

## Healthwatch Lincolnshire Patient Experiences for: September 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 September 2024 where 115 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

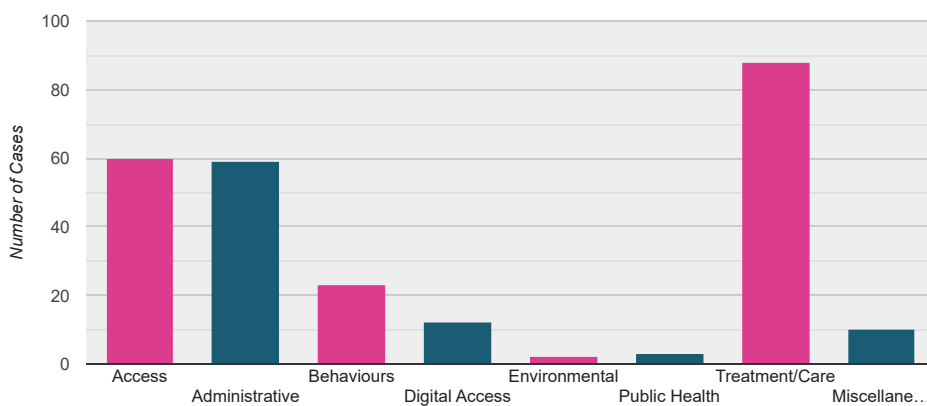
Where the signposting team have been for Outreach Clinics in September, (being available for drop in sessions face to face with the community).

- Ruskington - Advice Hub Methodist Church
- Gainsborough - Bearded Fishermen Hub
- Spalding - Citizens Advice Offices

### Statistics

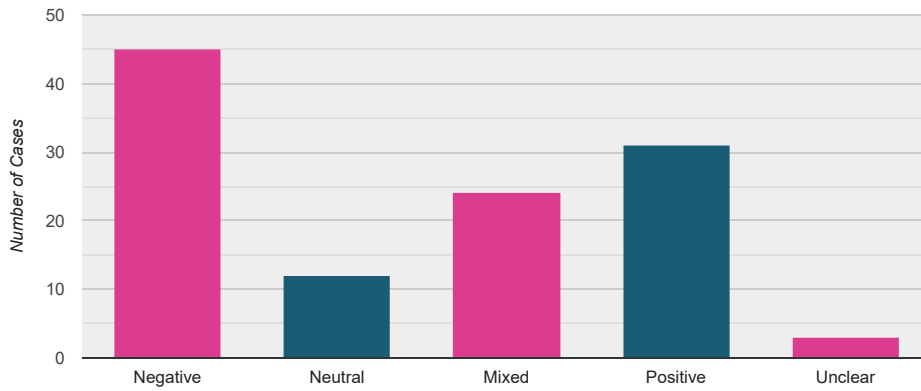
**Total cases: 115**

#### Theme Areas



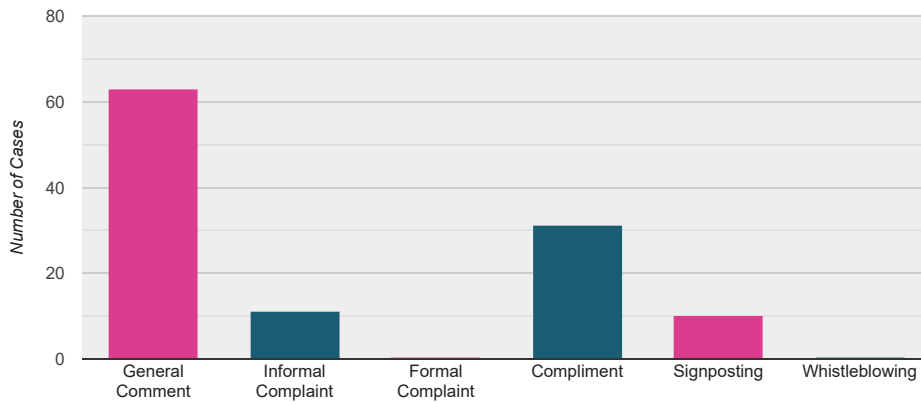
Theme Areas	Cases
Access	60
Administrative	59
Behaviours	23
Digital Access	12
Environmental	2
Public Health	3
Treatment/Care	88
Miscellaneous	10

## Sentiments



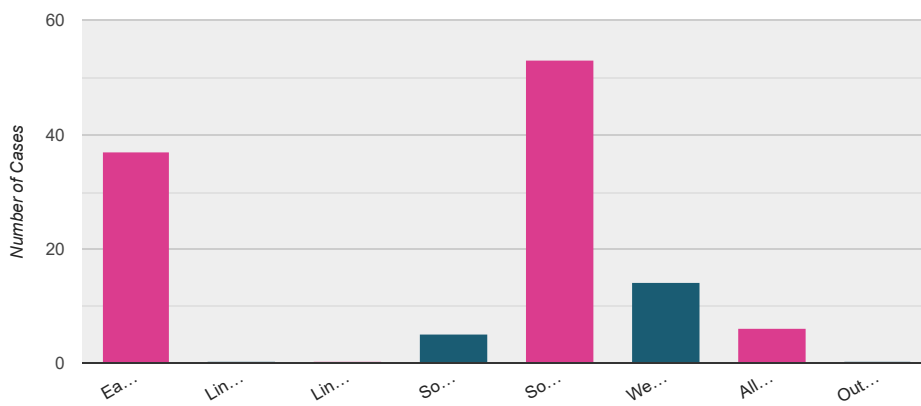
Sentiments	Cases
Negative	45
Neutral	12
Mixed	24
Positive	31
Unclear	3

## Case Types



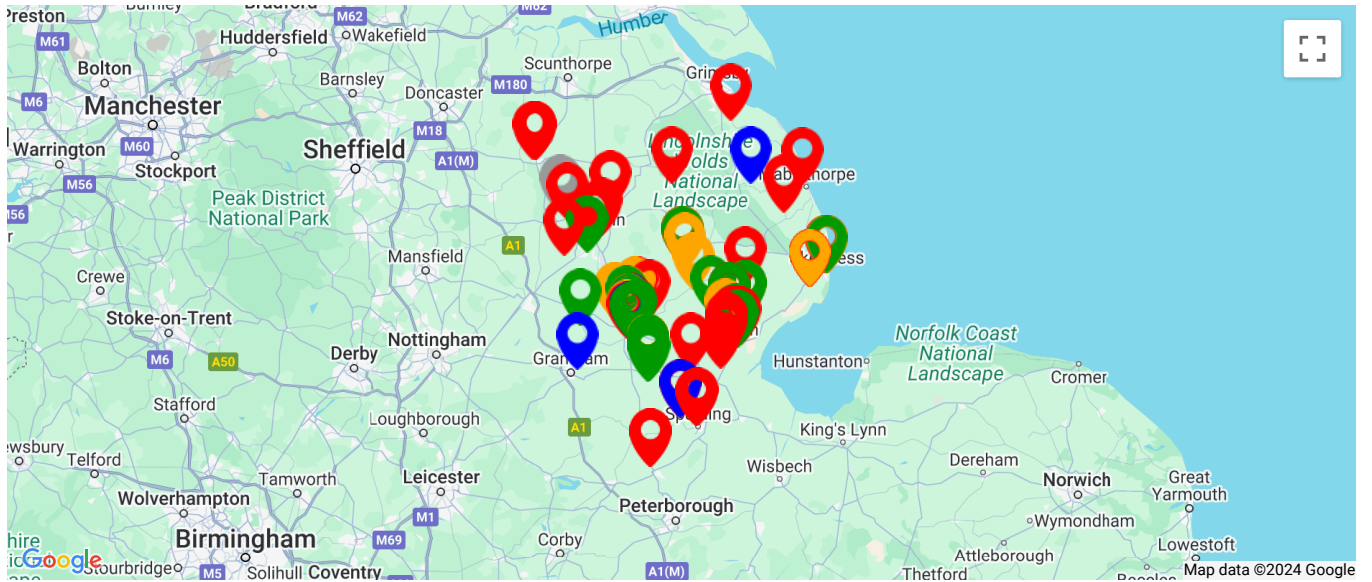
Case Types	Cases
General Comment	63
Informal Complaint	11
Formal Complaint	0
Compliment	31
Signposting	10
Whistleblowing	0

## Areas



Areas	Cases
East Locality	37
Lincolnshire CCG	0
Lincolnshire Integrated Care Services (ICS/ICB)	0
South Locality	5
South West Locality	53
West Locality	14
All Areas	6
Out of Area	0

## Map



## Cases

### Community Health Services

Area	Case Details
<p><b>East Locality x 4</b></p> <ul style="list-style-type: none"> <li>• 3 x General Comment</li> <li>• 1 x Compliment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 13995 (30-09-2024)</p> <p>PCN: Meridian</p> <p>Providers: Lincoln County Hospital</p> <p>For Information: Lincolnshire Community Health Services NHS Trust (LCHS), Tasburgh Lodge Urgent Treatment Centre (Louth) / A&amp;E Lincoln</p> <p>Elderly parent had a fall and banged their head. Advised by GP to go to Urgent Treatment Centre (UTC) to be checked out. At the UTC waited in total around 60 minutes to be told parent needed a CT scan and that they would have to go to Lincoln A&amp;E to be seen as an emergency. Drove parent across to Lincoln County Hospital, triaged and then waited 10 hours to be seen for a scan. Discharged around 2am in the morning. No drinks/food offered to parent, observations done a couple of times but was not asked if they needed anything. No follow up for parent after the scan, had to chase the results via GP surgery, where parent was reviewed over the phone.</p> <p><b>Notes / Questions</b></p> <p>No patient details provided</p> <p><b>Provider Response</b></p> <p><i>Response from sister A&amp;E - We apologise for this experience within our emergency department during this attendance. Unfortunately we are unable to comment on individual case but do apologise for the significant delay in time to assessment by a doctor. The lack of nutrition and hydration being offered during this attendance is not the expect practice from the team. This feedback with will share with the team to ensure we look at way we can improve both care and comfort to patient during significant waits within the emergency department.</i></p>

2. Case 13907 (04-09-2024)

**Providers:** Lincolnshire Community Health Services NHS Trust (LCHS)

Musculoskeletal Physiotherapy Service First Contact

Had a bad knee in January 2024, I had an x-ray, was referred to first contact practitioner, who referred me to physiotherapist. I was given exercises which did not help. I was sent back to first contact practitioner. I asked what is the problem with my knee, response was, could be arthritis, could be ligament, could be cartilage, what do you want. I said that you are the expert, where they said, I could offer you a cortisone injection.

I asked if I could have a scan, informed I might have to wait a year. Had the injection, which did not help with my problem. My opinion is, that the knee pathway is not fit for purpose, you are sent from appointment to appointment and no answers provided.

**Notes / Questions**

No patient details provided

3. Case 13967 (27-09-2024)

**Providers:** NRS Healthcare

My child is disabled and needs a wheelchair to get around. We have been waiting a long time to hear about their assessment which was carried out last October 2023. We waited a few months and were told that the pressure cushion was on order but due to the supply chain there was a delay. By April 2024, no cushion has arrived. The new providers NRS told me that they have no record of the assessment and order and we would have to start again. I was really angry about this. This assessment was redone in May 2024 and we finally got his seat cushion 2 weeks ago at the beginning of September 2024. Very poor communication with NRS but we do now have the cushion (approximately 4 months wait with them) but nearly 11 months in total.

**Notes / Questions**

No personal information provided.

**Compliment**

1. Case 13968 (27-09-2024)

**PCN:** First Coastal

**Providers:** Hawthorn Medical Practice, Lincolnshire Community Health Services NHS Trust (LCHS), Pilgrim Hospital, Skegness Hospital

Following a very busy few weeks both personally and professionally. I collapsed at work a few weeks ago. My colleague took me straight to the Urgent Care Centre at Skegness as we were nearer there than anywhere else. The staff were lovely and I only had to wait a short while to be seen. Following observations, it was deemed necessary for me to go to Pilgrim Hospital (via A&E). My heart sank as the thought of waiting hours there didn't appeal to me. Luckily though once checked in, I was seen within the hour.

My colleague took me as I was told that I would have to wait hours for an ambulance. They did an x-ray, bloods and scan and did not find anything too concerning but suggested I needed to go to my GP for follow up. I am registered at Hawthorn Medical Practice and told the team at Pilgrim how difficult it was to get an appointment. The Nurse called the Surgery on my behalf and got me an appointment for next Thursday morning. Hopefully I will get my results and find out what is going on.

**Notes / Questions**

No personal information provided.

**Provider Response**

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

South Locality x 1

- 1 x Informal Complaint

**Informal Complaint**

	<p>1. Case 13909 (04-09-2024)</p> <p>PCN: Spalding</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Individual directed to Healthwatch from CAB Spalding. Negative experience when attended Urgent Treatment Centre (UTC) at Spalding Johnson Community Hospital. Has multiple health and mental health issues. Visited UTC out of hours as very concerned about their eyes, painful and very swollen, particularly under the eyelids, eyes were nearly shut because of this. Very worried and concerned, had taken normal medication. Felt that when seen by the Doctor, did not listen to their symptoms and worries. Told them that had allergies and had taken medication that had not worked. Doctor dismissive and said was an allergy and gave allergy drops that could not get until the next day. When they went on their NHS app to look at consultation just said itchy eyes and allergy, no pain. Individual says that the consultation is not documented correctly, states not in pain and has photos of their very swollen, painful, shut eyes that the Doctor saw.</p> <p><b>Notes / Questions</b></p> <p>Signposted to LCHS PALS.</p>
<p>South West Locality x 2</p> <ul style="list-style-type: none"> <li>• 2 x Compliment</li> </ul>	<p><b>Compliment</b></p> <p>1. Case 13896 (02-09-2024)</p> <p>PCN: K2 Healthcare Sleaford</p> <p>Providers: Grantham + District Hospital</p> <p>For Information: Sleaford Medical Group</p> <p>Around 2 - 3 months ago I was cleaning some glass and cut my thumb quite seriously. Went to Sleaford Medical Group minor injuries, once at reception, they stated if it is glass we can't do it, go to Grantham Urgent Treatment Centre, which I did, driving myself. Seen quickly by triage, nurse dressed it, very good and supportive. Waited in waiting room for x-ray, put on steri strips. Impressed, very professional and looked after me.</p> <p><b>Notes / Questions</b></p> <p>No patient information provided</p> <p><b>Provider Response</b></p> <p><i>Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.</i></p> <p>2. Case 13943 (12-09-2024)</p> <p>Providers:</p> <p>For Information: Lincolnshire Community Health Services NHS Trust (LCHS), St Barnabas Lincolnshire Hospice</p> <p>My spouse is terminally ill at the moment and I have as much social and healthcare as I need provided by St Barnabas and the District Nursing Team.</p> <p><b>Notes / Questions</b></p> <p>No contact information given.</p>

## Primary Care services

Area	Case Details
<p>East Locality x 18</p> <ul style="list-style-type: none"> <li>• 12 x General Comment</li> <li>• 1 x Informal Complaint</li> <li>• 5 x Compliment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 13912 (06-09-2024)</p> <p>PCN: First Coastal</p> <p>Providers: Beacon Medical Practice</p> <p>Client who was using foodbank expressed that if this facility did not exist they would not have been able to buy food. On zero hour contract as a carer with a Care Company, has just got a job with another Care Company so is hoping for more hours. Is now near retirement age and will have to continue to work. Currently sofa surfing and has no fixed address, feels safe at the accommodation they have at present, hopes will change when they get more working hours. Has dyslexia so this remains a struggle in relation to communication.</p> <p>Finds it difficult to access GP appointment, cannot get through on phone. Long queues at GP Practice at 08.00am in the morning for urgent appointment. Has osteoarthritis in both knees and has been taking medication prescribed by GP, but not working as makes them feel drowsy and awful and would not be able to work if taking this medication. Will access GP again to get referral to Connect Health Pain Management and assessment of arthritis. Does walk everywhere, has no car.</p> <p><b>Notes / Questions</b></p> <p>No contact details provided. Contact details for Healthwatch Lincolnshire given. Signposted back to GP for referral for Connect Health for pain management. Signposted to Advocacy, Voiceability.</p>

2. Case 13921 (10-09-2024)

PCN: Boston

Providers: Greyfriars Surgery

Poor experience, felt belittled and made to feel silly by GP when calling about suspected nut allergy for my baby. Then made to feel scared when same GP told me they nearly lost their child multiple times to a nut allergy - not what you want to hear.

