tired, turning up late or not at all. Calls scheduled for 20 mins being 60 seconds, carers suggesting service user doesn't need anything, wearing ear phones, making telephone calls during the home care call, loss of a door key for a week, failure to open a new dosette box for the week resulting in no medication given for 24 hours. Office staff not passing on telephone messages, rosters not taking into account day care days, carer arriving after service user has been picked up for day care then calling before she returns, requests to foster a female to offer body wash not implemented (service user only waste three times in 9 weeks and is doubly incontinent).

Inability to build rapport, English language very poor, no understanding of a standard home (ie that the washing machine is in the kitchen) unable to switch on the job, unable to follow simple cooking instructions (boil in the bag rice) serving mouldy fruit, leaving a meal out for 24 hours and suggesting it is consumed, dates not checked on food items.

This is just a snapshot of failings and poor practice we have experienced over the period from January to date.

I am appalled.

Notes / Questions

Poor Practice Concern raised.

Provider Response

4/04/24 - LCC response to PPC - Please be assured that we take all concerns raised very seriously. Further work to address the complaint is in progress from both Adult Social Care, Senior Contracts Officer and the care home.

All Areas x 1

- 1 x General Comment

General Comment

1. Case 13543 (17-04-2024)

Providers: Lincolnshire County Council - Adult Social Care

Social care eg care homes, and home care. Not enough care staff in the home...mainly agency staff, so relationships are not built.

Notes / Questions

No details provided, nor area.

Other

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

	<p>1. Case 13514 (09-04-2024)</p> <p>PCN: South Lincolnshire Rural</p> <p>Providers: Connect Health Services - Pain Management</p> <p>Pain Management</p> <p>On contacting the Pain Management Team at Stamford Hospital was told I had been discharged as I was a Lincolnshire resident funding was only available for treatment by Health Connect! Had experience of them previously- of no value to me. So a service delivered in Lincolnshire is not available to a Lincolnshire resident- ridiculous</p> <p>Stamford Hospital. Asked GP (The Deepings Practice) for referral to Specialist Spine Hospital in Breton , Peterborough done approximately 3 months ago - heard nothing yet .</p> <p>Notes / Questions</p> <p>No patient information shared</p>
<p>West Locality x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 13560 (24-04-2024)</p> <p>PCN: APEX</p> <p>Providers: Connect Health Services - Pain Management , Practice Plus Group MSK & Spinal Service, Lincolnshire, Richmond Medical Centre</p> <p>Healthwatch met and talked to carer and their spouse at an event in Lincoln. Spouse has diagnosis of Parkinson's Disease for the last 5 years. Has spondylosis of the neck which is causing lots of pain and affecting quality of life. Have seen GP and referred to MSK service, awaiting outcome of referral to Pain Management service. Has links to Parkinson's Specialist Nurse. Carer discussed that they will get back to Healthwatch if any further delays in getting outcome of referral to Pain Management service as GP's advice was to take paracetamol.</p>
<p>All Areas x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 13531 (12-04-2024)</p> <p>Providers: Connect Health Services - Pain Management</p> <p>Follow up appointments after orthopaedic treatment. I have been waiting for treatment 2 years in total. After my final treatment a few weeks ago I was supposed to have a follow up telephone appointment after 2 weeks to discuss any ongoing problems. I eventually contacted them and I will get my phone call 5 weeks later than it should have been.</p> <p>Notes / Questions</p> <p>No personal information provided</p>

Not Specified

Area	Case Details
<p>All Areas x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 13568 (30-04-2024)</p> <p>Providers:</p> <p>Respiratory survey - patient stated not good.</p> <p>You mentioned you would like some signposting information, and that your experience was not good. Would it be possible to elaborate on your experience and what information you are looking for please, in what area of Lincolnshire and I will see what we can provide.</p>