



Healthwatch Lincolnshire

Rooms 33-35,
The Len Medlock Centre
St George's Road,
BOSTON
Lincolnshire
PE21 8YB

Healthwatch Lincolnshire Patient experiences: February 2025

This report has been produced by Healthwatch Lincolnshire to highlight the health and care experiences shared with us for the period 1 to 28 February 2025 where **188** comments were raised. (2 comments have been omitted from this report, as per patient request)

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.

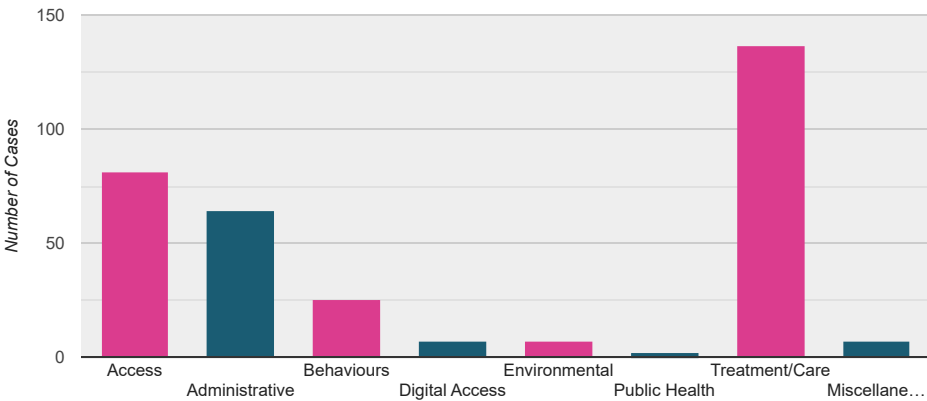
- The map points are coloured according to the sentiment
 - Positive - green
 - Negative - red
 - Mixed - orange
 - Neutral - blue
 - Unclear - grey

Statistics

Total cases: 186

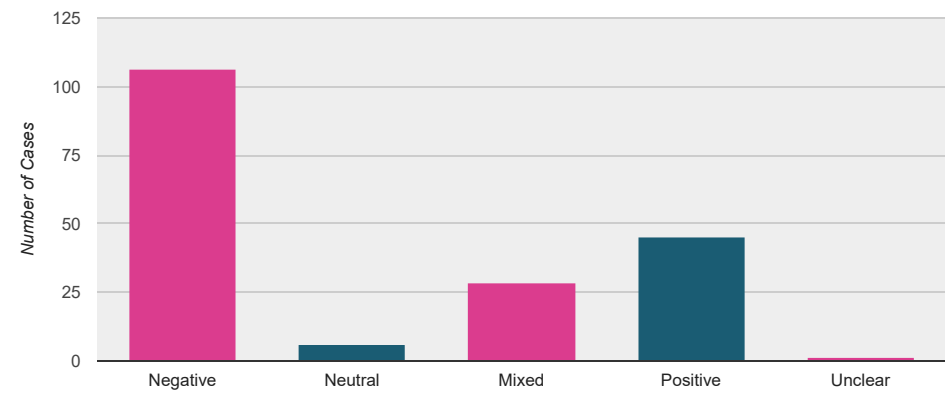
Cases responded to within 3 days: 186 out of 186 (100%)

Theme Areas



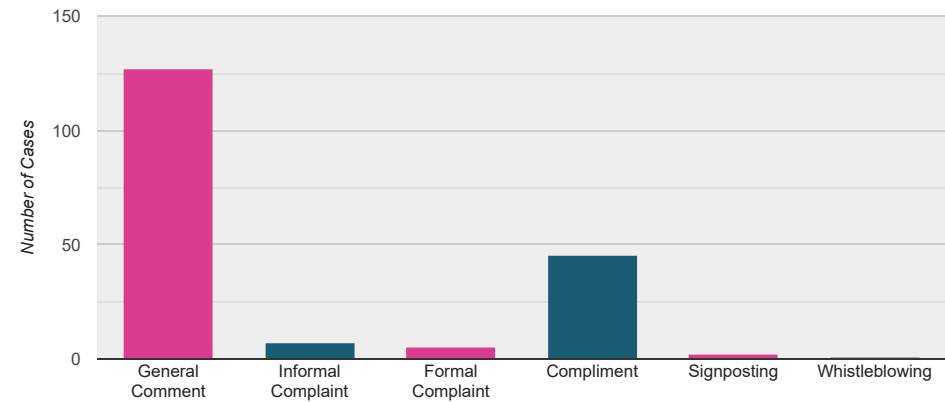
Theme Areas	Cases
Access	81
Administrative	64
Behaviours	25
Digital Access	7
Environmental	7
Public Health	2
Treatment/Care	136
Miscellaneous	7

Sentiments



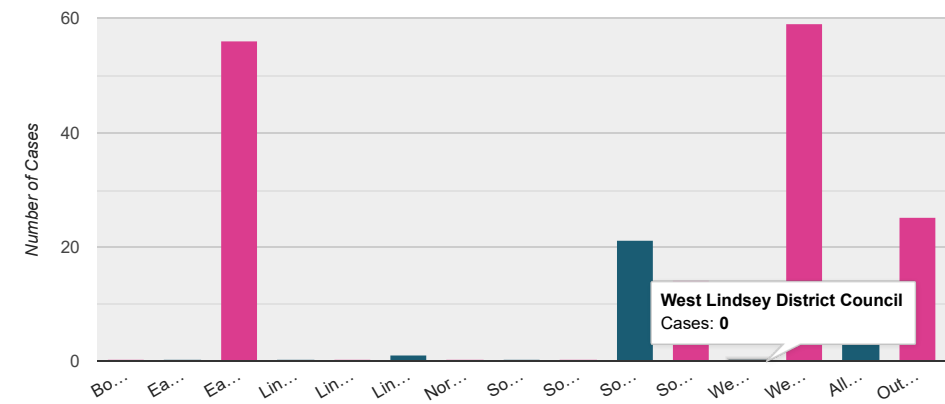
Sentiments	Cases
Negative	106
Neutral	6
Mixed	28
Positive	45
Unclear	1

Case Types



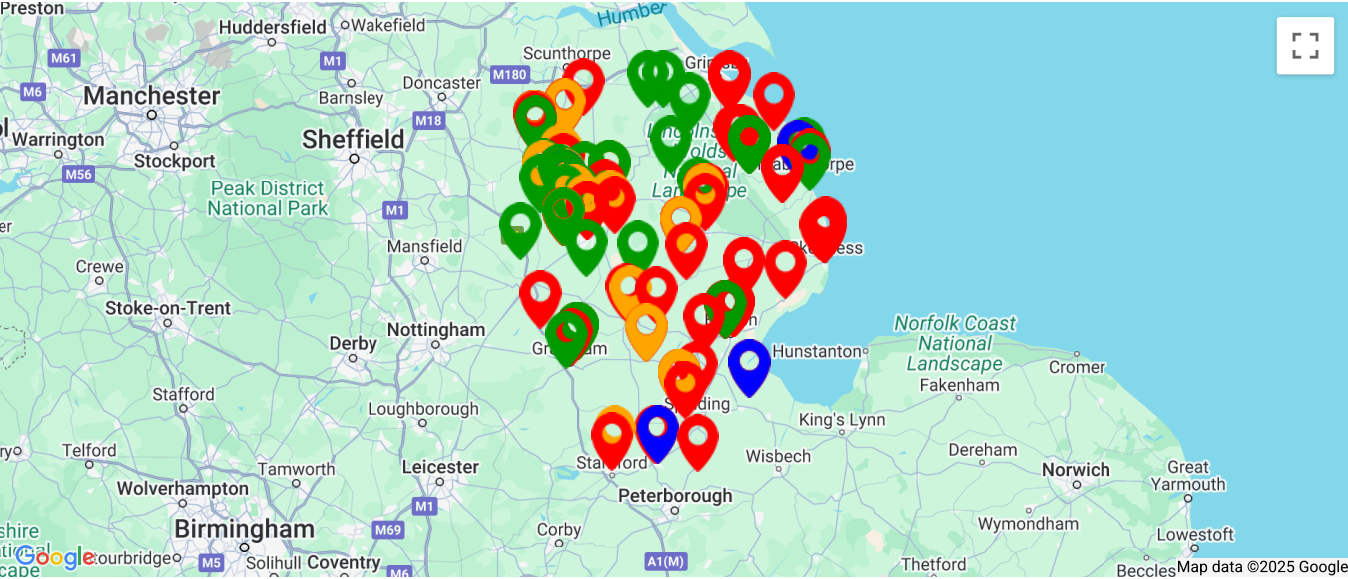
Case Types	Cases
General Comment	127
Informal Complaint	7
Formal Complaint	5
Compliment	45
Signposting	2
Whistleblowing	0

Areas



Areas	Cases
Boston District Council	0
East Lindsey District Council	0
East Locality	56
Lincoln City District Council	0
Lincolnshire CCG	0
Lincolnshire Integrated Care Services (ICS/ICB)	1
North Kesteven District Council	0
South Holland District Council	0
South Kesteven District Council	0
South Locality	21
South West Locality	14
West Lindsey District Council	0
West Locality	59
All Areas	10
Out of Area	25

Map



Cases

Multiple Services

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

Area	Case Details
<div>East Locality x 9</div> <div><div><div>6 x General Comment</div><div>2 x Informal Complaint</div><div>1 x Complaint</div></div></div>	<div>General Comment</div> <div><div>1. Case 14411 (24-02-2025)</div><div>Providers: East Lindsey Medical Group, East Midlands Ambulance Service NHS Trust (EMAS)</div><div>East Midlands Ambulance Service & East Lindsey Medical Group</div><div>After a fall and a serious blow to my head I was refused an emergency ambulance by 999 call handler. Head injuries should always be taken to A&E. I was advised to call my GP but they said they could not help, (or would not?).</div><div>I am happy to provide you with details if you care to follow this up.</div><div>Notes / Questions</div><div>Unfortunately no patient details to go back to where provided.</div></div>

2. Case 14322 (14-02-2025)

PCN: Boston

Providers: Lincolnshire Community Health Services NHS Trust (LCHS), Pilgrim Hospital

For Information: Swineshead Medical Group

Patient that has had a very frustrating and disappointing experience at Pilgrim Hospital in the last couple of days and has had no real resolution of their problem or ongoing plan of care. A summary of what has been happening to date. They went to Urgent Treatment Centre (UTC) at Pilgrim Hospital this Monday because their left leg and particularly their knee had been very swollen and painful, more swollen, and very bruised around thigh, unable to mobilise. Before this on the Friday before they had a bursitis on their left knee which burst. Bursitis on the right knee has been problematic, and they have seen GP for the last 3 months, physio has not worked, and GP asked them to go for an X-ray on right knee, this was done reluctantly. They had also been on holiday and travelled for about 4 hours on a plane the week before and had returned on the day before UTC visit.

Outcome of UTC visit this Monday was to return to Ultrasound at Pilgrim Hospital in mid February in the morning as they had a positive D-dimer blood test and concerns that they had a DVT in their right leg. Patient also has a history of cardiovascular disease and has coronary stents put in 10 years ago and remains on lots of heart medication. They got to Ultrasound at Pilgrim on the date of appointment and they did not have a record of an appointment, a member of staff kindly looked at the computer and find out that the appointment was at Same Day Assessment Centre.

Patient attended SDAC and were told that a vascular scan was booked for half an hours time, that they needed to attend that and then go back to SDAC for further review. They did this and were reviewed by a Nurse Practitioner who told patient that it was not a DVT but there was obviously something going on that needed further specialist review and treatment by the Orthopaedic team. They bleeped the Orthopaedic team where they saw a Doctor and patient was examined. Doctor wanted their Senior to review the case for further ongoing treatment plan.

The Senior Orthopaedic Dr and other Dr returned to SDAC but there was no where to examine patient vacant, so they went away. In total patient were in SDAC for 8 hours. Patient sat on a hard chair for all this time, as there were no large softer seats available, with a painful swollen leg. The Orthopaedic Team were bleeped a further 3 times by the Advanced Nurse Practitioner, and did not answer. One of the Nurses bleeped the Orthopaedic Trauma Coordinator and was just about to go to the ward to find somebody when the Senior Orthopaedic Dr returned. Patient was examined by this Doctor, who could not give a reason for this swelling and bruising and pain, when patient questioned that why they would have a positive D-dimer if no DVT, Dr discussed infection and inflammation. Patient told Dr again about their cardiovascular disease and drugs and history of bursitis in both knees. The leg had been hot and inflamed for more than 10 days, with painful swelling and bruising, no temperature. Dr advised that they go home, that it should get better on own, return if temperature or swelling worse and would be contacted by a knee pathway team in 72 hours.

All Nursing staff on SDAC were kind and courteous and professional and did chase up medical staff, apologised for delay and waiting and said that this was not good enough care and treatment.

Patient and relative have concerns around information given by UTC about where to go for follow up scan, wait for medical review and having to tell the same information 3 times, lack of areas to examine patients, confidentially on SDAC when full.

Patient was then called yesterday, Thursday by a member of staff to fracture clinic for an appointment on that day. Patient was booked in at OPA Reception went to fracture clinic were told to wait in main waiting room and wait to be called. Half an hour after the appointment time, patient had not been called. Relative went to enquire why with fracture clinic staff. Advised to bring patient in, patient not on fracture clinic list. Patient and relative eventually seen by Consultant who wanted to know who had called patient, patient did not know. There were no paper notes but images of the vascular scan and x-ray that were taken on Wednesday. Consultant was very dismissive of patients symptoms, the pain, inflammation, swelling and bruising. Patient had to repeat history again and cardiovascular medication. Consultant was not empathetic, and patient and relative did not get any answers or diagnosis, or apology about the lack of communication about the appointment. Consultant then told us only to return if temperature or if swelling did not go down. When asked how they did this, Consultant told patient to go to Accident and Emergency. Until patient insisted on some further treatment and follow up, Consultant reluctantly prescribed antibiotics and a call back next week. The patient was very frustrated and disappointed, they are self employed who needs to be mobile for their job and remains in pain with no diagnosis. Patient does not want to see this Consultant again. When patient and relative went to make a telephone appointment with this Consultant for a week at the front desk in Outpatients, patient said they did not want to see this Consultant again and could we change the Consultant.

The OPA clerk said that they would ask their supervisor to change the Consultant and that patient would get a call about this. Patient and relative very frustrated about the experience, delays. Lack of communication and information, and the need for diagnosis and treatment and plan of care.

Notes / Questions

Healthwatch contacted Pals as requested by patient

Provider Response

PALS response ULHT- Thank you for your email. I am sorry to read this.I will contact the orthopaedic coordinator and ask them to chase this, once they reply I will be in touch.I will pass this on to SDEC too, they will discuss with the ward managers.

PALS ULHT response- Just to inform you the patient has been called and they have booked them in a clinic on Monday.

3. Case 14397 (20-02-2025)

PCN: Boston

Providers: Lincolnshire Community Health Services NHS Trust (LCHS), Pilgrim Hospital, The Sidings
Having presented with a painful knee in early November, I was told the first appointment at my GP surgery was with a physiotherapist a month later in mid December. A few days prior to the appointment in December I went the Urgent Treatment Centre (UTC) as I was struggling to walk . A doctor said I had a Bakers Cyst and Bursitis and sent me to x-ray. They explained the results were as to their diagnosis and had said what the procedure would be. They then said they would send an email to my GP who would pick it up and action the course of treatment they recommended. A week later I noticed the email had not been opened so did an AskMyGP email. After a phone call a day later I was offered an appointment at my GP surgery. The doctor was unpleasant and said that as the doctor at UTC had said that it was arthritis and was to be expected at my age. It wasn't until I insisted on some treatment they said they would refer me to musculoskeletal. I was treated appallingly by both doctors because of my age. This needs addressing as anyone can suffer with arthritis.

Notes / Questions

Sigposted to Practice Manager, LICB, PALS Pilgrim and LCHS

Provider Response

ULHT - We are sorry if our communication was unclear and that this person is now receiving the treatment and support they need.

4. Case 14403 (24-02-2025)

PCN: Boston

Providers: Lincolnshire Community Health Services NHS Trust (LCHS), The Old Leake Medical Centre
Old Leake medical centre / community nurses

Palliative and of life care

Nothing went well I have sadly experienced this twice recently I nursed a family member at home until they passed away and more recently my elderly relative was in a care home on palliative care

Notes / Questions

No further information provided, no details provided

5. Case 14433 (26-02-2025)

PCN: Solas

Providers: Lincolnshire Community Health Services NHS Trust (LCHS)

For Information: The Surgery Stickney

Stickney Surgery and Grace Swan Clinic.

I got lost in a loop. When trying to get physiotherapy for my knee. Says you can self refer but you can't and GP referrals never get a response.

Notes / Questions

Healthwatch provided PALS information

6. Case 14372 (18-02-2025)

PCN: Solas

Providers: The Spilsby Surgery

Nothing went well. Pulled a very heavy wheelie bin to roadside. Felt pain in my left replacement hip about 20 years old, and my knee. Following day was in extreme agony. Saw GP sent me for x-ray. Was in so much pain couldn't lay flat for hip one to be taken. Nurse very rude, couldn't help me move my leg, and told me if I couldn't lay flat couldn't take x-ray. Did eventually manage using the deep in breath as in giving birth it was that painful.

Had to wait in the outside hall as I was in such pain in tears. GP told me they were not willing to give a knee replacement at that time? Wasn't told if that was the problem. Was on pain killers daily and it still wasn't touching the pain. At one stage in so much pain rang ambulance. They had an 8 hour wait so advised I contact surgery to see if something else could be done. Dr said all they could give was higher pain relief medication.

Told them I couldn't take it as I had one of my friends tablets after lots of running around, then had to drive over 4 hours home. Very bad back pain. It gave me shooting pains as in lightning up my back for several days. GP said there was nothing else. As it was my leg and not my back I decided to give it a go. Wish I hadn't it gave me really bad pains down my leg and into my foot. Made the side of my foot feel numb. Still does over 2 years later. Moved house a several weeks later, changed GP to Spilsby Surgery. Didn't even see me to see why I was on so much medication.

Have managed to speak to a GP at new practice. Sent me to physio who gave me exercises which made it worse and gave me chronic cramp. Stopped doing them. Need to see GP again but am really so fed up of not getting the treatment I need. I'm about worn out, my spouse has Parkinson's so have to look after them as well. You tell them when you ring up to make an appointment, then have to go through it all if you manage to see someone. I can't remember half of what is wrong as I get in a panic. I don't even think I am being told the truth. No mention of what is the matter with my leg. Have managed to cut out some of the pain killers as I get so constipated.