**Notes / Questions**

Healthwatch provided Practice Manager information

3. Case 13913 (06-09-2024)

PCN: First Coastal

Providers: Integrated Care Board Dental, Lincolnshire County Council - Transport

Volunteers at Foodbank who care for their teenage grandchild who has autism, learning disabilities and developmental delay shared negative experience of the transport that had been provided last year to get to school in Boston.

The taxi company that was used was always late, driver was not communicative and at one point on the way home, stopped to have a cigarette. This afternoon the carers were getting worried as grandchild over an hour late, so rang worker who accompanied grandchild. Worker told them about the driver stopping and unable to do anything. This has now been resolved and before school broke up for holidays, another driver used, who was communicative, friendly, this made all the difference for their autistic grandchild.

Their grandchild is the only member of the family who can see an NHS dentist for dental check ups and treatment. Nobody else can see an NHS dentist in Skegness or anywhere near where they live, both elderly, and have adult child with mental health problems.

**Notes / Questions**

No contact details provided

4. Case 13922 (10-09-2024)

PCN: Boston

Providers: Kirton Medical Centre

The surgery are taking people off their list who have been there for many years. Too many houses being built, but still taking people out of boundary. If I ring I can't see a GP. Difficult to get through the triage. Not happy with the service.

**Notes / Questions**

No patient information provided

5. Case 13995 (30-09-2024)

PCN: Meridian

Providers: Lincoln County Hospital

For Information: Lincolnshire Community Health Services NHS Trust (LCHS), Tasburgh Lodge Urgent Treatment Centre (Louth) / A&E Lincoln

Elderly parent had a fall and banged their head. Advised by GP to go to Urgent Treatment Centre (UTC) to be checked out. At the UTC waited in total around 60 minutes to be told parent needed a CT scan and that they would have to go to Lincoln A&E to be seen as an emergency. Drove parent across to Lincoln County Hospital, triaged and then waited 10 hours to be seen for a scan. Discharged around 2am in the morning. No drinks/food offered to parent, observations done a couple of times but was not asked if they needed anything. No follow up for parent after the scan, had to chase the results via GP surgery, where parent was reviewed over the phone.

**Notes / Questions**

No patient details provided

**Provider Response**

*Response from sister A&E - We apologise for this experience within our emergency department during this attendance. Unfortunately we are unable to comment on individual case but do apologise for the significant delay in time to assessment by a doctor. The lack of nutrition and hydration being offered during this attendance is not the expect practice from the team. This feedback will share with the team to ensure we look at way we can improve both care and comfort to patient during significant waits within the emergency department.*

6. Case 13915 (06-09-2024)

PCN: First Coastal

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

Patient who comments that there are no specialists that prescribe testosterone to women in the whole of Lincolnshire. Nothing has changed in 7 years. I had to be referred to Sheffield to get a prescription. A new clinic private has just opened in Grimsby. Grantham now has an NHS specialist. The specialist has been inundated with referrals. All women need testosterone Lincolnshire classify it as red, red on the Lincolnshire formulary, why? I would like to talk about this misogynistic treatment of women. This patient did contact Healthwatch in March of this year via survey and has recently seen that ICB have also carried out Menopause surveys and are looking at services for women, this has prompted them to contact Healthwatch again as nothing has changed and they have not an adequate response from the ICB.

**Notes / Questions**

Patient feels that they did not get an adequate response from the ICB. Wants to highlight the issue and wants to know why they could not talk to the Lincolnshire formulary. Feels that this is health inequity for women. Does not want to go to PHSO as feels that this organisation is not fit for purpose.

HW contacted ICB as requested by patient.

**Provider Response**

*ICB - Thank you for your concern received by the NHS Lincolnshire Integrated Care Board (ICB) Complaints and Customer Care Team , via Healthwatch Lincolnshire. Unfortunately the ICB are unable to progress this further, as we have not received a request from a Lincolnshire clinical consultant or specialist to add this to the formulary. This would need to be addressed by United Lincolnshire Hospitals Trust (ULHT) for review and consideration by their Medical Director. The Lincolnshire Joint Formulary is currently hosted by and managed by the pharmacy team at United Lincolnshire's Hospital Trust (ULHT). The content of the formulary is specialist led and therefore a consultant or specialist will request either a review of a particular section of the formulary covering the management of a specific disease or clinical condition disease, or they will submit a request for a new treatment for consideration. Such requests and the accompanying supporting information will then be submitted to both the Drug and Therapeutics Committee (DTC) for ULHT and if supported by the DTC will then be submitted to the Lincolnshire Prescribing and Clinical Effectiveness Forum ( PACEF) for approval and for confirmation of formulary status. Similar processes are in place across other health care systems. The content of the formularies will reflect the clinical practices of the local specialists, and this will lead to variation across the country. The ICB Medicines Optimisation service facilitates the function of PACEF but are not directly involved in formulary applications for treatments which are specialist led. We are therefore unable to assist you further with your complaint on the availability of this treatment. We are also sorry that you are dissatisfied with the services that are provided for women within Lincolnshire. The decision on which services are commissioned for the Lincolnshire Population are made by the Lincolnshire Integrated Care Board and as a Medicines Optimisation service whilst understanding of the concerns that you have raised, we do not as a service have any direct influence on these decisions. As we don't currently have a specialist in our system able to prescribe this medication, it would be of little use meeting with you, as we are not in position to change the current approach unless a local specialist seeks to have it added to formulary. You can raise this with ULHT by contacting their Patient Advice and Liaison Service (PALS) by email [here](#) or by telephone 01205 446243 or should you wish to raise a complaint, this can be raised [here](#)*

*Patient update following ICB response- I will take my complaint back to PALS*

7. Case 13963 (27-09-2024)

PCN: First Coastal

Providers: Marisco Medical Practice

GP services, Marisco Mablethorpe. I have had to wait three weeks for an appointment I find this rather annoying because of the length of time waiting to see someone.

**Notes / Questions**

Signposted to Practice Manager in first instance, contact details given for LICB feedback.

8. Case 13953 (16-09-2024)

PCN: Solas

Providers: Merton Lodge (Alford) GP

Patient contacted Healthwatch by telephone asking for Healthwatch make contact with their surgery. Patient has had contact before with the same problem. Patient stating that is only prescribed 4 tablets at a time of their anxiety medication and this is not enough. Patient has mental health problems of anxiety, depression and feels they are unable to cope.

**Notes / Questions**

16/09/24 HW emailed Practice Manager to ask if they could contact patient in respect of issues over medication and what patient needs to do.

**Provider Response**

*Their medication is closely monitored and regularly reviewed by our clinical team who know them very well and are working to keep them safe on the medications they are taking. I will of course advise the team who are involved with their care that the patient has concerns about how their medicine is being managed so that we can further support them.*

*Healthwatch asked if someone could make contact with the patient to discuss their concerns. Surgery will make contact to review things with the patient.*

9. Case 13900 (03-09-2024)

PCN: Boston

Providers: Parkside Surgery

Following a recent blood test I was contacted via NHS App / text to contact the surgery to book a routine appointment with a GP. Surgery had sent me the results via email within 24 hours of the blood test being done. I made contact with the surgery and was told that it would be a telephone consultation and this would be in late September, 3 weeks away, but no timeframe given.

On the positive side, I don't need to go into the surgery as don't need a face to face appointment, happy to have a telephone conversation.

On the negative side, not having an actual time, I don't know when it will be so don't know what I will be doing. The school and nursery routine will be in place by then, so it may not be convenient to have this conversation at particular times, I am not able to just sit by the phone all day just to wait for a call. I asked what if I am not able to take the call and receptionist said it would be recorded as a DNA even though it is not my fault, seems very unfair.

Why can't patients be given a time slot or a timeframe at least?

**Notes / Questions**

No patient information provided

**Provider Response**

*Thank you for your response, review phone calls to discuss blood results take place during the clinicians admin time - we are not able to give a specific time but we can give a timeframe - apologies this was wasn't given at the time of booking your appointment.*



10. Case 13994 (30-09-2024)

PCN: Meridian

Providers: Tasburgh Lodge

Unpaid carer for 2 elderly parents, in late 80s / 90s respectively, both have long term conditions. Booking appointments via AskMyGP request an email address, my email address is already in use at my own surgery. Solution by surgery is to set up another email account for parents. They do not have smart phones or internet, I would then have to relay information to them. They are still very independent and between them can book their own appointments, 1 has sight loss due to macular degeneration, the other has age related hearing loss. It can sometimes take weeks to get an appointment. Mainly offered telephone appointments and the GP on 2 separate occasions following blood tests (for both parents) have told them over the phone it could be cancer. Neither has been seen in person for about 3 years. Not given an opportunity for a face to face appointment.

**Notes / Questions**

No personal details provided.

**Healthwatch asks - what is the process for informing patients of this condition?**

**Provider Response**

*When we receive blood test results, if the clinician determines that a discussion with the patient is necessary, we schedule a callback at the patient's convenience. Non-urgent callbacks are typically arranged within 1-2 weeks. If the results are deemed urgent, the clinician will prioritise scheduling a face-to-face (F2F) or an expedited appointment, bypassing the standard rota system.*

*We operate under a triage system, where the initial consultation with a clinician is conducted via telephone. Based on this conversation, a F2F appointment may be scheduled if requested by the patient or if the clinician deems it necessary after the consultation.*

*In reference to the statement, "told them over the phone it could be cancer," this would often pertain to the clinician's intent to order further tests to rule out cancer as a potential diagnosis. If a diagnosis of cancer is confirmed, we approach the situation with sensitivity and arrange a F2F appointment promptly to discuss the results in person.*

11. Case 13976 (30-09-2024)

PCN: Solas

Providers: The Old Leake Medical Centre

Felt I had a poor experience at previous GP Practice in Old Leake, rude staff, no privacy, no appointments available, prescriptions taking at least 1 week+ so I moved to another surgery and it couldn't be more different.

12. Case 13930 (11-09-2024)

PCN: Boston

Providers: The Sidings

About 2 months ago I had an appointment at the surgery. GP was very young and not local, I had great difficulty understanding what was being said. Was about my ankle, they did ring me back and asked for a photo. I did not feel I could do this, so went back to the surgery, saw the same GP who did take the photo and told to rest ankle. On the whole satisfied with this interaction.

**Informal Complaint**

1. Case 13982 (30-09-2024)

PCN: Meridian

Providers: Tasburgh Lodge

Elderly patient with sight loss was told over the phone following a blood tests to check their faeces for blood as it might be bowel cancer symptoms. Patient was quite distressed to have that conversation over the phone without being seen in person. Not seen anyone in person for over 2 years. Secondly as they have sight impairment they informed the nurse that they wouldn't be able to see if there was blood or not.

Relative contacted the surgery on behalf of their parent who was dismissed by the person and basically felt that the surgery was implying their parent had lied about the conversation saying that 'older people get confused'. Relative was not very happy and is in the process of making contact with the practice manager.

**Notes / Questions**

No patient details provided

**Compliment**

1. Case 13902 (03-09-2024)

PCN: Boston

Providers: Greyfriars Surgery

Patient had been experiencing a few months of tiredness and breathlessness with bloating and swelling in legs. Appointment offered within 2 days of making contact with the surgery and appointment booked over the phone when it was explained that the patient worked full time and couldn't ring at 8.30am and then wait for a call back. Receptionist was very helpful.

Appointment with a GP at a weekend, and seen at the Sidings. Initially patient did not want to be seen at the Sidings due to previous treatment there and family relative treatment, but was assured that it would be a team member from Greyfriars that they would see.

GP was very thorough and ordered a few diagnostic tests to be done, x-ray, ECG, scan etc. All done with 7-10 days of the appointment. Patient was called by a GP 3 days after the last result came in for a face to face appointment. Patient was advised that further investigations would need to be considered, including lung capacity tests. Full family history taken. Potential asthma to be investigated, waiting further follow up.

Very impressed with the service offered by the surgery.

**Notes / Questions**

No patient information provided

2. Case 13968 (27-09-2024)

PCN: First Coastal

Providers: Hawthorn Medical Practice, Lincolnshire Community Health Services NHS Trust (LCHS), Pilgrim Hospital, Skegness Hospital

Following a very busy few weeks both personally and professionally. I collapsed at work a few weeks ago. My colleague took me straight to the Urgent Care Centre at Skegness as we were nearer there than anywhere else. The staff were lovely and I only had to wait a short while to be seen. Following observations, it was deemed necessary for me to go to Pilgrim Hospital (via A&E). My heart sank as the thought of waiting hours there didn't appeal to me. Luckily though once checked in, I was seen within the hour.

My colleague took me as I was told that I would have to wait hours for an ambulance. They did an x-ray, bloods and scan and did not find anything too concerning but suggested I needed to go to my GP for follow up. I am registered at Hawthorn Medical Practice and told the team at Pilgrim how difficult it was to get an appointment. The Nurse called the Surgery on my behalf and got me an appointment for next Thursday morning. Hopefully I will get my results and find out what is going on.

**Notes / Questions**

No personal information provided.

**Provider Response**

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

3. Case 13904 (04-09-2024)

PCN: Solas

Providers: The Surgery Stickney

I booked an annual follow up appointment, for blood test via NHS APP. Appointment was given at a suitable and convenient time within a few days. It needed to be an early morning appointment due to work commitments. Appointment was on time, nurse very professional and friendly. Additional information given at the appointment. Within 24 hours of blood test the result were available on NHS APP.

Within 2 days request to book a follow up, routine appointment was sent via text. Appointment was confirmed via NHS APP and text from surgery.

4. Case 13905 (04-09-2024)

PCN: Solas

Providers: The Surgery Stickney

My partner and I had planned holidays to countries that we were aware needed potential vaccines. Completed travel documentation and returned to the practice. Recalled both of us as there were a few that needed to be completed. Appointment offered at convenient time for both of us and medical records updated.

Nurse very knowledgeable and professional.

5. Case 13977 (30-09-2024)

PCN: Solas

Providers: The Surgery Stickney

I had a poor experience at previous GP Practice so I moved to this surgery and it couldn't be better, empathetic staff, easy to get to see a GP, prescriptions take 1-2 days.

## South Locality x 2

- 2 x General Comment

### General Comment

#### 1. Case 13910 (04-09-2024)

PCN: Spalding

Providers: Beechfield Medical Centre

Individual has multiple health and mental health problems. Has been having blood when having bowels open and stomach ache and very worried about this. Finding it difficult to access face to face appointment with GP. Did have a telephone GP consultation, feels that was not listened to and needs face to face appointment. GP on phone said that would get face to face appointment in next 2 weeks, still waiting for this appointment.

#### Notes / Questions

Signposted to Practice Manager in the instance. LICB feedback information given.

#### 2. Case 13914 (06-09-2024)

PCN: Spalding

Providers: Beechfield Medical Centre, Lincolnshire Integrated Care Services (ICS/ICB)

Client at CAB Spalding signposted to Healthwatch by advisor. They shared their negative and frustrating experience of trying to get a diagnosis of ADHD as an adult in Lincolnshire. They have difficulty processing information, hyperfocus, fatigue and find attending group activities very difficult. Find and struggle with using the phone. No partner or family locally, little social support. Have been referred to mental health services by their GP. These services diagnosed anxiety and depression because of trauma. Prescribed 4 lots of medication which have not helped.

They already see a counsellor for this trauma once a week which is really helpful, this is a private counsellor who does this for free, referred there when trying to access work with DWP. Seems to have had an ADHD assessment by a private specialist commissioned by the NHS. But they do not agree with this assessment and have not had any communication or letters about this since it was done in February of this year. They had to complete an ADHD questionnaire/assessment before this appointment.

They do not feel that they were listened to, that the self-assessment was not mentioned or discussed at the appointment in relation to ADHD symptoms. That they have had trauma and have had extensive counselling for this. Medication for low mood has not worked. That they have had ADHD all their lives and it has been misdiagnosed as low mood, anxiety, and depression. They were very upset at the end of the assessment and did not feel reassured.

