



Healthwatch Lincolnshire

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Healthwatch Lincolnshire Patient experiences: January 2025

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

This report has been produced by Healthwatch Lincolnshire to highlight the health and care experiences shared with us for the period 1 to 31 January 2025 where 58 comments were raised.

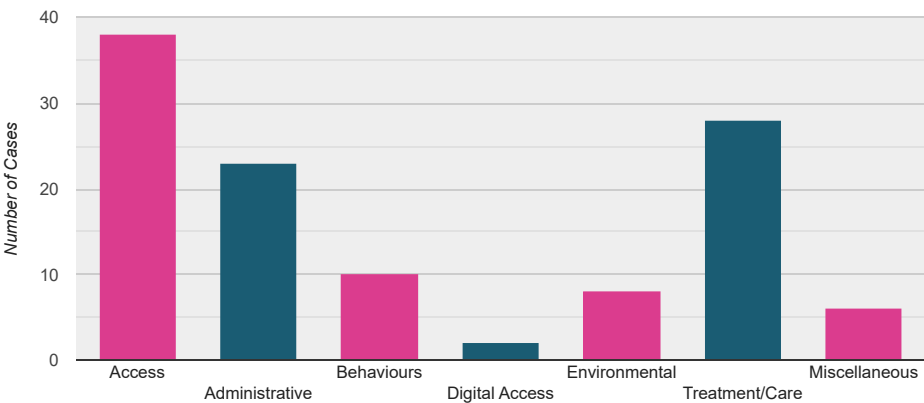
We note that all of these issues are taken at face value and there is sometimes limited detail and context to the feedback, however where a patient or loved one has taken the time to share their views or experiences with us we feel it is important, and indeed we have a duty to share these in the best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

- The map points are coloured according to the sentiment
 - Positive - green
 - Negative - red
 - Mixed - orange
 - Neutral - blue
 - Unclear - grey

Statistics

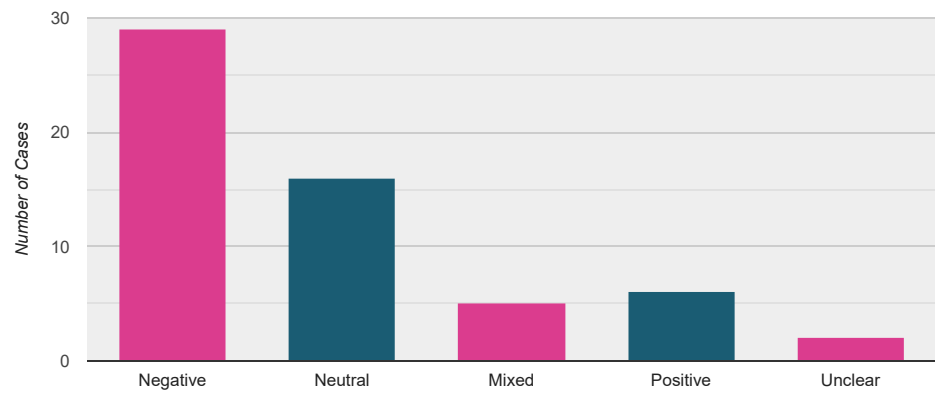
Total cases: 58

Theme Areas



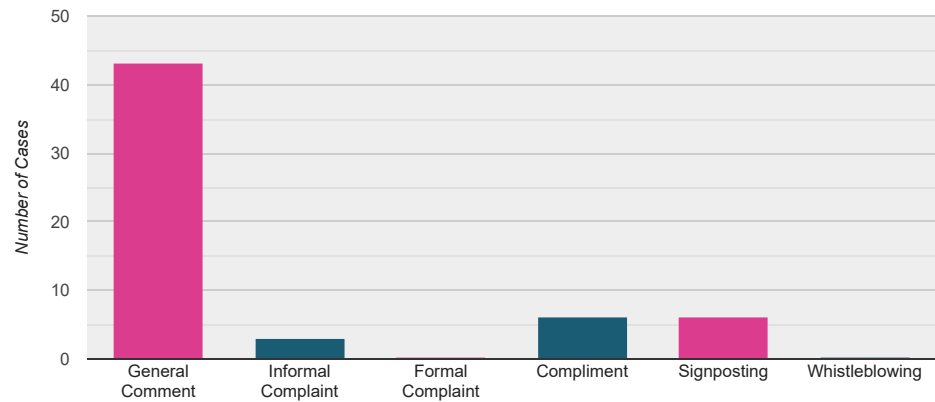
Theme Areas	Cases
Access	38
Administrative	23
Behaviours	10
Digital Access	2
Environmental	8
Treatment/Care	28
Miscellaneous	6

Sentiments



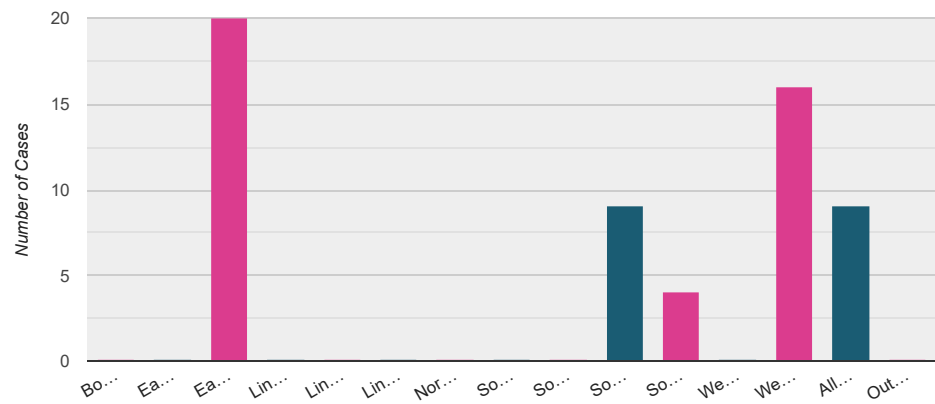
Sentiments	Cases
Negative	29
Neutral	16
Mixed	5
Positive	6
Unclear	2

Case Types



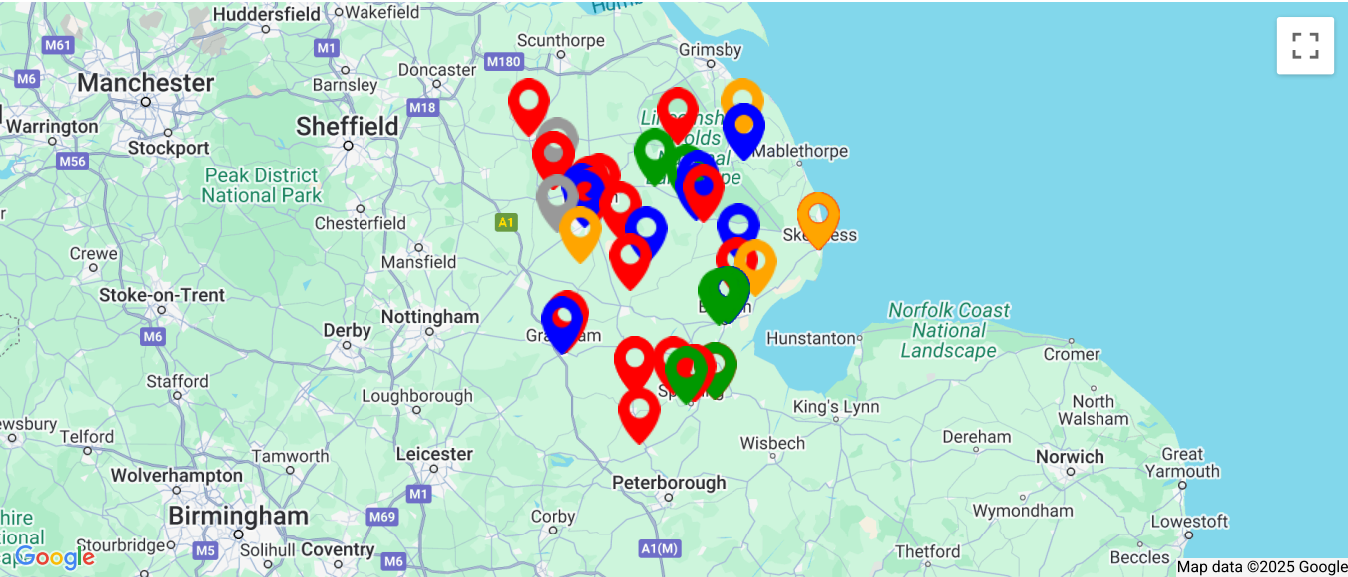
Case Types	Cases
General Comment	43
Informal Complaint	3
Formal Complaint	0
Compliment	6
Signposting	6
Whistleblowing	0

Areas



Areas	Cases
Boston District Council	0
East Lindsey District Council	0
East Locality	20
Lincoln City District Council	0
Lincolnshire CCG	0
Lincolnshire Integrated Care Services (ICS/ICB)	0
North Kesteven District Council	0
South Holland District Council	0
South Kesteven District Council	0
South Locality	9
South West Locality	4
West Lindsey District Council	0
West Locality	16
All Areas	9
Out of Area	0

Map



Cases

Multiple Services

This section of the report includes cases that relate to multiple services.