Changed to paracetamol when needed. Have had to come off some medications or so I thought as I had a Urinary Tract Infection (UTI). I think it was a trainee Dr that rang me, who told me I must not take anymore as it was ruining my kidneys. Told them I couldn't manage without. I was given a 3 month course of another medication. Didn't do anything so still carried on taking original when in really bad pain. Was told I needed bloods in a month's time. Had a GP ring me going on about my calcium levels. I know my calcium levels are wrong as I am being seen by hospital consultant, diagnosed with a condition but I told them I wasn't interested in that. Just wanted to know what my kidney function was like.

They rang off and I had to contact them to see what it actually was. They told me my calcium levels were slightly raised not too bad for my age, and so was kidney function. Asked about taking some of the medications again, they more or less said I could. Have to take everything if I am going anywhere. Can only walk far enough to cross the road and back. Supermarket only go down aisles that I need to. Trouble getting in car as I have to put my bum cheek on the seat and it is so painful. Spouse's Parkinson physio sent them for an x-ray as said they were putting more weight on one side than the other, so they couldn't help spouse's walking very much. GP called them in to surgery laid them on the bed slung spouse's legs here there and everywhere very quickly.

It was that fast I don't even think it registered with them, cause Parkinson's slows everything down. Told spouse everything was all right. Saw their Parkinson's physio next time told them the outcome. They asked where it had been done. They looked at it at told them they had bone on bone on one of their knees.

Notes / Questions

No patient information provided

Informal Complaint

1. Case 14387 (18-02-2025)

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

Patient contacted Healthwatch and discussed that they had a serious issue with the local Adult Social Care services that had implications to a health issue. They had a meeting in December 2024 that has led to them being a self funder of the care that they receive from the Hales Care Group and it was mentioned that an operation would be needed. They are a wheelchair user and need an operation on their hand which will leave them with a temporary difficulty of that side of their body, which will increase their care needs. They have had to cancel the operation appointment which was late Feb/early March as this care could not be provided. Have made a complaint to Lincolnshire County Council and have tried to access VoiceAbility but not had a call back from them.

Notes / Questions

Signposted to LICB. Information given that if no satisfactory resolution CQC and PHSO information given.

Provider Response

Response from LCC - I have shared this email with Complaints, in Adult Care and our Customer Relations Team who log formal complaints, for a response.

Response from LCC Complaints Team- Thank you for your email addressed to my colleagues regarding the patient. I can confirm that we have also received emails relating to these concerns that have been sent from the patient to Executive Director of Adult Care and Community Wellbeing. As such, I can confirm that we will be raising this as a formal complaint via our process to be investigated by Adult Social Care and will ensure that a formal response is provided to the patient.

2. Case 14382 (18-02-2025)

Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health), United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT

Parent of adult dependant contacted Healthwatch. Adult dependant is a patient at The Vales, mental health ward. Describes that their dependant would have had better care if had been imprisoned for four years. States that there have been failures in dependants care over the last four years. That Clinical Staff and Social Work staff have not been open and honest about treatment and care given, That Care planning is not comprehensive and does not reflect symptoms and needs. Feels that there is a conflict of interest taking place as some senior Managers of local NHS Trusts also work for the CQC. Feels that staff are unable to raise their concerns that everybody sticks together. That Safeguarding are involved as they have Power of Attorney for their dependant and disagree with Capacity assessments that have been carried out. Now when they go and see their dependant 2 members of staff have to chaperone the visit. Disagrees with Psychiatric assessment of their dependant and want a second opinion. Relative states that their dependants diagnosis is a neurological and endocrinological problem that the psychiatrist will not consider or organise tests for and say that relative will not consent to, which they say is untrue. Issues around Adult Social Care and relative has tracked Social Worker down to Boston Borough Council. Also issues with hospital care and United Lincolnshire Teaching Hospitals Trust. Issues around depo injections.

Has made complaints to LPFT, CQC, and PHSO which have not come to a satisfactory conclusion. Is going to go down the legal route of litigation and human rights. Has also made a complaint against Voiceability. Wants this highlighting so that this does not happen to anyone else.

Notes / Questions

Individual says that has complained to staff and LPFT. Also contacted PHSO did not do anything. Happy to pursue legal advice and litigation. Wants to share experience in public arena so this does not happen to anyone else.

Compliment

1. Case 14450 (27-02-2025)

PCN: Boston

Providers: Lincolnshire Community Health Services NHS Trust (LCHS)

For Information: Swineshead Medical Group, United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT

Referred to breast pain clinic by GP. Received phone call and appointment the day after I had seen GP at a convenient time, and location at Boston Health Clinic. Staff and Nurse Specialist were excellent, kind, courteous and professional. Clinical assessment carried out by Nurse Specialist was thorough, and put my mind at rest about symptoms that had been experiencing. Lots of good information and follow up care given, Excellent service.

Provider Response

Thank you very much for this feedback which has been shared with the team.

1. Case 14452 (27-02-2025)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

November 2017 - Parent moved to Sleaford with their child. They previously lived in Nottingham. Whilst living in Nottingham and immediately after the birth, there were concerns around the child's health including shaking episodes, still in nappies and suspected ASD/DCD. More information about this time can be provided if needed.

April 2018 - ASD diagnosis was confirmed. A copy of this diagnostic report was handed to nursery, who asked me to sign to send/transfer over records which were agreed to arrive prior to child starting school. This process failed miserably, as the Senco, later admitted to not sending during the summer holidays (better collaboration would have involved driving over and having them signed for, especially with SEND, safeguarding and pre transition planning be crucial to providing an effective transition). There were good strategies to support child in house, with use of images to prepare them for a larger and much noisier environment, less focussed on play.

September 2018 - child started School. The educational records had not arrived and nobody had chased it, no support was in place. Parent gave the documents to setting and asked for adjustments to be made, it was obvious none of the team were aware of ASD. No planning or reasonable adjustments had been planned or shared. Also in September, parent and child attended ENT clinic for hearing test to complete ASD diagnosis procedure.

December 2018 - Lincolnshire paediatrics referral came. Parent had chased it from GP Practice as they had been trying to sort shared care agreement with Notts paediatrics so the medication could be provided.

January 2019 - child almost 5 years old. They had an appointment at Nottingham about issues with bedwetting, toileting and / or demand avoidance issues. In January they also had an assessment and meeting with Children's legal team Manager to challenge unfair/inaccurate/risks following SW report. Assigned Early Help Worker. Stage three complaint was settled with allocation of EHW

June 2019 - Child had put paper up their nose and it would not come out. This was after parent had specifically told them that child had recently swallowed a pound coin too, whilst at autism swim with JK. Surgically removed at Lincoln whilst asleep as lodged.

July 2019 - visited at setting to obtain report. Highlights many issues and insecurities. This was submitted to LCC in Aug 19 with EHCP application.

August 2019 - letter to confirm CAMHS appoint with County Council, Early Help Worker and others. Discussed future support from the harmful behaviour service and useful resources, such as *"a huge bag of worries"* which was monumental in supporting child with anxiety.

March 2020 - Lockdown phase two meant parent was able to demonstrate social isolation to child who did not entertain being taught by parent. Parent was successful in proving child met the criteria to still attend school. Child skipped in from school some days, as the numbers in the class were typically between 5 and 7.

August 2020 - meeting with Dr to discuss safety issues that were troubling on holiday, frequent altercations between child and other children, obsession with being first getting overwhelming and severely impacting on daily life.

July 2021 - **Educational First-tier Tribunal, online hearing.** ADHD was discussed, setting not seeing severe ADHD. O.T sessions and physio were agreed, still not happened, physio assessment 14/2 at Grantham health clinic, cancelled session due to Covid.

Aug 2021 - Verdict current setting can meet needs. Final plan arrived 15/9 dated 13/9, no apology so parent emailed and asked why. Professionals to be appointed, never happened, SAR from setting, LA. After seven months LGO concluded *'body failed to supply EHCP and SEND'*, within their email to safeguarding at OFSTED.

Sept shift learning conversations stated challenges with KS2 transition.

September 2022 - New Senco and class teacher who showed higher knowledge and made progress with child. They met my request of formatting the weekly behaviour communication into a spreadsheet, this was after years of rejection. New teacher quickly grasped that child was struggling in many ways, offering greater support than any others. This data, quickly became a vital tool, that showed some strong evidence of daily challenges with emotional regulation, leading to violent episodes, clashes with staff and other pupils as the academic year progressed. Concerns were deflected by the setting, even after parent informed safeguarding.

Latest October: Agreed to appeal EHCP review to a second FTT, much of the key support was removed and ignorance was blatant. Complained about breach of the process by setting and LA.

Spring 2023 - SENCO was tested by managing the level of visits from professionals, showing due care to how that would impact child. It was testing, though proved vital in collating three robust reports that all echoed the need for specialist setting:

End of March 2023:- Mainstream setting agreed no longer meet needs.

May 2023 Parent was able to share the weekly behaviour log to Dr, who rightly questioned the lack of focus on the violent episodes and demand avoidant behaviour, report was shared to judicial teams, then shared to OFSTED, as detail showed some clear signs of high levels of disruption to the rest of

	<p>the class. Setting never confirmed in writing that child spent more than a year in the corridor, as child just couldn't cope with being in a class of 21.</p> <p>July 2023 - Exit meeting from school, finally, after 2 years of asking, a Social Worker formed part of a multi agency meeting. Teacher said no HAF without 1:1, FB had finalised the report the evening before, rejecting specialist sports provision stating child could engage in HAF, as there was SEND funding for that.</p> <p>Late October 2023 - parent went to first-tier tribunal and made case law, judge changed SEMH to primary need, added transport specification into section F, which is designed to ensure child's safety when a lone rider, with Personal assistant in taxi. LA have never resolved the query and 22 page letter of complaint was sent 5/2/24.</p> <p>December 2023 - Parent asked Dr to process a referral to SCAAND as violence and poor sleep continued. This second request was rejected as they were not satisfied eligibility criteria had been met. Contacted CAMHS to complain.</p> <p>January 2024 - Annual review. Class teacher agreed to work with SENCO to explore possibility of absences.</p> <p>February 2024 - Called PALS, emailed many organisations to ask for governance to instigate mental health support for child.CAMHS Core Grantham did dual assessment</p> <p>October 2024 - Specialist Clinical Psychologist stated cannot agree FND until epilepsy ruled out. Chased Dr for 24 hr EEG as been on waiting list since July. I demanded 3rd SCAAND referral and input by Dr.</p> <p>December 2024 - Child had a 40 second blackout at school. Parent filled out survey that led to MP asking if input was required. Chased CAMHS, data compiled for SCAAND referral. Education supplied data to supplement also, detailed O T intervention and PBS plan etc. Ready to submit end of tomorrow.</p> <p>Notes / Questions</p> <p>Signposted to LICB, PHSO, CQC</p> <p>Provider Response</p> <p>17/04/25 -LICB responded by phone wanting to discuss further , HW unavailable to answer.</p> <p>23/4/25 - LICB response-</p> <p>Thank you for your email below and for taking the tie to speak with me today. To confirm that we have no outstanding complaints or contacts from Rachel Hallam. The last contact we had was October 2024, where we received a voice messaging asking to speak with the person she spoke to the previous day however, this was not a member of our team so an email was sent to advise. Previous to that, it was an email sent to a number of providers and Trusts on 12 June 2024, where the ICB was asked to respond to her document 'Education and Health', to which I shared our response sent via email on 19 May 2023.All contacts from Ms Hallam are reviewed with the ICB's Designated Clinical Officer for Children and Young People with Special Educational Needs and Disability to understand if there is anything for the ICB to respond to however, this far there has not been anything.</p>
<p>South Locality x 3</p> <ul style="list-style-type: none">• 3 x General Comment	<p>General Comment</p> <p>1. Case 14380 (18-02-2025)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS), Long Sutton Medical Centre</p> <p>Results of tests taken by the doctor are not visible to my local hospital and vice versa. To such an extent, I have now taken to printing out all my test results and keeping them together in a folder to take to my specialist appointments.</p> <p>Notes / Questions</p> <p>No patient details provided</p>

2. Case 14330 (17-02-2025)

Providers: Lincolnshire Integrated Care Services (ICS/ICB), The Deepings Practice

The Deeping's Practice, Rheumatology, EACH, Peterborough Hospital - Accessing correct medical records

GP face to face service at The Deeping's Practice is almost non-existent. Surprisingly, I managed to get a face to face appointment but only after having to explain intimate details over the phone with a receptionist. The appointment was rushed and I felt there was no time to ask questions.

A previous video call with a different doctor (?) trying to negotiate an e-referral, which I'd previously found out I could do on the NHS England website was completely lost on them. They kept telling me that Lincolnshire didn't do that. Having just read about it and being informed that you could choose also where to go for a Specialist Consultation, I disagreed with them.

It turns out, yet again, that Lincolnshire is different and use the EACH system. I was wrong. How was I supposed to know? The GP referred me to EACH at King's Lynn as I required a referral to a specialist consultant for spinal conditions. It seems I've been put on an orthopaedic waiting list. It's not a Specialist Spinal Consultant but they said that was my nearest. After again requesting why I was expected to travel to King's Lynn, I was offered Nottingham or Sheffield as they only have that specialism. (With the lump on my back from rotational scoliosis, ME and fibromyalgia I have difficulty travelling) I couldn't go to The Fitzwilliam because they don't do back surgery. I hadn't asked for back surgery, just for someone to look at my rapidly deteriorating spinal rotational scoliosis which I believe is affecting my digestive function now and has led to IBS.

Speaking to EACH, Fitzwilliam Hospital and Addenbrooke's (Centre of Clinical Excellence) are not even on their list so, in fact, there is no patient choice at all. I was also offered Bassetlaw near Mansfield but it seems that someone confused sterilisation with scoliosis so I refused. Nobody seems to be able to find a Scoliosis Specialist to see me. I would have thought this would be the job of my GP but, as usual, they are not interested as they believe two sessions of speaking with a Pain Clinic 'Clinician' from Connect Health has cured my twisted spine. In fact, all they did was take my medical history as my GP would not/could not provide it. At my last Rheumatology appointment I was luckily referred for an MRI of my spine so all I have to do now is negotiate with Peterborough Rheumatology to let King's Lynn and myself have copies of the scans and report.

Another day of total frustration and anxiety for me to look forward to. I don't mind making the odd phone call but should I be doing all this? Shouldn't computer systems be linked? Next time I will have to tick the Mental Health Support Box as this is definitely causing it.

Oh, and was lucky enough for the Rheumatology Nurse to refer me again to the Pain Clinic. I think this may now be the 8th time! I agreed I would only see a Pain Consultant who could physically help (eg. Spinal steroid/anaesthetic injections). I physically cannot sit through group sessions. 'Walk A Mile in My Shoes' springs to mind.

This brings me to access to my own correct medical records. I don't appear to have complete and accurate information. Is this because hospitals don't speak to each other, computer systems aren't compatible or they don't know what's been happening to me? I can understand that, to them, due to my various conditions they don't really know what's to do with me but I actually do care. I think there must be a cut-off point at the age of 70 when you cease to be considered worth the effort. I know I'm considered too old for an operation on my back which is why I'm looking for someone, at least, to make life less painful.

My last gripe for today is that I have an appointment with the Ophthalmology Department at Peterborough Hospital tomorrow. I have been on the waiting list for nearly a year. I have attended Peterborough Hospital on numerous occasions and yet am still being asked to take in identification (passport, Utility bill etc). Why? The letter arrived via email this morning after I spent an hour on the phone yesterday with ophthalmology trying to chase this referral from April 2024. It was from DrDr. I can also use an app to access GP records from Airmid. Why do we have to negotiate all these different organisations? Why can't the NHS just centralise it all?

Yes, I agree, this is very garbled and confusing and I don't think I have dementia yet. How do older patients navigate the system?

	<p>3. Case 14405 (24-02-2025)</p> <p>PCN: Four Counties</p> <p>Providers: Lincolnshire Integrated Care Services (ICS/ICB), NHS 111 Service</p> <p>Last week I had to call 111 for myself as I was concerned I had a chest infection. (As the doctors only just informed me two weeks ago that I have been diagnosed with emphysema which they knew about back in July 2024 but only just told me 2 weeks ago and I have complained).</p> <p>The only option given to me by 111 was to drive to Spalding (luckily I have a car) but am not supposed to drive on certain medication. I declined the offer to drive to Spalding.</p> <p>This was after calling 111 who then told me to call my doctors back, and let the doctors know that a referral from 111 had been sent and I should be seen within 12 hours. Lakeside Healthcare then told me to call 111 back!!!! To inform them that lakeside had no appointments left!! I then had to go through the whole process again with 111 to inform them lakeside had told me to tell 111 they could not see me!!!! Disgraceful all round by that point I was exhausted and so DECLINED being sent to Spalding as the nearest destination. Absolutely appalling</p> <p>So today my child did not go to school when they got up and was coughing up blood. So again went through the process of calling doctors who obviously had no appointments, to then call 111 at about 1pm to be told my child needed to be seen in the next six hours and to take them to Spalding!!!! I did not take myself there and am not prepared to drive my child there either I informed 111 I was unable to drive there today</p> <p>So now just praying that their symptoms don't worsen and that I can get an appointment in the morning with lakeside doctors.</p> <p>I do not think it is acceptable just because I drive to have to travel as far as Spalding just to see a doctor!</p> <p>How can Stamford's population and housing continue to expand without basic services.</p> <p>Notes / Questions</p> <p>Information via local Councillor, who also sent to ICB</p> <p>Minor Injuries in Stamford Hospital - could they not have assisted?</p> <p>Local Councillor asks - I should be interested to know why she was referred to Spalding rather than to the out-of hours GP service at Stamford.</p> <p>Provider Response</p> <p>Child has now been seen at their GP Surgery and antibiotics provided.</p>
<p>West Locality x 5</p> <ul style="list-style-type: none">• 5 x General Comment	<p>General Comment</p> <p>1. Case 14399 (21-02-2025)</p> <p>Providers: East Midlands Ambulance Service NHS Trust (EMAS), Lincoln County Hospital</p> <p>Lincoln County Hospital & East Midlands Ambulance Service.</p> <p>Ambulance crews excellent. A&E mix of good but sometimes inconsistent care and misses opportunities</p> <p>Lancaster Ward needs to learn from Scampton Ward.</p> <p>Notes / Questions</p> <p>No patient information provided</p> <p>Provider Response</p> <p>Thank you for this feedback which has been shared.</p>

2. Case 14355 (17-02-2025)

PCN: Trent

Providers: Lincoln County Hospital, The Glebe Practice

I had an operation in late 2024 at Lincoln County Hospital. The operation went array resulting in semi open emergency surgery. The issue was the staff on the ward only read the notes on the front of all papers, saying what I went in for, not what I ended up with.

The care was therefore not matching my needs, medications for pain, were always delayed by hours. Food was crazy, at one point just giving me a box of grated cheese! nothing else, just cheese because they were incapable of providing a vegetarian sandwich.