Previous GP was very helpful, listened, and was seen once a month face to face. This GP has now left the Practice and struggling getting a face to face appointment and being listened to about their issues with communication.

Seeing CAB advisor for housing issues as living in a room in multi occupancy house where does not have tenancy agreement. Is on Council housing list but not high priority. Private rented property want references and proof of previous tenancy which they have not got. Does get PIP.

#### Notes / Questions

Signposted to Advocacy, Voiceability, LPFT PALS. Information given to access Practice Manager at GP Practice to discuss appointments and other issues. H.A.Y ,Shine ,Connect to Support contact details given. Shelter contact information given. SPA mental health number given.

HW contacted LPFT PALS as requested by patient.

HW contacted ICB feedback team.

#### Provider Response

*ICB response sent to patient and Healthwatch - I am writing to acknowledge receipt of your concerns, which was shared to us via Healthwatch, in relation to your ADHD assessment which took place in early February 2024. I was sorry to note the concerns you have raised. Upon review of your concerns the issues that you have raised would need to be investigated by the provider. Please be assured that I will also share your concerns with the Mental Health, Learning Disabilities, Autism & CAMHS Commissioning Team (MHLDA) for their information, and I will also ask them to confirm the next steps in how to move forward with your request for a diagnosis.*

*I am happy to forward your concerns to Dr J & Colleagues, Cromwell House, Lincoln, however, to do so I will need your consent. You can provide your consent by return email. If you could please provide any other information you wish to be included in your complaint please provide this by return email. If you are happy for me to pass on your concerns and if it is acceptable to you we will also ask Dr J & Colleagues, Cromwell House, Lincoln if we can receive updates and a copy of your final response for our records.*

*HW contacted patient - Just to inform you that Healthwatch were copied into the response that the ICB feedback team sent you. I hope this was helpful and things now move forward. If you need anything else, please get in touch.*

## South West Locality x 41

### General Comment

- 23 x General Comment
- 18 x Compliment

#### 1. Case 13886 (02-09-2024)

PCN: K2 Healthcare Sleaford

Providers: Sleaford Medical Group

For Information: Boots Pharmacy (Sleaford), Pharmacy

GP Surgery and Boots Pharmacy

I see the nurse once a year for a review, it should be in September, but I am expecting it to be later than that this year or even into 2025!!

It's not easy to get an appointment with a GP unless it's very serious, eg like my asthma. I do a lot of self care like blood pressure and heart rate and then ring the surgery if I have a problem.

Boots pharmacy will take your blood pressure if needed and they are very good, will refer you if needed.

#### Notes / Questions

No patient details provided

#### 2. Case 13960 (20-09-2024)

PCN: K2 Healthcare Sleaford

Providers: Ruskington Medical Practice

For Information: East Midlands Ambulance Service NHS Trust (EMAS)

Patient has been having regular severe headaches and having spells of dizziness daily for the last 2 weeks. This happened last week in mid September 2024 when they were at Church and an Ambulance was called. They were assessed by paramedics and were told to get an appointment with the GP as soon as possible. It has proved difficult to get a face-to-face appointment, had a ring back appointment and were told to check BP twice a day with their own BP machine, and to throw away the paperwork given to them by the paramedic. They are concerned that they are still having headaches and dizzy spells and do not have an appointment until late September, they don't have a time for this appointment.

#### Notes / Questions

Signposted to Practice Manager, patient requested Healthwatch make contact with the Practice Manager. Advised if condition worsens or has concerns ring NHS111/999

#### Provider Response

*Response from Ruskington Medical Centre - Unfortunately, we are not able to give a time but can see they will be getting a call from our pharmacist. The appt states to call after 2pm, so this would have been arranged with them at time of booking. Pharmacist will discuss their bp medication with them etc. If they feel they need to be seen over the weekend, then they will need to attend the Urgent Treatment Centre in Grantham or call 111 like you have already suggested.*

*Information relayed to the patient.*

#### 3. Case 13890 (02-09-2024)

PCN: K2 Healthcare Sleaford

Providers: Integrated Care Board Dental, The Dental Design Studio - Sleaford

The new practice has kept on the NHS patients from the former BUPA dentist. I have an appointment tomorrow, but I have waited 2 years. Even NHS treatment is at a cost. So I had to save up after Covid and going to the dentist. I'm not tech savvy and I was told I need an HC2 certificate for help with the costs, I'm not sure where to get that information from. Find it hard to get info and I lack ability with tech so it's frustrating. They say I should go to Citizens Advice, but I don't find it helpful. I have dental work done, if I can afford it. I'll have a check-up first and see if any dental work needs doing.

#### Notes / Questions

No patient information provided, patient has been provided with a Healthwatch Lincolnshire leaflet, prefers to make contact in their own time as and when they feel they need support with information

#### 4. Case 13939 (12-09-2024)

Providers: Treeline Dental Practice Sleaford

For Information: Integrated Care Board Dental

I feel that the NHS Dentist check up service is basic, but overall fine. Compared to private Dentist check up, it's rushed and hurried. I follow their advice. I do my own personal care which I feel helps. I can get appointments, sometimes they are moved but that's ok.

#### Notes / Questions

No contact details provided.

5. Case 13940 (12-09-2024)

**Providers:** Integrated Care Board Dental

I'm going to try the new Dentist which has opened in the old cafe in Sleaford for new NHS patients. I've not been going recently. I was at Lincoln West Parade Dentist. My Dentist left and I had been waiting for a new one to arrive. They then said you can come back but only as a private patient so I didn't get an appointment. I've used Carre St Dentist in an emergency for a broken tooth. I still have a broken tooth. At the moment it is no trouble but I do know its there. You just can't get an NHS Dentist, can't keep using Covid as an excuse.

**Notes / Questions**

No contact details provided

6. Case 13949 (13-09-2024)

**Providers:**

**For Information:** Integrated Care Board Dental

We moved to Sleaford at the end of 2020 during the Pandemic when I was pregnant. We looked around for a dentist but could not even get on a waiting list. When my child was born we did not even try to find a dentist around here for them. We go to Letchworth where we lived before to the Dentist and my child is now registered there. It is a 2 hour journey each way, but when we have an appointment we make a day of it and visit friends.

**Notes / Questions**

No contact details given

7. Case 13950 (13-09-2024)

**Providers:** Integrated Care Board Dental, The Dental Design Studio - Sleaford

Patient who is registered as an NHS patient at The Dental Design Studio , Carre Street , Sleaford. They have contacted me to say that they have some NHS appointments. I have had broken teeth for over a year. So I went, but did not get on too well. I was in there for only 20 mins max. I had 3 fillings and have had toothache ever since. This is in the last 2 weeks. A tooth is still broken, I can feel it sharp on my tongue. I have not complained or been back. I keep taking ibuprofen, it cost me £73. There was no x-ray. The fillings have stayed in. My family say I should complain. I have not given the dentist an opportunity to resolve things. The dentist have made an appointment for my next check-up in 6 months time. I am hoping the pain is going to settle down. But the pain was not close to where the treatment was, so I don't understand it really. I am impressed that they phone me as an NHS patient. It was relatively cheap. Apart from the dental work it was fine.

**Notes / Questions**

No contact details provided

8. Case 13895 (02-09-2024)

**PCN:** K2 Healthcare Sleaford

**Providers:** Lincolnshire Integrated Care Services (ICS/ICB)

Young person commented regarding ADHD in relation to a Grantham GP Surgery.

I go with my parents, it's boring, I don't listen. They ask about my diet, how I'm reacting and feeling, I take my phone or a book and look at these, I concentrate on that while they talk.

Feedback from Great grandparents of the above person - ADHD support - parents are not well. One parent has anxiety problems, but is now going outside and walking, which is helping. Other parent knows what it is like for young person with ADHD. When they were diagnosed I realised there was a problem, before this, I just thought the young person needed love and discipline, we discuss and chat things over. Young person doesn't socialise well and can be quite full on, no-one wants to know. I am worried about them going to secondary school and hope they will fit in as they are so looking forward to going. As a great grandparent I help the family out.

**Notes / Questions**

No patient information provided

9. Case 13993 (30-09-2024)

PCN: K2 Healthcare Sleaford

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Patients are being sent to Grantham Hospital and the Urgent Treatment Centres or A&E to have blood tests, why are these not being carried out at the GP Surgery for routine tests that are required? Why are people being sent, without an appointment, in these areas when the demand for these services can be high and waiting times are very long.

Why are GPs not advising patients to book their tests online or via dedicated phone-lines? Patients are not made aware that they need to book an appointment and then turn up to have their bloods taken. Have GP surgeries not been informed of the system that is in place. Or are they just ignoring this to get patient out of their surgery.

**Notes / Questions**

No patient details provided

10. Case 13973 (30-09-2024)

PCN: K2 Healthcare Sleaford

Providers: Millview Medical Centre

I had a recent phone call with a particular GP and they were very unhelpful and did not understand my health condition, I was requesting a form filled in to say that as I am paralysed C5/C6 I don't need to pay for prescriptions. They read my notes and couldn't see any health condition as to why I could be getting free prescriptions. The receptionist saw my notes straight away and was very confused as to why the GP couldn't see that on their notes. I have had many times seeing and speaking to this GP and I have found them rude, does not listen to my needs/requests and overlooks details clearly written down on my notes. My notes now state for this particular GP not to make contact, and for another GP to contact me, however it still happens.

**Notes / Questions**

Healthwatch suggested to make contact with the Practice Manager

11. Case 13996 (30-09-2024)

PCN: K2 Healthcare Sleaford

Providers: Ruskington Medical Practice

Treatment and communication from nurses and all support staff goes above and beyond expectations, this is sometimes lacking in the GPs though.

**Notes / Questions**

No patient details provided

12. Case 13887 (02-09-2024)

PCN: K2 Healthcare Sleaford

Providers: Sleaford Medical Group

There is a lack of continuity and communication, I'd rather stick with the same GP, I do realise that they are not always available, but I would rather wait so there is consistency and continuity. There is a lack of choice, another GP doesn't look at your notes. All for AskMyGP, but it is only as good as the people who manage it and respond to you. It's a 3 week wait for a response to a routine enquiry so you think to yourself, should I bother to ask. Good when you can actually see them. Lately found them more frustrating.

**Notes / Questions**

No patient details provided

13. Case 13898 (02-09-2024)

PCN: K2 Healthcare Sleaford

Providers: Sleaford Medical Group

I don't get on well. Wait a long time for an appointment. Mostly I go into the surgery to make appointments as not good with computers. Has recently retired. I have tests done mostly with a nurse, who gives good advice and information. Mostly it is getting an appointment which is the difficulty.

**Notes / Questions**

No patient information provided

14. Case 13899 (02-09-2024)

PCN: K2 Healthcare Sleaford

Providers: Sleaford Medical Group

Nursing services are excellent. Had a first rate experience, being referred to outpatients to investigate a lump. All happened in the same day, I went to Lincoln County Hospital as it was the first available space. Within 2 weeks I've had the biopsy sample and currently waiting for the results which should get this week. A short wait and seamless service.

Not such a positive experience with the GP-led service. I had a life threatening condition, found by my named GP, if I hadn't gone to a private consultant I could have died. I feel the senior partners should be removed from the practice and replaced by new experienced doctors, more up to date. Others have had a similar experience. My friend would have died if a newer GP hadn't picked up their condition and they then had a triple heart bypass. Other GPs in the practice kept saying to go home and get some rest!

It is difficult to get a GP appointment, I used AskMyGP when I saw the nurse, it was the last time I've used it, before that I used it and it took 2 weeks to get a response. My spouse had the same experience. I realise the GPs are under pressure, but it is pushing us towards private care. We are lucky and can do that, but others are not able to afford it. The nurses are always excellent. I can't sum up the whole service as the nures-led and GP-led services are so different.

**Notes / Questions**

No patient information provided

15. Case 13935 (12-09-2024)

Providers: Sleaford Medical Group

Patient experience about Sleaford Medical Group. Get on ok , but it is difficult to get an appointment. When I do, they are fine. I use AskMyGP and phone to get in touch with the Surgery. I like AskMyGP, but its let down by the lack of appointments and communication about appointments. They say it is urgent and you will get an appointment within a certain time, but then you don't. Say it will be an appointment in 3-10 days, it gets past 11 days which is happening for me now.

**Notes / Questions**

No contact details provided

**Provider Response**

*Please accept our apologies. The wait time for a routine appointment was taking longer than 10 days in August as we were waiting for 2 new GPs to start, and also had fewer clinicians due to summer holidays. We regularly provide updates on our Facebook page, but appreciate that not everyone uses Facebook. We are now back down to a wait time of approx 3 days for a non-urgent appointment.*

16. Case 13942 (12-09-2024)

PCN: K2 Healthcare Sleaford

Providers: Sleaford Medical Group

I used AskMyGP and I got a response 11 days after my request and it was a referral to a pharmacy. I was not happy at all.

**Notes / Questions**

No contact details provided.

**Provider Response**

*Please accept our apologies. The wait time for a routine appointment was taking longer than 10 days in August as we were waiting for 2 new GPs to start, and also had fewer clinicians due to summer holidays. We regularly provide updates on our Facebook page, but appreciate that not everyone uses Facebook. We are now back down to a wait time of approx 3 days for a non-urgent appointment. In your particular case, we should have referred you to the Pharmacy much sooner, and I am sorry that it took 11 days.*

17. Case 13944 (12-09-2024)

PCN: K2 Healthcare Sleaford

Providers: Sleaford Medical Group

Sleaford Medical Group, they are not too bad. It is difficult to see someone quickly. They have an acute and routine system and you are triaged first. Routine appointments are supposed to be seen within 3-5 days, but it is more like 3 weeks. People have left and staff on holiday. Acute care should be within 24 hours, but often when you are put in the routine category. So I have used the Out of Hours service instead and I was seen by a pharmacist who said I needed to see a Doctor. Still waiting for a routine appointment and feel what is the point. It varies who you see and one Doctor has been dismissive, so I just left it. Lots of new junior Doctors starting there so hoping to see an improvement.

**Notes / Questions**

No contact details provided

18. Case 13947 (12-09-2024)

PCN: K2 Healthcare Sleaford

Providers:

For Information: Sleaford Medical Group

I don't have much need for a GP. I see on Facebook that the Sleaford Medical Group is a nightmare, but there are some new GPs and GPs in training are coming so hopefully it will be better and I hope the waiting times go down.

**Notes / Questions**

No contact details provided

19. Case 13951 (13-09-2024)

Providers: Sleaford Medical Group

Patient registered at Sleaford Medical Centre. I only go when I am called, for a blood test , regularly as part of the Well Man Clinic, I go as a preventative thing. For my last blood test I got an appointment relatively quickly. I waited a month to get the results, an appointment was booked for 3 weeks after the test. I don't use AskMyGP, I prefer to phone for an appointment. I don't like using computers, basic stuff only. My partner and I are trying to sort out flu and Covid jabs, so that we can both go together. Rang yesterday, there were no appointments. We were told to try again next week. My partner has healthcare issues. Not too concerned at the moment. Hope to get them for October so that will take us through the winter. They have a difficult job to do. We do struggle to get through on the phone. So my partner now uses the ring back service which works ok. I do feel things are getting better.

**Notes / Questions**

No contact details provided

**Provider Response**

*Thank you for your comments. We were experiencing a slight delay with getting back to patients with some results, but this has now been resolved. We appreciate AskMyGP isn't everybody's preference, so I am glad you call us when you need something, and that the callback feature is working for you.*

*Finally, we were releasing our flu clinics in "blocks" based on staff availability to work extra hours, and have since added many more.*

20. Case 13975 (30-09-2024)

PCN: K2 Healthcare Sleaford

Providers: Sleaford Medical Group

Doctors don't support me with my lower lumbar stenosis, delayed medication, delayed x-rays and a general lack of interest in my condition.

**Notes / Questions**

Healthwatch suggested making contact with the Practice Manager

21. Case 13981 (30-09-2024)

PCN: K2 Healthcare Sleaford

Providers: Sleaford Medical Group

Used AskMyGP, but had difficulty getting to see anyone. Passed to physician associate or a nurse but problem continued for weeks. emergency evening clinic full at start time. Finally spoke to a GP after 5 weeks, awaiting a scan. Shortage of Doctors seems to be a problem, which is hopefully being resolved.