Area	Case Details
<div>East Locality x 2</div> <div><ul style="list-style-type: none">2 x General Comment</div>	<div>General Comment</div> <div>1. Case 14252 (23-01-2025)</div> <div>PCN: First Coastal</div> <div>Providers: Beacon Medical Practice, Lincolnshire Integrated Care Services (ICS/ICB), Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</div> <div>Healthwatch contacted by Work Coach from Department of Work and Pensions in Skegness. Has a complex client with mental health issues and has only had autism diagnosed as an adult. They are young adult currently living with their parent. Mental health has deteriorated and now stays in bedroom and reluctant to leave house. Will very rarely go out with parent or friend. Parent at the end of their tether as is the only one holding family together, have young adults young child living with them. Will not go to the GP or access Community Connectors locally at The Storehouse, has not attended mental health appointments, and will not speak to GP on phone.</div> <div>Notes / Questions</div> <div>Contact details and information sent for Neighbourhood Team East.</div>

2. Case 14225 (03-01-2025)

PCN: Boston

Providers: Pilgrim Hospital, The Sidings

Elderly relative in their eighties made appointment at GP Practice 2 weeks ago has to ring as no access and does not know how to use or have access to online systems. Had to ring at 8am in the morning did get a ring back and seen later that day. Was seen by medical professional face to face. Has multiple underlying medical problems, bronchiectasis, recurrent chest infections and heart problems. Under the care of Respiratory Consultant at Pilgrim Hospital. They have written to the GP Practice stating that if presents with chest infection needs a particular antibiotic and steroids. Presented at this appointment with breathlessness, fatigue and productive green phlegm. Only given general antibiotic not the one stated by the Respiratory Consultant and no steroids. When questioned this, told to come back if did not get better.

One week later tried to get GP appointment, symptoms worse, breathlessness and other symptoms worse. Not able to get GP appointment. Taken to A&E at Pilgrim Hospital. Spent 12 plus hours in the Department, very busy were told by Staff that there were 84 people in the Department. Had triage and assessment, observations and chest x-ray and nebuliser, these were done within the first couple of hours of being there. The longest wait was for x-ray and blood results and waiting to see a Doctor. Referred to Cardiology as enlarged heart on x-ray. Prescribed doxycycline antibiotic and steroids. Spouse went to Pharmacy in hospital as directed by staff in A&E for medication. Pharmacy said that they could not dispense this medication as on white prescription form needed to be outside Pharmacy. Relative did go home, spouse collected medication the next day from Asda Pharmacy, Boston. Has follow up with Respiratory Consultant mid to late January 2025.

Notes / Questions

No contact details provided

Provider Response

ULTH Response- We are sorry that this patient had such difficulties across both primary and secondary care and that lengthy waits in A&E added to this. Please be reassured that there are a number of actions being taken to reduce waits across our A&E and urgent treatment centres and that we appreciate the distress and anxiety this causes for our patients and families. We hope this person is now feeling better and should they have any outstanding concerns or queries encourage them to contact PALs at: ulth.pals@nhs.net or (01205) 446243

South Locality x 2

- 2 x General Comment

General Comment

1. Case 14247 (21-01-2025)

PCN: Spalding

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

Patient due to start Radiotherapy tomorrow and requires a fit note until the course of treatment is completed or the next stage if different.

Patient currently works as a 0hr cleaner and is looking to get on Universal Credits, but has been informed that unless they have a fit note they are unable to arrange this.

Patient mentioned they had asked at the surgery, but was informed no. I asked if their oncologist had informed the surgery of their impending treatment, and I have been assured that the surgery have had the letters from the department as they have had, which confirms treatment.

The patient starts radiotherapy tomorrow in Lincoln Hospital and has been informed that it will be for the next 4 - 7 weeks, a treatment plan will be put in place tomorrow whilst they are in the unit.

Patient also mentioned that if they are unable to claim for Universal Credit that they will become homeless as no income.

Notes / Questions

Patient request for Healthwatch to make contact with the Practice Manager.

Provider Response

Patient had been informed to ask their Consultant who is providing the care. They will be best placed to provide certificate for the most appropriate time frame. I understand that they start their radiotherapy tomorrow, and I am sure they will be able to arrange this for them whilst they are there.

Healthwatch contacted MacMillan Support at the hospital, who have contacted the Consultant (not something they would normally need to provide as it would usually come from the GP Surgery) but will try and help.

Healthwatch made contact with the surgery again - I have passed this through to one of the clinicians to see if they are able to arrange this? the patient will hear directly from the practice. We usually send these via text message to the patient.

22/1/25 - Update from surgery - Your requested was escalated to a clinician and they have arranged a med3 to be issued for 6 weeks. I have spoken to the patient today and made them aware of this. They were very grateful.

	<p>2. Case 14257 (24-01-2025)</p> <p>PCN: K2 Healthcare Grantham and Rural</p> <p>Providers: Lincolnshire Integrated Care Services (ICS/ICB), United Lincolnshire Hospitals NHS Trust (ULHT)</p> <p>Individual contacted following being referred to Healthwatch by advisor at Citizens Advice, Spalding. Has had multiple health problems for the last few years has recovered from cancer and operations related to this . During this time has had mechanical problems with their leg , associated with the tibia and needing a High Tibial Osteotomy. Has been on the waiting list for 5 years for this procedure and had got to the urgent waiting list, at this point the Surgeon who performed this procedure left the United Lincolnshire Hospitals Trust, so has now gone back on the waiting list. Unsure and very frustrated with systems in place and finding them difficult to navigate. Finds that GP is not helpful. Leg is now very swollen and has reduced mobility which is difficult as they are the carer for their bed bound spouse. Impacting physical and mental wellbeing , feels at one point that this was not urgent, bit now feels that this could be the reason that they die if not performed soon.</p> <p>Notes / Questions</p> <p>Information and discussion made around going back to GP re Right To Choose, ICB feedback team. PHSO information given. Carers First contact details given</p> <p>Provider Response</p> <p>ICB response- Thank you for your email received by the NHS Lincolnshire Integrated Care Board (ICB) Complaints and Customer Care Team on 22 January 2025. I am sorry to note the concerns raised by the patient in relation to their planned surgery. I have shared this with the ICB's operational Manager to the Lincolnshire Elective Activity Coordination HUB (EACH)/Planned Care Team who has been in contact with the patient and is progressing this concern. I will provide a further update once available.</p>
<p>South West Locality x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 14254 (24-01-2025)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS), Lincolnshire Integrated Care Services (ICS/ICB), NHS 111 Service</p> <p>Grantham Hospital, Urgent Treatment Centre (UTC). I have been in with my 2 year old three times now when the doctors have been closed and on advice of 111 and each time they have said their chest is clear only to take them to my GP as is not any better and them to tell me it isn't clear and that they have a chest infection and they prescribe antibiotics. They do not listen to my concerns as my child has suspected asthma and that their breathing/cough isn't right.</p> <p>Notes / Questions</p> <p>PALS LCHS contact information given</p> <p>Provider Response</p> <p>We hope that PALs were able to help and a response has been provided.</p>
<p>West Locality x 3</p> <ul style="list-style-type: none"> 2 x General Comment 1 x Signposting 	<p>General Comment</p>

1. Case 14265 (30-01-2025)

Providers: Integrated Care Board Dental, Lincolnshire County Council - Adult Social Care, Lincolnshire NHS Clinical Assessment and Treatments Service (LCATS), Treeline Dental Lincoln

I'm supporting a client at the moment in their twenties with fibromyalgia, Autism, managed complex mental health (just for context as to their complicated circumstances) They are estranged from family and have very little support and limited finance.

