



## Healthwatch Lincolnshire

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

# Healthwatch Lincolnshire Patient experiences: March 2025

This report has been produced by Healthwatch Lincolnshire to highlight the health and care experiences shared with us for the period 1 to 31 March 2025 where 188 comments were raised.

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

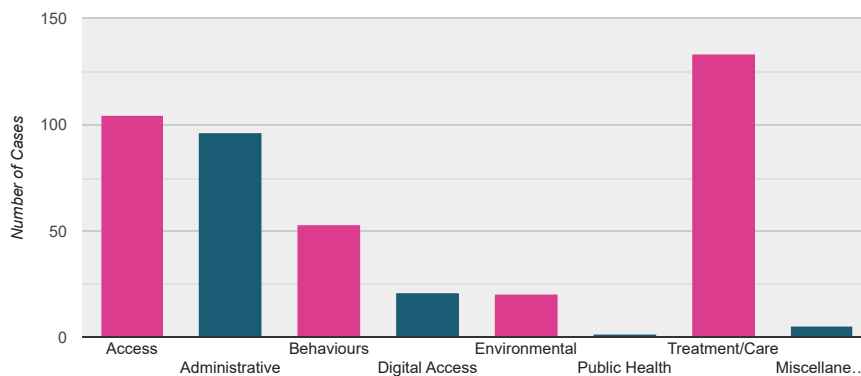
- The map points are coloured according to the sentiment
  - Positive - green
  - Negative - red
  - Mixed - orange
  - Neutral - blue
  - Unclear - grey

## Statistics

**Total cases: 188**

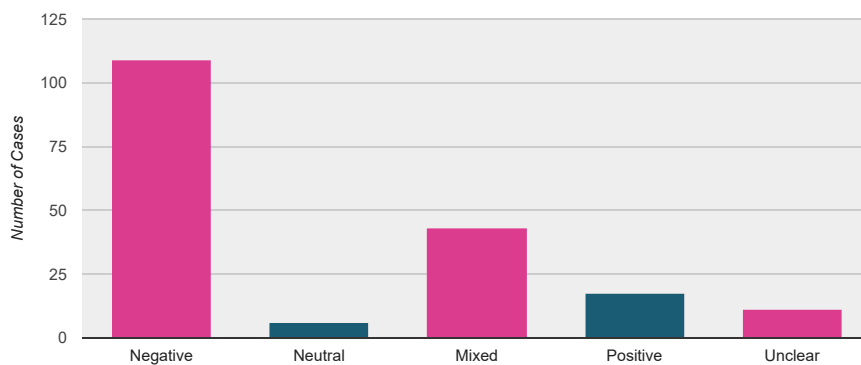
**Cases responded to within 3 days: 188 out of 188 (100%)**

## Theme Areas



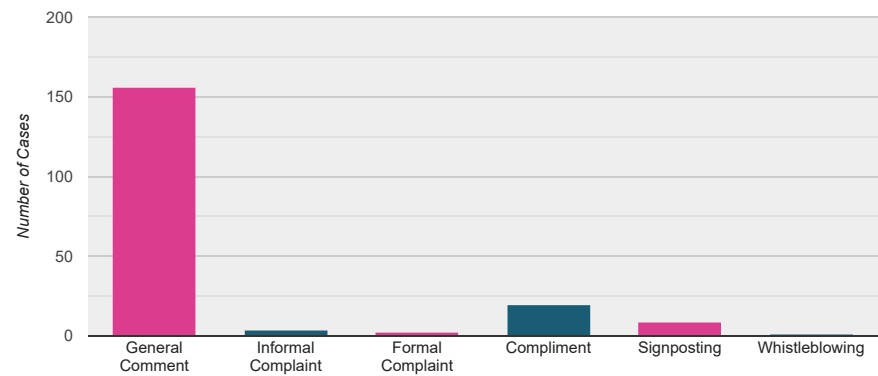
| Theme Areas    | Cases |
|----------------|-------|
| Access         | 104   |
| Administrative | 96    |
| Behaviours     | 53    |
| Digital Access | 21    |
| Environmental  | 20    |
| Public Health  | 1     |
| Treatment/Care | 133   |
| Miscellaneous  | 5     |

## Sentiments



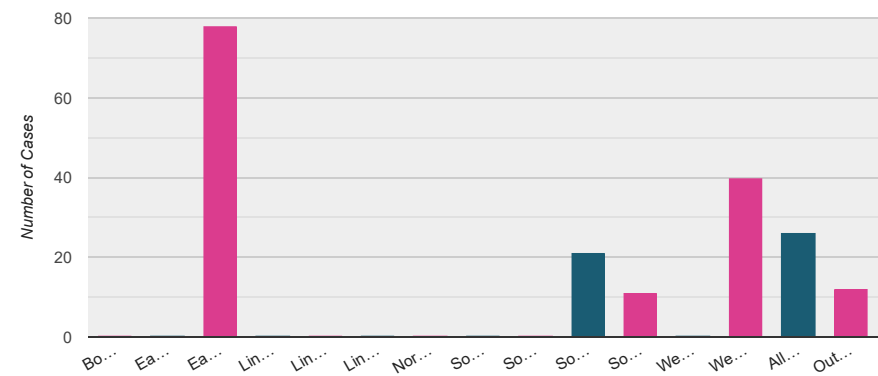
| Sentiments | Cases |
|------------|-------|
| Negative   | 109   |
| Neutral    | 6     |
| Mixed      | 43    |
| Positive   | 17    |
| Unclear    | 11    |