22. Case 13983 (30-09-2024)

PCN: K2 Healthcare Sleaford

Providers: Sleaford Medical Group

Patient felt that it can be difficult to get an appointment these days especially face to face. On a recent visit having waited nearly 3 weeks, got an appointment face to face and was checked by GP who arranged for them to go for blood tests and scans. About 2 weeks later, via phone call, surgery informed the patient further tests were needed to be carried out and cancer was mentioned.

Following the tests at the hospital. cancer was not detected, but a few weeks of stress followed waiting for results. Results were then given face to face and patient took a close relative in case it was bad news. Relative did make the GP aware that the surgery had mentioned cancer via a phone conversation, who agreed this should not have happened.

**Notes / Questions**

No personal details provided



23. Case 13937 (12-09-2024)

PCN: South Lincoln Healthcare

Providers: The Deepings Practice

I saw my GP in late April and they referred me for an MRI Scan which took place on the in late July. A few days later I received a text message from my GP surgery to say they had put me on a waiting list to see my GP about my recent MRI test results which were abnormal. I rang the surgery and explained because of my medical conditions I would prefer to see my named GP face to face for this appointment. Since then I have rung the surgery in August and September for an update on my wait, at the beginning of September I was told I should hear something soon.

On Monday I received a message offering a face to face appointment on the 1st October - which will mean I will have had a 9 week wait for a GP Appointment!! don't think a wait this long is acceptable to discuss abnormal test results especially given the anxiety of how serious this may be.

**Notes / Questions**

Signposted to Practice Manager in first instance . LICB feedback contact details given.

**Compliment**

1. Case 13894 (02-09-2024)

PCN: K2 Healthcare Sleaford

Providers: Boots Pharmacy (Sleaford)

For Information: Millview Medical Centre, Pharmacy

Boots Pharmacy Sleaford

I get a monthly prescription, they are good, excellent. I get a text to remind me to order my prescription and then another one to say to collect it. Medications are mostly available. Excellent staff, very polite, often multi-tasking and doing other jobs, but always acknowledge you and apologise for any wait. Both myself and spouse get our flu jabs there. Prefer pharmacy rather than going to the GP surgery. We do this every year, also had our Covid jabs there.

At our surgery (Millview) you sit for a long time to get through on the phone because of the volume of calls.

**Notes / Questions**

No patient information provided

2. Case 13997 (30-09-2024)

PCN: K2 Healthcare Sleaford

Providers: Caythorpe and Ancaster Surgery

Very good Doctors and healthcare service. The memory team very supportive towards my spouse, any problems and they are there with help and advice. Doctors at surgery always helpful with any health problems and medications.

**Notes / Questions**

No patient details provided.

3. Case 13941 (12-09-2024)

Providers: Clover Dental Care , Sleaford, Integrated Care Board Dental

Private patient with Clover Dental Practice, Sleaford. Always happy with treatment, they are lovely, always welcoming. Always busy, sometimes appointments are cancelled, but you get another appointment scheduled. Been there for 7-8 years.

**Notes / Questions**

No contact details provided

4. Case 13945 (12-09-2024)

Providers: Clover Dental Care , Sleaford, Integrated Care Board Dental

Private patient at Clover House Dental Practice . I get appointments ok with no problems. Very good treatment and advice. Excellent staff they hold my hand when anxious about treatment. I have been private patient for a long time since I needed to get care and so I stayed with them. It is expensive though.

**Notes / Questions**

No contact details provided

5. Case 13938 (12-09-2024)

Providers: Clover House Pharmacy, Pharmacy

I use Clover Pharmacy at Sleaford regularly and have no problems. I do all my prescriptions with them online and they are ready to collect when I go in. I don't need a text to say my medication ready for collection. I know how long it takes. I am aware of the new Pharmacy First and I will use it in future.

**Notes / Questions**

No contact details provided.

6. Case 13971 (30-09-2024)

PCN: K2 Healthcare Sleaford

Providers: Eastgate Dental Surgery

For Information: Integrated Care Board Dental

Eastgate Dental - Sleaford

Very pleasant staff, no problems at all.

7. Case 13882 (02-09-2024)

PCN: K2 Healthcare Sleaford

Providers: Integrated Care Board Dental

Ruskington Dentist

Only go when I have pain or a problem. Don't go for check ups, not easy or can't get an appointment, but happy with service when I do go.

**Notes / Questions**

No patient details provided

8. Case 13885 (02-09-2024)

Providers: Integrated Care Board Dental, Treeline Dental Practice Sleaford

They have been good with me and the children, we are all NHS patients. Professional, quick and efficient. We go every 6 months. Really good with the children and they are happy to go.

**Notes / Questions**

No patient details provided

9. Case 13893 (02-09-2024)

PCN: K2 Healthcare Sleaford

Providers: Integrated Care Board Dental, The Dental Design Studio - Sleaford

Dental practice has changed hands. Now The Dental Design Studio. Good they are taking NHS patients, I had to go privately in the meantime. As I am still on the books I can now go for an NHS check-up, they rang to invite me. It's in a convenient place in the town. Got on okay, had a preliminary check and they ask if you want to see the dentist, then get an appointment. Good at explaining, friendly and helpful. Booked in for 6 months time because it was a good experience.

**Notes / Questions**

No patient information provided

10. Case 13946 (12-09-2024)

PCN: K2 Healthcare Sleaford

Providers: Millview Medical Centre

Patient at Millview Medical Centre gets on very well. I moved from another GP practice because they were so unreliable. This practice is smaller, it is easier to see the same GP so you get continuity, that is good for me for HRT medication and care. I sing their praises.

**Notes / Questions**

No contact details provided.

11. Case 13970 (30-09-2024)

PCN: K2 Healthcare Sleaford

Providers: Millview Medical Centre

Patient went for vaccination in early September, for a respiratory syncytial virus (RSV) vaccine. Booked in, was seen within 2 minutes for a painless vaccination.

12. Case 13948 (12-09-2024)

Providers: Tesco Instore Pharmacy (Sleaford)

For Information: Pharmacy

The Pharmacy is my first point of call for the children. Sleaford Tesco Pharmacy gave good advice when my child had reddened eye lids.

**Notes / Questions**

No contact details provided.

13. Case 13884 (02-09-2024)

PCN: K2 Healthcare Sleaford

Providers: Sleaford Medical Group

I like the new Practice Manager at this surgery, they keep patients updated on the website. But I don't go very often and use their services to really make any more of a comment

**Notes / Questions**

No patient details provided

14. Case 13897 (02-09-2024)

PCN: K2 Healthcare Sleaford

Providers: Sleaford Medical Group

I have a blood test imminently, they regularly send me a letter. I am able to book via the internet service, however I couldn't make it work for the last couple of tests, so went to the reception to book them. The earliest date they could offer was in 3 - 4 weeks time, it's no problem really for me. All staff are very good. I had a gash on my leg, I saw a member of staff whose area of expertise it wasn't but given advice and an appointment with a nurse.

**Notes / Questions**

No patient information provided

15. Case 13972 (30-09-2024)

PCN: K2 Healthcare Sleaford

Providers: Sleaford Medical Group

I have had a few occasions to contact Sleaford Medical Group using AskMyGP. I have been satisfied by their response either a phone appointment or making a face to face appointment. I do appreciate they have had staffing problems recently.

16. Case 13974 (30-09-2024)

PCN: K2 Healthcare Sleaford

Providers: Sleaford Medical Group

I recently received diagnosis and treatment for knee and associated pain, with x-ray promptly arranged and resulting in ongoing physiotherapy treatment. Have also received Prostag 3 monthly injections (*what prostap 3 is and what it is used for, Prostag 3 is a synthetic hormone which can be used to reduce the levels of testosterone and estrogen circulating in the body. Prostag 3 is used to treat prostate cancer in men and to treat hormone responsive early stage breast cancer in pre and perimenopausal women at higher risk of recurrence and hormone responsive advanced breast cancer in pre and perimenopausal women. Prostag 3 can also be used in women to treat endometriosis*), in connection with prostate cancer over 3 years, which have now ceased and had periodic blood tests.

All these services have been administered and received in a timely, courteous, helpful and kind manner by all staff involved.

17. Case 13980 (30-09-2024)

PCN: K2 Healthcare Sleaford

Providers: Sleaford Medical Group

Very good everytime I ring up they are very helpful.

18. Case 13883 (02-09-2024)

PCN: K2 Healthcare Sleaford

Providers: The New Springwells Practice

I went with my young relative who is 17. Was able to get same day appointment with a paramedic practitioner which is exactly what we wanted. Was happy with the advice. We went in together and that was fine as my relative is still not confident and wanted someone to listen with them, as you don't get long in an appointment and didn't want to miss anything. Answered all of our questions.

**Notes / Questions**

No patient details provided

West Locality x 6

- 5 x General Comment
- 1 x Informal Complaint

**General Comment**

1. Case 13917 (09-09-2024)

PCN: Trent

Providers: Cleveland Surgery

After weeks (and weeks) of waiting to hear the outcome of a derma-scope analysis, I finally got a telephone call from a doctor whose name I couldn't pronounce, who I'd never seen before, who opened the conversation by saying they didn't know why they were calling me and started to ramble on about the results of a blood test I'd had a few days before. I had to stop them and say I knew about the blood test as it was a precursor to being put on some new additional blood pressure meds and I'd already spoken to the pharmacist about it. After a little more rambling and a suggestion from me, they found the report from the hospital dermatologist that said I should be prescribed a particular steroid cream. They said they would do a prescription. When I asked why the consultants report hadn't been acted on sooner, they said they had no idea..

**Notes / Questions**

Healthwatch provided information to contact - GP Surgery Practice Manager or ICB

## 2. Case 13918 (09-09-2024)

PCN: Trent

Providers: Cleveland Surgery

My dependent is on medication prescribed by their psychiatrist. ( they have ADHD and BPD amongst other things) It is quite strong, potentially addictive and has to be prescribed weekly. Once started on, the repercussions of having the supply cut off can be quite serious. The prescription has to reach the pharmacy by Monday morning each week so that it can be picked up on Monday afternoon.

On more than one occasion the surgery has failed to get the script to the pharmacy and we have had to chase it.

Yesterday, being a case in point. I should have picked it up for them yesterday afternoon, but forgot, so went up first thing this morning only to discover it had not been sent through. After hanging on for the usual 30min around 1pm today dependent was finally informed that the prescription hadn't been raised, but it would be done asap. With a further phone call a few minutes ago (approx 4:15) we have been told it is still waiting to be signed off. !!!

What is the point of having a prescription "department" if they haven't got a doctor to sign the prescriptions or if the one and only doctor in the building is too "busy" to spare 30sec to scribble their name on a desperately needed script.

### Notes / Questions

Healthwatch provided information to contact - GP Surgery Practice Manager or ICB

## 3. Case 13957 (19-09-2024)

PCN: Trent

Providers: Cleveland Surgery

I'm sorry I have to keep doing this, but I feel I must keep you informed of Cleveland Surgeries lack of care. I have spent several stints in hospital with gall bladder and related cholecystitis issues. The last being in Scunthorpe Hospital earlier this year when the Consultant informed me that it was inoperable due to the gall bladder having collapsed. I sometimes get mild "attacks" where I have a growing pain under my diaphragm with accompanying sweats and breathlessness. The Consultant said I could expect to get these from time to time, but diet ,etc could lessen their frequency. They can vary from mild when I recover after 15min or so, to hospitalisation where I spend several days on an antibiotic drip.

I had a mild spell on Tuesday in the early hours which resulted in me not taking my blood pressure meds. When I felt better I took a BP reading and it was 120/74 which whilst surprising was normal, so I did not take any more meds as I did not want to be lower than that and suffer a crash. Without meds my BP is usually around 148/85 ish. When my BP is low I suffer from dizziness, sickness and confusion. I had had these symptoms earlier but had put it down to my gall bladder attack. I continued to take reading yesterday and they were all around 120/70 ish with one falling as low as 109/70. I sent a message to Cleveland surgery. I have taken no more meds and my BP is still 120/73 this morning, so I sent another message. I have been offered a telephone appointment with a pharmacist in 5 days time which is late September!!! Given the fact that my current condition could be more medical than pharmacological and who knows what could happen to me over 5 days, I am very disappointed, to say the least, with this response.

### Notes / Questions

Signposted to NHS 111 because of pain. Advised to contact Practice Manager for GP appointment. ICB feedback contact details.

## 4. Case 13920 (09-09-2024)

Providers: Nettleham Medical Practice

Dementia and Wellbeing Groups feedback

Many of our members have had to wait several days to get a GP appointment (Nettleham), AskMyGP can be a positive experience when used well as minor ailments don't always need a visit to a surgery and can be dealt with quickly and easily online.

### Notes / Questions

Information provided by a group

## 5. Case 13988 (30-09-2024)

PCN: South Lincoln Healthcare

Providers: The Branston and Heighington Family Practice

As always, I'm so sorry to bother you again.

I am having problems getting a response from Branston Surgery again, the manager got a named colleague to send child's records and to set me up on System Online so I can view their records myself.

This was set up but for some reason it's not letting me see child's records and the appointments aren't showing either.

I have raised this with the named person at the surgery and the practice manager, I have messaged them both a few times with no response, it's been 2 weeks since I sent my last message and I haven't heard from the named person since 1st August.

I am keen to get it resolved asap so I don't have to keep chasing them for child's records and so that I can view them myself, it also helps with being informed of child's medications and also any other appointments.

Would it be possible for you to contact them for me again please? just so I can be updated what is happening as the last I heard they was going to contact System online on 1st August but they never got back to me. I actually contacted TPP myself to try and resolve it but they told me to go back to the surgery. Copy of the response below:-

*If you are struggling to use SystmOnline or Airmid then you will need to contact your GP Practice directly. TPP are just the software providers, whereas your GP Practice are able to view your medical record, reset passwords, order your medication, book you an appointment and configure any other settings that are required. If your GP practice cannot assist, they will need to raise this to their local SystmOne helpdesk for further assistance on your behalf.*

### Notes / Questions

Patient requested Healthwatch make contact again with the Practice Manager.

### Provider Response

*2/10/24 Parent not heard anything, so Healthwatch sent another email to surgery. Also called the surgery 7/10/24 - not heard anything, Healthwatch on the 8/10/24 called the surgery, PM unavailable, contact details left and the reason for the call.*

*9/10/24 - Parent update - I have had an email just now from someone who is the new operations manager for the surgery. I will explain to them the situation and fingers crossed it gets sorted. Thank you again for all your help.*

*21/10/24 - parent has not heard anything, request for Healthwatch to make contact again - PM on leave, made contact with the practice to pass on to the operations manager. 21/10/24 - parent update - they have stated there isn't an issue there end why I can't view the emails and told me to go into the surgery every 4 months with my ID to request the records.*

*My solicitor advised every 3 months and via email which has never been an issue. I have proved my identity to every manager there and had to take time away from work to arrange teams meetings etc.*

*I have explained the situation that I don't live close to the surgery and it's not easy for me to go in all the time to request the records.*

*I'm unsure why they are saying every 4 months when every 3 has never been an issue before and why I have to go in each time with ID.*

*I just find this is getting silly now, it could be so simple but they're not willing to look into it for me. The system online was set up and it was all fine my child was linked to mine I just couldn't see the records. I contacted system online myself and they said it can be an issue but just to reset the passwords and log in etc and it should be fine. I'm unable to do this it has to be the surgery that does it. This is what I have been asking for months now, previous person was helpful but it seems they have since left the practice.*

*If I don't get anywhere in the next week I would like to make a formal complaint about the surgery. I have been very patient throughout with not getting replies and having to constantly chase them.*

*If I was to make a complaint against the new manager who do I go to please? The receptionist said to write to the practice manager with the complaint but if it's about them do I still do this?*

*Healthwatch provided information on how to make a complaint and ICB information if they preferred this route.*

*28/10/24 Response was received however, parent is still unable to access child's medical information. Healthwatch provided screenshot of what the parent can see. To date this is still outstanding for the parent.*

### Informal Complaint

1. Case 13933 (11-09-2024)

**Providers:** Integrated Care Board Dental

I feel I've received very poor dental treatment from my old NHS dentist in Lincoln under Genesis Dental Care. I have since gone private and am now having to spend well over £1000 to have work done that should have been picked up a long time ago by my NHS dentist. This is for fillings, decay and crown replacement. At every check up I was in with the dentist for less than 3 minutes, they barely looked at my teeth, x-rays were refused despite me requesting them at each appointment due to my worries about my oral health care. And now I am paying the cost financially, and with my oral health. How do I go about making a complaint/claim for compensation?