Around a year or so ago, they developed dental issues which were meant to have been treated.

However, they suspect that parts of the problem teeth were not removed properly and this continues to cause pain and ongoing infections.

They were directed to Treeline as a private dental option, who then subsequently lost them on the waiting list. They are struggling to find NHS support and cannot afford private options. They have developed further dental issues since, but I'm especially concerned as much stems from the original errors in treatment.

They've phoned 111, but got nowhere as it's chronic and not emergency dental care. Even Social Prescribers have hit a brick wall trying to figure things out. We've contacted PALS, but again no progress.

We were wondering if this is something Healthwatch might be able to advise or advocate on? Or even signpost to appropriate support? They continue to spend their time in constant pain, firefighting infections as they come and go and its impacting now pretty much all facets of their life.

Notes / Questions

Signposted to NHS 111 for emergency dental treatment , and NHS choices for local dentists. Community Specialist dental service contact details given. LICB feedback contact details given because of difficulties accessing dental treatment. Contact details given for voiceability.

Provider Response

HW contacted worker- I would contact the ICB and discuss further the issues that are ongoing , they are very helpful, in my experience. NHS 111 have a responsibility if a person is having pain and infection to get them an emergency dental appointment.

Worker contacted HW- Thank you this is very helpful. I will talk with my client and see what routes they want to take. I appreciate your patience in supporting with this too, dental systems are somewhat of a mystery to me!

2. Case 14251 (23-01-2025)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

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

Worker from Op Courage rang to discuss that one of their Veterans that they are working with who has complex mental and physical health problems has been recently diagnosed with fibromyalgia and is having difficulty accessing appropriate care. Has been to NHS pain clinic and has not found this helpful. Has had issues with the GP and has also not found them helpful. They have tried to come to a resolution with the Practice Manager but this has not been successful. They have been using medical cannabis for pain relief but this is costly, and have been turned down for a prescription for medical cannabis as they do not have a condition that meets the criteria to prescribe.

Notes / Questions

Signposted to LICB Feedback, CQC, PHSO contact details given.

Signposting

1. Case 14219 (02-01-2025)

Providers:

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

I need help with my mental health as it is really really bad. I'm based in North Hykeham. And just wondered how I can do a self referral or get referred thanks

Notes / Questions

Signposted to GP for assessment of mental health and referral to mental health services as needed. NHS111/999 for access to crisis mental health services. Contact details given for self referral to Talking therapies. Contact details given for Single Point of Access Mental Health Services . Contact details given for Night Light Cafes Lincoln.

All Areas x 5

- 5 x General Comment

General Comment

1. Case 14270 (30-01-2025)

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

When a patient is admitted to our hospitals and has a power wheelchair, is there provision for the chair to be charged on Trust premises? Does the patient have to show that the charger has been PAT Tested?

Notes / Questions

Please see question raised

Provider Response

ULHT response- We will do all we can to support any patients bringing in their own wheelchairs and for them to be charged and ask patients to speak to the nurse in charge. If the patient does have evidence of PAT testing that would be helpful but if that is not available we can sort that out.

2. Case 14271 (30-01-2025)

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

What is the availability of community physiotherapy in and around the Boston area? How does a patient get referred to this service?

Provider Response

ICB response

Patients need to be referred to Community Physiotherapy via their GP surgery. In Boston services are delivered from the following locations:

1. HS Health Group Clinic, Read House, Gilbert Drive, Wyberton Fen, Boston, PE21 7TQ
2. Parkside Surgery
3. Sidings Medical Practice
4. Liquorpond Medical Centre
5. Kirton Medical Centre
6. Swineshead Surgery
7. Greyfriars Medical Practice
8. Old Leake Medical Centre

ULHT Response- Physiotherapy can be provided in a number of GP surgeries and ULTH outpatient services are provided at 6 sites across the trust providing care to patients with musculoskeletal, orthopaedic, neurological, respiratory and pelvic health conditions. In addition, an Aquatic therapy service is available at Grantham + District hospital and Paediatrics services based out of Lincoln County Hospital. Each of our departments offer services during core hours of 8.30am to 4.00pm with some areas offering a service until 5.00pm. Our teams treat patients from a variety of referral streams from GPs and Consultants to specialist nurse practitioners. Patients are offered 1:1 appointments either in person or virtually and/or class work to help their rehabilitation and recovery.

GP referrals:

General Practitioners in the Lincolnshire district can refer patients to Physiotherapy department for assessment and treatment of musculoskeletal conditions or specialist services like aquatic therapy, maternity, obstetrics and gynaecology, respiratory and neurological conditions. This service is available to patients who prefer to be treated within the hospital setting rather than locally at the GP practices.

3. Case 14274 (30-01-2025)

Providers: Lincolnshire Community Health Services NHS Trust (LCHS), Lincolnshire County Council - Adult Social Care, United Lincolnshire Hospitals NHS Trust (ULHT)

Medical equipment such as ventilators, dialysis machines and stairlifts can be expensive to run to improve quality of life. How and where can people get additional financial support to stay well etc.

Provider Response

ULHT response- As well as asking clinicians and GP surgery staff for signposting and help this website provides information: <https://www.nhs.uk/nhs-services/help-with-health-costs/>

	<p>4. Case 14259 (24-01-2025)</p> <p>PCN: APEX</p> <p>Providers: Lincolnshire Integrated Care Services (ICS/ICB), Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Healthwatch contacted Veteran following them ringing HW twice yesterday and discussing mental health issues and that they were wanting prescription for medicinal cannabis because of new diagnosis of fibromyalgia. Discussed NHS guidelines for eligibility for medical cannabis very difficult to get. Has tried many different medications and treatments which have not worked. Been under the care of Rheumatology, GP , Pain Clinic and has had multiple investigations and feels that they did not want to know about the pain they were getting. Having to buy medical cannabis privately and this is sending them into debt. Pain effecting every aspect of daily living. Feels that has support from mental health team and undergoing Cognitive Behavioural Therapy (CBT) and other interventions. Has not found Veteran Charities and care helpful.</p> <p>Notes / Questions</p> <p>Signposted to LICB feedback /customer Care, PHSO , and Fibromyalgia Action UK.</p> <p>5. Case 14273 (30-01-2025)</p> <p>Providers: Lincolnshire Integrated Care Services (ICS/ICB), United Lincolnshire Hospitals NHS Trust (ULHT)</p> <p>With an Assisted End of Life Bill going through its stages in Parliament, how will this affect residents of Lincolnshire and access to / sharing of information across the system? How will the End of Life / Palliative Care Service be impacted by this in the long term?</p> <p>Provider Response</p> <p>ULTH Response- From a Palliative & End of Life Care (PEOL) perspective the impact will be further discussed and debated through PEOL systems meetings which link to regional and national forums. It has already been mentioned as an area we need to discuss further and so teams and services are aware.</p>
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Community Health Services

Area	Case Details
<p>East Locality x 1</p> <ul style="list-style-type: none"> 1 x Compliment 	<p>Compliment</p> <p>1. Case 14220 (02-01-2025)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Urgent treatment Centre, Louth County Hospital. Mid December I tried to get an urgent GP appointment for a serious ear Infection. After a phone call and various emails via AskMyGP I was unable to get an appointment on that day the earliest was a couple of days later.</p> <p>This was not suitable as I couldn't wear my hearing aids. It was suggested that I try one of the Urgent Treatment Centres. I decided to go to the Louth County Hospital Urgent Treatment Centre. From the moment I arrived to booking in at Reception, the Triage Nurse, my vitals check, Doctor and obtaining my prescription. I would like to pass on my sincere thanks and can only compliment the staff I encountered and the the efficient way I was dealt with.</p> <p>Notes / Questions</p> <p>No mention of which GP surgery this relates to</p>
<p>South Locality x 1</p> <ul style="list-style-type: none"> 1 x Compliment 	<p>Compliment</p> <p>1. Case 14239 (17-01-2025)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Johnson Hospital UTC</p> <p>I went to the Urgent Treatment Centre (UTC) after failing to get an appointment at my GP surgery (Moulton Medical Centre)</p> <p>I was seen quickly and efficiently. The staff were caring, informative and helpful.</p> <p>A prescription was issued and I received excellent service.</p>

Primary Care services

Area	Case Details
<p>East Locality x 8</p> <ul style="list-style-type: none"> 4 x General Comment 1 x Informal Complaint 	<p>General Comment</p>

- 2 x Compliment
- 1 x Signposting

1. Case 14253 (23-01-2025)

PCN: First Coastal

Providers: Beacon Medical Practice

Individual at The Storehouse , Skegness. Expressed concern and frustration that recently had a Urinary Tract Infection (UTI) went to local Pharmacy and prescribed antibiotics, told to return if did not get better. After a week symptoms no better returned to Pharmacy advised to see GP . Tried for 4 weeks to get Emergency appointment with GP . On the fifth week presented at GP in the early morning , crying, told by receptionist , no appointments , felt very unwell seen by Clinician in waiting room when feeling unwell and distressed. Taken by Clinician into a room and seen. Worried about older population who would not persist if unwell with getting an appointment.