Case Types



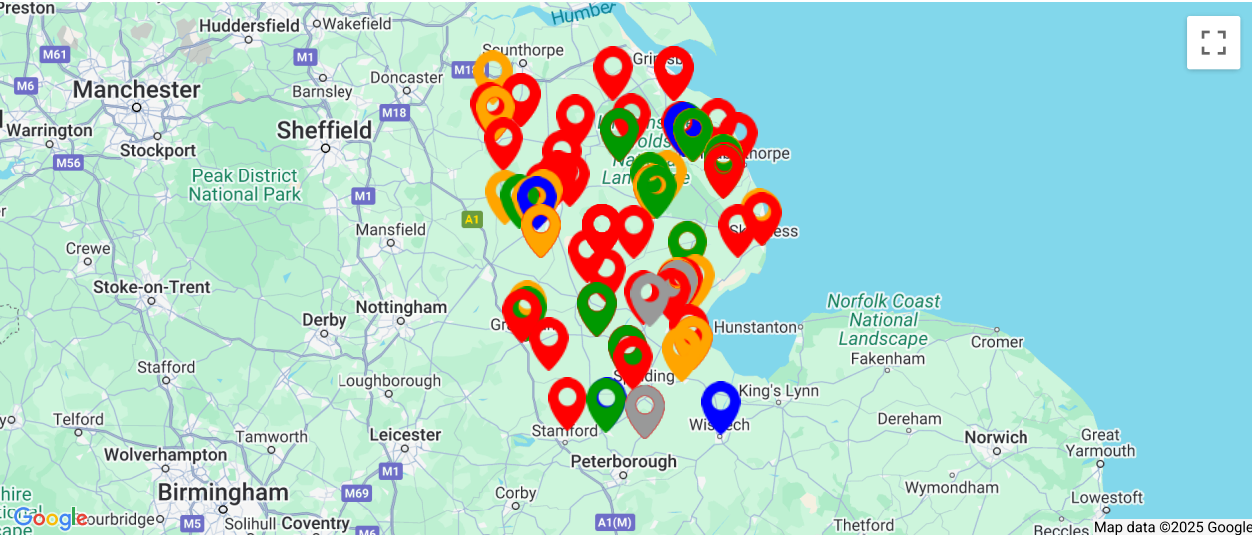
| Case Types         | Cases |
|--------------------|-------|
| General Comment    | 156   |
| Informal Complaint | 3     |
| Formal Complaint   | 2     |
| Compliment         | 19    |
| Signposting        | 8     |
| Whistleblowing     | 0     |

Areas



| Areas   | Cases |
|---|-------|
| Boston District Council                         | 0     |
| East Lindsey District Council                   | 0     |
| East Locality                                   | 78    |
| Lincoln City District Council                   | 0     |
| Lincolnshire CCG                                | 0     |
| Lincolnshire Integrated Care Services (ICS/ICB) | 0     |
| North Kesteven District Council                 | 0     |
| South Holland District Council                  | 0     |
| South Kesteven District Council                 | 0     |
| South Locality                                  | 21    |
| South West Locality                             | 11    |
| West Lindsey District Council                   | 0     |
| West Locality                                   | 40    |
| All Areas                                       | 26    |
| Out of Area                                     | 12    |

Map



## Cases

### Multiple Services

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

| Area  | Case Details   |
|---|--|
| <b>East Locality x 33</b> <ul style="list-style-type: none"><li>• 28 x General Comment</li><li>• 1 x Informal Complaint</li><li>• 1 x Formal Complaint</li><li>• 3 x Compliment</li></ul> | <b>General Comment</b> <p>1. <b>Case 14515 (06-03-2025)</b></p> <p><b>PCN:</b> Solas</p> <p><b>Providers:</b> Community Diagnostic Centre Skegness, Grimsby Hospital, Merton Lodge (Alford) GP, United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT</p> <p>Patient a teenager age 17 years old had attended Grimsby Hospital for x-ray and told that this was clear.</p> <p>Parent told by GP Practice that their teenager had an enlarged heart. This was chased up and referred to Cardiology. ECG done at Community Diagnostic Centre at Skegness only because parent chased this. No results from this from early February, parent has noticed other symptoms. No plan of care given to patient or parent. Poor communication. Parent only found out by accident when following up another scan.</p> <p><b>Provider Response</b></p> <p>ULHT - Please could this person contact PALs and we will try and help.</p> <p>2. <b>Case 14609 (26-03-2025)</b></p> <p><b>Providers:</b> Community Volunteer Car Service, Lincolnshire Integrated Care Services (ICS/ICB), Non-Emergency Hospital Transport (NEPTS) EMAS, Queen's Medical Centre (Nottingham)</p> <p>Worker at Boston Special School contacted Healthwatch and discussed that a parent of a young child that attends the school was having difficulty getting transport for an appointment for their young child's appointment at Queens Medical Centre, Nottingham next Monday. They do not have a car or anyone to take them. This is for a biopsy so the child would have to be there for 7.30am in the morning. They have been waiting a year for this appointment. They have researched public transport and trains do not run early enough to make this appointment. Parent is on a low income so cost of travel is an issue, they cannot afford a taxi, have enquired with the Community Car service in Boston and this would cost £75-80, which again is too expensive.</p> <p><b>Notes / Questions</b></p> <p>Signposted to PALs QMC or Ward/Department where appointment is going to be. NEPT info given. Help with Travel Care Costs information given.</p> <p>3. <b>Case 14510 (06-03-2025)</b></p> <p><b>PCN:</b> Solas</p> <p><b>Providers:</b> Diana, Princess of Wales Hospital (Grimsby), Lincolnshire Community Health Services NHS Trust (LCHS), Merton Lodge (Alford) GP</p> <p>Patient recently attended Louth Urgent Treatment Centre had ECG and then taken by Ambulance to Grimsby Hospital, Accident and Emergency (A&amp;E). Put in a cubicle described as a bad attack. 3-4 attempts to get blood tests needed, veins collapsed. Blood tests were elevated. Sat in a chair and awake all night. Given pain killers. Early morning shift change and asked if patient wanted breakfast. No food or drink offered before then had been in department since the previous afternoon. The appointed Nurse on this shift had did not communicate and gave no information. At midday a Doctor came around and was transferred to Same Day Emergency Centre (SDEC) had CT scan with dye, not a heart attack, angina.</p> <p>Early evening of the same day could go home. The last bus had gone, left to own devices to get home, patient phoned and arranged a taxi, saw 2 elderly patients who were going home to Mablethorpe and shared the taxi. No discharge information given to patient. No apologies forthcoming for staff attitudes and no follow up from GP Surgery.</p> <p><b>Notes / Questions</b></p> <p>Signposted to PALs at Grimsby Hospital, PALs Pilgrim Hospital. Information given for LICB Feedback, CQC, PHSO</p> <p><b>Provider Response</b></p> <p>14/4/25 - on HWL speaking with the patient they requested that HWL make contact with PALs on their behalf</p> <p>14/4/25 PALs response - Upon receiving your email, we spoke with the patient and obtained their consent this morning, and the concerns will now be forwarded to the relevant Care Group Manager for further investigation.</p> |

#### 4. Case 14598 (20-03-2025)

**PCN:** East Lindsey

**Providers:** Diana, Princess of Wales Hospital (Grimsby), East Lindsey Medical Group, Lincolnshire Community Health Services NHS Trust (LCHS)

Patient contacted HW about ongoing communication problems with Newmarket Practice in Louth since 2018 but have got worse in the last week. Have tried to contact the Practice Manager by phone and letter as able to go to the Practice at any time to discuss further, but nobody has ever got back to them. Does not use mobile phone or have access to the internet. This week they were recalled by the Practice for further blood tests, which they found strange, as they had blood tests in relation to ongoing medication 2 weeks ago, they were not given an explanation for what the bloods were for. They have also had issues with getting correct medication previously. They went to the Practice and went to have bloods taken by member of staff, unsure what their role was, sat on the chair. The member of staff was unable to get bloods the first time and with consent took them on the second time. Following this the patient struggled to put their coat on as it had been moved from its original position on the back of the chair and also found it a little difficult to pick up their bag which was on the floor. While this was happening the member of staff was tapping on their computer and then announced that they had sent for an ambulance as they thought the patient was having a stroke.