**Notes / Questions**

Genesis are no longer in existence. ICB information provided, patient has now made a formal complaint to the providers.

## Hospital Services

Area	Case Details
<p><b>East Locality x 15</b></p> <ul style="list-style-type: none"><li>• 10 x General Comment</li><li>• 2 x Informal Complaint</li><li>• 3 x Compliment</li></ul>	<p><b>General Comment</b></p> <p>1. Case 13966 (27-09-2024)</p> <p><b>Providers:</b> East Midlands Ambulance Service NHS Trust (EMAS), Pilgrim Hospital</p> <p>A few weeks ago my elderly parent had a fall in the garden. We called 999 and an ambulance was called. We were informed that there were long delays and they would get out to us as soon as they could. We were not able to move them and made them as comfortable as we could. Luckily it was a warmish day. The ambulance got to us approximately 2 hours after the call. The crew were lovely and assessed my relative, advising that they needed to go to A&amp;E to be checked.</p> <p>My relative did not want to go but eventually they were persuaded that we needed to know if anything was broken.. They spent 6 hours in total in A&amp;E, 4 of those hours in the back of an ambulance. They had an X-ray and nothing was broken, just badly bruised and it was suggested that we contact the GP Surgery for follow up and to be monitored as blood pressure issues may have caused their fall. We are still trying to get an appointment to be seen. They are still sore and finding it hard to move around. They have had their blood pressure checked at a Pharmacy and have been told it was normal.</p> <p><b>Notes / Questions</b></p> <p>No personal information provided</p> <p><b>Provider Response</b></p> <p><i>It is hoped the authors relative is recovering well.</i></p> <p>2. Case 13908 (04-09-2024)</p> <p><b>PCN:</b> East Lindsey</p> <p><b>Providers:</b> Lincoln County Hospital</p> <p>X-ray department.</p> <p>Easy to book, easy to phone the department when needed. Clean waiting areas with a TV. I observed the reception offering a hot drink to a vulnerable patient. X-ray staff were very friendly, patient and gave information throughout.</p> <p>Not so good, parking was difficult, difficult to find the department, no drink options eg, water.</p> <p><b>Provider Response</b></p> <p><i>Radiology response - Thank you for the positive feedback, this will be greatly welcomed by the team. We have a water machine in the main department and cups can be accessed from reception. We also have a vending machine just outside the department for additional branded drinks. We are also working closely with our volunteers at the main reception to show/escort people to the relevant departments. Car Park Response Unfortunately we are aware that car parking is an issue for our patients. This has been raised in the Car Park working group sub-committee and a piece of work is currently being undertaken to review parking by both staff and visitors. Unfortunately the Trust has limited parking, and is aware that at times, it may be difficult to find a parking space. The Trust would therefore recommend, where possible, to use alternative travel options to the site – details of which can be found on the Trust's website.</i></p>

### 3. Case 13965 (27-09-2024)

**Providers:** Lincoln County Hospital

Following GP Consultation I was referred to the Cardiology Department at Lincoln County Hospital. I had to wait a few months for my appointment. Parking at the Hospital is really difficult and ended up driving around for about 45 minutes for a space and had a long walk to the Department. The Clinic was running late and no updates were given to the patients waiting. Eventually saw the Consultant who said I would be appointments for further tests(not sure what I would be need as I can't remember all that he said. Had ECG/X-ray, etc via GP surgery. Told it would be a few weeks before the appointments came through. In the meantime if any concerns go to A&E/GP to be seen. This was a 10 minute appointment, then had to get home through heavy traffic, half a day for a 10 minute appointment. Consultant maybe could have offered me a video consultation for this appointment ? Or is it policy that the first appointment is face to face.

#### Notes / Questions

No personal information provided.

#### Provider Response

*Response from Business Manager - Thank you for letting us know how you felt after your cardiology appointment. I am sorry that the clinic was running late and that you had a difficult time parking and returning home after the appointment. The hospital is a very busy place and unfortunately this can lead to delays in car parking. We try to arrange all new appointments in person with the consultant as quite a lot of the time consultants need to examine patients. We do offer telephone appointments for follow ups, so your next appointment may well be a telephone appointment. If you would like to ensure that your next appointment is not face to face, please contact me and we will liaise with the consultant.*

### 4. Case 13995 (30-09-2024)

**PCN:** Meridian

**Providers:** Lincoln County Hospital

**For Information:** Lincolnshire Community Health Services NHS Trust (LCHS), Tasburgh Lodge Urgent Treatment Centre (Louth) / A&E Lincoln

Elderly parent had a fall and banged their head. Advised by GP to go to Urgent Treatment Centre (UTC) to be checked out. At the UTC waited in total around 60 minutes to be told parent needed a CT scan and that they would have to go to Lincoln A&E to be seen as an emergency. Drove parent across to Lincoln County Hospital, triaged and then waited 10 hours to be seen for a scan. Discharged around 2am in the morning. No drinks/food offered to parent, observations done a couple of times but was not asked if they needed anything. No follow up for parent after the scan, had to chase the results via GP surgery, where parent was reviewed over the phone.

#### Notes / Questions

No patient details provided

#### Provider Response

*Response from sister A&E - We apologise for this experience within our emergency department during this attendance. Unfortunately we are unable to comment on individual case but do apologise for the significant delay in time to assessment by a doctor. The lack of nutrition and hydration being offered during this attendance is not the expect practice from the team. This feedback with will share with the team to ensure we look at way we can improve both care and comfort to patient during significant waits within the emergency department.*

5. Case 13915 (06-09-2024)

PCN: First Coastal

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

Patient who comments that there are no specialists that prescribe testosterone to women in the whole of Lincolnshire. Nothing has changed in 7 years. I had to be referred to Sheffield to get a prescription. A new clinic private has just opened in Grimsby. Grantham now has an NHS specialist. The specialist has been inundated with referrals. All women need testosterone Lincolnshire classify it as red, red on the Lincolnshire formulary, why? I would like to talk about this misogynistic treatment of women. This patient did contact Healthwatch in March of this year via survey and has recently seen that ICB have also carried out Menopause surveys and are looking at services for women, this has prompted them to contact Healthwatch again as nothing has changed and they have not an adequate response from the ICB.

**Notes / Questions**

Patient feels that they did not get an adequate response from the ICB. Wants to highlight the issue and wants to know why they could not talk to the Lincolnshire formulary. Feels that this is health inequity for women. Does not want to go to PHSO as feels that this organisation is not fit for purpose.

HW contacted ICB as requested by patient.

**Provider Response**

*ICB - Thank you for your concern received by the NHS Lincolnshire Integrated Care Board (ICB) Complaints and Customer Care Team , via Healthwatch Lincolnshire. Unfortunately the ICB are unable to progress this further, as we have not received a request from a Lincolnshire clinical consultant or specialist to add this to the formulary. This would need to be addressed by United Lincolnshire Hospitals Trust (ULHT) for review and consideration by their Medical Director. The Lincolnshire Joint Formulary is currently hosted by and managed by the pharmacy team at United Lincolnshire's Hospital Trust (ULHT). The content of the formulary is specialist led and therefore a consultant or specialist will request either a review of a particular section of the formulary covering the management of a specific disease or clinical condition disease, or they will submit a request for a new treatment for consideration. Such requests and the accompanying supporting information will then be submitted to both the Drug and Therapeutics Committee (DTC) for ULHT and if supported by the DTC will then be submitted to the Lincolnshire Prescribing and Clinical Effectiveness Forum ( PACEF) for approval and for confirmation of formulary status. Similar processes are in place across other health care systems. The content of the formularies will reflect the clinical practices of the local specialists, and this will lead to variation across the country. The ICB Medicines Optimisation service facilitates the function of PACEF but are not directly involved in formulary applications for treatments which are specialist led. We are therefore unable to assist you further with your complaint on the availability of this treatment. We are also sorry that you are dissatisfied with the services that are provided for women within Lincolnshire. The decision on which services are commissioned for the Lincolnshire Population are made by the Lincolnshire Integrated Care Board and as a Medicines Optimisation service whilst understanding of the concerns that you have raised, we do not as a service have any direct influence on these decisions. As we don't currently have a specialist in our system able to prescribe this medication, it would be of little use meeting with you, as we are not in position to change the current approach unless a local specialist seeks to have it added to formulary. You can raise this with ULHT by contacting their Patient Advice and Liaison Service (PALS) by email [here](#) or by telephone 01205 446243 or should you wish to raise a complaint, this can be raised [here](#)*

*Patient update following ICB response- I will take my complaint back to PALS*

6. Case 13929 (11-09-2024)

Providers: Pilgrim Hospital

Spinal, Cancer

Waiting for a neck device since January, that is supposed to be very dangerous. Nearly a year to get a diagnosis, pushed from NHS to private when nothing going forward and none of them telling each other.

Queens Medical Centre Nottingham is the only service that I would applaud.

**Notes / Questions**

Healthwatch provided PALS information

**Provider Response**

*Please could this person contact PALS with some more details so that we can look into this for them.*



7. Case 13955 (17-09-2024)

PCN: Boston

Providers: Pilgrim Hospital

Patient unable to get through to Consultants secretary regarding trouble with breathing. Doesn't know what to do now.

**Notes / Questions**

Healthwatch left a message as no response.

**Provider Response**

*Healthwatch contacted again the following day, as unable to get a response on the day of the call. Patient is in Assessment Unit at Pilgrim Hospital, nebuliser was not working, GP unable to help, patient went to A&E.*

8. Case 13961 (23-09-2024)

PCN: Solas

Providers: Pilgrim Hospital

Patient has received 2 appointments for the same procedure (flexi cystoscopy) on different days under different Consultants. Has previously had this procedure 2-3 months ago in Pilgrim Hospital. Concerned that the first date is this week and then the following month. Why have these been made, not informed this was needed. Has tried to make contact with all the contact numbers provided on the letter and all state unavailable. Has managed to leave a message with the secretary, but not had a response as yet.

**Notes / Questions**

Patient request to make contact with PALs on their behalf.

**Provider Response**

*I have escalated this with urology and they have informed me that the patient has cancelled their appointment for late September. Patient has declined flexi cysto on for late September 24 (booked as new 2ww patient requested by GP) so cancelled at patients request and I will notify GP surgery. They will keep their follow up apt. in early Oct to discuss ongoing symptoms for further management.*

*HW - called the patient, unable to get through, message left.*

9. Case 13888 (02-09-2024)

PCN: East Lindsey

Providers: United Lincolnshire Hospitals NHS Trust (ULHT)

Patient has found in the last few years (around 5-6) that things have altered in ULHT hospitals for the worse regarding appointments. Previously would come out of a clinic appointment, go to the reception and book the next appointment, all worked very well. Now, you come out of an appointment and be informed that you will require the next appointment in say 3 months but not able to book then, need to wait then when it gets to nearly the 3 month mark the patient has to make contact with the secretary to see if an appointment could be made. The service has gone backwards.

Patient commented has had great care in Pilgrim and Lincoln Hospitals, but the emphasis is now on the patient to try and get through to make appointments. The Consultants, Nurses and secretaries are fantastic and with having different kinds of cancer over the past 32 years, really appreciates that the NHS have been wonderful. However, this system just doesn't work.

**Notes / Questions**

Healthwatch asks - what systems are in place for ongoing / follow-up appointments?

**Provider Response**

*Response from Outpatient Management -The Trust only book follow-up appointments under six weeks from the day of appointment. Appointments over six weeks are added to our follow-up waiting list and the patient sent notification of their next appointment by letter. Sincere apologies if an appointment has not been made for a three-month follow-up resulting in the patient contacting the Trust. We are continually seeking to improve our processes and this feedback is really helpful for us to review and identify where we need to get better.*

10. Case 13906 (04-09-2024)

Providers: United Lincolnshire Hospitals NHS Trust (ULHT)

All Hospitals

NHS would be better functioning if managers were medically trained. The route from first contact to relevant department, wards need managing by matrons who actually go in the wards not offices, which could actually be in a different building. Waste of NHS money.

**Provider Response**

*Please be reassured that our matrons are out and about for most of their day at work and indeed often struggle to find the time to do the office / admin work they need to do. Many of the other managers have moved into their roles following clinical experience.*

## Informal Complaint

### 1. Case 13932 (11-09-2024)

PCN: East Lindsey

Providers: Lincoln County Hospital

Friend who is named on patient medical records as a contact, who raised concerns. Patient has been diagnosed with dementia, has carers into their home twice daily for support. In June 2024, patient suffered what was described as a seizure, carer contacted NHS 111 who suggested to take the patient into hospital A&E as soon as possible.

Carer stayed with the patient until their shift had ended where another carer then sat with the patient in A&E. At 4pm they were informed that the patient was going to be admitted into hospital, so carer went to the patient's home, brought in some personal things, Pj's etc and left the hospital around 5pm. Friend then received a phone call around 7pm from a named Dr asking if they knew the whereabouts of their friend as they couldn't find them. Friend then received another call around 11pm from another person within the hospital asking the same question, where the friend suggested as they didn't know where the patient was to contact the police as they are a vulnerable person.

The following morning, friend made contact with the hospital, to see how the patient was and was informed that they had been discharged 8 hours ago, when the friend asked was this midnight then, the person stumbled on their words, and said yes I suppose that it would be. The friend asked how the patient got home, unable to say. Vulnerable patient with dementia discharged at midnight.

Has been in contact with PALs who sent it to Complaints for investigation as there are a number of concerns requiring answers. Friend has now received a response, which they feel is unsatisfactory and a number of questions unanswered, stated unable to locate how patient got home, where they were in the hours from 5pm - 11pm when calls made. June too long ago to find written notes not logged on computer systems etc. Why patient was not admitted when stated they would be, little information on discharge document.

Patient is ok and at home now, cannot remember what happened and how they got home.

#### Notes / Questions

Healthwatch suggested they go back to the complaints department with the unanswered questions, also provided PHSO information.

## 2. Case 13881 (02-09-2024)

PCN: First Coastal

Providers: Pilgrim Hospital

I am writing in reference to my parents admission to A&E yesterday late August 2024 in the early hours.

Apparently they had a fall at their nursing home and a ambulance was called. They were assessed as needing hospital admission for reversible causes as they are fast tracked on 12 weeks End of life care.

I rang the department in the morning and was greeted and by a really helpful receptionist who found out all the information that was needed saying that there were ECG changes and parent was awaiting a bed on Acute cardiac unit.

On visiting parent in the afternoon I was escorted to their room in A&E by the receptionist. They were in room 17 which is doubling up as a store cupboard which in itself is not a good indication of quality care. My parent looked a mess and they asked for a drink. The receptionist said a drink? to which they replied "yes, I haven't had one for hours". Looking at the room parent was in bed as can't mobilise due to desaturation, can't speak because the care home never sent their teeth, the table was at the bottom of the bed with 2 cold cups of tea, half glass water and 2 uneaten sandwiches.

The receptionist went off and then the nurse came in who was lovely. I asked about water and asked if my parent was Nil by mouth to which they replied no. I asked why parent had no water and they said it was on the table. I asked how could parent reach it, they said that they had just moved my parent from a trolley to a bed. I said why wasn't their table wasn't put back?. I don't know if that was even their drink.

My parent then said that they had been asking for a commode at least 4 times and as no one brought it, they had to defecate in the bed. I couldn't believe what I was hearing.

I spoke with the sister and told her that this was not acceptable at all and asked where the fundamentals of nursing care have gone. They then brought another sister who tried to pacify me but I asked to see the matron, who unsurprisingly was not on the premises.

This is not the first time that this has happened and I suspect won't be the last that it happens to someone but if this is how we are treating Palliative and end of life patients then there is no hope for anyone else and we as nurses should all be ashamed. How can we provide Medical interventions and rehabilitative services when we cant get the basics right?