Aside from this it seems I still have some internal bleeding now in February 2025. Secondly I have FND (Functional neurological disorder). I have had many doctors assume everything is related to that and failure to check or test for other things, some FND patients are treated atrociously by paramedics, telling them they are faking it, the system needs to change. People need education in FND. A diagnosis shouldn't lead to other assumptions as this will be detrimental to health. And FNDs real, not something you can control. Neurologists know that, so why are doctors and paramedics allowed to treat me like a liar.

Notes / Questions

Healthwatch provided Practice Manager and PALs information

Provider Response

We are very sorry for this persons experience and particularly in relation to awareness of FND - we would like to ask, if they feel able, to contact PALs and perhaps speak with our Patient Experience Team who may be able to help.

3. Case 14378 (18-02-2025)

PCN: Lincoln Healthcare Partnerships

Providers: Lincoln County Hospital, Newark Road Surgery

I have access to GP records, but not all of it. None to hospital records, dentist. Hospital blood test results especially will be so helpful.

Notes / Questions

No patient details provided

Provider Response

The NHS App can help with this and more can be found out here:
<https://www.nhsapp.service.nhs.uk/login>

4. Case 14404 (24-02-2025)

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

I see my GP who co ordinates care . Arranges tests etc I see specialists as follows respiratory (Nottingham) GI (Nottingham) ENT (Lincoln) barriers include having to get to Nottingham I'm disabled however Lincolnshire have let me down so much

GP is brilliant, respiratory consultant Nottingham brilliant , diagnostics I go to Grantham however am impressed new diagnostics here opened . ENT brilliant (except you can't get hold of them) rest of Lincoln hospitals no, so Lincoln Hospital needs re thinking totally possibly rebuilding it's stuck in the 50's and despite the medical school some of the specialist are awful one was positively dangerous

Notes / Questions

Healthwatch requested further information. To date none provided.

Provider Response

There is a lot of work happening across ULTH services and sites and we welcome all feedback that can help us on our continued improvement journeys. If you would like to be involved perhaps in one of our patient groups then please contact ulth.patient.experience@nhs.net

	<p>5. Case 14463 (28-02-2025)</p> <p>PCN: APEX</p> <p>Providers: Richmond Medical Centre, United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT</p> <p>Two misdiagnosis over the past five years from my GP Surgery. Their answer to any medical problem seems to be a blood test which, if it comes back clear is just put on my file without either informing me or bringing me back in to look into matters further. I had a six month reaction to the last COVID jab but again, all they did was a blood test with no follow up. This also happened with a poo test, which showed I didn't have an ulcer but ignored the fact that I had a digestion problem - turned out to be acid reflux.</p> <p>Bursitis was misdiagnosed as a lower back problem and they advised me - a 70+ year old with Parkinson's - to lay on the floor and do a bridge. Luckily, after a further six months of pain I managed to get an appointment with a good physio who correctly diagnosed bursitis and cured it with one injection.</p> <p>I am still awaiting an appointment with my Neurologist, which should have happened a couple of weeks ago, for my Parkinson's, when I am supposed to see her every six months. It's much too easy to fall between the cracks in Lincolnshire.</p> <p>Notes / Questions</p> <p>Signposted to Practice Manager in the first instance. PALS ULHT, LICB</p> <p>Provider Response</p> <p>ULHT - We would encourage the patients to contact PALS who can liaise with the neurology service in relation to the outstanding appointment</p>
<p>All Areas x 2</p> <ul style="list-style-type: none"> 2 x General Comment 	<p>General Comment</p> <p>1. Case 14370 (18-02-2025)</p> <p>Providers: East Midlands Ambulance Service NHS Trust (EMAS), United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT</p> <p>East Midlands ambulance to A&E called by 111</p> <p>Long waits to see someone. 10 hour waits for an ambulance. Called 111 because couldn't get through to doctors. 111 called the ambulance. Told 10 hr wait so went local hospital minor injuries unit. Waited there for hours. Nurse was lovely.</p> <p>Notes / Questions</p> <p>No patient details provided, therefore no information on which area of Lincolnshire or Surgery etc</p> <p>Provider Response</p> <p>Regrettably, this situation is being encountered in hospitals nationally and whilst it is unavoidable, we acknowledge that our patients deserve much better and that we are not providing the levels of care which our patients deserve. EMAS are also currently experiencing immense, sustained pressure on their service and our the are continuing to work hard to prioritise the sickest and most severely injured patients.</p> <p>2. Case 14320 (13-02-2025)</p> <p>Providers: Lincolnshire County Council - Adult Social Care, Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Relative contacted Healthwatch in regard to their elderly parents. One parent is a carer for another who needs 24 hour care. They have a Continuing Healthcare budget a CHC. But have applied for a personal healthcare budget with healthcare professionals and this has been turned down by Lincolnshire Integrated Care Board. Parent feels very overwhelmed, frustrated and tired and does not feel up to complaining and is finding it hard to navigate systems. Relative feels the systems in place not fit for purpose and are very unfair for people who are already under great stress and strain with their own health and their caring responsibilities, and who are too tired to complain anyway. Relative wants to know why Local Authorities chop and change the care companies contracts. In this instance the care company gave great service to their parents, on time, good staff who got to know the couple, this was Namron. The Care Company was then changed without any consultation to another company Amicare, whose staff are nice , but the organisation and Management are not. This has impacted the couples life in a very negative way.</p> <p>Notes / Questions</p> <p>Signposted to Voiceability Advocacy, Carers First , LICB feedback team, PHSO</p>
<p>Out of Area x 3</p> <ul style="list-style-type: none"> 3 x General Comment 	<p>General Comment</p>

	<p>1. Case 14458 (27-02-2025)</p> <p>Providers: John Coupland Hospital, One Health Sheffield, Out of area</p> <p>Hospital outpatients' appointments</p> <p>Initial concern was aches and pains in lower area groin, hips, legs and back. Already had diagnosis of Stage 2 prostate cancer so worry of spreading. Doctor wanted full MRI of lower area (prostate, hips and back) to eliminate / confirm cancer concern. Radiologists refused as 'only a Urologist' can request prostate checks! So ended up with spine MRI, amitriptyline (masking pain) only - which does not close worry on prostate cancer spread.</p> <p>At consultation - doctor did not receive MRI pictures, so surmised consultation - seemed clear there was an emphasis on not putting you on any 'list'. Physio recommended for prolapsed disks, fissures, cyst and stenosis!</p> <p>Notes / Questions</p> <p>No contact information - Information passed onto relevant Healthwatch</p>
	<p>2. Case 14430 (26-02-2025)</p> <p>Providers:</p> <p>For Information: Out of area</p> <p>GP services, Dentist, Mental health support. What went well - nothing. GP - seen multiple times over two years and got zero help for my foot other than an old PDF. Currently going private at £2 a minute and got more results in four weeks than the GP gave me. Service (esp IT system) laughable. Dentist - moved house 23 years ago and not been able to find an NHS dentist since then. Private dentist cost me over £1000 last year. Mental Health - similar story. Only offered CBT and even the counsellor said it was wrong for me. Cheaper than physio at £1 a minute. Bridge Street Brigg</p> <p>Notes / Questions</p> <p>Information sent to North Lincolnshire Healthwatch</p>
	<p>3. Case 14462 (28-02-2025)</p> <p>Providers:</p> <p>For Information: Out of area</p> <p>GP services. Very poor service. Unable to see a Dr. even though I had bad swelling, redness and pain in my lower leg. After a week of still not being able to see a GP I had to go to Scunthorpe A & E to get it looked at</p> <p>Notes / Questions</p> <p>No contact details. Forwarded to Healthwatch North Lincolnshire</p>

Community Health Services

Area	Case Details
<p>East Locality x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 14426 (26-02-2025)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>End of life care. My Step Parent was nearing end of their life and the end of life care team in Lincolnshire have a long distance to travel between cases. They had to come from Boston to North Thoresby to administer the injections unfortunately they had another call in Boston which meant they could not administer their next injection in time. They were shouting in pain before they could get back to them, which distressed them and us. It would make more sense to have another hub from Louth hospital to deal with the cases in and around the villages as we have a vast area and sometimes difficult weather to be able to cross the county in time .</p> <p>Notes / Questions</p> <p>Signposted to PALs at Lincolnshire Community Health Services and LICB feedback team.</p>
<p>South Locality x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p>

	<p>1. Case 14317 (11-02-2025)</p> <p>PCN: Spalding</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Parent of dependent who has severe autism and learning disabilities, housebound and concerned as they have been waiting for the COVID and flu vaccines since October last year. Has now been informed that parent is not eligible for COVID vaccine, however dependent is. Parent is also disabled and feels they need this vaccine to keep well for looking after their dependent. Has been informed having flu vaccine tomorrow, feels this is later than expected in the year and would have hoped prior to Christmas.</p> <p>Notes / Questions</p> <p>Healthwatch provided PALs information</p>
<p>West Locality x 2</p> <ul style="list-style-type: none"> • 1 x General Comment • 1 x Compliment 	<p>General Comment</p> <p>1. Case 14456 (27-02-2025)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>For Information: Lincolnshire County Council - Children Services</p> <p>I had concerns about my young child's speech and overall development which I discussed with a Health Visitor at their two year review. The Health Visitor agreed with my suspicions and recommended to go to the drop in Speech Clinic. Overall my child scored low on certain development areas for their age. The Health Visitor said that they would be in touch in around 8 weeks to redo the assessment and if scores were still low they would start a referral for a diagnosis. I waited around 16 weeks before I chased this up, which was dealt with quickly and I had the appointment the following week. The Health Visitor spoke about my concerns again and asked that I log them in a diary. The Health Visitor did not redo the assessment. They booked another appointment for after my child's 3rd birthday to do what what they said they were going to do originally. Pushing it back a further 4 months. Now I appreciate how long this all does take but to not actually start the referral process straight away, I find upsetting and frustrating, when it takes years to get a diagnosis. It would of made no difference to of just done it then and saved more months of being in limbo.</p> <p>Also, as recommended we went to the speech drop in and were referred for speech therapy. I was given lots of advice, tips and strategies that we should do in the meantime to encourage speech along. I have just heard back after 18 weeks of an invite to an hour online speech course. I am to do this, use the strategies and in four months if there is no improvement we will be seen face to face. Again this is extremely frustrating and I feel fobbed off when I can guarantee it will be the same tips and information we have already been given. If we could afford to do all of this privately, I would, as time is of the essence and my child is getting older and closer to school age and we are getting no help.</p> <p>Notes / Questions</p> <p>Signposted to Childrens Health Service Team, LCHS PALs, LICB Feedback team</p> <p>Compliment</p> <p>1. Case 14348 (17-02-2025)</p> <p>PCN: Trent</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Urgent Treatment Centre - John Coupland</p> <p>Very helpful, person with poorly foot, also water infection all were very helpful.</p>
<p>Out of Area x 1</p> <ul style="list-style-type: none"> • 1 x Compliment 	<p>Compliment</p> <p>1. Case 14447 (27-02-2025)</p> <p>Providers: Out of area</p> <p>Hospital outpatients' appointments. Excellent visit to Beverley Community Hospital. X-rays and appointment all carried out in 1 visit.</p> <p>Notes / Questions</p> <p>Information forwarded to : enquiries@healthwatcheastridingofyorkshire.co.uk</p>

Primary Care services

Area	Case Details
East Locality x 34	General Comment

- 21 x General Comment
- 1 x Informal Complaint
- 2 x Formal Complaint
- 10 x Compliment

1. Case 14356 (18-02-2025)

PCN: First Coastal

Providers: Beacon Medical Practice

Nothing lately results not uploaded to NHS app. Prescription list not updated to show changes. Had to ring secretary to get answers who said they hadn't had a letter but I had a copy of an electronic letter sent to them they updated information same day but backdated the entry

Notes / Questions

No patient details provided

2. Case 14393 (20-02-2025)

PCN: First Coastal

Providers: Beacon Medical Practice

Beacon Surgery Skegness. I have Rheumatoid and Osteo Arthritis, Osteoporosis Kyphosis and hundreds of proven allergies. My body is twisting. I am in a lot of pain in lumbar and various other places. Hardly anything works on me. So no painkillers. I have tried for over a year to get appointment and given up. The only thing they are interested in is hypothyroidism and at the so called review and diet was simply asked about. Nothing else though I said what was bad. I am fed up. Glad I learnt medicine, I am in my 80's. I also have a high IQ and suffer from compartmentalisation that GP has said no one can help me with. I cannot even grieve for my spouse. I do pay for private medical care.

Notes / Questions

Signposted and given information to contact Practice Manager at Surgery in the first instance, if no satisfactory resolution to contact LICB. Information and contact details given for CRUSE bereavement support.

3. Case 14451 (27-02-2025)

PCN: East Lindsey

Providers: Integrated Care Board Dental

For Information: Broadway Dental Surgery , Woodhall Spa New Surgery

Dentist - as over 65 I should get free NHS dentist but can I find one ... No instead I spend on average £1k per annum just keeping my teeth healthy. Just having an NHS dentist would be beneficial.

GP I like my GP but I find that face to face appointments are so rare I'm scared I am missing a diagnosis as I only get a computer!

Notes / Questions

No contact details provided.

4. Case 14425 (25-02-2025)

PCN: Meridian

Providers: East Lindsey Medical Group

Tetford Branch

I feel my GP surgery totally failed in their duty of care.

Notes / Questions

No patient details provided

5. Case 14381 (18-02-2025)

PCN: Boston

Providers: Integrated Care Board Dental

For Information: Greyfriars Surgery

Still finding it difficult to see a GP face to face.

My NHS dentist has just left our practice so now I'm on the waiting list. Its making me anxious as I can't afford private treatment.

Notes / Questions

Healthwatch provided NHS 111 and NHS Choices for dental

6. Case 14287 (04-02-2025)

PCN: First Coastal

Providers: Hawthorn Medical Practice

Patient had previously gone through the Ombudsman regarding none referral to Toxicology, referrals have been sent and refused by the provider. Has recently spoken with the GP to request that the GP speak with the Toxicologist, has since found out that another referral has been sent, but no call has been made.

Notes / Questions

Healthwatch suggested to speak with Practice Manager.

Patient request for Healthwatch to contact Practice Manager.

Provider Response

I have spoken to the GP who has been dealing with this patient recently, as well as our Senior Partner and they have advised that they cannot see there being anything to gain by speaking with anyone from toxicology on account of the number of times they have rejected referrals and the reasons they have given for this. Whatever is said over the phone won't lead to them giving an appointment.

The most recent rejection letter states that they want to reiterate the message to the patient that 'review of their case by the consultant toxicology body in the UK has provided strong confidence that the problems that they continue to experience do not relate to poisoning',

This is a reference to their case having being discussed between the toxicologist they were referred to for a 3rd opinion and 'the 14 other consultant toxicologists on the UK National Poisons Information Service rota'.

The toxicologist we keep trying to refer them back to has said that they would discuss the patient with the GPs here by telephone but ultimately that wouldn't result in them agreeing to see the patient again.

Information passed onto the patient.

7. Case 14369 (18-02-2025)

PCN: East Lindsey

Providers: Horncastle Medical Practice

We have just moved to the area but so far had two appointments from the GP centre and direct call from my now primary pharmacy.

All wanted to understand my condition and be supportive and provide the medication I require and understand my limitations due my vast range of allergies and needs.

Finding the appropriate medication however was a challenge and I was out of pain relief for about a week while trying to find the right medication.

Notes / Questions

No patient information provided

8. Case 14297 (07-02-2025)

PCN: First Coastal

Providers: Integrated Care Board Dental

No dentists in Lincolnshire taking new NHS patients. I'm pain all the time, NHS failed us

Notes / Questions

Healthwatch provided NHS 111; NHS Choices; ICB and some options in the area for contacting

9. Case 14416 (25-02-2025)

Providers: Integrated Care Board Dental

Managed after, two years of looking, to find an NHS Dentist in Boston. However, it means travelling 23 miles as there are none closer.

Notes / Questions

No patient details provided

10. Case 14418 (25-02-2025)

PCN: Solas

Providers: Integrated Care Board Dental

Live in rural Lincolnshire and I got a new NHS dentist September 2023 after being cut from my previous dentist, during COVID.

Had a check up September 23 and an appointment booked for a check up September 2024. However my dentist had left the practice already, so I have not had a check up again, for almost 18 months.

Notes / Questions

No patient details provided

11. Case 14427 (26-02-2025)

PCN: Meridian

Providers: James Street Family Practice

Doctors surgery. Almost impossible to get face to face appointment. Had a swollen leg 2023; dvt ruled out but a blood test ordered. When asked to ring to discuss results got a phone call back which resulted in another blood test...after I had asked what the implications were for my leg. Each time I rang, as requested, it was a different doctor who needed to be filled in on why I was originally having blood tests. Last blood test I heard nothing. When I enquired I was told they had come back clear. I had to demand a face to face appointment as I still had a weak and swollen ankle. I was given 4 sessions of physiotherapy and no diagnosis. I have now given up.

Notes / Questions

Healthwatch provided Practice Manager and ICB information

12. Case 14329 (17-02-2025)

Providers: The Sidings

For Information: Kirton Medical Centre

Asked for pain relief at night to help with my chronic back issues, asked to message, but gave me a telephone appointment, but they didn't ring and then put failed encounter and left a message. Message to whom and where? Moved GP (Kirton Medical Centre) and new one won't prescribe stuff for my perimenopause. Its frustrating and makes me anxious and very stressed.

Notes / Questions

Unfortunately no patient contact details to go back to them with any signposting information.

13. Case 14438 (26-02-2025)

PCN: Boston

Providers: Kirton Medical Centre

No availability of appointments after 5pm in surgery as these are only available for emergencies. This means I have to attend an enhanced service appointment at a different practice, I can't drive due to health! Also the enhanced service won't deal with ongoing health conditions and say can only refer for scans, blood tests etc. So effectively I have no health care as work till five and can't easily take time off for appointments. GPs should not be allowed to withhold appointments after 5pm for emergencies only!!

Notes / Questions

Unfortunately no patient details provided to go back to this patient.

14. Case 14318 (13-02-2025)

PCN: Meridian

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Prostate cancer. Please would you look at the appalling record of the GPs with regard to screening for prostate cancer. They have stopped the general 'well man' clinics and unless you jump through a lot of hoops and fight the stupid appointment systems they operate, the chances of getting your prostate checked are slim. Only if you insist and provide them with what they consider suitable systems will they give you a PSA check. Our local surgery has loads of appointments for Cervical Cancer screening, there for the taking but try and get a PSA check and see how far you get. Check the figures for the number of deaths in each instance and you will see why I'm dismayed. I allowed myself to be put off twice by being told I have to speak to a 'clinician' to get a PSA check, with 'no appointments available' but I insisted and persevered and it's just as well I did. I now find I have advanced prostate cancer and in need of radiotherapy. Surgery is out of the question. My complaint to the head of the local practice only got fobbed off with 'NHS guidelines' and 'best practice' waffle, along with the suggestion I could move to a different surgery. There's an awful lot more I could tell you if you are interested. Phone 07767 772322 is you want.