Notes / Questions

Signposted to contact Practice Manager in first instance. Given Healthwatch Lincolnshire contact details.

2. Case 14228 (06-01-2025)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

COVID vaccinations

I tried to book a COVID jab for me and my spouse as we both received the text message from NHS to say we were eligible. We both are patients of Old Leake Medical Centre & the telephone number to contact for our surgery was a number at Sleaford.

We rang several times but was repeatedly cut off but on next trying the number. An answerphone responded asking to leave our details and email address which I duly did. The date for the vaccinations was in November at Old Leake community centre but unfortunately no one called us back or contacted us via email. On the date of vaccinations a neighbour had managed to book an appointment & whilst there, commented that we had tried to book in but failed, and the staff informed them that they had issues with the booking system. Our neighbour said the community centre wasn't busy at all hardly anyone there & we probably could have gone and would have got our vaccinations done.

Anyway I found the next date at Old Leake community centre which was on Thursday 19th December & made a couple of attempts to ring & book but on third attempt did get through although wasn't easy to book, struggled to get the booker to understand what we wanted but did eventually book for the 19th in the afternoon.

We found out then our grandchild's nativity at school then fell on the same day in the afternoon so instead of going through the rigmarole of ringing the booking line to move the time to the morning we decided to go to the community centre and see if we could get vaccinated in an earlier time slot. When we got there the main hall was booked for the COVID jabs, no notices were displayed about the this taking place and nothing outside or inside the hall to indicate it was a drop in centre for that day. There was one young man booking you in, then we moved to another table where a lady ran quickly through our details, then a male nurse gave us both our jabs, so we were in & out in probably 3 or 4 mins. There was another table set up with a further two staff members sat there, but no one else turned up so why it took 5 staff sat in a massive hall which the NHS would have to pay for, certainly raises some questions about wasting NHS funds!

The nurse who took our details did say they were about at the end of this cohort of vaccinations & that day was a drop in centre but there was nothing advertised anywhere to indicate that. The session held in November and December was a complete waste of time, money & resources! What an absolute shambles! We don't think we will bother with the jabs in future it's too much hassle and so depressing to witness the waste of time, money and staff.

3. Case 14238 (18-01-2025)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Removed from GP surgery without warning for complaint about negligence

Several COPD been removed from GP surgery for making a recorded phone call complaint of negligence of wrong medication sent to pharmacy on several occasions.

Notes / Questions

Healthwatch contacted the patient as no information on which GP surgery this applies to and to provide signposting information, patient has not responded to date.

4. Case 14229 (08-01-2025)

PCN: Meridian

Providers: Newmarket Medical Practice

Patient has been experiencing allergic reactions since August 24, was seen by GP and various tests completed, dermatologist not actually seen face to face but patient was provided with the instruction to go back should things not get any better.

Recently has had episodes during the night, prior to these episodes had a tooth extraction and wondered if this was related, information should not be the case.

Lips swollen and feel throat gets tight. Patient attended A&E over Christmas, where they were advised to speak with their GP. Did go on AskMyGP where they were information to take over the counter anti-histamines. Patient already on a high dose of anti-histamine.

Anxiety raised, had previous CBT for this, discharged but can feel that the levels are rising.

Notes / Questions

Healthwatch suggested making contact with their GP Surgery and self referral information to LPFT

Informal Complaint

1. Case 14232 (09-01-2025)

PCN: East Lindsey

Providers: Boots Pharmacy (Horncastle), Pharmacy

Individual got in contact after reading the Pharmaceutical Needs Assessment Report which reported pharmacy services in Horncastle to be adequate. Caller was very shocked to read this due to their experiences of Boots pharmacy in the town as well as what they had heard about others experiences with the pharmacy (both in person and comments on Facebook). Caller shared that it is become increasingly more common for the pharmacy to randomly be closed or closed throughout the day due to not having a Pharmacist. They are unsure of what they should do in such a situation if they need something urgently.

There is only ever one Pharmacist present and it is often a locum. Therefore, if they are doing a consultation or a flu jab everything else stops. There are long waits to be seen with people often queueing out of the door and round the car park. This is particularly a problem when it is cold and for those with mobility issues or health conditions. The caller shared they have multiple health conditions which means they find it very difficult to stand and queue for long periods of time. To try and prevent this, they go towards the end of the day, however, they often find that the pharmacy has shut (earlier than it scheduled opening hours).

Stock and timely availability of prescriptions is frequently an issue. Parts of prescriptions are often not ready or available as there is no stock. They believe prescriptions are sent to a bigger Boots to be managed and then come back. This can be disjointed. Their GP informed them that it should take 48 hours for their prescription to be dispensed but it frequently takes over 10 days. They have frequently been left without their medication due to delays.

The pharmacy itself is very small, would be very difficult to get a wheelchair in and there are often so many boxes around that staff cannot move.

Caller said this was not an issue with the staff but that the premises are too small and cannot meet the demands of the current population. Caller was therefore concerned how the pharmacy would cope with the number of new housing developments in the area.

They have considered switching to the Co-op pharmacy in town but this would not be possible due to their health conditions, limited mobility and poor parking near this pharmacy (made impossible on market days). They have also considered making a 20 mile round trip to access a different pharmacy.

Notes / Questions

Healthwatch made contact with Pharmacy Leads.

Provider Response

The patient first raises the fact that there is only ever a single pharmacist present. This is usual in the majority of community pharmacies. Whether the pharmacist is a locum or permanent pharmacist is not important, as all pharmacists have the required qualifications and registration to deliver pharmaceutical services. There will of course be times when the pharmacist is busy with other patients, as is the case with other medical professionals such as your local general practitioner, this is a reflection of pressures in all areas of primary care services.

In terms of stock shortages – this is a national issue for many medications as detailed in a recent report [here](#). The patient has mistakenly been informed that medications should be dispensed within 48 hours. There is no required timescale for dispensing of medications, for repeat medications patients are often advised to allow at least 7 days. Medications are not held locally by many community pharmacies and repeat prescription are often fulfilled from a central point as the patient describes. This is for a number of reasons including efficiency, cost and to ensure stocks that are available are sent to the patients that need them - rather than being left on the shelf in a local pharmacy. Unfortunately, the Community Pharmacy budget has been reduced in real terms by over 30% over the last decade and pharmacies have been forced to cut costs wherever possible. Financial pressures on pharmacies are a real issue as detailed [here](#).

There are a couple of options for the patient if they do not feel the Boots pharmacy in Horncastle meets their requirements. As they note, they could use the [Lincolnshire Coop pharmacy in the centre of Horncastle](#) or alternatively they could consider using a distance selling internet pharmacy to delivery their medications to their door. They can find a distance selling pharmacy via the nhs [here](#). The NHS pharmacy finder will show all community pharmacies nearby to a location, it can be accessed [here](#).

We hope the above information is useful.

Compliment

1. Case 14224 (03-01-2025)

PCN: Boston

Providers: Greyfriars Surgery

Patient contacted GP as feeling unwell and rang for appointment in the morning. Got GP appointment that afternoon. Saw GP , impressed with how professional, efficient , kind and caring they were, and that they had looked at their underlying medical problems and discussed them at the consultation. Diagnosed with a chest infection and prescribed antibiotics. Has to book follow up appointment for bloods.

2. Case 14223 (03-01-2025)

PCN: Boston

Providers: Lincoln Co-op Chemists Ltd (Swineshead), Pharmacy, Swineshead Medical Group

I had a ear infection 2 weeks ago did use new Accurix GP system at Swineshead Surgery, unfortunately did not go through. Rang reception 2 days later as had not heard anything and Practice usual respond quickly, it had not gone through, added me to the triage list and was rung back within 2 hours and saw Nurse Practitioner that afternoon. Nurse Practitioner was kind, professional, cheerful and efficient with assessment, examination, and treatment. Prescription went through to Coop Pharmacy at Swineshead, though busy , Pharmacist dispensed medication quickly within 10 minutes as I waited.