Senior Nurse Manager did come and speak with me, and I appreciate that, but as a senior clinician myself I know the process of providing lip service to appease people and de-escalate situations, and I know that nothing ever changes. The NHS in the boardroom is different to that on the floor and many nurses are working tirelessly to overcome challenges to ensure that the boxes are all ticked for the boardroom yet there are people suffering in the clinical areas.

When both myself and my sister visit my parent we see what relatives see but as nurses we know this shouldn't be the way it is and concerned that in the absence of basic nursing care how can more in-depth care be provided. This hasn't changed in the past year since my other parent was in hospital and wasn't helped with washing whilst in for 7 weeks, being told that they were disgusting by nurses on the ward, not even having their food unwrapped even though was visually impaired. How saddening is this?

We acknowledge that no-one and nowhere is perfect, there are always lessons to be learnt but in our experience and in our professional opinions nothing is being learnt. I am sorry to bring this to your attention but someone has to advocate for the patients.

Lastly and on a positive note, I would like to say that a named nurse on the bank in A&E and substantive on Ward 1 is an excellent nurse with great values and should in my opinion be invested in, another 3 named nurses are all great nurses who many could learn a lot from and who have been very supportive to us as a family.

### Notes / Questions

Healthwatch were copied into this complaint, original to Hospital head of patient safety.

### Provider Response

*Hospital sent to complaints manager who will facilitate with the team a review into your concerns.*

### Compliment

1. Case 13901 (03-09-2024)

PCN: Boston

Providers: Pilgrim Hospital

For Information: Community Volunteer Car Service

MRI Unit

Had to attend for an MRI scan recently, appointment given for 8.30am on a Saturday morning. I do not drive and was told I could make contact with the hospital transport team, number given on letter. When I rang, I was informed that I was not eligible for non emergency transport and no other information was given to me. I was concerned that I might need to cancel the appointment and get one at another time when a family member would be able to take me. My next-door neighbour told me about the community car scheme in Boston. I rang and was able to arrange for a driver to pick me up and take me to the hospital, wait for me and drop me back home. Lovely service and lovely driver.

Staff at the MRI unit were lovely and put me at ease.

More people should be made aware of the community car scheme. I was quite happy to pay for this and it is much cheaper than a taxi with no waiting time charge. Will use this service again.

**Notes / Questions**

No patient details provided

**Provider Response**

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

2. Case 13968 (27-09-2024)

PCN: First Coastal

Providers: Hawthorn Medical Practice, Lincolnshire Community Health Services NHS Trust (LCHS), Pilgrim Hospital, Skegness Hospital

Following a very busy few weeks both personally and professionally. I collapsed at work a few weeks ago. My colleague took me straight to the Urgent Care Centre at Skegness as we were nearer there than anywhere else. The staff were lovely and I only had to wait a short while to be seen. Following observations, it was deemed necessary for me to go to Pilgrim Hospital (via A&E). My heart sank as the thought of waiting hours there didn't appeal to me. Luckily though once checked in, I was seen within the hour.

My colleague took me as I was told that I would have to wait hours for an ambulance. They did an x-ray, bloods and scan and did not find anything too concerning but suggested I needed to go to my GP for follow up. I am registered at Hawthorn Medical Practice and told the team at Pilgrim how difficult it was to get an appointment. The Nurse called the Surgery on my behalf and got me an appointment for next Thursday morning. Hopefully I will get my results and find out what is going on.

**Notes / Questions**

No personal information provided.

**Provider Response**

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

3. Case 13969 (30-09-2024)

PCN: Meridian

Providers: United Lincolnshire Hospitals NHS Trust (ULHT)

Community Diagnostic Centre (CDC) - Grantham

Patient was recently referred to the CDC in Grantham as an option rather than going to the hospital. They found the experience was very pleasant and efficient. Free parking, lovely premises, so not clinical, professional and helpful staff.

Arrived approx 5 minutes before scan appointment time, had no time to sit down before being called in, had the scan done and on the way home within the hour. Excellent service. Worth going to the CDC and so much less stressful for the patient. Results came through within 2 weeks being seen at their GP surgery. Further investigations did take place, but no cancer found. However still no news about what their blood tests mean.

**Provider Response**

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

South Locality x 1

- 1 x Informal Complaint

Informal Complaint

1. Case 13916 (09-09-2024)

PCN: Spalding

Providers: Pilgrim Hospital

2 weeks ago, at Nottingham Queens Medical Centre (QMC) I underwent right eye surgery to repair a detached retina.

History:

Cataract procedure at Johnson Hospital a couple of months ago, where during the procedure a very nice nurse held my hand and comforted me. During the procedure I felt that the hook in the eye the consultant was using, tug, I squeezed the nurse's hand very tightly as it hurt and was very painful, bottom lip trembling, chin wobbling and uncontrollable, couldn't move as having the cataract procedure, when I heard it mentioned "that's deep, could be due to uveitis".

After the procedure, informed it was successful and a shield was placed on the eye, instructions for eye drops provided for a 4-week course, collected from the local pharmacy. The following day my eye was painful, a light show, circles of light around the eye when closed and blobs in the eye, but thought it was normal, as on discharge not informed what to expect and carried on until the follow up 4 weeks later.

At the follow up appointment I mentioned the problems I was having, where the consultant stated they would refer me to Pilgrim Hospital under a named Dr.

I had already booked an appointment at my opticians after 6 weeks post procedure with Boots in Spalding for glasses. During the examination at this provider, the optician duly did their examination of the right eye, tried looking in the back of the eye and couldn't see anything, popped out for a few minutes and came back in with a letter for me and stated "you must go to Pilgrim Hospital NOW as you have a detached retina".

Ophthalmologist consultant looked in the eye and stated, they could treat it here, or may need to refer out, ultra sound the following day at Pilgrim, "they would think about referring me on, as possibly a detached retina".

8 weeks after the original procedure I was sent to QMC in Nottingham, thought it would be a consultation, however I was operated on the same day (after 3 hours) of the initial appointment as an urgent case. The consultant at QMC has been very good and as yet, uncertain if the operation has been a success, 2 hours of debris being pulled out of the eye, and extensive scaring. This could be life changing. A follow up at QMC 2 days after the operation, where it was noticed that the eye drops I had been provided with, I had a reaction to so were changed immediately.

I asked when should have been seen. QMC consultant has stated that 3 days is the max for being seen with a detached retina, Pilgrim consultant stated ok for 3 months.

I have contacted the PALS team at Pilgrim Hospital, who have raised this as a complaint with the complaint's teams, as this is something for the complaints team rather than PALS.

I do not want this to happen to anyone else, would like change in processes: -

I.e. -

- Consent forms in large print for those who have sight impairment to be able to read.
- More information to patients at discharge for signs to look out for and in large print.
- Medication bottles – dosage information scanned and printed off for such patients in large print.

**Notes / Questions**

Healthwatch also provided CQC information

**Provider Response**

*Patient update - so far the retina is still attached, has been informed may require another operation, but keeping an eye on it for at least 3 months.*

*Patient called to say thank you to Healthwatch for the help and guidance provided, has made contact with CQC as suggested and happy that it is all on record now. Many thanks for the information provided.*

*29/10/24 Patient update - letter back from the trust, not happy with the response. Patient is going to go back to the Trust.*

*Healthwatch provided PHSO information. Request for Healthwatch to ask ULHT if patients that have had a procedure the information sheets need to be available in large print, at least 16 font. Guidance is available on RNIB website. Post operative, Cataract surgery, posturing, silicon oil/gas information sheets. May only need 1 in each area - possible photo copies given to a patient is they require.*

*30/10/24 I am sorry that your experience with Ophthalmology led you to making this formal complaint but please be assured we will be looking into this and we will be responding to the questions asked formally.*

South West Locality x 4

- 2 x General Comment
- 2 x Compliment

**General Comment**

1. Case 13889 (02-09-2024)

PCN: K2 Healthcare Sleaford

Providers: Lincoln County Hospital

Endocrinology

I've been with them for 12 months, only had one face to face appointment, all other appointments have been over the phone and it's not the same to get things sorted out. Personally, I prefer to see the consultant face to face, I get more out of the appointment if I see someone. They tell you it's imperative to get things sorted and then there are delays. The slowness in getting a response I find is difficult, they see you and say you need to be seen again in 4 months, but then you don't get a timely appointment.

The Dr strikes have not helped, I've had 2 appointments cancelled the day before the appointment day, and now they are struggling to catch up. I struggle with lack of clarity and communication, so I get frustrated as left wondering what's happening. But they are good when you do see them. The consultant did ring me one evening when they were doing some catching up.

**Notes / Questions**

No patient information provided

2. Case 13936 (12-09-2024)

Providers: Peterborough and Stamford Hospital

I have been attending this clinic approx every 4 - 6 weeks since 2018 and they have always been fantastic in the past. This time they forgot to send out my follow up appointment which should have been for late August 2024 -6 weeks from my previous treatment - the hospital had stressed how important it was for me to stick exactly to my treatment dates. When I chased this up I was sent an appointment for September 2024 some 8 weeks after the previous treatment and with a different Consultant to usual - this was marked as the first available appointment.

The Doctor I saw was awful and had a terrible attitude to speaking to a patient. I left the hospital extremely upset. Some of the inappropriate comments he made to me included :

'I don't know why you are here wasting my time - your eye is shot and injections won't help". I was really upset by this .I don't want to waste anyone's time but naturally I am keen to preserve as much of my sight as I can for as long as possible. This appointment was for the fifth appointment in my current course of treatment., following which I was due to have a review with my Consultant. Another comment that the Doctor made was "After all you can't even see if I am a man or a woman". I found this particularly shocking . I do still have quite a bit of vision in my left eye. I explained that while the injections were not lasting as long or having such a good effect as they had previously they were still making a difference to my sight. By 3 weeks the effect is usually starting to deteriorate so this extended gap had caused a bigger deterioration than usual, I noticed an improvement in my vision just a few hours after this latest injection.

"You can't expect us to keep injecting you for the rest of your life" was another comment from the Doctor I saw at this appointment. I don't expect this, but my usual consultant had told me that although the injections would not now improve my sight they would help to prevent it getting any worse."You refused the PRP Laser Treatment that we recommended" was another comment this Doctor made.I didn't refuse I was advised by the Doctor due to carry out the treatment that it was unsuitable for me because of having a history of blackouts.

I asked if instead the laser treatment could be done under General Anaesthetic, as they had had to do my two cataract procedures that way, he said it could but they wouldn't do it.

The doctor I saw in early September 24 refused to help me by dimming the lights in the room as my usual Consultant does. The bright lights are a trigger for me having blackouts and I am well known in the department for having these attacks. I actually had 7 or 8 blackouts while at the hospital that day.The doctor did give me an injection as that was what I was booked in for but protested the whole time they were doing so.The nursing staff have arranged for me to see my usual Consultant at the next visit and have encouraged me to file a complaint about this doctor.

**Notes / Questions**

Signposted to PALS Peterborough City Hospital , contact details provided.

**Compliment**

1. Case 13979 (30-09-2024)

PCN: K2 Healthcare Sleaford

Providers: Lincoln County Hospital

Ultra Sound

I went to the GP because I had a swollen and sore leg. It was in one of my varicose veins and it was thought I might have a blood clot. The practice nurse started me on blood thinner medication and said I would need an Ultra sound examination. I was contacted by the Ultra sound department and had an appointment within 48 hours of seeing my GP.

The examination was very thorough and the staff were very kind, I was advised to continue with the medication I had been prescribed. I thought this was such a wonderful service and feel very lucky to have received it from the NHS, thank you.

**Provider Response**

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

2. Case 13984 (30-09-2024)

PCN: K2 Healthcare Sleaford

Providers: Lincoln County Hospital

Patient referred to the hospital for tests and scans. At the hospital staff were lovely and supportive. Information was shared with the patient about the results being sent to their GP in about 2 weeks where they would get the results.

**Notes / Questions**

No personal details provided

**Provider Response**

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

West Locality x 4

- 2 x General Comment
- 2 x Informal Complaint

**General Comment**

1. Case 13964 (27-09-2024)

Providers: Lincoln County Hospital

Relative who has contacted Healthwatch previously about their relative who has a stage 4 cancer diagnosis discussed ongoing issues with medical team. Family and patient have been investigating other treatments for the cancer out of the NHS. Have been in contact with another individual who has had this treatment from a company in Germany that has had success in slowing the growth of the tumour, and continuing to have chemotherapy treatment, and being treated by NHS Oncology team elsewhere in the UK. They went to see own Consultant at Lincoln County Hospital who has categorically said that they will not treat the relative if they have this other treatment from Germany. Relative understands that there might be some clinical hesitancy, but asks the question that would they be able to say categorically say that they would not be able to continue NHS treatment at Lincoln.

**Notes / Questions**

Signposted to LICB feedback Centre for further advice about treatment and will discuss ongoing complaint.

**Provider Response**

*Has been in touch with ICB who cannot help, has contacted GMC and NHSE unable to help. Patient would like second opinion in QMC, has spoken with several pts in other counties that has had treatment in Germany and their Hospital Consultant continued to work together for a better patient journey. Patient feels that they are being dismissed in their options so would like a second referral.*

*Suggested to speak with the GP surgery and the hospital*

*ULHT - It is hoped the author contacted area advised and received a satisfactory outcome in relation to their enquiry.*

## 2. Case 13978 (30-09-2024)

**Providers:** Lincoln County Hospital

Took a 92 year old to A&E, with a serious head wound from a fall who needed a CT scan due to them taking blood thinners. Waiting time was 10/12 hours to be seen. Do not seem to prioritise very vulnerable patients.

### Notes / Questions

No personal details provided

### Provider Response

*Response from A&E Sister - We apologise for the experience received within the emergency department during this attendance. Unfortunately we are unable to comment on individual cases but can offer assurance that all patients receive an initial assessment and are provided a priority category. We apologise that there was a significant delays in the time to assessment during this occasion and will share this feedback with the team to take learning from this.*

## Informal Complaint

### 1. Case 13956 (18-09-2024)

**PCN:** APEX

**Providers:** Lincoln County Hospital

Patient has been under rheumatology for a number of years at Lincoln County Hospital. Since 2021 patient has been on several different steroids and different tests of x-ray, bone density test. Consultant stated probably giant cell arteritis, but no actual diagnosis over the years. Patient did some home investigations and found a new medication that could help, at the next appointment patient spoke to the consultant about it, and patient requested a PET Scan. After PET Scan, now informed does not have giant cell arteritis, taken off steroids over a 4 week period, which made the patient feel awful and now informed has fibromyalgia and a referral to Neurology, which they are waiting to come through.

Patient cannot understand why on steroids for 4 years, with no diagnosis and why no PET scan sooner, which would have eliminated being on this medication, gaining weight and could have been further on with any treatment that would benefit them. Wants to make a formal complaint.

### Notes / Questions

Healthwatch provided complaints information

### Provider Response

*It is hoped the author utilised the complaints information to their satisfaction.*



2. Case 13991 (30-09-2024)

**Providers:** Pilgrim Hospital

Emergency Care, Integrated Assessment Centre, Trauma & Orthopaedics, Neurology.

My parent in law was recently discharged from Pilgrim Hospital after an inpatient stay of 12 weeks. They originally attended due to an episode of delirium and extreme confusion, and was brought by ambulance. After being awake for 2 days and in A&E for more than 24 hours with 1 to 1 care for their own safety due to confusion and high risk of absconding, they were moved to IAC during shift change. Staff left them alone in a busy area to complete their handover, they walked off and fell fracturing their hip. As a result they spent the next 3 months on an orthopaedics ward where their mental state continued to deteriorate. Elderly care would not take them, despite frailty and apparent dementia symptoms, because they only accept patients aged 75 or more.

Communication to the family from the ward was non-existent. When we called, if the phone was answered we received only basic information from a nurse on duty, often contradictory to what we had been told before. Never from a doctor, even after requesting that. They didn't even call to tell us parent in law had fallen again, this time out of a chair hitting their head on the floor, when their 1 to 1 carer left them alone in a room.

The hospital were going to discharge without even investigating their delirium until we intervened and requested a referral to neurology. They lost their £2,000 hearing aid and just shrugged it off as one of those things that happens. Didn't even tell us we could claim for it (the IAC interim matron did). That claim then took weeks and is being paid by cheque because ILHT don't do bank transfers! Like it's still the 20th century!