This really surprised the patient, suffers with dry mouth and tingling sensation which was on the medical notes. They also felt well. The patient then waited 2 plus hours for an ambulance on the chair in the same room, no other member of staff did any other stroke/neurology type examination or observations. When the Ambulance came the feedback given to the Ambulance crew by the member of staff was very sketchy. The patient worries that this member of staff did not have the clinical expertise to make these decisions.

The patient was taken to Accident&Emergency at Grimsby Hospital. They waited 12 plus hours to be seen. In this time offered no fluids or food, became very dehydrated. Also has an overactive stoma and found using the disabled toilet difficult and actually left with a leaking stoma. They went to the desk and spoke to a Nurse and said that they felt well had been in the Department a long time it was now after midnight, they had not been seen, and had now got a leaking stoma. They had no transport to get home, and were worried about getting into a taxi with a leaking stoma. A Nurse accompanied them to a cash point and they got money and a taxi was arranged to take them home, they had to wrap themselves with their jumper so their leaking stoma was not visible.

Grimsby Hospital told them to go to the Urgent Treatment Centre in Louth for further investigations the next day. The patient went to UTC, the staff there said that these investigations were not done there and needed to go to GP. Found access to UTC difficult and automatic doors and the way patients called not acceptable. Went to GP who said that the Navigation Team would be in touch as these tests not available at Practice. Has heard nothing yet

##### Notes / Questions

Signposted to LICB feedback, PALs Grimsby Hospital

#### 5. Case 14563 (14-03-2025)

**PCN:** East Lindsey

**Providers:** East Lindsey Medical Group, Lincolnshire Community Health Services NHS Trust (LCHS), Louth County Hospital

Rang GP Practice on a Monday, 7th in line in telephone queue, then cut off, reconnected then still 7th in line again. When I got through I was given an appointment at the hospital. Out of Hours Service on a Saturday to see a GP. This suited me fine as it was not urgent. I saw a GP and got answers which was good for me.

#### 6. Case 14503 (06-03-2025)

**Providers:** East Midlands Ambulance Service NHS Trust (EMAS), Pilgrim Hospital

Following a recent fall in the garden, patient had to wait 4/5 hours for an ambulance, patient is in their 80s. Family told not to move patient but they were concerned that they would get cold lying on the floor outside in January 2025. Patient had a lifeline device on and they alerted the family member who travelled from Alford to Horncastle to be with relative. They were able to make the person as comfortable as possible with the help of a neighbour. Patient spent 24 hours in Accident and Emergency (AE) waiting to be seen with a suspected broken hip. Finally they were seen by the Surgical team and another 12 hours before patient was taken to be operated on. The AE Department was extremely busy/chaotic and staff looked worn out. Many people were waiting in all available spaces, including sitting on floors in corridors. My relative is still in hospital over 4 weeks later as they got D&V, and an infection. My relative has always been fit, well, and active until this. This is their first operation and stay in hospital. Waiting to see when they will be able to be discharged so that we can help them get back to something of their old self. Their mood and demeanour has really gone down whilst in hospital and suddenly they look very frail.

##### Notes / Questions

No contact details provided.

##### Provider Response

ULHT - We are sorry to hear your relative has had such a difficult time and are still recovering. Our hospitals are very busy and this does cause waits and delays and we are very sorry for the added distress this leads to. We hope that your relative is now progressing well with their recovery. Thank you for sharing your experience.

7. Case 14505 (06-03-2025)

**Providers:** East Midlands Ambulance Service NHS Trust (EMAS), NHS 111 Service, Pilgrim Hospital

My parent had a fall in my garden in January this year on a recent visit and we called NHS 111 who advised us to keep them warm whilst they called an ambulance. As it was suspected that they may have broken their hip. We had a 4 hour wait, but at the 2 hour point they called us back to check in on us and to ask how the patient was. A neighbour and my spouse made a makeshift stretcher to bring them indoors as the temperature was dropping outside. When Paramedics arrived, did an assessment and suggested that they were transported to hospital.

My parent went as they were in a lot of pain and discomfort. We had an 8 hour wait in the Ambulance. The crew were lovely and regularly went into the department to get my parent in. Once handed over we had another 6 plus hours wait on a trolley. They then had x-rays etc, they had become dehydrated so needed a drip. Another few hours and the Doctor informed us that no breakages were detected. They were discharged home with strong pain killers.

More than 24 hours after the first contact with NHS 111 they were home. In discomfort the A&E was so busy, staff were very busy and lots of people waiting. Saw some very aggressive patients towards the staff and witnessed one being removed by Security. Staff were professional towards my parent but probably due to stress showed no real compassion towards them. Seemed as though they were like robots! No kind words of comfort given towards my parent on their 80s. Very sad!

**Notes / Questions**

No personal information shared.

**Provider Response**

We are very sorry for your parent's and your experience; it is a worrying time when someone is hurt and the added stress of an over-whelmed A&E department with the waits and delays adds to this. We are sorry if the staff came across as dispassionate; I know they will be saddened to hear this.

8. Case 14509 (06-03-2025)

**PCN:** Solas

**Providers:** East Midlands Ambulance Service NHS Trust (EMAS), Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health), Pilgrim Hospital

Patient taken to Pilgrim Hospital in January 2024 following being a front passenger in a car accident this was mid afternoon. Waited 40 minutes at the scene for Ambulance and then taken to Accident and Emergency (A&E) at Pilgrim Hospital. Seen by a Doctor in a wheelchair at 11pm. No triage. Not able to get out of chair. Relative had to get the Doctors as incident not written up and handed over by the Ambulance crew, incorrect information. Discharged from A&E after x-ray, no breakages. GP would not see patient. Whiplash eased around May/June 2024. Has PTSD and nightmares. Referred to a Psychologist for CBT at Windsor House, Louth, no support given. The Storehouse at Skegness has been able to secure an appointment.