Have used Accurix System again this week and this time did go through via NHS App. Received a phone call within 1 hour 30 mins and had appointment to see Doctor later that morning. Had productive cough, temperature and ear no better. Doctor that I saw was professional, kind , went through my underlying medical history, took my observations and discussed treatment and medication and advised me what to do if condition got worse, what were worrying symptoms and where to go. Listened to my concerns about recurrent chest infections and previous pneumonia. Prescription dispensed by Coop Pharmacy Swineshead very quickly again while I waited,even though busy. Pharmacist pleasant , professional and answered questions about medication given.

Notes / Questions

No patient details provided

Signposting

1. Case 14246 (21-01-2025)

PCN: East Lindsey

Providers: East Lincolnshire Area Locality

Age UK in Horncastle looking for a delivery prescription service in the area for an elderly patient due to their illness.

Notes / Questions

Healthwatch provided information on delivery services in the area including Co-op

South Locality x 5

- 4 x General Comment
- 1 x Informal Complaint

General Comment

1. Case 14264 (28-01-2025)

Providers: Integrated Care Board Dental

Withdrawal of NHS Dental services at West Street Dental Practice, Bourne? Lots of chatter on FB - patients not very happy apparently as no communication has gone out to the patients.

Notes / Questions

Healthwatch asked ICB

Provider Response

Update - incorrect information on FB, the practice applied for a reduced NHS list, however no concerns around this. NHS list NOT closing.

2. Case 14250 (22-01-2025)

PCN: Four Counties

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

The right to choose" regarding ADHD assessment. Patient has completed the form, sent to the Practice and they have said that they will not refer to the service "due to application funding issue". This was not offered at the appointment. Patient is aware that there is a 2 year waiting list on the NHS and will only get to the triage stage. Referral has been sent in September 2024 and heard nothing since.

Notes / Questions

Healthwatch provided ICB information.

3. Case 14240 (17-01-2025)

Providers: Moulton Medical Practice

Appointments can only be made by telephone between 8am and 11am. I telephoned whilst at work and waited 37 minutes for the call to be answered. Staff tried twice to send a link for a photo to my phone but I didn't receive it. I confirmed my number twice and staff member confirmed it was correct. They put me down for a call back from a doctor. Mid afternoon, I had still not received a call so I called and was told I missed the call. I had no missed calls, I asked to make an appointment whilst on the phone. I was informed that I needed to call back the following morning between 8am and 11am.

Again I was going to be at work so I decided to go to Urgent Treatment Centre (UTC) at Johnson Hospital where I was seen quickly and efficiently and after telling them story of trying to get an appointment they checked the number on record and it was incorrect, despite the surgery confirming it was correct. The appointment system does not work for those people who have to work.

Notes / Questions

Healthwatch provided Practice Manager information

4. Case 14244 (20-01-2025)

PCN: South Lincolnshire Rural

Providers: The Deepings Practice

I am autistic and have asked my GP surgery to provide me with a printed version of my medical notes for my PIP assessment as it is easier for me to understand. The surgery have said this would be at a cost of £50. On my autism report it says that as per the equality act 2010 public services are required to make reasonable adjustments to reduce barriers ... etc. Patient also provided a copy of their autism report from LPFT which includes information on reasonable adjustments.

Notes / Questions

Healthwatch provided Practice Manager information to discuss as it does seem steep. Request for Healthwatch to go to the Practice Manager

Provider Response

Please be advised, our patient has been sent all of their medical records electronically, which they can enlarge when viewing.

In addition to the electronic copies, the patient has requested paper copies. The provision of paper copies is not covered by NHS funding and we therefore charge 60p per sheet, to cover paper and printing costs, up to a maximum of £50. As the patients records are over 100 pages, we would charge the £50 maximum. We have suggested the local library may print these out at a cheaper cost. I hope this clarifies things.

Information sent to the patient.

ICB information provided to the patient if unsatisfactory response.

Informal Complaint

1. Case 14242 (20-01-2025)

PCN: South Lincolnshire Rural

Providers: Boots Pharmacy (Spalding), Pharmacy

Patient in November 2024 was experiencing a sore throat, went to their local pharmacy in Spalding, explained to the pharmacist of their allergies and had hoped for antibiotics. Could not provide antibiotics, but was taken in a room for a full discussion. Throat spray was suggested and patient bought this over the counter.

A few days later, patient felt unwell and was awoken with breathing problems and unable to speak. Attended Urgent Treatment Centre who sent the patient to Peterborough Hospital. They were then kept in hospital for 3 days. Now has lasting effects which includes voice box problems and is still under the hospital. Patient is concerned that this should not happen to anyone else.

Notes / Questions

Patient is going to arrange to speak with the Store Manager. Information also provided of Boots customer care.

South West Locality x 2

- 2 x General Comment

General Comment

1. Case 14241 (16-01-2025)

Providers: Integrated Care Board Dental

Please could you tell me if there are any NHS dentists in my area taking on new patients.. I live in Bourne Lincolnshire

Notes / Questions

Healthwatch provided, NHS Choices website, NHS 111 and ICB information

	<p>2. Case 14231 (08-01-2025)</p> <p>PCN: K2 Healthcare Sleaford</p> <p>Providers: Ruskington Medical Practice</p> <p>I would like to make a complaint against my GP practice as they have cancelled treatment that has been ongoing for 6 years and is lifelong. They have not explained this to me, just handed back to the specialist that has asked them to continue my treatment and the Drs have refused. They have not discussed my blood results with me whatsoever, and have cancelled my treatment saying they've discussed with me and agreed to hand back care, which has not happened.</p> <p>Notes / Questions</p> <p>Healthwatch provided information on Practice Manager and or ICB</p> <p>Provider Response</p> <p>Request for consent to share details with the surgery</p> <p>Consent provided - shared with Practice Manager</p>
<p>West Locality x 8</p> <ul style="list-style-type: none">• 8 x General Comment	<p>General Comment</p> <p>1. Case 14266 (30-01-2025)</p> <p>PCN: Imp</p> <p>Providers: Abbey Medical Practice</p> <p>The following client has been trying to call their GP - Abbey Medical Practice for the last 2 weeks but the calls keep getting cut off. They need medical care but have been unable to access it as a result. Could you please advise them?</p> <p>Notes / Questions</p> <p>Information and signposted and contact details given for GP Practice and phone number and digital access. NHS 111 emergency contact details given.</p> <p>2. Case 14236 (14-01-2025)</p> <p>PCN: Trent</p> <p>Providers: Cleveland Surgery</p> <p>Patient who is experiencing difficulties with their medication. Has asked at reception, but informed to speak with the pharmacist, however has been unable to do this.</p> <p>Their issues include ADHD, BPD and severe leg/back pain, amongst other things, including PANDAS. Is now fully diagnosed and receiving appropriate medication (including medical marijuana), that is when their prescriptions are sorted out, (some of their meds are weekly and often arrive at the Pharmacist late).</p> <p>Their BPD and pain management are linked to specific pain meds that have to be rotated as after a while they become less potent. Patient has been asking for a rotation (multiple times) since before Christmas and the receptionist keeps saying they need to talk to the pharmacist, but they have to call you and so far, this hasn't happened.</p> <p>Their sleep (lack of) and other issues are now affecting their mental health and general well-being. Is supposed to be attending North Lindsey College (as an adult) but can't get up in the morning having only managed to fall asleep just before dawn, so their attendance is suffering badly and the college is concerned.</p> <p>The medication they are looking to rotate is the sleep medications as they lose their efficacy after has been on them for a while and has to have a different one. 'The surgery knows this but as usual there is no "automatic" follow up. We, or they are always the ones that have to do the pushing'</p> <p>Notes / Questions</p> <p>Healthwatch provided the contact number for surgery Pharmacy located on surgery website. Request for Healthwatch to make contact with the surgery.</p> <p>Provider Response</p> <p>We would like to inform you that we have been in touch with the patient and we have arranged a telephone appointment with the pharmacist.</p>

3. Case 14222 (02-01-2025)

Providers: Integrated Care Board Dental, Treeline Dental Lincoln

Treeline Dental Care Lincoln. I asked the reception team at Treeline Dental Care Lincoln for a copy of the complaints procedure and they claim that they can't provide me with a copy of the complaints procedure. I can't also find anything on the Treeline Dental Care website about making a formal complaint about this practice and it's members of staff. This Treeline Dental Care which is operated by JDSP Dental Limited seems to be a bit of a mickey mouse dental practice. Accessing emergency treatment with this dental practice is impossible and also making any kind of complaint about the practice is also impossible. Considering Treeline Dental Care clinical Director sits on the Dental Committees I find all this rather strange. Can you please notify the GDC about this dental practice because something isn't quite right with it's trading practices and staffing.