The family were not involved at all in discharge discussions, we only found out about funding approval via relatives who were visiting the day the decision came through. No consideration given to patient confidentiality. Parent in law is now in a care home but being evicted because they claim the hospital were not honest about how extensive their care needs were. This is just a brief summary of the issues we have encountered, making it shocking to read this week that ULHT claims to have a policy of daily calls to keep families informed. This is utter nonsense. In almost 100 days we received zero calls. Not after the second fall, after a neurology consultant visit, or after a psychiatrist evaluation. Patient and family experience could not have been any worse if they tried.

**Notes / Questions**

Healthwatch provided Complaints information, CQC and Adult Social Care.

**Provider Response**

*Family member - Thank you for your reply and for your kind words. We will be making a complaint to ULHT. And yes, we have a meeting this week with social care and the ICB to hopefully make a plan for my parent in law's future care.*

Mental Health and Learning Disabilities

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

1. Case 13914 (06-09-2024)

PCN: Spalding

Providers: Beechfield Medical Centre, Lincolnshire Integrated Care Services (ICS/ICB)

Client at CAB Spalding signposted to Healthwatch by advisor. They shared their negative and frustrating experience of trying to get a diagnosis of ADHD as an adult in Lincolnshire. They have difficulty processing information, hyperfocus, fatigue and find attending group activities very difficult. Find and struggle with using the phone. No partner or family locally, little social support. Have been referred to mental health services by their GP. These services diagnosed anxiety and depression because of trauma. Prescribed 4 lots of medication which have not helped.

They already see a counsellor for this trauma once a week which is really helpful, this is a private counsellor who does this for free, referred there when trying to access work with DWP. Seems to have had an ADHD assessment by a private specialist commissioned by the NHS. But they do not agree with this assessment and have not had any communication or letters about this since it was done in February of this year. They had to complete an ADHD questionnaire/assessment before this appointment.

They do not feel that they were listened to, that the self-assessment was not mentioned or discussed at the appointment in relation to ADHD symptoms. That they have had trauma and have had extensive counselling for this. Medication for low mood has not worked. That they have had ADHD all their lives and it has been misdiagnosed as low mood, anxiety, and depression. They were very upset at the end of the assessment and did not feel reassured.

Previous GP was very helpful, listened, and was seen once a month face to face. This GP has now left the Practice and struggling getting a face to face appointment and being listened to about their issues with communication.

Seeing CAB advisor for housing issues as living in a room in multi occupancy house where does not have tenancy agreement. Is on Council housing list but not high priority. Private rented property want references and proof of previous tenancy which they have not got. Does get PIP.

**Notes / Questions**

Signposted to Advocacy, Voiceability, LPFT PALS. Information given to access Practice Manager at GP Practice to discuss appointments and other issues. H.A.Y, Shine, Connect to Support contact details given. Shelter contact information given. SPA mental health number given.

HW contacted LPFT PALS as requested by patient.

HW contacted ICB feedback team.

**Provider Response**

*ICB response sent to patient and Healthwatch - I am writing to acknowledge receipt of your concerns, which was shared to us via Healthwatch, in relation to your ADHD assessment which took place in early February 2024. I was sorry to note the concerns you have raised. Upon review of your concerns the issues that you have raised would need to be investigated by the provider. Please be assured that I will also share your concerns with the Mental Health, Learning Disabilities, Autism & CAMHS Commissioning Team (MHLDA) for their information, and I will also ask them to confirm the next steps in how to move forward with your request for a diagnosis.*

*I am happy to forward your concerns to Dr J & Colleagues, Cromwell House, Lincoln, however, to do so I will need your consent. You can provide your consent by return email. If you could please provide any other information you wish to be included in your complaint please provide this by return email. If you are happy for me to pass on your concerns and if it is acceptable to you we will also ask Dr J & Colleagues, Cromwell House, Lincoln if we can receive updates and a copy of your final response for our records.*

*HW contacted patient - Just to inform you that Healthwatch were copied into the response that the ICB feedback team sent you. I hope this was helpful and things now move forward. If you need anything else, please get in touch.*

**West Locality x 3**

- 2 x General Comment
- 1 x Informal Complaint

**General Comment**

#### 1. Case 13919 (09-09-2024)

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

Dementia and Wellbeing Groups feedback

We have had people who haven't heard back from mental health services and we have had to intervene as they don't know where to turn. We have also had a group member who was referred to an online mental service with some interaction with a mental health practitioner. They were told they could be "cured" and was very disappointed when they were not. The service was totally inappropriate for their needs. Has now gone private but not everyone is able to do this.

**What changes would you suggest to improve health and care services in Lincolnshire? What do you want to see improved for the people of Lincolnshire?** More individual counselling and CBT for mental health patients as group or online is not always appropriate. It would obviously be better if waiting lists were shorter but I think people would be prepared to wait for individual service if they knew they were going to get it.

More respite care at home for dementia clients so carers can have a break. This doesn't have to be residential just a few hours at home.

#### Notes / Questions

Information provided by a group

#### 2. Case 13954 (17-09-2024)

PCN: Trent

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

Patient had a recent diagnosis of ADHD where the Dr stated the patient would benefit greatly of an assessment for Autism, informed the patient it should be done as urgent, however did not write this part down. Only that, they highly suspect that the patient satisfies the criteria for High-Functioning Adult Autism. I have informed them of this and strongly recommended that they be assessed for Autism. Has received some paperwork from LPFT and as it is lengthy doesn't feel they are able to fill it in and has previously completed a form prior to ADHD assessment, with a lot of the same information.

#### Notes / Questions

Patient requested Healthwatch make contact with LPFT PALs

#### Provider Response

*Unfortunately this paperwork is required to enable the team to triage, prior to offering an appointment.*

*Healthwatch provided this information to the patient, where they asked for assistance to complete the paperwork whilst at an outreach clinic in Gainsborough. Then to send it off for them as they are feeling overwhelmed.*

*UPDATE - form completed and sent to LPFT for triage.*

*Further update - I can see that the triage forms and information have been reviewed, they have been accepted for assessment and added to the waiting list for formal assessment. The team have been in contact with the patient and their family member so they are aware. They have given us more information and we have agreed to re-review the RAG/wait times at this weeks duty (Thursday) and I have agreed to call them next Friday with an update. Currently wait is estimated 12 months, once reviewed it may be expedited to 16 weeks but this depends on the outcome.'*

*28/10/24 - patient had no information from LPFT - request for Healthwatch to make contact*

*28/10/24 - response received and sent to the patient - I can see that a letter was sent to the patient dated 14/10 following the review of the initial triage, confirming they are on the waiting list for assessment, but has been expedited to amber with an estimated up to 16 weeks wait for assessment.*

#### Informal Complaint

1. Case 13992 (30-09-2024)

PCN: Imp

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

Meeting at Community Mental Health Team, (CMHT)

I am an Armed Forces Veteran under the care of CMHT Lincoln North and have been for the last 3 years. My Veteran's Nurse, (Clinical Director of the Complex Trauma Service) based at St. Andrews Healthcare and Senior Veteran Liaison Nurse from Op Courage have been repeatedly emailing to request a Director Level Teams Meeting to discuss my care in the Community or severe lack of it. They have both repeatedly been ignored so I feel compelled to write to you myself.

I have a clear Care Plan that is not being adhered to. I do not apportion blame on a named person, personally, we work well together, but on your Service in general. I appreciate that you are all overworked, with huge case loads and waiting lists however, the lack of input to support me in the Community is sadly lacking and I have done nothing but fight for the last 3 years to get the required support as outlined in my care plan as CMHT is the only Service I have here locally to support me. My psychiatrist, who I have had 6 weekly telephone appointments with for the last 6 or 7 years has sadly retired. I have no idea who my new Psychiatrist is but I expect to receive the same level of care and input that I received from my previous psychiatrist. I am yet to be informed of who or when this will happen. Although I have had a meds review by a named Dr they are not my allocated Psychiatrist. I request to be told in writing who is replacing them and that the same level of care will be continued.

My physical health has now been impacted by the lack of adequate support to help me to get out of my house and exercise and I'm now faced with very high blood pressure that I've never had before and high cholesterol too. While I will take responsibility for some of these physical health problems as in my diet and being in the midst of menopause, I hold CMHT fully responsible for my inability to get out and exercise and not being supported to leave my home to do this due to my mental health which you are fully aware of and is documented.

I have a meeting booked in with CMHT at Carholme Court in early October. As is heavily documented in my medical notes, depending on the day and how my mental health is, I am usually unable to leave my house never mind attend appointments at CMHT. However if I do not attend, I am perceived as not engaging and cancelling appointments, all of which are not the case.

There is a total lack of understanding in how people like myself living with CPTSD are treated by your Service. I know previously that my Veteran's Nurse, has offered free training to CMHT with regards to this but was ignored yet again by your predecessor.

I am therefore formally requesting that you attend this appointment as the Director of CMHT Lincoln North to listen to a service user to enable you to understand that your Service is not working and to find a way forward that suits everyone involved. The only way you know if a Service is working or not is to hear first hand from the people who are under your care.

I have been in Trauma Therapy with the Veteran's Complex Trauma Service for 3 years now but it is via Teams as they are based in Northampton. I work very hard at my therapy and have come a long way since attempting to take my own life prior to getting to CTS. I have a landmark case going through The Royal Court of Justice at the moment represented by a KC who specialises in historic sex abuse cases and Public Enquiries. I am also in the process of Appealing the level of disablement for my CPTSD at Tribunal awarded to me as my War Pension. I am being represented by the legal team at The Royal British Legion to do this, this has been ongoing for 3 years, adjourned every time in my favour but still never been part heard.

I would be grateful if you could thoroughly read my medical notes to make yourself aware of my medical history and attend this meeting next week to discuss the failings in your Service. If I continue to not be seen and heard, my care plan not followed and the continued lack of support in the community, I will put in a formal complaint to HealthWatch Lincolnshire.

I look forward to your response regarding the above prior to my meeting next week and confirmation that you will attend and if not, a clear reason as to why not. The fact that my Veteran's Nurse and Op Courage have been repeatedly requesting a meeting and been blatantly ignored is nothing less than a clear breach of a duty of care to one of your service users. If it was not for the support I receive from my therapist and veterans nurse, I very much doubt I would still be here. I get this because I am an Armed Forces Veteran with a Service related trauma. I fear for anyone who is not and has to solely rely on your Service for help and Support and lives are being put at severe risk.

**Notes / Questions**

Patient copied Healthwatch into this concern. Original to Director Lincoln North CMHT

Healthwatch provided complaints information for LPFT.

**Provider Response**

Patient request for Healthwatch to forward information to PALS.

*Response - A short-term care plan was formulated which was as detailed below.*

**Short term plan of care**

*Referral for the Social Prescribing Team for support with access to ,the local community to access support with physical activity to improve physical and mental wellbeing.*

*I have also requested support to encourage social interaction in the community including befriending . There is currently a waiting period for this service, however I have had acknowledgement that this referral has been received.*

*Following discussion on what support the patient required from CMHT they identified that they required the knowledge of who their consultant psychiatrist was.*

*As discussed with the patient, psychiatrist are allocated via GP surgeries and the patient's allocated psychiatrist is (named) Dr with whom they have a face to face appointment on 07/10/24.*

*The patient identified that previously they had regular check ins with their consultant on a 6 weekly basis and would like this to be something for the future and will explore this at their next appointment, the patient will discuss this on a 1-1 with the named Dr.*

*In terms of support from the CMHT North Recovery team the patient identified that they required ongoing support whilst they had the ongoing MOD case and civil case*

*The patient identified that there were days when they struggled to with their daily functioning. The patient identified that they would benefit from some ...*

**Stabilisation work , grounding techniques, breathing and relaxation work along with mindfulness to work alongside and in conjunction with your therapy .**

*As a CMHT we will look at the most appropriate person to deliver the above services to you .*

*Following on from the patient concerns around Duty contact.*

**DUTY**

*If you call into the reception at Carholme Court for a duty call . The call will be passed over to a duty worker and as is the duty protocol we will return a call to you within one working day .*

*I have arranged a face-to-face home appointment for Thursday 10th October.*

We are now going to close our case.

Healthwatch spoke with the patient and they are happy with the care plan and hopes that they do what they say they are going to do.

## Patient Transport

Area	Case Details
East Locality x 3 <ul style="list-style-type: none"><li>• 2 x General Comment</li><li>• 1 x Compliment</li></ul>	<p><b>General Comment</b></p> <p>1. Case 13966 (27-09-2024)</p> <p><b>Providers:</b> East Midlands Ambulance Service NHS Trust (EMAS), Pilgrim Hospital</p> <p>A few weeks ago my elderly parent had a fall in the garden. We called 999 and an ambulance was called. We were informed that there were long delays and they would get out to us as soon as they could. We were not able to move them and made them as comfortable as we could. Luckily it was a warmish day. The ambulance got to us approximately 2 hours after the call. The crew were lovely and assessed my relative, advising that they needed to go to A&amp;E to be checked.</p> <p>My relative did not want to go but eventually they were persuaded that we needed to know if anything was broken.. They spent 6 hours in total in A&amp;E, 4 of those hours in the back of an ambulance. They had an X-ray and nothing was broken, just badly bruised and it was suggested that we contact the GP Surgery for follow up and to be monitored as blood pressure issues may have caused their fall. We are still trying to get an appointment to be seen. They are still sore and finding it hard to move around. They have had their blood pressure checked at a Pharmacy and have been told it was normal.</p> <p><b>Notes / Questions</b></p> <p>No personal information provided</p> <p><b>Provider Response</b></p> <p><i>It is hoped the authors relative is recovering well.</i></p>

2. Case 13913 (06-09-2024)

PCN: First Coastal

Providers: Integrated Care Board Dental, Lincolnshire County Council - Transport

Volunteers at Foodbank who care for their teenage grandchild who has autism, learning disabilities and developmental delay shared negative experience of the transport that had been provided last year to get to school in Boston.

The taxi company that was used was always late, driver was not communicative and at one point on the way home, stopped to have a cigarette. This afternoon the carers were getting worried as grandchild over an hour late, so rang worker who accompanied grandchild. Worker told them about the driver stopping and unable to do anything. This has now been resolved and before school broke up for holidays, another driver used, who was communicative, friendly, this made all the difference for their autistic grandchild.

Their grandchild is the only member of the family who can see an NHS dentist for dental check ups and treatment. Nobody else can see an NHS dentist in Skegness or anywhere near where they live, both elderly, and have adult child with mental health problems.

**Notes / Questions**

No contact details provided

**Compliment**

1. Case 13901 (03-09-2024)

PCN: Boston

Providers: Pilgrim Hospital

For Information: Community Volunteer Car Service

MRI Unit

Had to attend for an MRI scan recently, appointment given for 8.30am on a Saturday morning. I do not drive and was told I could make contact with the hospital transport team, number given on letter. When I rang, I was informed that I was not eligible for non emergency transport and no other information was given to me. I was concerned that I might need to cancel the appointment and get one at another time when a family member would be able to take me. My next-door neighbour told me about the community car scheme in Boston. I rang and was able to arrange for a driver to pick me up and take me to the hospital, wait for me and drop me back home. Lovely service and lovely driver.

Staff at the MRI unit were lovely and put me at ease.

More people should be made aware of the community car scheme. I was quite happy to pay for this and it is much cheaper than a taxi with no waiting time charge. Will use this service again.

**Notes / Questions**

No patient details provided

**Provider Response**

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

South West Locality x 2

- 2 x General Comment

**General Comment**

1. Case 13960 (20-09-2024)

PCN: K2 Healthcare Sleaford

Providers: Ruskington Medical Practice

For Information: East Midlands Ambulance Service NHS Trust (EMAS)

Patient has been having regular severe headaches and having spells of dizziness daily for the last 2 weeks. This happened last week in mid September 2024 when they were at Church and an Ambulance was called. They were assessed by paramedics and were told to get an appointment with the GP as soon as possible. It has proved difficult to get a face-to-face appointment, had a ring back appointment and were told to check BP twice a day with their own BP machine, and to throw away the paperwork given to them by the paramedic. They are concerned that they are still having headaches and dizzy spells and do not have an appointment until late September, they don't have a time for this appointment.