**Provider Response**

LPFT response - from the information provided it is difficult to know where the referral was made but we would consider that our Lincolnshire Talking Therapies service might be an appropriate source of support. Individuals are able to self-refer <https://www.lincolnshiretalkingtherapies.nhs.uk/accessing-our-services/self-referral>.

ULHT - We are very sorry for this person's experience; it has clearly been a really difficult time and it is understandable that there is a psychological impact. We hope that the right support has now been found. Should there be anything we can help with in relation to the A&E experience we would ask the person to contact our PALS team.

9. Case 14621 (27-03-2025)

**Providers:**

**For Information:** East Midlands Ambulance Service NHS Trust (EMAS), Grimsby Hospital

Ambulance staff great. Hospital all very pleasant BUT no sign of a doctor for over 7 hours. Eventually self discharged 93 year old parent with suspected stroke at 12 30 am who hasn't had so much as a glass of water since arriving.

**Notes / Questions**

No personal contact information provided

10. Case 14610 (26-03-2025)

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

**For Information:** Fitzwilliam Hospital, Lincolnshire Integrated Care Services (ICS/ICB), One Health Sheffield, Practice Plus Group MSK & Spinal Service, Lincolnshire, Skegness Hospital, Swineshead Medical Group

Having to jump through social many hoops just to get a diagnosis, which was pretty obvious to me from GP, physio, MSK team.

Complained with the obvious symptoms of a hip issue. I was clear in description of symptoms. Over next 4 months I was passed from GP to physio ( x 3 visits) all concentrated on it being the spine problem, which I have, which has never caused an issue to me. Physio exercises left me worse. A month off work didn't help.

Finally by end of month 3, I insisted on an MRI of my hip. Arrived at MRI, only to be told it was of my spine, not right hip. After much insistence I saw the MSK team who sent me for a hip x-ray, who then requested an MRI, meanwhile my pain medication had been dramatically increased. MRI department were rude when after 1 month I rang to ask when I might expect a date. By then with trying to work I was inconsiderable pain, could hardly sleep and was verging on depression as told I might be waiting months for hip MRI.

In desperation at month 5, I paid for a private hip and pelvic MRI. Results came back within 36hrs: Grade 4 bone on bone right hip, severe bursitis and bilateral tendinopathy both sides. MSK team referred to surgeon, month 5, 1st appointment their team had not downloaded my MRI despite being given the relevant information so a 2nd appointment 2 weeks later and was put on the 'urgent' list for total hip replacement.

The waiting list coordinator for the surgeon when I enquired was extremely nonchalant telling me urgent could mean a 1 year wait! By this stage I was dependent on crutches, not mobile and help with dressing/showering needed, basically housebound and very depressed as usually very active.

I then paid for a private surgical consult after researching shorter waiting lists elsewhere in UK. I then went through NHS appointment with same consultant and am booked for surgery within 2 months of 1st appointment. I am totally focused on having the operation, healing and getting my life back and to be able to work again.

What could have been done better?

1. GP to be able to refer me immediately for hip MRI so a quicker diagnosis instead of having to waste time on an MRI I didn't need and needless physio or going through an MSK team (who were excellent and extremely helpful).
2. The lottery of the inaccurate published waiting lists - which the ICB admitted to. I could have seen the 2nd consultant much quicker and had the operation by now.
3. Better support from my GP once I received diagnosis - I was taken off prescribed painkillers that worked and have managed my hip issues. Support from GP physio with appropriate targeted exercises to keep fit and active prior to surgery, instead of feeling totally abandoned awaiting surgery. I have managed this through changing to an anti inflammatory diet, losing 1 stone in weight and paying for use of local leisure centre by swimming 3 x weekly.
4. More priority should be given to fact that delays in receiving surgery correlates with a worse clinical outcomes even after surgery is performed. The associated additional issues with long waiting times such as additional ill physical and mental health need to be considered, never mind cost to welfare state. I have not worked for 3 months and will be another 3 months before I'm back in the work place.

Swineshead surgery, MSK team, Skegness hospital ( xray) MRI private ( Nottingham) Fitzwilliam Hospital (1st consultant) One Health at Thornbury Hospital ( absolutely superb)

11. Case 14567 (14-03-2025)

**PCN:** East Lindsey

**Providers:**

**For Information:** Horncastle Medical Practice, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)

Patient has been told that they are on the waiting list for an ADHD assessment, and have been made aware that there is a minimum of 12+ months wait. They are 18+ years. Patient lives with anxiety , including social anxiety. Social Prescriber supported them to access the services. They have been attending for about 10 months. They also come to the Shine group on a Thursday for the last 6 months. Patient has a series of mental health issues and including long term depression, anxiety and ? ADHD.

**Notes / Questions**

No personal information shared.



12. Case 14483 (04-03-2025)

**Providers:** Lincoln County Hospital, Lincolnshire Community Health Services NHS Trust (LCHS)  
Louth hospital and Lincoln

Not sure what it comes under but I had an MRI 2022 , I had 3 blown discs and 2 bone spurs. Had an MRI on same place January 2025 only one blown discs ? How is this possible

**Notes / Questions**

No patient details shared

**Provider Response**

ULHT - Please could this person contact PALs with more details so we can put them in contact with the relevant clinician.

13. Case 14489 (04-03-2025)

**Providers:** Lincoln County Hospital, Liquorpond Surgery, Pilgrim Hospital  
Liquorpond Surgery, Pilgrim and Lincoln Hospital.

1. GP Services can't get through on the phone. Cannot get an appointment with specific person for weeks.
2. Not enough NHS Dentists or specialist dental services close by.
3. Hospital inpatients not enough free beds constantly moving patients round on the same ward. Not enough staff.
4. Having to wait 1 year to see consultant when they stated wanted to see us in 4-6 months.
5. Poor clerical communication leading to consultant discharge.
5. Poor care home provision and not enough good care homes leading to bed blocking.
5. 111 service takes too long to call back then tells you to go to A&E anyway. Never really worked well.
6. Adult Social care in the hospital. Not interested in listening to me unless care Portal open and told me initially wouldn't get involved as the patient was self funded. I later found this to be incorrect following a call to LPFT CMHT.

**Notes / Questions**

No patient information provided

**Provider Response**

This feedback describes issues across the system and includes hospital services. There is a lot of work happening to reduce waiting times and delays and we hope that these, along with wider system level initiatives will address some of the concerns raised.

14. Case 14502 (06-03-2025)

**Providers:** Lincoln County Hospital  
Ophthalmology

Parent contacted Healthwatch on behalf of their adult relative. This is because they have been having problems with their sight have had ongoing issues with their eye and have had a previous procedure on the affected eye when a vein burst this was done under the care of Ophthalmology at Pilgrim Hospital.