Notes / Questions

NHS Dental complaint- information and contact details given for LICB feedback team. General Dental Council - Contact details and information given about how to make a complaint about a private Dentist.

4. Case 14226 (06-01-2025)

PCN: Lincoln Healthcare Partnerships

Providers: Integrated Care Board Dental

I have not been for a dental appointment for over 5 years. I was due to have one in early 2020 but the pandemic got in the way. After that they were prioritising serious cases. I was told it could be some time and they would contact me. They never did. About 2 years ago I rang to see what the situation was and was told I couldn't get an NHS appointment because it had been too long since my last appointment. Despite my appealing they wouldn't back down. Since then I have made phone calls to Lincoln dentists and checked the NHS website every week but there have no vacancies in the city at all. I'm getting a bit desperate and may have to travel well outside Lincoln as it seems the only option.

Notes / Questions

Healthwatch provided: NHS 111, NHS Choices, ICB and options outside of Lincoln City.

Provider Response

Patient response - Thanks so much for your help. The experience of being turned away from my dentist has been very upsetting and I appreciate you taking the time to make suggestions.

5. Case 14243 (20-01-2025)

PCN: Lincoln Healthcare Partnerships

Providers: Integrated Care Board Dental

Patient looking for information on NHS Dental charges and what is included. Had been in contact with NHS England who provided Healthwatch information. Also looking for information from government who stated NHS going private fees.

Notes / Questions

Healthwatch printed off information and sent via post. Should it not be what they are looking for they will make contact again.

Provider Response

Patient made contact with Healthwatch on receipt of the information. They had spoken to a Healthwatch seeking advice, and the signposting officer had been most helpful even sending out leaflets to them. The patient rang because they wanted to thank you personally as the advice you gave has had a good outcome

6. Case 14260 (22-01-2025)

PCN: APEX

Providers: Integrated Care Board Dental, Treeline Dental Lincoln

Patient is registered with Treeline Dental Practice in Lincoln and wanted to know what band mouth guards should be under NHS Dental bands and how often check ups should be as feels 6 monthly is too often.

Notes / Questions

Healthwatch asked the questions of Dental Lead

Provider Response

By way of explanation, Under the NHS regs if you have crown ,bridge or denture fitted, which is made in a laboratory, and a fee is incurred from the laboratory to the dentist, then it is band 3 course of treatment. The cost of some laboratory items can be close to or even exceed the fees a dentist will receive to provide the treatment. A dentist will get the same fee if he / she provides two or more crowns or one crown.(same with fillings / band 2) It's a bonkers system and a reason why there has been a decline in the provision of NHS Treatment.

So, for a mouth guard, which has a laboratory element to it, it is a band 3 charge. If you have been charged band 2 in the past , I suspect your dentist has done you a favour. Sometimes , it can work out less expensive to have a private night guard than an NHS one, as by and large the lab for a night guard fee is not excessive . Something to ask

Re the Check up Difficult to give a precise time. Patient with complex needs /mouths take longer but typically you might reserve 10 or 15 mins . Sometimes it doesn't take that long Sometimes it does, especially if the individual has a concern and / or further investigations such as X-rays are taken.

Frequency ... refer to NICE Guidelines, but we are trying to get away from routine 6 monthly exams . Low risk patients should be recalled less often but as regards the exact interval it depends on age/ complexity of the mouth .. see below

"The National Institute for Health and Care Excellence (NICE) provides guidelines for dental recall. For adult patients, NICE recommends a recall between three months and two years, based on a risk assessment, taking into account a checklist of risk factors, such as alcohol and tobacco use. The full guidance on Dental recall is available from the NICE website. The recommendations apply to patients of all ages receiving primary care from NHS dental staff in England and Wales. "

7. Case 14256 (24-01-2025)

Providers: Integrated Care Board Dental

I have been struggling to get back into a dental surgery in the last couple of years. I went to Uni in 2019, and did not change dentists when I moved, as I assumed I would be back every six months or so anyway. Unfortunately, during this time COVID-19 hit and while I did attend one appointment around this time but because of moving again and further lockdowns being put in place I could not attend any more appointments. I never received any correspondence from the surgery I had been at but when my Mum asked if I was still on their books after I moved back the reception staff told them that because I had not attended in over six months that I was taken off the books.

Because there are no practices in the town I live in, Gainsborough, which are taking new patients I have been unable to attend a dentist appointment in quite some time, all because the practice I was with (Gainsborough Dental Services) did not give me any inclination that I was going to be blacklisted because of these circumstances. Any advice you could give would be greatly appreciated.

Notes / Questions

Information and signposting to NHS Choices Dental information, NHS 111 if emergency dental treatment needed, LICB feedback contact details given.

8. Case 14249 (22-01-2025)

PCN: South Lincoln Healthcare

Providers: Navenby Cliff Villages Surgery

I have spoken with a veteran this morning who is registered with the Cliff Villages practice. The patient has been trying to get some medication issues resolved since 4 December, but each time they have a telephone appointment the patient does not get a call back, this has occurred 6 times since the beginning of December unfortunately.

The patient is getting low on meds and the reason for their calls are to get dosage changed on 1 medication and another one adding to repeat. A nurse practitioner or GP can do this for them, but they are finding it difficult to get a call back, when no one calls, they make contact with the surgery again, but nothing has been resolved as yet. The patient also mentioned magnesium should be prescribed, as yet not had this included.

Patient mentioned they have requested that all their medication comes in-line so they don't need to keep going out to collect at different times of the month, is this possible at all.

Patient has asked for a face to face appointment due to the fact that they aren't contacted, but this was declined, although the patient would prefer to be contacted via phone due to their rare incurable disease which means they are unable to eat foods.

Notes / Questions

Patient request for Healthwatch to make contact with the Practice Manager

Provider Response

27.1.25 - Patient nor Healthwatch had heard anything, Healthwatch called the surgery, Practice Manager on leave this week. Spoke with receptionist and explained the situation as now 7 times the patient had requested a call back relating to medications and none received. Patient is getting anxious. Receptionist going to speak with the Dr now and emphasis the request.

28/1/25 - patient confirmed a call was received last night. Thank you for all your help.

All Areas x 2

- 1 x General Comment
- 1 x Informal Complaint

General Comment

1. Case 14276 (30-01-2025)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

What is the requirement for GP surgeries to have access to hoists on their premises for patients who need this when attending for consultations? What is the need for this equipment in and around Boston surgeries? What is put in place to support / assist patients that may need this but the surgery does not have the equipment?

Provider Response

GP practices are not required to have hoists as part of their equipment, as their use requires additional training that is not mandated for General Practice. Additionally, the size of this equipment may not be suitable for GP practice premises. Instead, practices assess each patient's individual needs to determine whether a home visit is necessary for the consultation, ensuring that reasonable adjustments are made on a case-by-case basis.

Informal Complaint

1. Case 14258 (24-01-2025)

PCN: Spalding

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

I'm looking for advice because I am feeling really overwhelmed currently. The reason for this being my adult child's GP is not taking their health issues seriously of which there are more than a few. They have quite a few problems physically along with depression and anxiety which worsened after the loss of their other parent in April 2024. I accompanied them to an appointment with their GP where we requested a fit note to say they were not capable for work at present. The Dr gave them a 2 week note reluctantly and declined to extend it on a follow up appointment. When I asked the doctor how my relative was going to go to work in the condition they were in their reply was " they will just have to tell themselves they have to go.".This was less than helpful and rather annoying. I would of thought an offer to investigate their ongoing problems would be a better option. I don't know which way to turn.

The same doctor said more or less the same thing to myself in the past when I was in a very bad place mentally. It appears they have a one size fits all attitude. I have since been diagnosed with Inattentive and Impulsive ADHD, possible bipolar 2 was mentioned in the assessment. I know my adult child and see their physical and mental state on a daily basis. It is very hard to watch.