Notes / Questions

Signposted to Customer care and Complaints team at Lincolnshire Integrated Care Board

15. Case 14314 (10-02-2025)

PCN: First Coastal

Providers: Marisco Medical Practice

Almost impossible to get an appointment but when trying, the place is empty of doctors and patients - just a few receptionists

Notes / Questions

No patient details provided

16. Case 14429 (26-02-2025)

PCN: First Coastal

Providers: Marisco Medical Practice

The way the surgery keeps medical records, that letters from other NHS service providers are kept in a folder separate to GP notes. This meant my patient summary was inaccurate and when seeing my GP, my diagnosis made by NHS mental health service was not visible to my GP. Neither was information from the hospital about scans I had.

They failed to provide appropriate treatment for my long term cough and for urinary incontinence. After 9 years at Marisco, I have moved and changed doctors. Within two weeks, I have been referred for a stage 2 pelvic prolapse and am being tested for iron overload. (I have a genetic test confirming 2 genes for haemochromatosis but Marisco would not accept the results of my gene test)

Marisco's failure to provide me adequate care has resulted in me having quite serious physical consequences.

Notes / Questions

Healthwatch provided Practice Manager and ICB information

17. Case 14291 (05-02-2025)

PCN: Solas

Providers: Merton Lodge (Alford) GP

Patient contacted HW by telephone asking HW to make contact with Merton Lodge Surgery. Patient fell out of bed, requested to see a GP, informed needed to go to X-ray at Louth Hospital, which they did last Thursday afternoon. On speaking with the department the lady explained to the patient that they no longer X-ray ribs and said they should go back to their GP for pain management of this. Patient has tried to make an appointment, but informed as they have not been to X-ray or Louth Hospital that they will not get an appointment until this has been done.

Patient made contact with the department in Louth who recalls them, but unfortunately there is nothing they can do.

Notes / Questions

Healthwatch at patients request contacted the Practice Manager

Provider Response

Patient has been seen by one of our clinicians for an examination. Just confusion I think, the patient was not advised to attend Louth they were advised to attend A&E because they had fallen out of bed and had acute abdominal pain which of course needed investigations / imaging beyond what we can offer on the day.

The patient appears happy.

18. Case 14368 (18-02-2025)

PCN: Meridian

Providers: Tasburgh Lodge

Won't use NHS app. Gives no access to records.

Notes / Questions

No patient details provided

19. Case 14312 (06-02-2025)

PCN: East Lindsey

Providers: The New Coningsby Surgery

The caller's dependent had an accident before Christmas and broke their wrist, has since been on sick leave from work. Sick note ran out recently so parent contacted the surgery to ask for another sick note for dependent as they are unable to work due to the injury.

The Receptionist at the surgery said that they would pass the message on but could not promise that the sick note would be ready before Monday as the person assigned to issue the sick notes had been off all week.

Parent has checked their website and it states that any GP, Nurse or Pharmacist can sign a sick note therefore doesn't understand the delay as surely there are other professionals there who could issue one and it doesn't have to be one specific person. Is concerned that if their dependent does not receive a sicknote today for submission to their employers they will not get paid.

Notes / Questions

Healthwatch provided Practice Manager information and for adult dependent to make contact with their workplace to explain the situation

Healthwatch asks - is it correct to wait 5 days for a fit-note as patients are being informed as this can affect work wages.

Provider Response

Has now received a fit-note

20. Case 14422 (25-02-2025)

PCN: Solas

Providers: The Old Leake Medical Centre

Previously requested a copy of their medical notes, which is when they found out chronic kidney disease stage 3 - patient was not aware of this diagnosis, until reading these notes, was very upset that this was the case.

Has made a formal complaint to their GP about medication was given and says doctor failed in duty of care. Had kidney failure and a stroke and believes it's down to the medication they were on for a long period of time. Wrote a letter of formal complaint to doctors mid February 2025 but hasn't heard back, asking about medication different to the one that was prescribed had a detrimental affect on the patient.

Notes / Questions

Healthwatch suggested to make contact with Practice Manager and PHSO. Patient request for Healthwatch to make contact

Provider Response

Practice Manager response- We received the letter from the patient on 13th February. I wasn't in practice due to sickness, and due to my sickness there was a short delay in acknowledging the letter. The letter has been reviewed by the Senior GP and acknowledgement sent by myself at the end of last week to the patient. We are currently investigating their complaint and will be writing to them once we have response. The acknowledgement letter details all this for the patient.

21. Case 14386 (18-02-2025)

PCN: East Lindsey

Providers: Woodhall Spa New Surgery

I asked the receptionist for access to my medical records and within about 3 weeks it was sorted. It has been very useful as I can read the results in full instead of a brief comment by a receptionist ,ie. the doctor has reviewed them and no action is needed. There has been a downside in that I don't get the opportunity to discuss the results face to face, it just states on the app patient informed.

Notes / Questions

No details shared

Informal Complaint

1. Case 14359 (18-02-2025)

PCN: First Coastal

Providers: Beacon Medical Practice, Integrated Care Board Dental, Lincolnshire Integrated Care Services (ICS/ICB)

Access to GPs is pretty dire if you complain the local GP practice just strike you off. Skegness GPs are thin on the ground and over whelmed in summer we have nowhere to complain to the ICB don't help. Dentistry NHS is non existent. My spouse complained about the practice ignoring the NHS framework and using internal policies which are not visible to patients when challenged spouse was struck off without even speaking to a GP partner.

The issue could have been resolved but when a practice writes doesn't matter what a cardiac consultant writes we decide what to do here and that was it. The patient needs to be heard even funnier as spouse is a nurse and this is how they get treated as an open heart patient. CQC have been in twice but no one is listening to patients how can you ignore patients choice of non invasive and done so when they filed tests before when they needed action challenge it and the patient is in the wrong??

I also don't understand how eight years before the practice didn't need a blood test but the moment spouse challenged they cessated much needed drugs and a letter is on file from a cardiac consultant saying never do so without talking to them first and this was ignored yet the patient is at fault? No GP should be allowed to remove a patient without speaking to them first and nor should a complaint be seen as a breakdown of trust it's a natural thing to do ask a question when your unhappy with care. I've watched their health deteriorate and this is the NHS primary care? Just wow. One challenge drugs withheld and ten years post op patient management derailed.

Notes / Questions

Healthwatch provided PHSO information. Also NHS 111 and NHS Choices information

Formal Complaint

1. Case 14282 (03-02-2025)

PCN: First Coastal

Providers: Integrated Care Board Dental, Park Dental Studio Skegness

I first went there for emergency treatment, in August 2024, which was suggested by 111, as I was in a lot of pain, with a tooth that had snapped, with infection under it.

I was told straight away that I could not be seen as an NHS patient for two to three months, but could be seen a lot sooner as a private patient.

I really couldn't afford private treatment, but nowhere is accepting NHS, and the pain was unbearable.

At my first appointment, I explained my history to the dentist I saw, the fact that in 2019, my previous dentist had taken an x-ray and said that 4 front upper teeth had an underlying infection and needed to be removed.

I also told them I get toothache in those teeth, the pain is bad, but isn't constant.

Previous dentist was bupa in skegness, which closed down, so could not do the treatment, they did explain that there was an infection, no antibiotics were needed and that I would have problems later on.

The new dentist said they would treat and extract the snapped tooth, but the others were healthy and could be saved, but a filling was required.

I went through with the treatment as a private patient, but did request to be put on the waiting list for NHS treatment.

My child and their family joined the NHS list later that same day.

I had antibiotics, an extraction and then the filling, whilst doing the filling, somehow the tooth next to the one being filled got broken, the dentist told me they would have to fill that one too.

I also told them that I was getting bad toothache from my other teeth and biting down hurt, they said it would be from the infection under the snapped tooth and the extraction would sort it out. The pain never went away.

My child and family were contacted to be advised they had been accepted as NHS patients, yet no-one contacted me.

My child then enquired whilst there as to whether I was on the NHS list aswell, they were told I would be added, but, couldn't have an appointment for another 3 months as I had been seen recently.

Whilst waiting to be able to make an appointment a hole appeared in the tooth that had been broken and filled, I don't know if the filling came out, or part broke away, I just know there is a hole, almost on the gum line, and it is painful. Plus I have constant pain in my other teeth, unbearable at times.

I visited park dental to make an appointment in January, I explained to the receptionist, that I had been added as an NHS patient and waited the time suggested, so could I make an appointment, as I was still in pain and had a hole in one tooth. The appointment was booked for 4 days later.

When I arrived I was told to sit in the downstairs waiting room, knowing this was for private dentist I asked if I was booked private or NHS, I was in for private! I explained again that I was added to their NHS list and after some back and forth, the receptionist said I would be seen as NHS, it would be the same dentist, as they treated both NHS and private, but they would have to inform them before I went in.

During this appointment I explained about the hole in my tooth, the pain I had, the loose teeth and the sharp edges that were there. All in the front 4 teeth.

The dentist said they could not fill the hole, it would need a crown, as it was too near the gum and it would be painful because the nerve was exposed, they could file the sharp bits and the loose teeth had to remain, they were not loose enough. Then they took an x-ray to check why I still had toothache, on seeing the x-ray, they told me, there was infection, no antibiotics were needed, the teeth needed extracting and that the pain would be getting worse.

They explained types of dentures I could have and prices, they did not do an examination of any other teeth.

I signed the form the nurse gave me and took it to reception paid and asked if I could book my next appointment. They said there was no need to book yet, as it was only a check up that was required.

I need glasses for reading and didn't have them with me, so I presumed the dental plan would be correct.

I explained to the receptionist what the dentist had told me and they informed me that it would not be possible to book my next appointment because there was nothing available before october, so I should ring the surgery then to see if anything was available.

But I could book private within the week!.

I wasn't really sure what to do, I checked other dentists, no-one is taking on new patients in this area or surroundings.

3 weeks after my appointment, I visited park dental to speak with the manager.

I asked why the dentist had filled teeth that needed extracting previously, why when they told me they needed extracting did they put on the work plan that I only required a check up and was it

possible to ever get an appointment.

They said to put everything in writing and they would look into it, when asked for a contact email they refused, and said they had enough information to investigate themselves, they would look into it and contact me in a couple of months.

They did check my x-ray and said the teeth needed to come out. And accidentally whilst flicking through my file allowed me to read notes for reception, which said if patient rings not to book in before 6 - 9 months.

I asked if it was possible to get an appointment as I was in pain and NHS 111, advise to go to that practice, they said only people in pain or bleeding could have appointments, so I again requested one, and was told there may be availability in April for a check-up.

The manager then went on to say that the NHS funding had already been spent and NHS patients are to have appointments 12 - 18 months apart.

They would not give any contact details of who to complain to, just information on the practice policy. None of my questions really received answers, and when asked for an email to make a complaint about the practice, they refused and said to leave the premises.

I know of other patients and 111 referrals who have had to pay private or get refused treatment.

I obviously find this treatment unfair, I was registered with that practice as an NHS patient, but cannot have any treatment there and to be told of the work that needed doing, then it not being written on the dental plan, the manager would not even answer how that happened.

I would appreciate this being looked into, I spent around £300 for treatment on teeth that needed extracting, then get refused treatment and left in pain.

Notes / Questions

Healthwatch provided ICB complaints information.

2. Case 14448 (27-02-2025)

Providers: Integrated Care Board Dental

My dentist Louth. We've sadly experienced horrific care from this NHS orthodontist and have submitted a complaint to the ICB and awaiting a refund as I was forced to take my child to a private orthodontist as the ICB declined my request to move our care despite unacceptable practitioner performance and poor organisational culture. I'm highly concerned for the welfare of the patients at this practice and feel they are defrauding the NHS.

Notes / Questions

Individual does not want advice and information from Healthwatch.

Compliment

1. Case 14302 (10-02-2025)

PCN: East Lindsey

Providers: Binbrook Surgery

All services at Binbrook surgery

Everyone from the Reception staff, phlebotomist, nurses & Drs are all very helpful. They are always ready to listen & provide an excellent Service. Dr Hood is brilliant.

2. Case 14293 (07-02-2025)

PCN: Solas

Providers: Boots Pharmacy , Merton Lodge (Alford) GP, Pharmacy

Boots chemist / Merton Lodge Alford

Call at pharmacy to collect meds, was offered a free blood pressure test and machine overnight as it showed up high. Couple days later called into GP surgery to check all was OK. Great news that this service was available

3. Case 14328 (17-02-2025)

PCN: Meridian

Providers: East Lindsey Medical Group

Excellent Service. Things are getting better all the time at my surgery. Genuinely care about patients

4. Case 14365 (18-02-2025)

PCN: Meridian

Providers: East Lindsey Medical Group

I have recently been allowed a half hour slot twice with a GP, they listened. I didn't understand a story they told, but when I read it on my online record I understood it a bit better.

They increased a tablet that I had been asking to be increased for months.

Notes / Questions

No patient information provided

5. **Case 14419 (25-02-2025)**
PCN: Meridian
Providers: East Lindsey Medical Group
 I have had a lot of support from my GP over the years and still do.
6. **Case 14398 (21-02-2025)**
Providers: Pharmacy
For Information: Lincoln Co-op Chemists Ltd (Louth)
 Co-op Pharmacy. Eastgate, Louth. Pharmacy consultation for sinusitis. Pharmacist saw me quickly, identified problems and dispensed medication with follow up procedure explained.
Notes / Questions
 No contact details provided
7. **Case 14316 (11-02-2025)**
PCN: First Coastal
Providers: Mable Opticians (Mablethorpe)
 Mable Opticians
 Very impressed with modern equipment, knowledgeable staff, particularly their knowledge regarding contact lenses and water. Most impressive that this optician is on board with this , which will save people suffering from Acanthamoeba Keratitis
8. **Case 14392 (20-02-2025)**
PCN: East Lindsey
Providers:
For Information: Market Rasen Surgery
 Market Rasen Doctors provide an excellent service. Ring first thing, nearly always get same day appointment. Receptionists are so helpful and cheerful. Doctor I have seen has sorted out several issues seamlessly. No complaints at all , only praise.
9. **Case 14390 (18-02-2025)**
PCN: East Lindsey
Providers: The Caistor Health Centre
 Immediate callback and sound advice given.
10. **Case 14455 (27-02-2025)**
PCN: East Lindsey
Providers:
For Information: The Caistor Health Centre
 Individual at Outreach at Lincoln discussed that care received at Caistor Health Centre was excellent. Had an NHS Healthcheck at the Health Centre, with blood tests and received the results the next day. Great service.

South Locality x 9

- 8 x General Comment
- 1 x Informal Complaint

General Comment

1. **Case 14371 (18-02-2025)**
PCN: Spalding
Providers: Beechfield Medical Centre
 The staff are largely very polite and helpful.
 There isn't enough doctors and dentist for the population in the area. Almost impossible to see a doctor or dentist.
Notes / Questions
 No patient details provided
2. **Case 14385 (18-02-2025)**
PCN: Spalding
Providers: Beechfield Medical Centre
 GP has been forced to withdraw prescription of paracetamol due to local policy change. It has been removed from my repeats and I'm struggling to get enough daily due to the policy. I have limited mobility and it is affecting my mental health. Getting a doctor appointment has become harder and I have to speak to a GP for the paracetamol. GP has informed me that this policy was imposed on them without consultation and they have to follow it.
Notes / Questions
 Healthwatch provided information Practice Manager so they can explain the reasons for this

3. Case 14415 (25-02-2025)

PCN: Spalding

Providers: Beechfield Medical Centre

Can never get a GP appointment

Notes / Questions

No patient details provided

4. Case 14442 (26-02-2025)

PCN: Spalding

Providers:

For Information: Beechfield Medical Centre

I only had enough time to partly discuss one subject, when I have multiple health issues . I felt rushed.

Notes / Questions

No personal information shared.

5. Case 14384 (18-02-2025)

PCN: Four Counties

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

GP- I requested a copy of my MRI report and this was sent to me within 24 hours after filling in an online request form.

Currently awaiting appointment with hospital outpatients. Shows in app referral has been made, not sure what I will be able to see when appointment has been made.

6. Case 14434 (26-02-2025)

PCN: Spalding

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Social prescriber problems

Started out alright, but after 6 visits they signed me off. They were supposed to help me get out with my dogs but was never helpful in that area one bit.

Were also going to get me to a local farming charity but all they did was email them and when they never got a reply, I was discharged.

They got me going to a local hub for socialising but that has now all ended when they backed the hubs views on my dogs being in my DOG van whilst I was there. It's set up for their comfort and safety.

Now I'm back to worse than before I started working with them and simply don't go anywhere.

Notes / Questions

Healthwatch suggested speaking with their GP Practice, also provided Connect to Support information so they could look at options they may like to join.

7. Case 14366 (18-02-2025)

PCN: South Lincolnshire Rural

Providers: Moulton Medical Practice

Being ignored/failed to make diabetic reviews! Listening to the same recorded message from 2020, continually having hassle to make appointment or even getting one!