The adult relative has mental health problems and is very frightened that they are going to lose the sight in their eye and is very frustrated about the experience they have had. They lost sight in their eye about 2 weeks ago on a Saturday and went to an Optician who referred them to Lincoln County Hospital as not able to be seen at Boston Pilgrim Hospital. Seen at Lincoln County Hospital in mid February examined and said that they could see that had other scar tissue from previous operation, and could see daylight in the eye, but another vessel had burst, and there was also a cataract that needed to be removed. That an appointment letter would be sent with an appointment in the next 2 weeks to come back.

A letter arrived from the Ophthalmology Department but with no date for an appointment on it. When the patient rang the department they were told that there was no appointment for 2 weeks on the system for them and that the Consultant that they had seen was on holiday then, that all slots were full until end of March and appointment would be sent, that this was the system and there was nothing that they could do. Patient had rung their parent today with this information very worried and frightened that they could still not see out of their eye and their appointment was not until the end of March.

**Notes / Questions**

Signposted to PALs Lincoln County Hospital

**Provider Response**

We are sorry for the difficulties this person is facing and can appreciate the distress this is causing them. We hope that they have now received an appointment but if this is not the case we would encourage them to immediately contact PALs so they can liaise directly with ophthalmology to secure an appointment date

15. Case 14647 (28-03-2025)

PCN: Solas

Providers: Lincoln County Hospital, Merton Lodge (Alford) GP

Had an MRI scan about 6 weeks ago at Lincoln County Hospital. Was told that the GP would contact me about 2 weeks later with results . Still waiting to be told when I chase up ,told that they are short staffed (at the hospital ) and no results have been sent through. Contacted Lincoln County on a number of times and feel like I am being fobbed off. The MRI Scan was booked as an emergency one, but why am I waiting so long for my results to be sent through ?

**Notes / Questions**

No personal contact details provided

**Provider Response**

ULHT - We hope that you have now received the results from your MRI. Unfortunately sometimes is a delay in the reporting of MRI scans due to a variety of reasons.

16. Case 14612 (26-03-2025)

PCN: East Lindsey

Providers: Lincolnshire Community Health Services NHS Trust (LCHS), The North Thoresby Surgery  
Community Care regarding End of Life Care. Community District Nurse Care at Holton Le Clay, Lincolnshire .Poor uncoordinated palliative care service provided by District Nurses to give pain management as prescribed. Community Care District Nurse Services from North Thoresby Surgery, Holton Le Clay & organised by Princess of Wales Hospital - Grimsby.

**Notes / Questions**

Signposted to PALs at LCHS re District Nursing service and LICB feedback. Healthwatch North East Lincolnshire will input Grimsby Hospital information.

17. Case 14623 (27-03-2025)

PCN: East Lindsey

Providers: Lincolnshire Community Health Services NHS Trust (LCHS), The New Coningsby Surgery  
Unable to see an appropriate health professional on the day you need them.Have to go through AskMyGP and the response time is poor - contacted AskMyGP at 6 am and still had not had a response by 2pm. Rang the surgery and was told to attend Urgent Treatment Centre. Contacted the Urgent Care Centre by phone who told me that they did not open till 6pm and that my surgery should see me. Rang my surgery back who reluctantly agreed to see me, actually had pleurisy and required treatment. Need to have access to a GP when required.

**Notes / Questions**

Signposted to Practice Manager

**Provider Response**

Thank you for your feedback. I'm sorry to hear about your experience and the delay in accessing the care you needed. We understand how frustrating it must have been, especially given your diagnosis of pleurisy.

We aim to respond to AskMyGP requests as promptly as possible, but on particularly busy days, response times can be longer than we would like. Your feedback is important, and we will review our processes to identify areas for improvement.

We appreciate your patience and are glad that you were ultimately seen and received the necessary treatment. If you have any further concerns, please do not hesitate to contact us directly.

18. Case 14641 (27-03-2025)

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

Comment made by members of Boston Group facilitated by Lincs Sensory Services.When a patient is living with sensory loss, there is no support given to them with regard to their mental health. Why is this not done as part of the pathway ? There is often a huge impact on that person including , some loss of independence described as a personal loss. Gradual loss affects the patients in different ways and no one seems to revisit this with the patient?

**Notes / Questions**

Please see questions raised by the members of the Boston Group facilitated by the Lincs Sensory Service.

**Provider Response**

ULHT - Thank you for sharing this; we agree that consideration of mental health impact is important and as this is very individual we would encourage patients with sensory loss to discuss this with their GP / nurse / clinician who can signpost to further support services.



19. Case 14637 (27-03-2025)

**Providers:** Lincolnshire County Council, Pilgrim Hospital

Patient who got diagnosed with macular degeneration approx 2 years ago went for their regular assessment and was told by a Nurse at the appointment they did not understand why the NHS wasted their money on giving patients like them the injection as it would not save their sight. Was then dismissed by the hospital with no support. Their relative contacted the RNIB and had them referred to the Living With Sight Loss group at Sleaford and the Optician in Sleaford who have been great. This has affected the patients mental health, and having a history of poor mental health when younger, the siblings were very concerned. RNIB also told them about the On Track fishing group in Skegness for people with sight loss they have been a part of this group for 12 months and this has kept them well emotionally.

**Notes / Questions**

comment from member of Boston Group run by Lincs Sensory Services. No personal contact information.

**Provider Response**

I was very sorry to hear about the patients experience . With limited patient details I am unable to investigate who the nurse was who administered treatment . However I will share this feedback with the team and remind them of the Trust Values and Behaviours in relation to communication to patients

20. Case 14568 (14-03-2025)

**Providers:**

**For Information:** Lincolnshire County Council - Adult Social Care, Pilgrim Hospital

Patient is a full time carer for their 18 year old child who is Autistic. The cared for person has social anxiety and it is very difficult to get them out of the house. They have attended Bert House in Horncastle as they needed support to complete their PIP paperwork. Has no other support other than parent. They are a large young person who is 21 stone and their weight is becoming an issue impacting on their joints. They find it hard to communicate with people face to face . Does not have "real" friends other than when they use internet. DWP wants them to register for employment, they are finding this very hard. Parent needs support to get them to attend medical appointments . Fell down the the stairs recently and refused to go to the GP or Accident and Emergency to be checked over. Last year had to attend Pilgrim Hospital and "freaked " out when they had to put a cannular in place. Now will not even allow someone to take bloods. The Learning Disability Nurse at Pilgrim Hospital was not involved when they visited the hospital. Parent is getting stressed by it all and does not know what to do about supporting their child.