**Notes / Questions**

Signposted to Practice Manager, patient requested Healthwatch make contact with the Practice Manager. Advised if condition worsens or has concerns ring NHS111/999

**Provider Response**

*Response from Ruskington Medical Centre - Unfortunately, we are not able to give a time but can see they will be getting a call from our pharmacist. The appt states to call after 2pm, so this would have been arranged with them at time of booking. Pharmacist will discuss their bp medication with them etc. If they feel they need to be seen over the weekend, then they will need to attend the Urgent Treatment Centre in Grantham or call 111 like you have already suggested.*

*Information relayed to the patient.*

2. Case 13986 (30-09-2024)

PCN: K2 Healthcare Sleaford

Providers: Non-Emergency Hospital Transport (NEPTS) EMAS

Elderly parent 80+ and relative spoke about a recent call to Non Emergency Hospital Transport.

Parent had previously been provided with transport but on this occasion in early September 2024 was informed they were not eligible anymore, even though their health had deteriorated. No additional information was provided to parent.

Parent had to cancel upcoming appointment as they didn't have anyone to take them. Relative had been in hospital themselves and unable to drive. Patient did not have the funds to go by taxi. Was informed no voluntary car scheme transport was available on the date to take them. Made enquiries about call connect, however unable to walk to the pickup point. Parent felt that they are being overlooked by services and expressed that they felt a burden and no-one really cared for older people and their wellbeing.

**Notes / Questions**

No patient details provided

## Social Care Services

Area	Case Details
East Locality x 2 <ul style="list-style-type: none"><li>2 x General Comment</li></ul>	<p><b>General Comment</b></p> <p>1. Case 13911 (06-09-2024)</p> <p>PCN: First Coastal</p> <p>Providers: Lincolnshire County Council - Adult Social Care</p> <p>Client from foodbank shared that has adult child who is disabled, they were born with part of their brain missing. Now carer for this adult, " said has no faith in social care. Workers change. Living in upstairs flat, have been no help." Now has to go to tribunal for PIP. Did not want any further signposting or information. Did take Healthwatch contact information.</p> <p><b>Notes / Questions</b></p> <p>No contact details provided</p> <p>2. Case 13962 (27-09-2024)</p> <p>Providers: Lincolnshire County Council - Adult Social Care</p> <p>LCC Lincolnshire Adult Care Finance Team/SERCO. Financial assessment for funding assistance with care home fees. Took 14 months to reach a decision. Documents lost. Lack of communication. Very poor service. Nothing went well. Financial assessment carried out by Financial assessment team at Lincoln.</p> <p><b>Notes / Questions</b></p> <p>Signposted and contact details given for Adult Social Care - Customer Service Feedback.</p>

## South West Locality x 3

- 2 x Informal Complaint
- 1 x Signposting

## Informal Complaint

### 1. Case 13903 (03-09-2024)

**Providers:** Lincolnshire County Council - Adult Social Care, Woodview Care Home

Family member commented there had been no GP visit for their parents. Family member has asked neighbour to raise this as very distressed. Parent 1 placed in Woodview Nursing Home after parent 2 went into hospital. Initially family member and Neighbour were informed that this fast-tracked pathway for 12 weeks, now informed need to pay!! - clarity needed on this as Social Services verbally informed them of this. Parent 1 palliative care been in for 13 weeks - home not controlling pain management. Parent 2 been in for 6 weeks, after being discharged from Pilgrim Hospital after hip replacement, previously whilst in hospital, could weight bear, use commode, now bed-bound and doubly incontinent, several bedsores now present. On both feet - blackened, not being turned, helped out of bed or brace placed on legs, now also has a bed-sore on bottom. Now doubly incontinent. Adult Social Care has been in today, to do an assessment with parent 1, it is believed, and looking at Hospice Care, although family member was not present, even though wanted to be, not informed of the time. Thinks parent 1 will be fast-tracked to this service. Family member is just waiting for Power Of Attorney to be signed off, which is imminent. Would like GP to see parent 2, has been informed that Home Health involved, but no actual GP visit to parents. Medications have been prescribed for anti-depressants. Parents in separate rooms, not been able to see each other, as far as neighbour aware not taken to see each other since been in the home.

#### Notes / Questions

Healthwatch raised PPC form

#### Provider Response

*11/9/24 LCC - improvement plan in place, visit imminent to the home where these concerns will be looked into.*

*Relative update - parent 1 passed away in the care home, still uncertain if they had been fast-tracked and not happy to pay. Parent 2 now moved to another home.*

*Had difficulty in accessing death certificate - HW made contact with the GP surgery who would look into it to see if they could provide. Update - GP Surgery could provide as new rulings in place as of that day, to say they could get this sorted but would not be in the timeframe the family member wanted before they went back to overseas.*

### 2. Case 13987 (30-09-2024)

**PCN:** K2 Healthcare Sleaford

**Providers:** Lincolnshire County Council - Adult Social Care

Patient is in their 70's, has sight and hearing impairment. Was referred by Lincolnshire Sensory Services (LSS) to the wellbeing service and had a visit in September 2024 from one of the team. The patient felt the person did not listen to their needs. Felt dictated to them, what they should have, and would not listen when the patient expressed additional concerns over 'aids' that they SHOULD get in place. eg, toilet seat that would raise the toilet, cause the person additional issues as a step would then need to be put in place and could cause them as a trip hazard due to sight loss).

Assessor the patient felt was very aggressive in their approach and would not listen. Patient felt quite angry about this approach.

Spouse was present and was not impressed with the assessors manner and tone. The assessor went ahead and ordered equipment that the patient did not want nor need. When a person came to fit some of the equipment and had a conversation with the patient they took some of the equipment away as they felt that it wasn't suitable for this patient.

#### Notes / Questions

No personal details provided

## Signposting

### 1. Case 13990 (30-09-2024)

**PCN:** K2 Healthcare Grantham and Rural

**Providers:** Lincolnshire South West Area Locality

**For Information:** Lincolnshire County Council - Adult Social Care

Patient employs cleaners but finds they do not do what they request and 'sacks' them. Has mental health issues and a care co-ordinator at sycamore house, Is in receipt of ESA and PIP. Looking for a good cleaner to do what they request.

#### Notes / Questions

Healthwatch provided Age UK and Wellbeing service

## West Locality x 2

- 1 x General Comment

## General Comment



- 1 x Informal Complaint

#### 1. Case 13919 (09-09-2024)

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

Dementia and Wellbeing Groups feedback

We have had people who haven't heard back from mental health services and we have had to intervene as they don't know where to turn. We have also had a group member who was referred to an online mental service with some interaction with a mental health practitioner. They were told they could be "cured" and was very disappointed when they were not. The service was totally inappropriate for their needs. Has now gone private but not everyone is able to do this.

**What changes would you suggest to improve health and care services in Lincolnshire? What do you want to see improved for the people of Lincolnshire?** More individual counselling and CBT for mental health patients as group or online is not always appropriate. It would obviously be better if waiting lists were shorter but I think people would be prepared to wait for individual service if they knew they were going to get it.

More respite care at home for dementia clients so carers can have a break. This doesn't have to be residential just a few hours at home.

#### Notes / Questions

Information provided by a group

### Informal Complaint

#### 1. Case 13991 (30-09-2024)

**Providers:** Pilgrim Hospital

Emergency Care, Integrated Assessment Centre, Trauma & Orthopaedics, Neurology.

My parent in law was recently discharged from Pilgrim Hospital after an inpatient stay of 12 weeks. They originally attended due to an episode of delirium and extreme confusion, and was brought by ambulance. After being awake for 2 days and in A&E for more than 24 hours with 1 to 1 care for their own safety due to confusion and high risk of absconding, they were moved to IAC during shift change. Staff left them alone in a busy area to complete their handover, they walked off and fell fracturing their hip. As a result they spent the next 3 months on an orthopaedics ward where their mental state continued to deteriorate. Elderly care would not take them, despite frailty and apparent dementia symptoms, because they only accept patients aged 75 or more.

Communication to the family from the ward was non-existent. When we called, if the phone was answered we received only basic information from a nurse on duty, often contradictory to what we had been told before. Never from a doctor, even after requesting that. They didn't even call to tell us parent in law had fallen again, this time out of a chair hitting their head on the floor, when their 1 to 1 carer left them alone in a room.

The hospital were going to discharge without even investigating their delirium until we intervened and requested a referral to neurology. They lost their £2,000 hearing aid and just shrugged it off as one of those things that happens. Didn't even tell us we could claim for it (the IAC interim matron did). That claim then took weeks and is being paid by cheque because ILHT don't do bank transfers! Like it's still the 20th century!

The family were not involved at all in discharge discussions, we only found out about funding approval via relatives who were visiting the day the decision came through. No consideration given to patient confidentiality. Parent in law is now in a care home but being evicted because they claim the hospital were not honest about how extensive their care needs were. This is just a brief summary of the issues we have encountered, making it shocking to read this week that ULHT claims to have a policy of daily calls to keep families informed. This is utter nonsense. In almost 100 days we received zero calls. Not after the second fall, after a neurology consultant visit, or after a psychiatrist evaluation. Patient and family experience could not have been any worse if they tried.

#### Notes / Questions

Healthwatch provided Complaints information, CQC and Adult Social Care.

#### Provider Response

*Family member - Thank you for your reply and for your kind words. We will be making a complaint to ULHT. And yes, we have a meeting this week with social care and the ICB to hopefully make a plan for my parent in law's future care.*

<b>All Areas x 1</b> <ul style="list-style-type: none"> <li>1 x Signposting</li> </ul>	<p><b>Signposting</b></p> <p>1. Case 13989 (30-09-2024)</p> <p><b>Providers:</b> Lincolnshire County Council - Adult Social Care</p> <p>Request come in through via the neurology survey.</p> <p><b>Brief description of enquiry:</b> Something to allow me to get in the bath</p> <p><b>Notes / Questions</b></p> <p>Healthwatch provided Wellbeing service information</p>
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## Other

Area	Case Details
<b>East Locality x 3</b> <ul style="list-style-type: none"> <li>1 x General Comment</li> <li>1 x Compliment</li> <li>1 x Signposting</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 13880 (02-09-2024)</p> <p><b>Providers:</b> East Lincolnshire Area Locality</p> <p>Patient completed online Neurological survey requesting information, I was diagnosed with fibromyalgia nine years ago.</p> <p>We have a history in the family of lupus and fibromyalgia and arthritis and other connected medical issues.</p> <p>I have had a couple of bad years with ongoing health problems.</p> <p><b>Notes / Questions</b></p> <p>Healthwatch provided a number of support groups in Lincolnshire.</p> <p><b>Compliment</b></p> <p>1. Case 13934 (11-09-2024)</p> <p><b>PCN:</b> Boston</p> <p><b>Providers:</b> Lincolnshire County Council</p> <p>I decided to try and stop smoking after 40+ years. Spoke with GP surgery who referred me through to One You Lincolnshire. I am now 8 weeks + without actually having a cigarette. Initially placed on patches and vape, after a couple of weeks I decided to lower the patches, then stopped them and only on the vape. All with the support of One You. Very grateful for the support and looking forward to being totally nicotine free in the next few months.</p> <p><b>Signposting</b></p> <p>1. Case 13952 (16-09-2024)</p> <p><b>PCN:</b> East Lindsey</p> <p><b>Providers:</b> East Lincolnshire Area Locality</p> <p>Patient completed pharmacy survey and requested information on Cancer Support in the Louth area</p> <p><b>Notes / Questions</b></p> <p>Healthwatch provided some support options in Louth and Mablethorpe area.</p>
<b>South Locality x 1</b> <ul style="list-style-type: none"> <li>1 x Signposting</li> </ul>	<p><b>Signposting</b></p> <p>1. Case 13931 (11-09-2024)</p> <p><b>Providers:</b> South Lincolnshire Area Locality</p> <p>Friend had provided Healthwatch contact details to help complete a PIP form in the Spalding area.</p> <p><b>Notes / Questions</b></p> <p>Healthwatch provided local Citizens Advice information.</p>
<b>South West Locality x 4</b> <ul style="list-style-type: none"> <li>2 x General Comment</li> <li>1 x Compliment</li> <li>1 x Signposting</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 13891 (02-09-2024)</p> <p><b>PCN:</b> K2 Healthcare Sleaford</p> <p><b>Providers:</b> Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>I like the library, love it. So helpful as I am on a low income, so I can borrow from here. Can come in and do a puzzle, not bothered about the company, it's the cost of things I need help with.</p> <p><b>Notes / Questions</b></p> <p>No patient details provided.</p>

2. Case 13895 (02-09-2024)

PCN: K2 Healthcare Sleaford

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Young person commented regarding ADHD in relation to a Grantham GP Surgery.

I go with my parents, it's boring, I don't listen. They ask about my diet, how I'm reacting and feeling, I take my phone or a book and look at these, I concentrate on that while they talk.

Feedback from Great grandparents of the above person - ADHD support - parents are not well. One parent has anxiety problems, but is now going outside and walking, which is helping. Other parent knows what it is like for young person with ADHD. When they were diagnosed I realised there was a problem, before this, I just thought the young person needed love and discipline, we discuss and chat things over. Young person doesn't socialise well and can be quite full on, no-one wants to know. I am worried about them going to secondary school and hope they will fit in as they are so looking forward to going. As a great grandparent I help the family out.

**Notes / Questions**

No patient information provided

**Compliment**

1. Case 13892 (02-09-2024)

PCN: K2 Healthcare Sleaford

Providers: Lincolnshire County Council

Got 12 weeks free gym on prescription, the gym is only up the road. I haven't got there so far as it's been too hot, I have mobility issues. I was referred to the Wellbeing service by my GP surgery, who contacted me, I think it's wonderful, but I wouldn't ask them for help with transport, feel that would be taking the mickey. It will do me good to go to the gym.

**Notes / Questions**

No patient information provided

**Signposting**

1. Case 13990 (30-09-2024)

PCN: K2 Healthcare Grantham and Rural

Providers: Lincolnshire South West Area Locality

For Information: Lincolnshire County Council - Adult Social Care

Patient employs cleaners but finds they do not do what they request and 'sacks' them. Has mental health issues and a care co-ordinator at sycamore house, Is in receipt of ESA and PIP. Looking for a good cleaner to do what they request.

**Notes / Questions**

Healthwatch provided Age UK and Wellbeing service

West Locality x 1

- 1 x Signposting

**Signposting**

1. Case 13985 (30-09-2024)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Patient requested Care Quality Commission information and how to make contact. Relating to child and their healthcare. Did not want to go into detail, just wanted the contact details for CQC

**Notes / Questions**

Healthwatch provided CQC information as requested

All Areas x 4

- 4 x Signposting

**Signposting**

1. Case 13926 (10-09-2024)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Individual completed neurological survey asking for information about help understanding if I qualify for PIP & how to access other treatments eg pain clinics for fibromyalgia.

**Notes / Questions**

Signposted to GP for referral to Lincolnshire ME/CFS service. Advised to access CAB

2. Case 13927 (10-09-2024)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Individual completed neurological survey asks for information about one to one help with ME (Myalgia Encephalomyelitis).

**Notes / Questions**

Signposted to GP for referral to ME/CFS services in Lincolnshire. Contact details for ME association.

	<p>3. Case 13928 (10-09-2024)</p> <p><b>Providers:</b> Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Individual completed online neurological survey wanting information about wheelchair grants.</p> <p><b>Notes / Questions</b></p> <p>Signposted to GP, SCOPE for information relating to wheelchair assessment, personal wheelchair budgets, grants and charities that may be able to help. GP referral for Therapy services. NRS wheelchair commissioned services.</p> <p>4. Case 13959 (19-09-2024)</p> <p><b>Providers:</b> Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Individual completed online neurological survey. Wanting further information and signposting about head injury, pain management, counselling.</p> <p><b>Notes / Questions</b></p> <p>Signposted to Headway, Connect Pain Management , Talking Therapies.</p>
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## Not Specified

Area	Case Details
<p>All Areas x 1</p> <ul style="list-style-type: none"> <li>• 1 x Signposting</li> </ul>	<p><b>Signposting</b></p> <p>1. Case 13958 (19-09-2024)</p> <p><b>Providers:</b></p> <p>Individual completed online survey wanting signposting but not specified what.</p> <p><b>Notes / Questions</b></p> <p>HW contacted individual to ask what specific signposting needed.</p>