Notes / Questions

No patient information provided

Provider Response

The NHS Constitution outlines what patients can expect and their rights when they are referred on a cancer diagnosis and treatment pathway. Cancer waiting times (CWT) standards are:

Maximum 28 days from - receipt of urgent referral for suspected cancer, receipt of urgent referral from a cancer screening programme (breast, bowel, cervical, lung), or receipt of urgent referral of any patient with breast symptoms (where cancer not suspected), to the date the patient is informed of a diagnosis or ruling out of cancer

Maximum one month (31 days) from - decision To Treat/Earliest Clinically Appropriate Date to Treatment of cancer

Maximum two months (62 days) from - receipt of an urgent GP (or other referrer) referral for urgent suspected cancer or breast symptomatic referral, or urgent screening referral or consultant upgrade to First Definitive Treatment of cancer

	<p>8. Case 14364 (18-02-2025)</p> <p>PCN: South Lincolnshire Rural</p> <p>Providers: The Deepings Practice</p> <p>Waiting three weeks for a telephone consult</p> <p>Notes / Questions</p> <p>No patient information provided</p> <p>Informal Complaint</p> <p>1. Case 14310 (07-02-2025)</p> <p>PCN: South Lincolnshire Rural</p> <p>Providers: Bourne Galletly Practice Team</p> <p>Charged me loads of money (approaching £200) then gave my adult child an out of date travel vaccination . My other adult child ended up in hospital after being overdosed on medication, and I was denied HRT & overdosed on some medication.</p> <p>Notes / Questions</p> <p>Healthwatch provided information on how to make a formal complaint with the surgery or ICB, also provided CQC information. No personal details or further information provided.</p>
<p>South West Locality x 3</p> <ul style="list-style-type: none"> • 2 x General Comment • 1 x Compliment 	<p>General Comment</p> <p>1. Case 14435 (26-02-2025)</p> <p>PCN: K2 Healthcare Sleaford</p> <p>Providers: Sleaford Medical Group</p> <p>Always get an appointment when requiring urgent assessment but follow up or when requesting help with on going conditions takes a long time (Usually in excess of 1 month).</p> <p>2. Case 14304 (10-02-2025)</p> <p>PCN: K2 Healthcare Grantham and Rural</p> <p>Providers: St Johns Medical Centre</p> <p>I have a couple of lovely GPs over the years who have been helpful to get the referrals and support I needed. However, most have not been great. They have given me medication I'm not meant to have, belittled me, and been very dismissive.</p> <p>Notes / Questions</p> <p>Healthwatch provided Practice Manager information or ICB</p> <p>Compliment</p> <p>1. Case 14424 (26-02-2025)</p> <p>PCN: K2 Healthcare Grantham and Rural</p> <p>Providers: Long Bennington Medical Centre</p> <p>Doctors always provide a professional and caring service</p>
<p>West Locality x 33</p> <ul style="list-style-type: none"> • 18 x General Comment • 15 x Compliment 	<p>General Comment</p> <p>1. Case 14436 (26-02-2025)</p> <p>PCN: Trent</p> <p>Providers: Caskgate Street Surgery</p> <p>I have told my doctor many times the problems I'm having and they were very dismissive saying.... It's menopause or it wear & tear it's nothing ! Finally have an appointment with specialist after a year !</p> <p>Notes / Questions</p> <p>No patient details provided</p> <p>2. Case 14283 (03-02-2025)</p> <p>PCN: Trent</p> <p>Providers: Cleveland Surgery</p> <p>Warm hub visit.</p> <p>Patient has an assistance dog as emotional support and since has been diagnosed with Autism. Surgery depending on who was on shift was unable to take assistance dog into the surgery as this was flatly refused, on an intermittent basis, which the patient found confusing and upsetting, no reasonable adjustments were applied. Has since moved to another surgery who accept the assistance dog into the surgery.</p> <p>Notes / Questions</p> <p>No patient details provided</p>

3. Case 14285 (03-02-2025)

PCN: Trent

Providers: Cleveland Surgery

Warm hub visit

It is very difficult to get in touch with the surgery. Opening hours to get an appointment is 8am every morning, barring weekends. They are offline on Tuesdays of every week where you are not able to make a request. When they mention that a call back from a GP, many times you do not get a call. They do at times function pretty well.

To get a same day appointment and you don't get an answer or appointment you need to ring the next working day, which isn't helpful.

Patients also commented that there are a number of patients queueing outside to get appointments daily or they will just go to John Coupland as unable to gain access to the surgery.

4. Case 14377 (18-02-2025)

PCN: Trent

Providers: Cleveland Surgery

Care of my spouse with COPD and reduced mobility, Generally we have to go through a potted history of my spouse's conditions even though it has been ongoing for 2 years. Also recap the most recent decisions, I find this a bit stressful as I am having to decide what is relevant and some things they dismiss when I think they are important. Sometimes straight to the issue and then have to backtrack. By the time we get to address the reason for that day, time is almost up. Recently we have seen GP assistants (not sure that is the right term) who have usually read spouses notes beforehand and this feels a much better consultation.

Notes / Questions

No patient details provided

5. Case 14406 (24-02-2025)

PCN: Trent

Providers: Cleveland Surgery

Cleveland Surgery is next to hopeless. While individual doctors and health professionals may care, but they are only there for odd occasions (locums and fly ins) we no longer have GP who actually knows us and our history. We never see the same doctor twice. Gone are the days of follow ups and continuity of care. They call it progress, but its not. why do we have to accept this ?? I had one doctor order a test that was supposed to be the first step of an investigation. I got a text to say the result of the test was satisfactory so no further action was necessary, but that was only supposed to be a first step, what was supposed to be next, where was the follow up. I never saw that doctor again. This happens time after time. On another occasion, I was in desperate need of antibiotics for a UTI and the GP surgery said they couldn't help as there was no one there who could prescribe so I had to go to John Coupland. Well thank God John Coupland is still there despite the many attempts to close it, or reduce its services. GP surgeries in Gainsborough are in such a terrible state that John Coupland needs to be expanded not curtailed. An example of such idiotic curtailment lies in the aspects of trigger finger operations and carpal tunnel. At one time both surgeries were carried out at John Coupland and I have had both on my left hand. When I needed trigger finger on my right, I was told that these are no longer carried out at JC even though its the same surgeon. Trigger finger was now classified as a GP minor surgery. There is just ONE GP in the whole of Lincolnshire qualified to do this and he's in Boston (or near). This is the other end of the longest county in England. A ridiculous situation.

6. Case 14412 (25-02-2025)

PCN: Trent

Providers: Cleveland Surgery

In consultations with doctors the general experience is; different doctors; have not read the notes. his means I spend a lot of the time explaining which then has taken up most of the allotted time. That's if they have listened. A quick decision with the comment ~"we will have to look at this again" or well its probably the COPD. Some consultations with senior paramedics usually they have read the notes and do not assume all the symptoms can be covered by the single condition and have listened. Listening seems to be key. Beginning to think it might be best to have another person attend as it becomes my word against theirs.

Notes / Questions

No personal information provided

7. Case 14357 (18-02-2025)

Providers: Integrated Care Board Dental, Treeline Dental Lincoln

Treeline Dental Care Lincoln

Very difficult to get an NHS appointment and when you are able to, you are bombarded with information about going private

Notes / Questions

No patient information provided

8. Case 14449 (27-02-2025)

Providers: Integrated Care Board Dental, Lincoln Dental Care (Newark Road, Lincoln)

We've been patients of Lincoln Dental Care. Newark road, Lincoln for over ten years now and in that time we've had numerous dentists as they either leave or change their hours to private only. Recently our current dentist has changed to only NHS patients 9-5 four days a week and then last week suddenly reduced them further. I feel we are being forced to be private patients and it's unfair.

Notes / Questions

Individual does not want about advice and information from Healthwatch.

9. Case 14292 (06-02-2025)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

I'm contacting here just to ask that I had been living in Notts for One year and I had registered myself for GP as well, but now recently, I have just moved to Lincoln so I wanted to ask how to change my GP to Lincoln and what are the further steps to follow.

Notes / Questions

Information on how to register at a GP Practice

10. Case 14309 (07-02-2025)

PCN: Imp

Providers: Nettleham Medical Practice

Good access generally but test results are not always updated soon and some not at all.

11. Case 14332 (17-02-2025)

PCN: Trent

Providers: Pharmacy, The Co-operative Pharmacy

For Information: The Glebe Practice

Co-op Pharmacy Saxilby

One to one with pharmacist. With the new triage system with the doctors in Glebe Practice in Saxilby, the last few times I have had tonsillitis I have been sent to the pharmacy. Every time I am sent there I am told it is just viral and sent home. I am then left suffering with chronic tonsillitis and no medication. I managed to get a doctor to see me and they were shocked at the state of my throat and have referred me for surgery.

I was informed that the pharmacy and GP have different thresholds which I think is awful, everyone should be singing from the same hymn sheet. I could have been referred for surgery a long time ago if it wasn't for this.

Notes / Questions

Healthwatch provided information on how to raise a concern with the pharmacy

12. Case 14437 (26-02-2025)

PCN: Trent

Providers: Pharmacy, The Co-operative Pharmacy

Saxilby coop - Pharmacy

The team are kind and helpful however it's now taking well over a week to have prescriptions ready. NHS app tells you when you can order your next one so people are running out of meds. Friends are queuing for 45 mins to get them made up while they wait as still not ready after a week. I collected mine after a week and my partners still not ready so told to come back next day. Returned 2 days later and had to wait as still not done. It's great they can prepare prescriptions instead of Dr but need time to do their own work.

Notes / Questions

No patient details provided

13. Case 14345 (17-02-2025)

PCN: Trent

Providers: The Glebe Practice

Doctors, nurses and receptionists are all good. The new triage system online has worked well in our experience.

We have difficulty every month in obtaining some of our vital medications. This means having to make telephone calls or sending emails to sort this out. We then have to make multiple trips to the village pharmacy. Sometimes this problem has resulted in having to reduce the medications.

Notes / Questions

No patient information provided.

14. Case 14346 (17-02-2025)

PCN: Trent

Providers: The Glebe Practice

Brilliant surgery, always ready to help. My only gripe is booking appointments. You should be able to ring up and speak to someone. If you are not well, do you really want to start typing!?

Doctors are great, when you see them, our reception staff are amazing.

Notes / Questions

Healthwatch asks - are patients able to make contact for an appointment via phone call?

15. Case 14347 (17-02-2025)

PCN: Trent

Providers: The Glebe Practice

Experience generally good. Obviously issues in making appointments though.

Notes / Questions

No patient information provided

16. Case 14352 (17-02-2025)

PCN: Trent

Providers: The Glebe Practice

Overall good service, reception usually helpful, I think they have limited capacity and in the afternoon booking system would not be accessible. Also not enough doctors, have to wait sometimes weeks to see a doctor and with new housing developments in all local villages, the practice will be under lots of pressure.

17. Case 14353 (17-02-2025)

PCN: Trent

Providers: The Glebe Practice

Very good healthcare. I have a suppressed immune system and I get all injections to help cover this. Only negative is making an appointment online.

18. Case 14420 (25-02-2025)

PCN: Imp

Providers: The Glebe Practice

GP care very good but wait for appointments too long.

Notes / Questions

No patient information provided

Compliment

1. Case 14284 (03-02-2025)

PCN: Trent

Providers: Caskgate Street Surgery

Warm hub visit.

Patient was unable to take assistance dog into previous GP practice, since moving to this practice it has not been a problem and the patient is really grateful to the practice for their understanding. Doesn't have a problem usually getting an appointment when needed.

Notes / Questions

No patient details provided

2. Case 14296 (07-02-2025)

PCN: South Lincolnshire Rural

Providers: Church Walk Surgery (Metheringham)

Always get to see a practice nurse or doctor. Appointments are in good time, very rarely have to wait over your arranged appointment time. If hospital appointments are required they come through in good time.

3. Case 14331 (17-02-2025)

PCN: Imp

Providers: Glebe Park Surgery

11/10 doing good work. Specific named Dr is an absolute gem. Shout out to the staff, everyone is great and super friendly.

4. Case 14334 (17-02-2025)

PCN: Trent

Providers: The Glebe Practice

I am able to get an appointment when needed. Friendly staff, good communication, and I think the new appointment system is brilliant.

5. Case 14337 (17-02-2025)

PCN: Trent

Providers: The Glebe Practice

Quick appointment, same day. Referred to hospital for a scan. Diagnosed quickly, aftercare also great.

6. Case 14338 (17-02-2025)

PCN: Trent

Providers: The Glebe Practice

Since registering 2 years ago, I have found the service given excellent.

7. Case 14339 (17-02-2025)

PCN: Trent

Providers: The Glebe Practice

I hadn't used the doctors for quite some time, as I didn't need to. I changed to this surgery as I moved house. The first time I needed an appointment I rang up and found out it would be easier to do it online or on NHS APP. The doctors rang me straight away and got me an appointment very quickly. I was very impressed. The staff are very helpful.

8. Case 14341 (17-02-2025)

PCN: Trent

Providers: The Glebe Practice

The triage system they use for booking appointments is very good. Used it several times for myself and my children and cannot fault it so far.

9. Case 14342 (17-02-2025)

PCN: Trent

Providers: The Glebe Practice

I had an appointment with a named GP about an ongoing problem. As usual they were very professional, caring and did their utmost to help.

10. Case 14349 (17-02-2025)

PCN: Trent

Providers: The Glebe Practice

Went to John Coupland Orthopaedics which went very well. Seen quickly. Now at Doctors for the next step. No problems at this GP surgery, always kept in the picture. Good surgery.

11. Case 14350 (17-02-2025)

PCN: Trent

Providers: The Glebe Practice

MOT/Bloods

Good experience with nurse for my bloods and blood pressure, sometimes it is hard to make an appointment, but overall staff are helpful.

	<p>12. Case 14351 (17-02-2025)</p> <p>PCN: Trent</p> <p>Providers: The Glebe Practice</p> <p>Very good experience at my appointment to see the doctor. I went with a mole I was worried about and the doctor straight away put my mind at ease. They were very thorough and was good at explaining everything to me. I was given information needed to look out for which was very helpful. Overall it was a very pleasant visit and the doctor was very kind and understanding of my concerns.</p> <p>13. Case 14354 (17-02-2025)</p> <p>PCN: Trent</p> <p>Providers: The Glebe Practice</p> <p>I feel I am always listened to and understood. I do not struggle to get an appointment for myself or my children.</p> <p>14. Case 14423 (25-02-2025)</p> <p>PCN: Trent</p> <p>Providers: The Glebe Practice</p> <p>I've just seen a named Dr. One of the best doctors I've met, easy to talk to, they listen and really helps in the most friendly yet professional way. Made plenty of time for me and has improved my quality of life!!</p> <p>Nothing could have been better.</p> <p>15. Case 14379 (18-02-2025)</p> <p>PCN: Imp</p> <p>Providers: Welton Family Health Centre</p> <p>Use AskMyGP. Always fab service and sorted on same day</p>
<p>All Areas x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 14327 (14-02-2025)</p> <p>Providers: Integrated Care Board Dental, Treeline Dental Lincoln</p> <p>Under 16 need to pay for dentist</p> <p>About two years ago my child's teeth had been treated. And same teeth need treatment recently. And the dentist ask me to pay £800.00 for private dental treatment. They said NHS will not cover it even though child is under 16.</p> <p>Notes / Questions</p> <p>Healthwatch provided ICB information</p>
<p>Out of Area x 11</p> <ul style="list-style-type: none"> 10 x General Comment 1 x Compliment 	<p>General Comment</p> <p>1. Case 14443 (26-02-2025)</p> <p>Providers:</p> <p>GPs are impossible to get an appointment with and when I did get an appointment I was fobbed of made to feel like a fat fraud. I got a second opinion and was told I needed a hip replacement. GPs are like pitbulls not wanting to refer people to the services they need. I know what is wrong with me I should be able to go straight to a specialist.</p> <p>Notes / Questions</p> <p>No contact details shared. Forwarded to North East Lincolnshire</p> <p>2. Case 14444 (26-02-2025)</p> <p>Providers:</p> <p>Dentist. Cannot find an NHS dentist and cannot afford to go private. Why not provide a hybrid service?</p> <p>Notes / Questions</p> <p>Information forwarded to North East Lincolnshire Healthwatch</p>

3. Case 14299 (07-02-2025)

Providers: Out of area

Central Services GP Barton upon Humber

Daughter had an abscess, face so swollen one eye was closing ! Multiple dental visits they did all they could including prescribing antibiotics.

She needed stronger pain relief than over the counter options, dentist agreed.

However due to her having an existing medical condition they said they could not prescribe any sign posted to GP.

Explained GP had already sign posted her back to dentist!

Dentist suggested A&E

What !!!!

Took my advocating for my adult daughter to arrange for dentist to contact GP which they did. I totally understand the dentists concern prescribing further than their knowledge due to her existing medical condition.

We left, went to the GP as agreed.

Another round of negotiations ensued!!

At the centre of this

A person

In pain

unable to sleep or rest due to pain, and not eating either.

Awful simply awful.

Why can't services link? Why can't they aim to help not pin ball people.

Why did the GP block helping ?!

They must do better !

Notes / Questions

[Sent to relevant Healthwatch](#)

4. Case 14300 (07-02-2025)

Providers: Out of area

GP Surgery - Beacon Medical Cleethorpes

Surgeries merged. Doctor I saw knew nothing about me- hadn't looked at my records-was coughing up Green

Phlegm- she told me it didn't mean I gave a chest infection-come back if still coughing in 3 weeks or if it gets worse. I'm asthmatic , have copd and have had pneumonia and pleurisy. Need less to say 3 days later I had to go back and insist on seeing a doctor who took the time to be aware of my conditions. Just meant I am worse than I had to be and my mum was without her primary carer.

Notes / Questions

[Sent to the relevant Healthwatch](#)

5. Case 14321 (13-02-2025)

Providers: Out of area

GP services, Clee Medical Centre, the call back is either a receptionist, a triage Nurse or a Dr with extremely poor English which makes understanding very difficult.

As I have a few medical conditions, one of which could be life threatening which is really bad hypertension, since COVID I have not actually seen a GP as its either through a Nurse or via phone call, I also have mitral valve regurgitation and epilepsy... it would be nice to see a GP that speak a good level of English face to face for once. The other issue is I am carer to my wife who has complex Alzheimer's dementia, epilepsy and tremors but getting to see someone is very difficult and it is all putting excess pressure on my health, especially as her tremors are getting worse.

Notes / Questions

[Forwarded to North East Lincolnshire Healthwatch](#)

6. Case 14428 (26-02-2025)

Providers:

For Information: Out of area

GP services, Hospital outpatients' appointments Scunthorpe .Over 2 week wait to be able to see a GP. 4 months to see a hospital Consultant.10 weeks for an NHS hearing test. Another 12 weeks after hearing test to wait for a hearing aid.Hardly anyone with an accent I can understand due to the high levels of foreign Nurses and Doctors. Staff always in a rush and rarely seem to have time or understanding of individuals. Now have to go to a hospital much further away for certain medical care.

Notes / Questions

[Forwarded to Healthwatch North Lincolnshire.](#)

7. Case 14431 (26-02-2025)

Providers:

For Information: Out of area

Scartho Medical Centre, Grimsby Diana Princess of Wales hospital.

1. Reception refused to give me a doctor appointment, instead I was given an appointment with a clinician paramedic for a spinal problem who did not examine me but wrote in the notes that he had. Clinician forgot to refer me for physiotherapy.
2. I had a scan which revealed mild emphysema, intrapulmonary lymph nodes, mild coronary artery calcification, gallstone, no follow up doctor appointment just a phone call which basically said carry on as normal.
3. Inaccurate reporting by medical professionals.

Notes / Questions

Information sent to Healthwatch North East Lincolnshire

8. Case 14446 (27-02-2025)

Providers:

For Information: Out of area

To get an appointment you have to do battle with the Receptionists, who wants to know everything. Then discuss usually with nurse practitioner before getting back to you. But when the patient/service user is a Vulnerable person has complex dementia with other complex needs, they need to be seen face to face as they can not deal with the ordeal of phone calls or via zoom calls. Clee Medical Centre Cleethorpes.

Notes / Questions

Information forwarded to North East Lincolnshire Healthwatch.

9. Case 14453 (27-02-2025)

Providers:

For Information: Out of area

I was recently (nine months ago) diagnosed with hypothyroidism and need to take levothyroxine daily.

Despite blood results showing an improvement, my symptoms worsened.

My GP was supportive and suggested it may be the brand of medication I was taking that wasn't suitable. He amended my prescription to specify I wasn't to be given this brand. I spoke to my local pharmacy and they amended my records accordingly.

However, they still give me the unsuitable brand and when I returned it I was told I needed a new prescription.

I submitted this and again they gave me the unsuitable brand.