**Notes / Questions**

No patient contact information shared.

**Provider Response**

LD nurse response: please do get in touch with the team who can offer support and signposting; we are sorry that the referral wasn't made.

The team can add alerts to our systems about LD and offer to do a reasonable adjustment care plan with patient. We also now have 'sensory bags' with distraction and support items for use in ED to ease distress and anxiety which may help going forward and it may be helpful for the patient to have an All About Me passport.

It appears that there is a lack of support not just from hospital perspective and if they get in touch we can help with sign posting to social care and carers support.

21. Case 14602 (21-03-2025)

PCN: Boston

**Providers:** Lincolnshire Integrated Care Services (ICS/ICB), The Sidings, United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT

Information via a Sensory Group setting.

Patients with vision loss being told by receptionists to go online to book appointments. Not always able to do that. Being refused appointments at The Sidings when they try to book in person.

A patient who is deaf and partially sighted told to go online and book. They were not able to do this and their parent has to book appointments for them. Not able to respond to text messages as they cannot read them.

When asking for interpreters to be available at an appointment at The Sidings told that the patient had to arrange themselves as the Surgery would not pay for this service and it was the patients responsibility.

GP Surgeries not including sensory loss on the referral letters to hospital. Very poor response from Hospitals (Pilgrim/ Lincoln) in supporting patients.

Receptionists at The Sidings not being helpful or supportive to deaf patients. Making them feel very uncomfortable in front of other patients, being very dismissive and aggressive body language to patient.

Those patients who can use the AskMyGP App reported that it was often "offline " trying to book appointments as they were not able to and then had difficulty trying to book appointments as they were not able to use the telephone.

**Provider Response**

ULHT - If any patients have specific communication needs such as this we would ask them to contact PALs who can make a note on their records about accessibility.

22. Case 14638 (27-03-2025)

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

Issues raised by members of the Boston Group run by Lincs Sensory Services. Many issues raised around BSL interpreters. Most of the group have raised concerns through PALs at ULHT but feel nothing changes. Why are local BSL interpreters not being used ? Patients appointments are being delayed waiting for BSL interpreters. Many patients have been told that getting BSL interpreters is expensive and is the patients responsibility. PALs have not followed through with concerns raised . Nothing appears to get better.

**Notes / Questions**

Please see questions above raised by members of the Boston Group facilitated by Lincs Sensory Services.

**Provider Response**

ULHT - Mid-2024 the Group moved to a new BSL Interpretation Services provider, Silent Sounds, following the formal NHS Tender Process. Although Silent Sounds had some initial 'teething problems' in relation to service delivery, through pro-active support from the EDI Team and Procurement Team and regular contract review meetings performance was swiftly improved and Silent Sounds is now operating within their contractual key performance indicators. This is further confirmed by a significant reduction in concerns being raised by service users, BSL interpreters, clinical areas and PALS – we currently have zero 'live' concerns / complaints that the EDI Team has been made aware of.

Local BSL interpreters are used and indeed essential for the delivery of face-to-face appointments. Silent Sounds, like most interpretation services providers, utilise a freelance model of recruiting trained and registered local BSL interpreters. When Silent Sounds was awarded the NHS contract they actively recruited local BSL interpreters. If HealthWatch is aware of interpreters who might have been missed, these interpreters can be advised to reach out to Silent Sounds for further information. When remote video BSL interpretation is agreed with a patient / service user, the interpreter is likely to join the interpretation event from outside the county. This would also be the case for video spoken language interpretation events.

As Silent Sounds is currently meeting contractual key performance indicators, patient appointments should not be being delayed. If there is evidence to the contrary, can these please be shared, as this would be a matter where resolution would need to be found, and inadequacies addressed as a matter of urgency.

Under no circumstance should the issue of cost be mentioned in relation to the provision of BSL interpreters for our patients. As a Trust / Group we fully understand our duties to provide BSL interpreters for our patients and service users and indeed, we have an allocated budget to ensure interpreters are provided at no cost to the patient / service user. We apologise if some staff have raised cost as an issue, as it really is not the case. If this continues to be raised as a concern, I would welcome further information, so that these incorrect perceptions can be rectified with our staff.

23. Case 14491 (05-03-2025)

PCN: First Coastal

Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health), Marisco Medical Practice

Louth Mental Health Home Treatment Crisis Team, Marisco Medical Practice

I tried to end my life in April 2024 after experiencing suicidal ideation for many, many months, and despite asking my GP surgery, Community Nurses and even Hospital Consultants and not being able to access any type of support or care, and then was intimidated and bullied by a GP and 2 Nurses, I was pushed to the point where I was totally overwhelmed and took a morphine overdose with the intent to end my own life. My GP Surgery struck me off 3 days later and the GP that bullied me then had delivered to my house two bottles of morphine. Due to having been struck off by the GP surgery who lied to me the patient as to why I was being struck off in the middle of a mental health crisis, but also lied to NHS England as they claimed that I had moved out of the geographical location when I hadn't moved at all. Due to this action it delayed a lot of my access to the care and support I needed, totally destroyed my trust in Dr's and Nurses and I also have liver damage due to not being followed up after my suicide attempt.

Notes / Questions

No patient details provided

24. Case 14508 (06-03-2025)

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

For Information: Lloyds pharmacy Alford, Merton Lodge (Alford) GP, Pharmacy

Feedback from Pastor at Warm Space at Alford about access to services. Mixed reaction to GP Surgery about access to face to face appointments, use of online services and that not everyone has a smart phone so reasonable adjustments need to be considered. For many people this can add much more stress onto their attendance at an appointment if they go to hospital as Alford does not have direct public transport links.

Not everyone who uses The Storehouse services in Skegness has their own transport and are not eligible for non emergency patient transport. Hospital appointments before 10am in the morning are not possible to attend and patients will have to cancel and rebook.

Some patients frequently experience prescription issues with medication that is not available. This can cause anxiety and stress and additional visits to pharmacy and long waits for medication. The Pastor will often try and liaise with GP Surgery and Pharmacy on behalf of the patient to keep stress levels down.

Patients waiting long times for appointments following referral to hospital and cancellations for some appointments to Urology, Cardiology.

Lack of communication between GP and Hospital.

Not using the Hospital Passport when admitted.

Notes / Questions

No personal information shared .

Provider Response

ULHT - The All About Me Passports have recently been updated and are being reprinted - there will be a launch campaign very soon and we hope that this will help with awareness.