Please could you advise me what to do as the lack of help is causing mental distress to me as well as my child and is going to impact further as due to ill health they have not been well enough to attend job centre appointments or work and will have no income whatsoever to buy food etc ,as they will get sanctioned by the job centre if they do not provide a fit note.

Notes / Questions

Signposted and information and contact details given for in the first instance the Practice Manager at Surgery, (no surgery indicated) LICB feedback, 24 hr mental health number, talking therapies, CRUSE, CAB.

Hospital Services

Area	Case Details
East Locality x 4 <ul style="list-style-type: none">• 3 x General Comment• 1 x Compliment	<p>General Comment</p> <p>1. Case 14263 (28-01-2025)</p> <p>PCN: East Lindsey</p> <p>Providers: Lincoln County Hospital</p> <p>Patient recently diagnosed with Multiple Sclerosis, is under Neurology at the hospital. Over the last year has been seen by Haematology, has seen consultant who has completed several tests of blood tests fortnightly, full CT scan and bone marrow samples, all came back clear. Informed patient to gain some weight, which they have done in the past 6 months of 6kg, sits in the normal brackets of BMI.</p> <p>White cell blood count last year was 0.8 after gaining weight the more recent test shows 0.7 which both are classified as dangerously low. Patient feels tired all the time and is anxious, has been informed to gain more weight and to come back in 6 months time, is affecting their mental health as no further forward, than they were last year. Just wants answers as to why blood count low.</p> <p>Neurology Consultant unable to provide MS treatment until blood count is level or reason provided is given. Wants to start Ocrevus infusions but this cannot be done until bloods sorted.</p> <p>Notes / Questions</p> <p>PALS at Lincoln County Hospital contacted as requested by patient.</p> <p>Provider Response</p> <p>4/2/25 Patient update - PALS read my medical letters and said neurology won't be in touch straight away as Dr is off having surgery. They couldn't see any problems with what haematology have done but said they'd have a word. They rang Haematology and my Dr wasn't in but another Dr spoke to them and said they'd like to see me for a second opinion as they think they may have missed something.</p> <p>So big thank you because I am seeing them tomorrow. They're keen to see if they can solve the mystery.</p> <p>ULTH response- We hope that the second opinion has helped and that the patient has received the help and support that they need.</p>

2. Case 14227 (06-01-2025)

PCN: Solas

Providers: Pilgrim Hospital

Car Parking

Patient is disabled and requires a wheelchair. Has attended an outpatients appointment this morning and on trying to park in the disabled car park, found that a very large mini bus was parked in a space, which made it difficult for other users to gain access or get out. Looked at all the cars parked in the disabled car park; none had their blue badges showing on windscreens.

Spouse had to go to Outpatients department to collect a wheelchair, got drenched and was frozen when returned with one. Patient would like to know why there is no covered walkway from the disabled car park to outpatients and also what would help is a covered buzzer in the car park that those who require assistance can push this and someone comes out to the patient.

Notes / Questions

Patient requested Healthwatch make contact with PALs so that PALs can contact the patient to discuss.

HW to raise at next Patient Panel.

Provider Response

ULTH response- We are very sorry for this experience but thank you for these suggestions to support our disabled patients. We have passed the covered walkway idea to our estates team and in terms of a buzzer to seek help we are looking to introduce an initiative called 'Book a Volunteer' whereby if someone is coming to our hospitals and knows they will need some help with a wheelchair for example then they can call ahead and we will make every effort to have a volunteer waiting for them. We hope to introduce this by the summer. In the meantime if people call switchboard and ask for main receptions at Pilgrim or Lincoln the staff can see if there is a meet and greet volunteer available to come out and help.

3. Case 14245 (21-01-2025)

Providers: United Lincolnshire Hospitals NHS Trust (ULHT)

Hospital outpatients' appointments. Childs referral to hospital

We live 5 minutes from Pilgrim Hospital and my child has been referred to Grimsby Hospital. It's ridiculous, I have been told there's no availability at Pilgrim or Lincoln hospitals. How is this possible! My child is having to have more time off school rather than nipping out to a local hospital.

Notes / Questions

HW contacted patient with ULTH response and PALs contact details for Pilgrim and Grimsby Hospital.

Provider Response

ULHT Response- Please could this person contact PALs who may be able to help.

Compliment

1. Case 14221 (02-01-2025)

Providers: Louth County Hospital, United Lincolnshire Hospitals NHS Trust (ULHT)

Hospital Outpatients appointments. Endoscopy Unit, Louth County Hospital.

When I attended for a colonoscopy recently I was greeted promptly and politely before having my personal details and reason for attending confirmed by a trainee nurse. I was then shown into a room where the next step was explained to me by a friendly Nurse. After changing into a hospital gown three cheerful Nurses introduced themselves, explained what would happen next, and wheeled me into a treatment room, where an endoscopist introduced themselves, checked my understanding of the colonoscopy and described in detail the procedure they would carry out. I was given sedation as requested, and reassured by the Nurses in attendance at each step. When the procedure was completed I was moved to a recovery room where a friendly Nurse offered me a drink and a biscuit. The endoscopist came to see me with a printed report and explained what they had found and what there next steps would be. I could not have asked for more professional comprehensive treatment. I would definitely describe the whole experience as gold standard. I say this as someone who has experienced slapdash, incompetent and uncaring treatment from NHS services in the past. I highly commend the staff and all involved in running this unit. I should also mention that the premises were spotlessly clean and well-equipped.

Provider Response

ULTH response- Thank you so much for such kind words which have been shared with the service and we are pleased that everything went so well for you - our endoscopy teams are amazing and we are very proud of them.

South Locality x 1

- 1 x Compliment

Compliment

	<p>1. Case 14234 (13-01-2025)</p> <p>PCN: South Lincoln Healthcare</p> <p>Providers: United Lincolnshire Hospitals NHS Trust (ULHT)</p> <p>Breast cancer screening - Spalding Johnson hospital</p> <p>Excellent experience was back in the car after just 14 minutes. All staff very friendly and helpful - very efficient.</p> <p>Provider Response</p> <p>ULTH response- Thank you so much for taking the time to feedback; we are pleased you had such a good (& swift!) experience and this has been shared with the team at The Johnson.</p>
<p>West Locality x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 14233 (09-01-2025)</p> <p>Providers: Lincoln County Hospital</p> <p>Cardiology Department</p> <p>It's about the cardiology department - just before Christmas I had an appointment at outpatients cardiology. I arrived at the appointment to find out it had been cancelled - this is not the first time. I wasn't given a reason why, nor was I given another appointment, nor have I since been given another appointment.</p> <p>I was first to Cardiology about 8 years ago.</p> <p>Each time it's the same - I'm told I'll have to wear this 24 hour heart monitor - which I've done at least 3 times and each time I am promised something will be done but nothing has.</p> <p>I am not happy with the surgeon I see and in a nutshell, consequently my condition continues to deteriorate and the result is I can no longer walk far without becoming breathless - I have, in the past, explained this to my surgeon. They promised to discuss it with a colleague but so far nothing has happened.</p> <p>I now need a hernia operation, but the anaesthetist refuses to administer an anaesthetic until my heart problem is sorted out.</p> <p>Notes / Questions</p> <p>Healthwatch provided PALs information</p> <p>Provider Response</p> <p>ULTH response- We hope the patient got in touch with PALs and received the help they needed.</p>
<p>All Areas x 2</p> <ul style="list-style-type: none"> 2 x General Comment 	<p>General Comment</p> <p>1. Case 14269 (30-01-2025)</p> <p>Providers: Fitzwilliam Hospital, Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Individual contacted Healthwatch who has a long history of mental/physical health concerns/medical history. What brings me to you today is having since early November 2024, I have been placed into a waiting list for a spinal procedure at Fitzwilliam Hospital, Peterborough, Spinal Care Department. I have been unfortunate multiple times with being addressed with support from the 'bookings line' contact at the Hospital. I understand there is a huge demand and waiting list, but I have been very expressive both to my GP and to Fitzwilliam, themselves regards to on going deterioration of my physical health, which significantly has impacted my every day life.</p> <p>Notes / Questions</p> <p>Signposted to LICB feedback and hospital feedback information</p> <p>2. Case 14277 (30-01-2025)</p> <p>Providers: United Lincolnshire Hospitals NHS Trust (ULHT)</p> <p>Postal deliveries services in and around Boston- there is a delay / backlog of letters waiting at the sorting office in Boston. This has resulted in delays for patients receiving appointment letters, a rise in DNAs and a number of cancellations / hospital transport not being booked in time.</p> <p>Provider Response</p> <p>ULHT response- We are not aware of delays having escalated recently and we haven't seen a rise in DNA's, the rate has remained stable over the last few months.</p> <p>We have also just launched a 7 day text reminder for Outpatient appointments which will hopefully improve patient communication, even in circumstances where they haven't received a letter. This reminder allows patients to respond and confirm, decline or request an alternative appointment.</p>