This time they said they couldn't get me an alternative in that dose and I would need a prescription specifying two different doses (50mg +25mg). I did this and they gave me the 25mg dose and not the 50mg, saying I couldn't be prescribed that. Each time I went in I was given a different reason for the mix up, with no apology.

The pharmacist, who was always on site, never spoke to me.

I got another prescription and went to a different pharmacy, who specifically ordered me an alternate brand. I started feeling much better within a week. My next prescription was also the correct brand. When it came to my latest prescription they tried to dispense me the incorrect brand, saying they couldn't order specific brands, despite having done this last time.

I got another prescription and went to a third pharmacy, who had nothing in stock but say they are ordering me the correct brand. In the meantime, I have run out of medication.

This is not an unusual medicine, and there are multiple brands available. When it specifically states on my prescription that I can't tolerate a certain brand, why are pharmacists dispensing it? On each occasion I was never told and twice I didn't realise until I got the medication home and checked the box. On each occasion I was encouraged to take the medication anyway. If this is what the majority of people who are on regular medication go through I don't know how they cope with the stress.

I pay for my prescriptions and am considering buying a year's supply of the correct brand from abroad. I know this is dangerous but it is the only way I can guarantee the medication I need and avoid the monthly rigmarole at the pharmacy.

Bridge Street Surgery, Brigg; Broughton Pharmacy, Brooklands Avenue, Broughton; Riverside Pharmacy, Barnard Ave, Brigg

Notes / Questions

No contact details. Forwarded to Healthwatch Lincolnshire

10. Case 14466 (28-02-2025)

Providers: Out of area

I have attended GP appointments for myself and with a family member and have found it annoying when appointments are running late and you are not informed when you book in. At one appointment with my parent the appointment was running more than an hour late and i kept having to persuade my dad to be patient as he kept saying he wasn't waiting any longer. I asked the receptionist about it and she then told me about the delay.I know this can't be avoided sometimes but it would be useful to know when you arrive.

We have been waiting several months for a Social care assessment for my elderly parents in their eighties, with no idea how long it will take.We just know they are on a waiting list, One parent is waiting for an appointment for a memory clinic also.The normal wait is about 13 weeks I think but at the moment it is longer but we don't know how long.

Notes / Questions

Forwarded to Healthwatch North Lincolnshire

Compliment

1. Case 14432 (26-02-2025)

Providers: Out of area

Immediate appointment offered. Thorough examination. Listened and felt cared for. Prescription issued. Followed up on other medication for other issues not related to that appointment. Very thorough. Could not have been improved

Notes / Questions

Information forwarded to relevant Healthwatch

Hospital Services

Area	Case Details
East Locality x 7 <ul style="list-style-type: none">• 5 x General Comment• 2 x Compliment	<p>General Comment</p> <p>1. Case 14280 (01-02-2025)</p> <p>Providers: Lincoln County Hospital</p> <p>Saw an ophthalmologist from Lincoln as an out-patient at Louth. All they knew was my name so the appointment consisted providing my personal details and listing my current drugs and explaining my cancer.Their system did not recognise the cancer treatment drug.</p> <p>I offered the information from the ophthalmologist to my haematologist but they wasn't interested. So I'm my own advocate and secretarial hub.</p> <p>Notes / Questions</p> <p>Healthwatch Lincolnshire provided PALs information</p> <p>Provider Response</p> <p>We are very sorry about your experience and appreciate your distress and frustration. If you get in touch with PALs we may be able to look into this and ensure your details are correctly logged across our systems.</p> <p>2. Case 14402 (21-02-2025)</p> <p>Providers: Lincoln County Hospital</p> <p>Orthopaedics at Lincoln County Hospital could not get an assessment.</p> <p>Notes / Questions</p> <p>Signposted to PALs Lincoln Hospital</p> <p>Provider Response</p> <p>Please do get in touch with PALs so we can help.</p>

3. Case 14319 (13-02-2025)

PCN: Boston

Providers: Pilgrim Hospital

Relative contacted Healthwatch about their sibling who is currently a patient in Pilgrim Hospital, Ward 3A. Seen by Medics yesterday and has had further MRI which has shown lesions on their spine. Having back pain and has reduced mobility. Was in the assessment part of the ward on a chair but moved onto a hospital bed as chair was too uncomfortable. Bed in assessment centre. Yesterday moved off the bed and put on a chair again and sat in the day room, very uncomfortable in pain, unable to mobilise to the toilet easily and not able to get any rest, were told to do this by the medical staff. Relative did discuss with Ward Sister who did say that it was inconvenient having a bed in the assessment part of the ward, no resolution found currently, patient remains on a chair.

Notes / Questions

Signposted to discuss further with ward staff and Matron of the Speciality Team. Contact details given for PALs at Pilgrim Hospital. LICB feedback contact details given.

Provider Response

ULHT - We are very sorry for this person's experience and would encourage them to contact PALs who can then pass on details to matron.

4. Case 14323 (14-02-2025)

PCN: Boston

Providers: Pilgrim Hospital

Patient had been to fracture Clinic and was prescribed antibiotics, flucloxacillin, by the Consultant that they had seen. Told to get them from the pharmacy at Pilgrim Hospital. Went to Numark Pharmacy in Pilgrim gave in prescription, asked about allergies, documented on records that allergic to penicillin has no such allergy. Patient has asked for this to be removed from records more than 10 years ago, does not know where this has come from. Has been prescribed penicillin and flucloxacillin previously and taken them and has had no reaction. Patient given a ticket with number on and told to wait in main reception and look on screen and wait until come and collect appeared on screen. This screen is small and not very clear with small numbers and would be very difficult to see if you had any sight issues. There would be a problem if you were on your own if you had mobility issues, having to return to collect, did see a number of people with walking aids do this. Patient had to return to pharmacy desk before prescription dispensed as issues over allergies but about 6 other people had to at this time. Were then told to wait at the opposite wall to pharmacy, no seats, in main busy corridor, where there was an unused hospital bed parked near the door of the Pharmacy. Patients then had to wait another 30 mins for their prescription in the busy corridor near the fire door and unused hospital bed, blocking the busy corridor at times, with no confidentiality when being talked to by pharmacist.

Provider Response

If the patient has an allergy flag up, whether on Ascribe or on the script/reception slip, the pharmacist will always want to confirm the allergy status and, due to time constraints, it isn't always possible to book a room next door (inpatients pharmacy) to discuss as there is no consultation room in the outpatient pharmacy. Following this feedback, a notice will be added to the branch reception desk today to advise patients that if they wish to speak to a member of the team in private, they should let the team know, and we will endeavour to locate a room within the hospital pharmacy (this is subject to availability).

Unfortunately we are limited with space and therefore we have implemented a tv screen in the reception area so that patients can wait with a seat if they choose to do so. Again, wall space is limited—so this screen (and size) is the best option we have. This negates the need to stand in the corridor.

If patients communicate any mobility or sight needs then the pharmacy team would be more than happy to make adjustments wherever possible. Patients also have the option to wait in the corridor if they would prefer – so those waiting in the corridor on this occasion may have chosen to do so.

Regarding the hospital beds outside of pharmacy – this is an ongoing problem that has been reported via Datix and the Estates team

5. Case 14376 (18-02-2025)

Providers: Pilgrim Hospital

Staff were mostly caring and procedure went ok. Theatre staff were lovely. However after my procedure I was taken back to the ward and told I could go home after I had something to eat. I said I was vegan, staff told me "sorry we don't have anything like that, it all comes in pre prepared". I wasn't allowed to go until I ate something. They couldn't offer any food I could eat (even a piece of dry bread or an apple). They wouldn't allow my spouse to come in with food as it wasn't visiting time. So I was stuck there. Fortunately I realised I had an energy bar in my bag and had that. I was then left for several hours with no water on a very hot day waiting for discharge paperwork so I could go home. Eventually I was so thirsty I rang for a nurse. Eventually someone else came back and said I could go home, my discharge paperwork would be sent from Lincoln Hospital (I was in Boston Hospital). I was sent home with no information on what to do post op, it was 3 weeks later that I received the paperwork in the post.

Notes / Questions

No patient details provided

Healthwatch asks - what foods are available for patients who are vegan, food allergies, vegetarian etc

Provider Response

We are sorry that this happened to you. We do have a full menu of vegan options that are available every day via our extra choice menu which you should have been offered. We are moving to electronic meal ordering and staff will be trained in using the system and this will include all of our extra choice menus including, vegan & vegetarian and Halal options which will improve the menu off to our patients in the future.

Compliment

1. Case 14417 (25-02-2025)

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

General outpatients and hospital-based consultants

Fotherby ward Louth. Excellent. Nothing to much trouble.

Provider Response

Thank you very much for this feedback which has been shared with the team.

2. Case 14295 (07-02-2025)

PCN: East Lindsey

Providers: United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT

Community Diagnostics Skegness

Appointment was on time and the whole process was explained to me in detail. Diagnosed with COPD however was not left with any questions. Would highly recommend.

Provider Response

Thank you very much for this feedback which has been shared with the team.

South Locality x 5

- 4 x General Comment
- 1 x Compliment

General Comment

1. Case 14324 (14-02-2025)

Providers: Peterborough and Stamford Hospital

Hospital outpatients' appointments at Peterborough Hospital. My spouse asked me to add this. They have already completed this survey and assumed they couldn't add to it. It is a general observation about the weirdly predictable issue of MRI mobile units and where they are positioned in car parks. When we got to the Hampton NHS site today the 2nd mobile unit on the site was on the disabled parking spaces closest to the entrance. This was the case also at Hinchingsbrooke Hospital in Huntingdon a number of months ago. Does positioning of MRI mobile units count as a service?

Notes / Questions

Signposted to PALs at Peterborough Hospital

2. Case 14358 (18-02-2025)

Providers: Peterborough and Stamford Hospital

Emergency department (inc A&E)

Terrible, like going into a third world hospital. Sat in ambulance for 4 hours needing rehydration and anti sickness IV

Notes / Questions

Healthwatch provided PALs information

3. Case 14375 (18-02-2025)

Providers: Peterborough and Stamford Hospital

This was in relation to my 90+ year old parent, who is still in hospital 6 weeks later. On the day of admission, A&E lost both their hearing aids. This meant it was difficult to communicate with my parent. I took the moulds to audiology and they lost them. This meant my parent had to have new moulds taken, eventually done by audiology 1 week ago (despite them being based in the same hospital). So for 6 weeks parent has not been able to hear properly- imagine how isolating that must feel. The ward then lost their wedding ring, which I eventually found and took home - imagine not being able to wear your wedding ring that you haven't taken off since the wedding day.

Now their false teeth have disappeared and another set have appeared - I spoke to the ward manager who said it wasn't possible to lose them as we don't put all the teeth in one tray these days. Tell me that lost teeth cannot happen when I find a top pair in a plastic tub and a bottom pair sitting on top of the bedside cabinet.

On a positive note the staff I have had contact with seem very caring and do their best but they are overwhelmed with the amount of patients. Often patients don't get fed their meal until it is nearly cold because there are too many patients who need help - imagine how you would feel eating nearly cold food.

I'm a (senior) nurse myself and have worked in many environments, so understand the difficulties and challenges. I don't blame the staff, I blame the culture within the hospital, as these are not one persons failings they are the failings of a system.

Notes / Questions

No patient details provided

4. Case 14391 (18-02-2025)

Providers: Peterborough and Stamford Hospital

Womens Health Ward

The care I received while having an operation was 2nd to none. Nursing and medical staff 1st class. Ancillary staff, 1st class. They are all overworked and rushed everywhere. They must be exhausted. The food.....disgusting. How anyone is expected to get well on what is served is a mystery to me. The menu, lovely glossy, bright and showing wonderful food is as far removed from what is served as it is possible to be.

If a restaurant did this they would be sued under trades description. This needs sorting out properly. Maybe less choice and what is available made better.

Hospital Pharmacy. You need more people in that area to fulfil demand. 2 people in my ward waiting to go home could not due to delays from the pharmacy. 2 beds effectively blocked just for that. That was just one ward.

Notes / Questions

Healthwatch provided PALs information to feedback their experience.

Compliment

1. Case 14363 (18-02-2025)

Providers: Peterborough and Stamford Hospital

General outpatients and hospital-based consultants - Peterborough womens services.

I had surgery last August. All went extremely well and I'm in good health. I had a treatment plan organised with a nurse which freed up at least two hospital appointments for someone who needed to see a consultant. I am confident in the plan. The speed of contact when needed and my future care.

Notes / Questions

No patient details provided

South West Locality x 6

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

General Comment

1. Case 14288 (04-02-2025)

PCN: K2 Healthcare Grantham and Rural

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

Lincoln hospital A&E , Grantham hospital A&E and Neurology mainly. My GPs surgery have made mistakes that they have apologised for but that hasn't helped.

Having been suffering for almost four years with double incontinence , leg numbness , severe pain . Having been in hospital and A&E several times . I have found that my condition isn't being taken seriously. I have got worse over the past few years and despite complaints to my GPs ULHT the ICB and PALS . I am getting worse . Being told I could end up in a wheelchair if not treated is frightening , yet I am waiting to get anyone to sit up and listen .

Notes / Questions

Healthwatch provided Continence team information self referral, PHSO and CQC information

Provider Response

This was hard to read and we are sorry you continue to have such a difficult time. We hope the signposting provided is helping.

2. Case 14303 (10-02-2025)

PCN: K2 Healthcare Grantham and Rural

Providers: Grantham + District Hospital, Lincoln County Hospital

Grantham and Lincoln Hospitals

A&E/UTC: I am quite literally terrified to walk through the doors of one of these because of the experiences I've had. Over the years the bad have been more common than the good. They are overworked and understaffed so they don't have time to truly listen to you. I've been told I'm lying or treated like I'm stupid. But there have also been some visits where people have listened and explained so I knew exactly what was going on.

Hospital inpatient: As a teen I stayed at Lincoln Hospital twice and they were mostly positive as a result of wonderful nurses. I cannot stress enough how brilliant they were to be. I have also stayed there as an adult for a surgical procedure and I found my care appalling. It took 11 months to have a post-op phone calls, there was no follow up due to mistakes with paperwork, and no one actually explained the results of my surgery for around 2 years. I was made to cry on the day of my surgery and I was treated as if I was stupid.

I was told I could ask for them to check my fertility during my surgery so that I could appropriately begin planning for my future. They refused on the grounds that I was single. Due to my sexual and romantic orientation this is how I want it to be, and likely always will. I was made to feel like I should never have asked. However, I would like to add that when I called the nurses post surgery they were so helpful and kind.

I've also spent a day at Grantham Hospital in the care of a very kind doctor who made sure every question I had was answered. When they couldn't answer they gave me advice for who to go to.

Private through NHS: I've also been lucky enough to go to a private hospital through the NHS and it was a brilliant experience. They listened to me, advocated for me and actually got me the support I needed. I wasn't ignored and things were explained in detail. Previously I'd been told no to an internal ultrasound as I was a virgin. At this hospital they actually asked my opinion and got my consent as I have always been happy to do what is necessary to understand my condition.

Overall: I started to get symptoms of endometriosis at 15. Because of my experiences I am more scared of walking in to A&E than I am of the pain that leaves me screaming curled up in a ball. There have been some brilliant professionals over the years, but in all honesty the bad outweighs the good. But I don't blame the people (mostly). They are underfunded, overworked, underpaid, and understaffed. The vast majority of them are just trying their best.

Provider Response

What a sad story to read and I think most of us would likely feel the same way; we cannot mend what has happened in the past but hope that going forward, should you need future care you will encounter those brilliant nurses and clinicians that you know are there. We acknowledge that there is much that needs changing across the NHS and we are working with our patients to help us make those improvements. If you are interested in joining one of our patient groups then please get in touch at ulth.patient.experience@nhs.net

3. Case 14414 (25-02-2025)

Providers: Lincoln County Hospital
Rheumatology Lincoln County Hospital

I live in Grantham but had to go to rheumatology in Lincoln 2.5 hours on the bus. I have mobility issues but don't qualify for hospital transport. When I saw the new locum rheumatologist they were very dismissive, took away a hyper mobility diagnosis (previously diagnosed by 2 rheumatologists). Did X-rays but when I received the letter did not mention the shoulder X-ray at all and said I have mild cervical spondylitis. I was previously diagnosed with psoriatic arthritis and they were happy for me to stay on meds for that but said the disease was not active. Seemed not to know much at all about psoriatic arthritis. PsA affects mainly tendons and ligaments as well as bones so a scan would have been more productive. They said they would see me in 6 months.

Notes / Questions

No patient information provided

Provider Response

We are sorry you are having such a difficult time. If you contact PALs we can liaise with your clinical team and the rheumatology nurse specialist.

Informal Complaint

1. Case 14289 (05-02-2025)

PCN: K2 Healthcare Sleaford

Providers: United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT

I would like to draw your attention to unacceptable treatment that I have received from United Lincolnshire Hospital NHS Trust, and namely the ENT Department. I was due to receive a telephone consultation with a named Consultant in the morning of 4 February 2025. Without any notice this appointment never materialised, Absolutely unacceptable. I have been waiting for this appointment since early January 2025, and was sent a reminder via text a couple of days before the appointment date.

Had I missed this appointment, I would not have been allowed to reappoint, which makes this substandard NHS treatment even more unacceptable.

To draw this to the attention of my local MP, I have sent a copy of the above.

Notes / Questions

Healthwatch provided PALs information

Provider Response

We are sorry that you encountered this for your outpatient appointment and did the video call did not occur. There could be several reasons why and would encourage you to contact the PALS team who can look into this for you and also ensure that you have been made another appointment

Compliment

1. Case 14294 (07-02-2025)

PCN: K2 Healthcare Grantham and Rural

Providers: Grantham + District Hospital

The outpatients at Grantham was good ,was told where to wait then I was fetched and taken into the Doctor. All of it went well from the moment I passed though the door

Provider Response

Thank you for the feedback and we know that the team truly appreciate when patients take the time to send in such positive feedback which we have shared with the team

2. Case 14308 (10-02-2025)

PCN: K2 Healthcare Grantham and Rural

Providers: Woodthorpe Hospital Nottingham

Woodthorpe Hospital in Nottingham

Private through NHS: I've also been lucky enough to go to a private hospital through the NHS and it was a brilliant experience. They listened to me, advocated for me and actually got me the support I needed. I wasn't ignored and things were explained in detail. Previously I'd been told no to an internal ultrasound as I was a virgin. At this hospital they actually asked my opinion and got my consent as I have always been happy to do what is necessary to understand my condition.

West Locality x 16

- 11 x General Comment
- 1 x Formal Complaint
- 4 x Compliment

General Comment

1. Case 14407 (24-02-2025)

PCN: Trent

Providers: East Midlands Ambulance Service NHS Trust (EMAS), Lincoln County Hospital, Scunthorpe Hospital

Ambulances: Whilst the care of the paramedics is first class, having to queue 10 deep for over 8hrs once they get to hospital is a national disaster that puts us in the category of a third world country. I believe this is all down to previous governments ward closing policies and the mothballing of all those units that were built during COVID that should in fact be in use.