25. Case 14517 (06-03-2025)

Providers: MacMillan Care at Home, Non-Emergency Hospital Transport (NEPTS) EMAS, Pilgrim Hospital

Patient who is very vulnerable and needing follow up appointments at Pilgrim Hospital has been having non-emergency hospital transport for the last 12 months for 3 or 4 appointments at hospital for cancer follow ups. The last 2 appointments had to be rearranged as EMAS cancelled the transport for the patient. The last appointment the local Pastor managed to arrange alternative transport for the patient so that they did not miss it. Are cancer patients not given priority?

The patient has to have these appointments at regular intervals and needs bloods done a few days before . This caused the patient additional distress during their treatment. The patient is being supported by the Pastor and a Macmillan Nurse who between them made arrangements. Patient lives alone ,does not have family in the area. Once at the hospital the patient says that the staff look after them very well. Patient is not able to drive themselves on these days due to the nature of the treatment and how they feel afterwards.

Notes / Questions

No personal information provided

Provider Response

ULHT - Thank you for sharing this and whilst we can see there are ongoing difficulties with transport we are pleased that the Macmillan nurse and hospital staff are supporting the patient. Patient transport is not managed by the hospital unfortunately.

26. Case 14511 (06-03-2025)

PCN: Solas

Providers: Non-Emergency Hospital Transport (NEPTS) EMAS, The Surgery Stickney

Patient rang Healthwatch very distressed, anxious and upset. Rang GP Surgery this morning as feeling unwell unable to be seen advised to go to Pilgrim Hospital today. Has no transport today unable to get a lift with friends or relatives to hospital today. Has rang Non Emergency Patient Transport no transport available advised to ring Healthwatch. HW advised they we do not provide transport. Patient said that still felt unwell, and discussed previous stroke. Advised to put the phone down and ring NHS111 and explain symptoms and medical history of a stroke previously.

Notes / Questions

HW advised that patient ring NHS111 because of symptoms experiencing and medical history.

27. Case 14604 (26-03-2025)

Providers: Non-Emergency Hospital Transport (NEPTS) EMAS, Queen's Medical Centre (Nottingham)

I am currently in Nottingham Queens Medical centre Discharge area. I was Informed at 11am today that I would be going home back to Lincolnshire after having spinal surgery yesterday. At 1 pm I was brought down to the discharge centre to await transport. Do not get me wrong I understand that there is a wait for transport anyway. But it is now currently 21:20pm.

I have just been informed that the transport has to come from Lincolnshire and has not yet been located for me. A nurse from this department used the term "unnecessary transport". As you can imagine this did not go down to well. I was also informed that I have to wait till either gone midnight tonight or first thing in the morning..... I asked why I could not have a taxi or other form of transport and they said I cannot due to having surgery, yet it is ok to leave me in a chair for multiple hours after having surgery?? it makes no sense to me. As I would have been sat in a taxi or another form of transport for less. I have stated this to EMAS NHS Lincolnshire and still there response is you will just have to wait.

Notes / Questions

Signposted to Pals at EMAS and QMC Nottingham.

28. Case 14616 (26-03-2025)

PCN: Solas

Providers: Pilgrim Hospital, The Old Leake Medical Centre

Over all I have had a good service with them but have been diagnosed with Chronic Lymphocytic Leukaemia (CLL) and need regular blood tests, these are classed as 'hospital blood tests' and will not do them, due to mobility problems I find it difficult to get to the pathology department in the hospital where as it is easier to get to at the medical centre.

Notes / Questions

Signposted to Practice Manager in the first instance. PALs PHB

Provider Response

We hope the patient got in touch with PALs who may have been able to help. It may be that community volunteer transport may help; more information can be found here: <https://www.bostonct.org.uk/>

Informal Complaint

1. Case 14532 (07-03-2025)

PCN: First Coastal

Providers: East Midlands Ambulance Service NHS Trust (EMAS), Hawthorn Medical Practice, Lincoln County Hospital, PALS

Parent discussed the difficulties and negative experience that they have had with their child who has Autism, Cerebral Palsy (CP) and ? Functional Neurological Disorder ( FND). Their dependant has been referred to Neurology Department 2 years ago, have been told that there is a years waiting list to be seen. When parent has chased the 3 referrals to Lincoln County, Neurology Department , they deny that they have received the referral from the GP. In the meantime their child has continued to have fits and seizures, and these have got worse, leading one causing them to fall down the stairs and break their ankle which they needed a 4 and half hour operation for.

At the moment they are being classed as non-epileptic seizures and ? FND but without scans and EEG and Specialist assessment they do not have a diagnosis or treatment. The last seizure was while their child was at the GP Practice which was serious and an 999 ambulance was called and arrived quickly and they were taken to Pilgrim Hospital. Parents feel that their child needs to be seen by a Neurologist urgently as fits are getting worse and causing injuries and distress. Parent has gone to PALS nothing resolved, tried to contact CEO of the Trust , told to contact PALS.

Notes / Questions

Signposted to LICB, CQC, PHSO

Provider Response

ULHT - Our neurology department are under significant pressures which has resulted in longer waits for appointments. We would recommend them asking their GP to make another urgent referral to the service

Formal Complaint

1. Case 14574 (14-03-2025)

PCN: East Lindsey

Providers: East Lindsey Medical Group, East Midlands Ambulance Service NHS Trust (EMAS)

Individual contacted Healthwatch and discussed that they had ongoing complaints with the East Lindsey Medical Group, and that the Practice Manager has not got back to the individual. They have also made a complaint to the Lincolnshire Integrated Care Board Customer Care and feedback team and last had a response on the 6th March that this was not in their remit to respond. Individual very confused as they thought that this was the process to use to complain about a GP Practice in Lincolnshire. Discussed that did not want to contact the Parliamentary Health Ombudsman at this stage .

They have also got an ongoing complaint with EMAS and discussed that the organisation has not back to them.

**Notes / Questions**

Signposted back to LICB for further discussion and explanation that not in their remit. Information given for EMAS PALs , CQC, PHSO, NHS Voiceability.

**Provider Response**

ICB response to GP and EMAS complaint- Thank you for your email and for providing an update to your complaint with EMAS. I note that you have not received a response from them as of yet, I can chase this for you on your behalf with your consent which you can provide by return email. In relation to your complaint regarding the response you have received from the East Lindsey Medical Group, the ICB would not be able to reinvestigate any concerns, however, I can share your email with them and request for them to provide a further response to you. I would require your consent to do so which you can provide by return email.

EMAS responded in detail to the patient - Re: Ambulance Service Complaint. Thank you for letter, which we received on 3 December 2024, explaining that you had some points you wished to be clarified and corrective actions from our response you received on 29 November 2024.