Patient Transport

Area	Case Details
East Locality x 1	Signposting

<ul style="list-style-type: none"> 1 x Signposting 	<p>1. Case 14255 (24-01-2025)</p> <p>Providers: For Information: Community Volunteer Car Service, Non-Emergency Hospital Transport (NEPTS) EMAS</p> <p>I am the headteacher of Grimoldby Primary School and am desperately enquiring about transport support to enable a pupil from our school to attend a paediatrician appointment in Grantham. Parent has finally been given a very long awaited appointment for their child who is severely struggling with a number of additional needs. They must see a paediatrician for diagnosis. The appointment has been given at Grantham Hospital and we are in Grimoldby, Louth which is 60 miles away. There is no suitable local transport links and parent can't drive. The child is eligible for benefit related pupil premium funding. Is there any support the parent can access to get their child to this crucial appointment?</p> <p>Notes / Questions Information and contact details given for EMAS Non Emergency Patient Transport and Community Volunteer Car Service in Skegness and Louth area. Help with Travel Costs to NHS appointments given.</p>
<p>South West Locality x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 14237 (15-01-2025)</p> <p>PCN: K2 Healthcare Grantham and Rural</p> <p>Providers: Non-Emergency Hospital Transport (NEPTS) EMAS</p> <p>Patient who is in a wheelchair permanently and is looking to get to their appointment on a Saturday at the Cedar Park Clinic on Swingbridge Road in Grantham, this appointment is for a minor day procedure.</p> <p>Patient has been told that they are not entitled to transport as it is a private clinic - however this patient is going under the NHS.</p> <p>Notes / Questions Healthwatch made contact with the non emergency hospital transport.</p> <p>Provider Response Our call handler has passed on a number for community transport, and I have spoken with the patient who has said that they have tried community transport and they have no suitable vehicles. I have therefore raised an appeal on their behalf and a member of management will call them back in the next day or so to check their eligibility. If they are found eligible then the journey can be booked.</p>
<p>West Locality x 2</p> <ul style="list-style-type: none"> 2 x Signposting 	<p>Signposting</p> <p>1. Case 14267 (30-01-2025)</p> <p>Providers: Individual contacted Healthwatch for details of transport options for NHS appointment in Lincoln travelling from Gainsborough.</p> <p>Notes / Questions Signposted to Voluntary car schemes in Gainsborough</p> <p>2. Case 14261 (27-01-2025)</p> <p>Providers: West Lincolnshire Area Locality</p> <p>Relative would just like some advice as moving their parent from a care home in Navenby to one in Waddington and wondered if there was any transport service available that could help them out? Requires support in and out of a wheelchair and getting in and out of the car, preferably a stretcher is needed. Has a terminal illness and is under palliative care.</p> <p>Notes / Questions Healthwatch provided Private ambulance service in Newark and Voluneer car scheme information</p> <p>Provider Response Contacted the private firm suggested, has now been booked, as costs less than the other ones I have been trying, thank you so much now means my parent can go on a stretcher and in comfort to their new Nursing Home.</p>

Social Care Services

Area	Case Details
<p>East Locality x 2</p> <ul style="list-style-type: none"> 1 x General Comment 1 x Signposting 	<p>General Comment</p>

	<p>1. Case 14235 (14-01-2025)</p> <p>PCN: First Coastal</p> <p>Providers: Lincolnshire County Council - Adult Social Care, Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Parent carer concerned that the care package for dependent is due to change, again, has been changed previously, then had to go back to the original care agency as other agencies are unable to provide correct care needs. Dependent has extreme complex needs, medical conditions include, blind, doubly incontinent, tractotomy, cerebral palsy and complex needs around the airways. Currently has Registered Nursing care and carers 7 nights a week 2-1 and on a Monday, Wednesday and Friday 6 hours per day.</p> <p>The regime under the current package with Cera care works very well and they know the cared for well and what their needs are, registered Nurses are required to support with nursing needs for the cared for, written in care plan. ICB are moving care package to another agency, carers will be typed over, but no Registered staff will be available on-site, and has stated that carers will be upskilled to take on the nursing requirements.</p> <p>Parent feels this is not suitable and has raised concerns to the ICB 5 weeks ago and not heard anything. Has requested that cared for has an advocate where the ICB have stated they will get, parent not heard anything yet about this. Had a meeting with the ICB in early December where a social worker was supposed to be present, no social worker came to the meeting.</p> <p>Parent had raised concerns about the necessity of nursing care needs, but feels they are not being listened to. New care company have been round, did not look at prescription requirements, nor the care plan that is currently in place. Parent worried that the correct care needs to be put in place for smooth transition. Concerned this is being done to save money and not about the care needs and could lead to safeguarding issues.</p> <p>Notes / Questions</p> <p>Parent currently talking with ICB/CHC</p> <p>Signposting</p> <p>1. Case 14230 (08-01-2025)</p> <p>Providers: Out of area</p> <p>Person saw signposting officer at the Louth Learning Centre. Was interested in information for Grandparents, one a dementia sufferer and other one is the main carer and is disabled.</p> <p>Wondered if they could be relocated to a care facility together where they can be looked after, however they live in the Grimsby area.</p> <p>Notes / Questions</p> <p>Healthwatch provided information on their local Healthwatch (North East), plus carers support information and Adult Social Care information for that area to see if an assessment is required.</p>
<p>West Locality x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 14275 (30-01-2025)</p> <p>Providers: Lincolnshire County Council - Adult Social Care</p> <p>What is the policy / process if a person buys a medical bed for themselves or a loved one who receives social care from the Local Authority, around how and what a carer can or cannot do? Some residents have been told that carers can only assist when the patient has a bed supplied by the NHS / Social Care – is this to do with training, risk assessment ?</p>

Other

Area	Case Details
<p>East Locality x 2</p> <ul style="list-style-type: none"> 2 x General Comment 	<p>General Comment</p> <p>1. Case 14262 (27-01-2025)</p> <p>PCN: East Lindsey</p> <p>Providers: Integrated Care Board Dental</p> <p>Parent looking for a particular toothpaste that the oral health trainers provided when attending specialist school. 10 year old child with sensory needs will only use this toothpaste and unable to locate any more.</p> <p>Notes / Questions</p> <p>Healthwatch made contact with Oral Health training Lincolnshire</p> <p>Provider Response</p> <p>Oral Health going to send some out to the parent.</p>

	<p>2. Case 14278 (31-01-2025)</p> <p>PCN: Solas</p> <p>Providers: United Lincolnshire Hospitals NHS Trust (ULHT)</p> <p>Pilgrim and Lincoln county hospitals</p> <p>Medical Staff - Absolutely top notch. No complaints.</p> <p>Spilsby Surgery - Absolutely top notch. No complaints.</p> <p>Councillor interest - With one or two exceptions, Shameful, self-interest, No help, No genuine interest</p> <p>Patient comfort and ill-thought-out disabled access. No proper management and open abuse? of disabled car parking. I Will be talking to Parking Eye (Capita) to understand more.</p> <p>Provider Response</p> <p>HW have already made contact with PALS on behalf of the patient as requested on 06/01/25 and Pals were asked to contact the patient.</p> <p>Will email patient.</p> <p>ULHT response- Please be reassured that we are aware of the car parking difficulties and experiences of our patients across our hospitals; this is under regular review and measures being put in place to improve.</p>
<p>West Locality x 1</p> <ul style="list-style-type: none">1 x General Comment	<p>General Comment</p> <p>1. Case 14272 (30-01-2025)</p> <p>Providers: Lincolnshire County Council - Adult Social Care</p> <p>Is there a guide to disability VAT exemptions? Where would people find out this information? Is there a handy guide that can be accessed both electronically or in hard copy?</p>