I had my first bout of Acute Cholangitis in 2018 in Lincoln Hospital in 2018. They decided to leave my gall bladder in. I had another in 2021, they still left it in on a "wait and see" basis. I had another in 2023 and was taken to Scunthorpe where yet again whilst I was an inpatient in June, they left it in but sent me home in the waiting list for removal. I had a pre-op appointment in Feb 2024 but heard nothing until May when I was hospitalised yet again with another acute attack. I was scheduled for surgery whilst an inpatient until the evening before when the surgeon came and told me that the gall bladder had collapsed and was considered inoperable. !!!!!!!!!!!!!!!!!!!!!!!

Should have been removed 6 years ago, now I'm stuck with it, due to two hospitals levels of procrastination and the huge amount of time I was left on the "waiting" list at Scunthorpe. Why was I sent home, when it could have been an easy matter to remove it whilst I was spending a week in hospital anyway ??? After all, that was the situation a year later, by which time, apparently, it was too late.

Provider Response

If you are able to contact PALs we could ask a clinician to review your history and explain decisions but without further details it is difficult to provide comment.

2. Case 14301 (07-02-2025)

Providers: Lincoln County Hospital

Accident and Emergency staff / Drs (especially when shift changeover and no one knows what is going on)

Brought in by ambulance on New Year's Day morning very poorly. Am a vulnerable person with type 1 diabetes, epilepsy and 2 previous strokes. Could not breathe and had respiratory issues. Was left in A&E and waited 35 hours for a bed on a ward! It was the most upsetting, uncomfortable experience of my life being sat up in a chair that long and feeling so ill. My blood sugars were sporadic, I had ketones, I could not get to the toilet fast enough and had an accident. There was not enough staff and people were being missed the care they so very much needed, such a scary place to be nowadays.

Notes / Questions

No patient details provided

Provider Response

We are so very sorry - waiting so long in our emergency departments is absolutely not what we intend and have been making great strides in improving the flow through the hospitals to free up beds.

3. Case 14333 (17-02-2025)

Providers: Lincoln County Hospital

Stroke

Admitted to hospital for a stroke, initial care on MEAU (Medical Emergency Assessment Unit) Ward was mixed. Elderly patient remained unwashed for 2 days, moved onto stroke ward and the care was better, although forgot to take patient for a scheduled MRI Scan. Aftercare post discharge excellent.

Notes / Questions

No patient information provided

Provider Response

We are very sorry and know the staff on MEAU will be upset to hear this person saying they did not have a wash for 2 days - this is highly unusual as routines are such that staff work across the ward to help people with daily needs. We are pleased to see however that ongoing care was good and recovery to discharge went well.

4. Case 14336 (17-02-2025)

PCN: Trent

Providers: Lincoln County Hospital

Urology

Good overall. I have been diagnosed with prostate cancer and await treatment to start. I would always like things to go a bit quicker, but overall ok. I first suspected prostate cancer (or rather my GP did) in early December 2024. I am 2 months later and I await treatment starting in 2-3 weeks, so I feel it's a bit slow really.

Notes / Questions

Healthwatch asks - how long would a patient expect to wait for the start of treatment for this kind of cancer?

5. Case 14344 (17-02-2025)

PCN: Trent

Providers: Lincoln County Hospital

Rainforest Ward

Child admitted twice to the above ward, care has always been very good. Discharge taken too long, waiting for medication was the problem along with getting a doctor to sign off.

Overall took from midday to 7pm to be discharged, all due to waiting for medications etc.

Provider Response

Thank you for this feedback which has been shared with the ward - we are sorry about the delays which are sometimes unavoidable.

6. Case 14360 (18-02-2025)

PCN: Trent

Providers: Lincoln County Hospital

I care for two people with a number of chronic conditions and both have attended A&E a number of times. I am listed as their carer and contact. One is my spouse and one my parent. My parent has a dementia diagnosis and my spouse has cognitive impairment. On most occasions I have not been included in the discussions. For example; My spouse and myself sat for several hours in the waiting area after an initial consultation I was repeated told someone would come talk to me, no-one did.

They fetched spouse and put them in the discharge lounge overnight. I was told not to call as they would have no information to give me, by lunchtime the following day I called and confirmed my contact details. When contacted it was obvious they were under the impression that spouse could not talk or walk at all and it appeared they had little discussion with them. The discharge nurse then had a discussion with spouse and called me back to arrange discharge.

When i arrived to pick them up no-one had any information from the Doctors who had changed their medication and their own boxes of medication had been destroyed. I contacted our GP and they arranged for the missing medication necessary to be issued. There had been no discussion with me at any time .

My parent after being admitted overnight from A&E no discharge letter is given or sent to carers. Checking their meds their omeprazole had been reduced. Parent has a higher dose as is on another medication and has had internal bleeding in the past. Again their GP arranged an prescription. More recently I was told by an A&E doctor parent would not listen to me. I think that especially when there is dementia diagnosis that carers should be contacted and included in discussion. I could not find out why these decisions were made.

Notes / Questions

Person declined to be contacted

Provider Response

We are very sorry for your experience, especially so because we have tried hard to ensure that carers voices are heard and that you are involved in discussions and decisions about care and treatment. Please could you contact ulth.patient.experience@nhs.net and we can tell you about our carers support including the use of our carers badge.

7. Case 14362 (18-02-2025)

Providers: Lincoln County Hospital

General outpatients and hospital-based consultants

I have stage 4 kidney disease and should see my consultant at least three times a year. But for the last couple of years I have only had one face to face and one telephone appointment in that time. I was told I would see the consultant in October but its now January and still not appointment. I have called the secretary and they just say they are running late. Perhaps by the time they call me in my kidneys will have deteriorated to the end stage where I will need Dialysis but at my age that wont be possible so I will die. Surely they can see me more often than once in two years!

Notes / Questions

No patient information provided

Provider Response

Please contact PALs who can make contact with your clinician so you can ask for your care to be reviewed.

8. Case 14388 (18-02-2025)

Providers: Lincoln County Hospital

ENT Lincoln County Hospital

ENT consultants did not listen to my needs and ignored the fact I have a rare condition that they don't have training in. This has happened twice last year . The first time I complained to PALs and CPD training was meant to happen but it didn't show on the second visit both emergency visits

Notes / Questions

No details provided.

Healthwatch asks - has training been completed as above, if so when was this achieved?

Provider Response

Presently, we are unable to ascertain if this training has occurred but ask that the patient is encouraged to contact PALs again and they will be able to provide a reply.

9. Case 14401 (21-02-2025)

Providers: Lincoln County Hospital

Lincoln County Hospital Cardiology Unit

I received an appointment to have my 24 hour heart monitor fitted on the 24th December. Shortly before the appointment they rang to say it had to be cancelled as Christmas Day was the next day and the day the monitor had to be returned. They gave me a Sunday afternoon appointment. They rang on Sunday morning to say that a monitor was no longer available in the afternoon despite my booking. I was given another date. I asked for a confirmatory text but they said this was not possible. I turned up at the appointment on the new date only to be told I wasn't in the appointments system. I insisted on the fitting as it was my third attempt. I got the monitor but because of the delay I could only wear it for 20 hours not 24. It was very stressful; not a good state to be in for cardiac monitoring! They really do need to sort out the appointments system. Firstly appointment dates need to be clear and a monitor available for 24 hours, not 20 "for administrative purposes." Secondly the bookings staff need to realise they are dealing with people, some of whom are really ill. We are not administrative inconveniences. Perhaps there could be a module on empathy training added to staff training. Nothing went well other than getting a monitor at my insistence. Money must have been wasted by staff as I was told by original text that it would cost the NHS £105 if I messed it up. Surely that works both ways?

Notes / Questions

Signposted to PALs at Lincoln County Hospital

Provider Response

We are sorry that this has happened. It's clear that the repeated cancellations, lack of communication, and limited availability of equipment caused significant and unnecessary stress which were compounded with your initial date being just before Christmas. We know is essential that appointment systems are managed efficiently, with accurate information and appropriate follow-up, especially when dealing with patients who may already be feeling unwell or anxious but sometimes due to human error things do sometimes go wrong .

10. Case 14460 (28-02-2025)

Providers: Lincoln County Hospital

Patient discussed at Outreach that about a year ago when they were attending for breast cancer treatment they had registered their vehicle as having a disabled badge at main reception at Lincoln County Hospital. They were unable to park in a disabled space as they were full and parked in a normal space. They were told by main reception that if they displayed their blue badge they would not get a parking ticket. They displayed their ticket in the front windscreen, but still received 2 costly parking tickets, the photographs taken of their car on the parking ticket, do not show where the disabled badge was displayed, this was just out of shot as they have an old car. This happened twice. This situation caused them added stress when they were already unwell and stressed by the treatment they were receiving. The other comment was that the breast clinic and radiotherapy suite were not clear on the general map that they looked at.

Notes / Questions

Patient requested that Healthwatch contacted PALS.

Provider Response

PALS ULHT response- I am sorry but this patient is not answering their phone. I called them on a few occasions and I left 3 voice messages with our number in case they would like to contact us directly.

11. Case 14340 (17-02-2025)

PCN: Trent

Providers: United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT

Rheumatology - Spalding

Waiting time to see specialist was very long. I have three different people, the last person was off long term sick. Rearranged appointment made, had blood tests, x-rays, ultra sound scan on my fingers in October 2024. Seeing the specialist in March 2025. Then on speaking with the secretary, manager never rang me back.

Notes / Questions

No patient information provided

Provider Response

We would encourage the patient to either recontact the medical secretary or to contact PALS to get this matter resolved

Formal Complaint

1. Case 14286 (03-02-2025)

PCN: South Lincolnshire Rural

Providers: Lincoln County Hospital

Late January 2025 - Patient has been in a lot of pain and increasing, unable to sleep for days and go to the toilet in anyway, violently sick, stomach swollen. Was in so much pain, went to A&E at Lincoln County Hospital. Admits has been in A&E on a number of occasions but as in so much pain does not want to go but who else can help?

Arrived at 10am seen eventually and triaged, requested anti-sickness and pain relief. By 2pm no relief, patient spoke with a clinical person to ask if they were going to be seen, response the patient heard, from behind a curtain was "I saw thmr last time, I'm not seeing them again, get someone else to see them, there's a care plan in place". The patient states no care plan and felt humiliated and anxiety levels raised.

A couple of days later (Sunday) the patient was still in so much pain they were taken to Grantham Hospital UTC, where a bladder scan was completed, 360mls in bladder and patient unable to release it. Was informed they needed to go to Lincoln Hospital for a CT scan now. On arriving at Lincoln Hospital informed "they shouldn't have sent you here" has now been informed that Lincoln County will not treat them.

Has been in contact with PALS who have provided patient with complaints information, but patient feels if they make a complaint then things will only get worse at the hospital and feels unsafe going there now. Feels they will lose their job now as unable to work. During the conversation patient was breathless.

Notes / Questions

Healthwatch suggested making the formal complaint, which they are going to do and consent provided for Healthwatch to make a referral to the Neighbourhood Teams

Provider Response

Update 10/2/25 - Neighbourhood Teams, responded in detail, unable to support.

Patient update - now has a meeting with the hospital face to face in March and requested Advocacy information, which was provided.

Compliment

1. Case 14413 (25-02-2025)
PCN: South Lincoln Healthcare
Providers: BMI Lincoln Hospital
 I saw surgeon in August 24, had foot surgery Oct then further surgery Jan in private hospital under NHS. This was all very swift and fab treatment
2. Case 14343 (17-02-2025)
PCN: Trent
Providers: Lincoln County Hospital
 Orthopaedic Outpatients
 Injections to foot in Lincoln Hospital. Excellent experience, excellent service, made to feel comfortable and unrushed.
Provider Response
 Thank you very much for this feedback which has been shared with the team.
3. Case 14461 (28-02-2025)
Providers:
For Information: Lincoln County Hospital
 Patient had breast cancer a year ago and was treated at Lincoln County Hospital by the breast care services and Macmillan Cancer services . All staff and care was excellent and they cannot thank them enough.
Provider Response
 Thank you very much for this feedback which has been shared with the team.
4. Case 14335 (17-02-2025)
PCN: Trent
Providers: Lincolnshire Community Health Services NHS Trust (LCHS), United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT
 Orthopaedics John Coupland Hospital
 All the staff at the hospital are so friendly and helpful. I have visited a few times since July last year and every time has been stress free. I saw a named Consultant after an x-ray in the summer and they said I needed a total hip replacement, which was a huge shock to me. Said they would put me on their waiting list as urgent, even though their list was a 5 month wait normally. I was given the operation so quickly, around a month after seeing them.
 I cannot praise the Consultant and their team enough for my treatment and aftercare.
Provider Response
 Thank you very much for this feedback which has been shared with the team.

All Areas x 4

- 4 x General Comment

General Comment

1. Case 14396 (20-02-2025)
Providers:
For Information: Pilgrim Hospital
 General outpatients and hospital-based Consultants. Appointments at Boston Pilgrim Hospital always have to be chased as they never just get booked when your referring practitioner says they will be and they are frequently cancelled resulting in the time period simply being doubled from the original referral requested.
Notes / Questions
 No contact details provided.
Provider Response
 Could this person please get in touch with PALs and let us know which consultants or specialities this concern relates to so we can investigate further.
2. Case 14361 (18-02-2025)
Providers: United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT
 Neurology availability in Lincolnshire
 The initial referral took a little time. Once seen the options were limited as to where to go from that point, so has been quite difficult.
Notes / Questions
 No patient details provided
Provider Response
 We know that our neurology service is under significant pressure at present with long wait times for which we apologise.

	<p>3. Case 14383 (18-02-2025)</p> <p>Providers: United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT</p> <p>My spouse had several serious issues, Parkinson's, heart failure, kidney failure and chronic Hep C to name a few.</p> <p>We found the heart Consultants didn't talk to the kidney Consultants, each prescribing medication the other cancelled. Also, with records not shared, A&E or urgent care facilities had to start from the beginning, involving more unnecessary blood tests, x-rays etc that costs the NHS money, when the information was already on their records.</p> <p>Notes / Questions</p> <p>Asked which Hospital(s) this related to - no information provided</p> <p>Provider Response</p> <p>Thank you for your feedback. It's concerning to hear about the lack of communication between teams and the challenges with shared records. some of the digital systems used by both NHS organisations in Lincolnshire are unable to share patient information which can be a challenge to the team.</p> <p>4. Case 14445 (26-02-2025)</p> <p>Providers:</p> <p>For Information: United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT</p> <p>Staff always lovely , professional and helpful. However the turnaround time from initial consultation to implementing any investigations, then treatment is far too long. I have been under the joint care of two specialists who are currently seeing me annually at best. My first referral for the initial problem was approx 2017 !!</p> <p>Provider Response</p> <p>We are sorry for the lengthy delays and this is due to the the large numbers of patients we are now experiencing requirement access to hospital consultations, treatment and procedures</p>
<p>Out of Area x 7</p> <ul style="list-style-type: none"> • 6 x General Comment • 1 x Compliment 	<p>General Comment</p> <p>1. Case 14279 (01-02-2025)</p> <p>Providers: Out of area</p> <p>Castle Hill Hull Haematology and Cardiology</p> <p>Treatment at Castle Hill since April 2021 for a rare blood cancer. Was well organised but now seems to be much busier. Every appointment see a different consultant. Some don't like being asked questions. I've been told I'm over anxious when I ask about blood results. Follow up letters now take up to 7 weeks. Relative information not included in letters.</p> <p>Also on going care from Cardiology at Castle Hill but check up 6 months late due to high number of patients. Different departments don't interact with each other. Also had a problem with bleed at back of my eyes, connected to a relapse of my cancer.</p> <p>Notes / Questions</p> <p>Healthwatch Lincolnshire provided PALs and shared with relevant Healthwatch</p> <p>2. Case 14298 (07-02-2025)</p> <p>Providers: Out of area</p> <p>Castle Hill Hull & Diana Princess of Wales Grimsby</p> <p>Having regular blood tests relevant to condition at 2 hospitals which don't share results with each other and which I can't access</p> <p>Notes / Questions</p> <p>Passed through to North East Lincolnshire Healthwatch</p> <p>3. Case 14457 (27-02-2025)</p> <p>Providers:</p> <p>For Information: Out of area</p> <p>My spouse recently had a stroke and spent time in Diana Princess of Wales, Grimsby hospital. The food was appalling. Badly cooked, dried up, ultra processed rubbish. I cannot believe that anyone thinks someone can heal when eating such malnutritious junk. I am referring to the 'normal' food, not the liquids given after a stroke, which were bottled.</p> <p>Notes / Questions</p> <p>Forwarded to North East Lincolnshire</p>

4. Case 14464 (28-02-2025)

Providers: Out of area

New patient records system is causing delays in communications and appointments- had to chase up results and appointments, staff couldn't access records - made it very difficult for them to do the jobs. Delays in treatment then mean't I was referred to private hospital for timely treatment causing costs to myself to travel by train to Grimsby and costs to NHS.

Notes / Questions

Forwarded to HW North Lincolnshire

5. Case 14441 (26-02-2025)

Providers:

For Information: Scunthorpe Hospital

Hospital outpatients' appointments

My young child was having back pain and sickness they're only 7. It was their first hospital referral. We went to the appointment and the notes said to scan their testicle as a lump had been found and this was incorrect as it would be traumatic for them the nurse refused to do it. After that I cancelled the next scan as I no longer trust the NHS and then kept getting hounded for missing appointment that I had cancelled.

Notes / Questions

Information forwarded to North East Lincolnshire

6. Case 14459 (27-02-2025)

Providers:

For Information: Scunthorpe Hospital

Attended fracture clinic twice. Each time the wait was over 3 hours. The second time the Consultant left half a dozen morning clinic patients waiting while he went to lunch for an hour.

Notes / Questions

No contact details . Forwarded to Healthwatch North East Lincolnshire

Compliment

1. Case 14440 (26-02-2025)

Providers:

For Information: Out of area

Hospital inpatient (day treatment or overnight) at Castle Hill Hospital. The ward was clean and well equipped. Staff were friendly and efficient. Everything was explained to me. My surgery went to plan. I felt safe .

Notes / Questions

Information forwarded to Healthwatch North East Lincolnshire.

Mental Health and Learning Disabilities

Area	Case Details
South West Locality x 1 <ul style="list-style-type: none">1 x Compliment	Compliment 1. Case 14307 (10-02-2025) PCN: K2 Healthcare Grantham and Rural Providers: Child and Adolescent Mental Health (CAMHS) LPFT Mental Health Support: I have had three different kinds of therapy through Steps2Change (S2C) and one through CAHMS. I found the therapist with CAHMS to be of quite a poor quality and they actually put me off therapy for a long time. It took until the third round with S2C to find what worked for me but each time it was clear they cared. The final round was weekly phone calls. I was treated holistically so they asked about my physical health as well as my mental health. It felt like I had a friend or sometime who really cared.
West Locality x 1 <ul style="list-style-type: none">1 x General Comment	General Comment

1. Case 14409 (24-02-2025)

PCN: Trent

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

Mental Health Support: Non existent except the Crisis Team. But once again there is little or no follow up. It took 12 years to get our grandchild their ADHD diagnosis. They should have been diagnosed at Secondary School or better yet Primary. They are now in their early 20's !!!!!

Patient Transport

Area	Case Details
East Locality x 2 <ul style="list-style-type: none">1 x Formal Complaint1 x Signposting	Formal Complaint <p>1. Case 14410 (24-02-2025)</p> <p>PCN: First Coastal</p> <p>Providers: East Midlands Ambulance Service NHS Trust (EMAS)</p> <p>Full time carer for elderly parent raised concerns when has made contact with NHS 111 previously, out of hours from October last year to date. Parent has Parkinson's along with other medical conditions. Parent was suffering from excessive mucus and coughing excessively. Contacted NHS 111 on the fourth occasion since Oct, where previously antibiotics were prescribed.</p> <p>On this occasion 3 paramedics arrived, parent concerned and asked to be taken to hospital, 3 times, each time was dissuaded, checked parent over and stated chest was clear. One of the paramedics, mentioned the state of the house (having refurbishments) and that the carer was not looking after parent very well, stated they could put in a social services referral, which was declined. Paramedic requested that carer go to the surgery to collect a sputum bottle, then return it to the surgery. Carer hadn't slept for some nights as parent was unwell, so keeping an eye on them, so didn't want to drive in this condition.</p> <p>GP made a house-call a couple of days later, where they took one look at parent and stated parent was not well at all, on doing further checks, the parent had pneumonia in 3 places, placed on different antibiotics and steroids.</p> <p>Carer feels that a particular paramedic was dismissive of parents desire to go to hospital and their needs. Why wasn't the pneumonia seen at least in one place. Carer has raised this with PALs who have provided an answer, but carer is not satisfied with this response.</p> <p>Notes / Questions</p> <p>Healthwatch provided PHSO information</p> Signposting <p>1. Case 14400 (21-02-2025)</p> <p>Providers:</p> <p>For Information: Lincolnshire Integrated Care Services (ICS/ICB), Non-Emergency Hospital Transport (NEPTS) EMAS</p> <p>I am currently supporting a patient with Parkinson's who lives in the Mablethorpe area. I am trying to ascertain whether they are eligible for transport services as they do have to attend consultant appointments in either Lincoln or Pilgrim. Are in receipt of benefits but currently is having to either rely on a very long bus journey or expensive taxis which is not appropriate for their condition.</p> <p>Notes / Questions</p> <p>Signposted and information given for Non Emergency Patient Transport and Volunteer Community Car service</p>
South West Locality x 1 <ul style="list-style-type: none">1 x Compliment	Compliment <p>1. Case 14305 (10-02-2025)</p> <p>PCN: K2 Healthcare Grantham and Rural</p> <p>Providers: East Midlands Ambulance Service NHS Trust (EMAS)</p> <p>Ambulance/Paramedics: I cannot stress enough how wonderful and lovely these people are. They are fantastic at what they do and they look after you as a person.</p>
All Areas x 1 <ul style="list-style-type: none">1 x General Comment	General Comment

	<p>1. Case 14373 (18-02-2025)</p> <p>Providers: Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Even though there is no public transport available to the hospital. I am told I do not qualify for hospital transport</p> <p>Notes / Questions</p> <p>No patient information as to what area of Lincolnshire etc</p>
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Social Care Services

Area	Case Details
<p>East Locality x 2</p> <ul style="list-style-type: none"> 1 x General Comment 1 x Informal Complaint 	<p>General Comment</p> <p>1. Case 14326 (14-02-2025)</p> <p>Providers: Lincolnshire County Council - Adult Social Care</p> <p>Home care/domiciliary care including personal assistants and personal budgets. My parent was discharged from hospital into a care home for a four week rehabilitation prior to returning home. They were told the care package in place (prior to having a heart attack and admittance to hospital) would be reviewed within two weeks of discharge from the care home in April 2024. Despite reporting their declining health and increased care needs on several occasions it took until September for a reassessment of their needs. However, local providers failed to implement the recommendations and I was advised adult care had moved my parent to an annual review and the care provider would implement the recommended care needs when they got more staffing. My parent died a week later.</p> <p>Notes / Questions</p> <p>Signposted to how to make a complaint to Adult Social Care, contact details given. Information and contact details given for LICB feedback and complaints, CQC, PHSO</p> <p>Informal Complaint</p> <p>1. Case 14395 (20-02-2025)</p> <p>Providers: Lincolnshire County Council - Adult Social Care, Ralphland Care Home</p> <p>Close relative of resident in Ralphlands Care Home made contact with Healthwatch. Concerned that relative is not getting care that they need and are not in a suitable room to be looked after. Concerns are around that when they visit relative is not dressed properly and does not look like they have been washed and that they smell of urine. They have also visited when their relative is being washed by a member of staff, they did not think that using a small plastic bowl that faeces had been placed in then used to wash resident was hygienic or appropriate. They have complained to the Manager of the Care Home but nothing has changed. This place is self funded.</p> <p>Relative has vascular dementia and other medical complications, because of this can be difficult to care for at times. Have looked into relative being moved to another Care Home The Cedars, in Boston. Went to look around The Cedars, very happy with accomodation and staff, were offered a place. Then were told shortly after this that the place was no longer available as relative was too challenging to care so would not be able to be resident at The Cedars. Close relative believes that this is because of the information that Ralphlands has provided.</p> <p>Notes / Questions</p> <p>Signposted to Adult Social Care to make a complaint. CQC, PHSO</p>
<p>South Locality x 3</p> <ul style="list-style-type: none"> 2 x General Comment 1 x Compliment 	<p>General Comment</p>

1. Case 14325 (14-02-2025)

Providers: Atlas Care Services, Lincolnshire County Council - Adult Social Care

Home care/domiciliary care including personal assistants and personal budgets. Home Care. You asked about people who are housebound, and whether they had been able to get the care they needed. No, we have not.

The hospital Social Workers are for Lincolnshire County Council; they see and speak to the patient, and they then organise the care at home. At no time do they speak to the family and explain to them what is expected of them; assumptions are made of how much family can do, how much they will do, how much time will be spent by family, with no account taken of their own health difficulties or whether they can take time away from work to do all the things assumed of them. So it would be better if family were assessed from the outset, and it was agreed what tasks the family would be able to do, instead of sending the patient home saying 'there is a care package' only to discover there is a whole host of things the at-home care company staff will not do at all. In our case the patient lives alone in own home, so it was especially important to get the care package explicit enough as family would not be there all the time, would not be visiting daily or several times a day, and would not be there overnight.

It would be better if the so-called 'care plan' had much more wording to set out exactly what carer staff should be doing, rather than use non-specific words such as 'support' 'prompt'. Some of the holes we have found have been who is to help with laundry, putting stuff into and out of the washing machine, then into and out of tumble dryer, which patient cannot do themselves. A paid firm should have been arranged at the outset if care package staff were not going to do this. We cannot get a private cleaner to do it for instance, as cleaners quotes have specifically stated they do not do laundry.

Another hole has been the lack of somebody arranging medical appointments and accompanying the person to clinics, booking hospital transport to get there, booking wheelchair. Letters from clinics which hospital had made referrals to turn up, and left on table visible for next carer visit, but carer firm staff do nothing with them; nobody explained they would not be undertaking these tasks. Family without Power of Attorney (POA) cannot do appointment booking or checking that the person has been, has allowed the treatment, what the clinic advice was etc; family without POA are told by clinics they can have no information. If Social Care staff had been contracted to do these tasks, they could have acted from a position of authority, whereas family are ignored and refused. Therefore these 'jobs' cannot be left to the family to undertake, as family cannot do them anyway as clinics refuse; it would be better if there was a specific type of care package which included this work.

One big thing that has stopped our parent being able to live at their own home successfully has been the care package carer firm staff not staying the full allotted time. For instance it should be 45 mins morning visit, and 3 x 30 mins visits through the day. Staff are instead wanting to leave at 15 mins. We are constantly hearing the comment "have to get to our next person" or "have to work quickly in order to get done & finished quickly" (so as to get on to next person). It would be better if these comments were not heard by the patient or their family, because it puts the elderly person off from asking for help from the staff; it is guilt-tripping the patient into allowing the staff to leave earlier and not do more things, whereas the firm are still charging the council for the full 30 mins. We have read government website documents stating carer visits were now to be minimum 30 mins, but this is not being adhered to. It would be better if minimum visit durations were incorporated into carer firm contracts to ensure the care given is enough. It would also be better if there were checks made to ensure this was being adhered to, and that firms had robust systems to ensure it was not possible for records to be falsified.

It would also be better if staff had better training. They do not do first aid for example, which was a surprise to us; the staff simply refused to do anything even with plasters or dressings.

The staff need training in the Mental Capacity Act and how it works in respect of social workers discussions with patients over discharge location decisions, and training on what a Power of Attorney actually gives family power to do, and what it does not give power for. One carer firm staff member having a go at us for our parent coming home from hospital after a fall stated that them & colleagues "were up in arms about it" and then asked "did we not have Power of Attorney to 'put' parent in a care home". At the time our parent had been assessed by hospital social worker as having capacity to decide on discharge back to own home; it was therefore mother's own decision as is hers by rights set in law. Additionally as mother had been assessed as having capacity, a POA is not capable of being 'used' as it can only come into effect when a person does NOT have capacity. The carer firm staff member seemed to view POA as allowing a person to be forced into care home. The carer firm staff member seemed to be unaware of the law in this regard, and remained unaware 4 months later (despite us speaking to the care firm supervisor after the first incident) when having a go at me over parent again being 'allowed' back to their own home after a similar capacity assessment by social workers.

The carer firms should also have a social media policy against staff writing about patients and their families on public forums, or even in private groups because those are still open to all the public. They should not be posting on facebook bemoaning family they view as "haven't done enough", which has happened to us in the past week and I had to ring the carer firm manager to ask for the posting having a go at us to be deleted and the staff member spoken to about it, and for the staff member to be told that us as family were ill at the time, which evidently the firm office never told the staff. We still are in fact, ill.

	<p>Lincolnshire County Council contracted the home-care, and they only use a single firm to do it, Atlas Care Spalding.</p> <p>Notes / Questions</p> <p>Signposted to how to make a complaint to Lincolnshire Adult Social Care- contact details given. Contact information given for LICB feedback and complaints, CQC, PHSO</p> <p>2. Case 14313 (10-02-2025)</p> <p>Providers: Lincolnshire County Council - Adult Social Care, Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Continuing Health Care Lincolnshire</p> <p>At our review we were advised not to ask for further things as this would mean that all our service would be reviewed and they would possibly look for a cheaper option such as a care home instead of the family home.</p> <p>They also now have a box to say that those at the meeting are happy with it all filled in before we see the report. They don't seem to use NHS Englands guidelines.</p> <p>Notes / Questions</p> <p>Healthwatch provided ICB complaints</p> <p>Compliment</p> <p>1. Case 14374 (18-02-2025)</p> <p>Providers: Lincolnshire County Council - Adult Social Care</p> <p>South Kesteven District Council - adult social services</p> <p>Home care/domiciliary care including personal assistants and personal budgets. Very willing to listen and help where they can.</p> <p>Notes / Questions</p> <p>No patient details provided</p>
<p>South West Locality x 2</p> <ul style="list-style-type: none"> 1 x General Comment 1 x Formal Complaint 	<p>General Comment</p> <p>1. Case 14281 (03-02-2025)</p> <p>PCN: K2 Healthcare Sleaford</p> <p>Providers: Lincolnshire County Council - Children Services</p> <p>Children's social care</p> <p>P.A package is there, no P.A had been found. SOCIAL WORKER only declared LCC work with Penderels, though I hear many more agencies are available for children's P.A recruitment and management.</p> <p>Notes / Questions</p> <p>Healthwatch provided Childrens Services information</p> <p>Formal Complaint</p> <p>1. Case 14315 (10-02-2025)</p> <p>PCN: K2 Healthcare Sleaford</p> <p>Providers: Lincolnshire County Council - Children Services, Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Parent does not know where to go now, child is under Social Care and feels that they need Continued Health Care, however doctors, and authorities are saying that child does not fit the criteria for CHC.</p> <p>Parent has looked at the DST and the child fits 11 of the 12 components. All clinical have said that the child should be receiving CHC and at MDT meetings clinical teams have stated this. Parent has been informed that no assessment will be done.</p> <p>In August last year parent mentioned child was placed on a section 47, parent was refused paperwork and a copy of the statement, all clinical people involved dismissed this notion and were appalled. Felt it was a scare tactic and parent was told it was due to them making a complaint!</p> <p>Parent now undergoing trauma counselling due to the way they have been treated. Has been to Ombudsman, but as the complaint is at stage 2 unable to support until it is at stage 3, where it has been refused to be moved into this stage.</p> <p>Notes / Questions</p> <p>Healthwatch provided ICB Complaints, CQC information and for the school to provide written information to support with the access to assessment.</p>
<p>West Locality x 2</p> <ul style="list-style-type: none"> 2 x General Comment 	<p>General Comment</p>

	<p>1. Case 14311 (10-02-2025)</p> <p>PCN: South Lincoln Healthcare</p> <p>Providers: Lincolnshire County Council - Adult Social Care</p> <p>Concerned about a person whom they are power of attorney for. Elderly person who has been diagnosed with Alzheimer's and vascular dementia disease, also have kidney failure, diabetes and anxiety and depression. Lives on their own, has LPFT involved (who are very good) and looking to get financial and care assessments via Adult Social Care Team, has been informed financial assessment unable to do until October and that the person does not fit the criteria and would need to self-pay for care or nursing home. Person does not have the allotted amount to disqualify for the service.</p> <p>Person is crying a lot and is isolated, wanders outside of the property in bear feet and can be wobbly on their feet. The caller also mentioned that they are under the impression that the person takes food out of the freezer, places in the fridge for a number of days, then will eat it. Has lost a lot of weight and gets very frustrated. Requires kidney dialysis however this may cause further confusion so has been suggested to keep an eye on things at the moment.</p> <p>Notes / Questions</p> <p>Healthwatch provided Customer Care information</p> <p>2. Case 14408 (24-02-2025)</p> <p>PCN: Trent</p> <p>Providers: Lincolnshire County Council - Adult Social Care</p> <p>Social Care: My grandchild is neuro-divergent, suffering from ADHD, BPD, PANDAS, Fibromyalgia, chronic pain and IBS and really needs help to get their life together as they are unable to manage money or clean up. We have been told social workers have been allocated but no one ever turns up. It seems the allocation is just a paperwork exercise that doesn't actually result in any practical help, beyond a prescription for medical marijuana and ADHD meds that they promptly forgets to take. They live in an ACIS property that used to have a warden and a communal area including meal provision and social events. These have all been scrapped due to cut-backs leaving the residents alone in a communal living residence !!!! This is disgraceful.</p> <p>Notes / Questions</p> <p>Healthwatch provided Social care contact information</p>
<p>All Areas x 2</p> <ul style="list-style-type: none"> 2 x General Comment 	<p>General Comment</p> <p>1. Case 14367 (18-02-2025)</p> <p>Providers: Lincolnshire County Council - Adult Social Care</p> <p>Requested an assessment and for our dependent to be supported and housed. Assessment process has been great but 6 months later we still have no services/housing in place and no end in sight.</p> <p>Notes / Questions</p> <p>No patient details provided, nor area of Lincolnshire</p> <p>2. Case 14389 (18-02-2025)</p> <p>Providers: Lincolnshire County Council - Adult Social Care</p> <p>Home care/domiciliary care including personal assistants and personal budgets.</p> <p>We have had to wait for help</p> <p>Notes / Questions</p> <p>Requested which area of Lincolnshire and what waiting for.</p>

Other

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

	<p>1. Case 14290 (05-02-2025)</p> <p>PCN: Meridian</p> <p>Providers: Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Carers First request to make contact with a client they have been supporting. Spouse whose partner passed away last August only provided with a temporary death certificate. Coroners office did a postmortem and took samples, informed would let spouse know the outcome and provide with complete death certificate and cause of death within 3-6 months. Spouse concerned as not heard anything and it is causing distress not knowing the reason of death.</p> <p>Notes / Questions</p> <p>At the request of the spouse, Healthwatch made contact with the coroners office</p> <p>Provider Response</p> <p>Coroners office, would speak with the Coroner and ask that they make contact with the spouse/next of kin to discuss updates.</p> <p>Healthwatch contacted the spouse back and provided this information.</p>
<p>South West Locality x 1</p> <ul style="list-style-type: none"> 1 x Compliment 	<p>Compliment</p> <p>1. Case 14306 (10-02-2025)</p> <p>PCN: K2 Healthcare Grantham and Rural</p> <p>Providers: NHS 111 Service</p> <p>NHS 111: I wish they had a better understanding of chronic illnesses so that they could better help direct you in a flare up. But they are kind and they listen and that matters more than you might think.</p>
<p>Out of Area x 1</p> <ul style="list-style-type: none"> 1 x Signposting 	<p>Signposting</p> <p>1. Case 14421 (25-02-2025)</p> <p>Providers: Out of area</p> <p>A relatives parent died in A&E in September in Grimsby. Caller is trying to find out what happened and has been given a form that they can't complete. Relative lives in Leicestershire and was told to contact Healthwatch Lincolnshire, the caller was provided with the Healthwatch North Lincolnshire number. Whatever form they were given, nobody knows what to do with it.</p> <p>Notes / Questions</p> <p>Provided North Lincolnshire Healthwatch</p>

Not Specified

Area	Case Details
<p>Out of Area x 2</p> <ul style="list-style-type: none"> 1 x General Comment 1 x Compliment 	<p>General Comment</p> <p>1. Case 14439 (26-02-2025)</p> <p>Providers:</p> <p>For Information: Out of area</p> <p>Hospital inpatient (day treatment or overnight). Was in for 10 days and got bed moved from ward to ward 4 times, once at 3.30 in the morning. Nurses stormed in the ward and woke us up, 1 lady in her 80s was terrified. They insisted on changing bed sheets every day...so much waste. Left with empty drips in arm for up to 1.5 hours as nurses too busy changing beds. Discharge lady was so ignorant. All in all it was an horrendous time and I will be terrified to be admitted again.</p> <p>Notes / Questions</p> <p>Information forwarded to Healthwatch North East Lincolnshire</p> <p>Compliment</p> <p>1. Case 14454 (27-02-2025)</p> <p>Providers:</p> <p>For Information: Scunthorpe Hospital</p> <p>I had an urgent appendectomy</p> <p>The whole team from surgeon to care staff were wonderful.</p> <p>I was home again after 2 days.</p> <p>Notes / Questions</p> <p>Forwarded to Healthwatch North East Lincolnshire.</p>