An Emergency Operations Centre (EOC) Patient and Staff Safety Co-Ordinator has reviewed the letter and the concerns you have raised and a detailed response was provided to the patient to include these points raised.

**Compliment**

1. Case 14507 (06-03-2025)

Providers: Community Diagnostic Centre Skegness, Pharmacy, Pilgrim Hospital

For Information: Lloyds pharmacy Alford, Merton Lodge (Alford) GP

Patient was very ill just after Xmas 2024 and was not sure what was wrong . Called into Pharmacy in Alford and explained symptoms , was given over the counter medication and pain relief . After a few days the pain and discomfort went away but Pharmacy suggested any return of pain or discomfort to go to GP. A few weeks later it returned and managed to get an appointment for face to face appointment at their GP Practice.

Doctor was very concerned and sent patient for an urgent scan at Skegness Community Diagnostic Centre (CDC). Friend took patient as not able to travel on public transport as feeling so unwell. Scan was done. No issues at CDC 5 minutes wait to be called in. Approximately 2 days later GP made contact with the patient and referred to Pilgrim Hospital re potential cancer diagnosis. Appointment came through within 3-5 days and went the following week. Everyone at the hospital was lovely. Following a consultation the patient was informed that it was not cancer. Further tests done including MRI scan, blood tests, x-rays. Patient now waiting to see GP again for follow up later this week to hear any news.

**Notes / Questions**

No personal information shared.

**Provider Response**

We are the representative organisation for Community Pharmacies in the county, not a provider organisation. It is very positive to see compliments from patients who have received good service from their local pharmacy, thank you.

ULHT - Thank you for sharing this experience and we are really pleased that everything was handled so well and that the diagnosis was not cancer. We hope you are feeling better.

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|  | <p>2. <b>Case 14519 (06-03-2025)</b></p> <p><b>PCN:</b> Solas</p> <p><b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p><b>For Information:</b> Grimsby Hospital, Louth County Hospital, Merton Lodge (Alford) GP</p> <p>Patient injured their hand and made their way to Louth Urgent Treatment Centre. Assessed and needed further treatment and transferred to Grimsby A&amp;E Department. Treatment was given and minor operation booked on hand at the Surgery. Check ups arranged at Louth. Very good and well looked after.</p> <p>Patient does not have issues getting through to Merton Lodge. AskMyGP app used and usually gets an answer/call back within the hour when needed. On the times that they have rung have been able to get an appropriate appointment if required. Finds the service very good at the Surgery.</p> <p>Patient has used the UTC at Louth for minor injuries for themselves and has taken people there. Always a good service. When they have gone to A&amp;E at Grimsby Hospital never had a problem.</p> <p><b>Notes / Questions</b></p> <p>No personal information shared</p> <p>3. <b>Case 14569 (14-03-2025)</b></p> <p><b>PCN:</b> East Lindsey</p> <p><b>Providers:</b></p> <p><b>For Information:</b> Horncastle Medical Practice</p> <p>Patient prefers to deal with people face to face. Receptionist promotes the online services but patient does not have a smart phone and internet access. Limited IT knowledge and cannot afford a new computer and high end package. Has not got internet connection at home. Uses the library computers for job hunting and sometimes a friend will support them. Feels like they are being left behind with the online world and feels that organisations are making it more difficult for a number of people within the community. Patient has made a choice to eat and keep the house warm over paying for a smart phone and internet access and new laptop. Not in a financial situation to buy these at the moment as income is very limited and only just covers the basics.</p> <p><b>Notes / Questions</b></p> <p>No personal contact information provided.</p> |
| <p><b>South Locality x 9</b></p> <ul style="list-style-type: none"> <li>• 8 x General Comment</li> <li>• 1 x Compliment</li> </ul> | <p><b>General Comment</b></p> <p>1. <b>Case 14550 (11-03-2025)</b></p> <p><b>Providers:</b> Child and Adolescent Mental Health (CAMHS) LPFT, United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT</p> <p>The paediatric waiting list is shown as 19 weeks on the trust website. We were referred again in April 2024 (January referral declined). No appointment and the paediatric team are unable to tell us how long the wait will be, and will not expedite the appointment despite school and GP requests, and despite the child having deteriorated significantly, simply directed to self help websites. CAMHS reject referrals and direct to self help websites. Total inability to register with an NHS dentist in or around Grantham for years</p> <p><b>Notes / Questions</b></p> <p>No patient details provided</p> <p><b>Provider Response</b></p> <p>ULHT - We can see that the paediatric team are involved and supporting but this waiting list sits with LPFT.</p>  |



## 2. Case 14525 (07-03-2025)

PCN: South Lincolnshire Rural

### Providers:

**For Information:** Connect Health Services - Pain Management , Lincolnshire Community Health Services NHS Trust (LCHS), Lincolnshire Integrated Care Services (ICS/ICB), NHS 111 Service, Peterborough and Stamford Hospital, Queen Elizabeth Hospital Kings Lynn, The Deepings Practice

GP Practice in Deeping definitely have communication problems. They don't even let people comment on their Facebook page. Why don't they help with Consultant referrals? They will not do anything to find the correct specialist you need to see and expect you to find out all the information yourself. I'm booked to see an Orthopaedic Consultant hopefully with a scoliosis or spinal deformity specialism at King's Lynn. My GP has said this is non-urgent so I seem to be going backwards on the waiting list. My Rheumatologist nurse booked me for MRI's of my spine so I will have to send copies of the results to King's Lynn. My GP knows I have been in considerable pain since April 2020 (when they gave me medication for a pulled muscle). I paid privately (!) for micro-decompression surgery at The Spire, Nuffield Hospital in Cambridge which left me in a considerably worse condition. This was when my scoliosis came to light as a huge lump appeared on my back. I was told I have an S-shaped scoliosis with a rotation (the rotation causing the lump). I have actually been told that scoliosis is not painful.

I can assure you it is and since the operation in 2020 my back has deteriorated significantly and I am now approximately 3 inches shorter in height. Meanwhile, I get costochondritis in my sternum and ribs. This pain feels like a heart attack, hence Ambulance involvement above. I now have IBS, no doubt caused by my internal organs, especially my digestive tract being squashed. I can eat very little. Nobody seems at all interested in this and I suspect I will be told that due to me being 70 inches shorter the May surgery will not be appropriate (not that I want any). I have, however, now been referred 8 (yes 8) times to The Pain Management Teams. I am no longer fit enough even if I were willing enough to sit through group sessions, video/online chats etc. I saw a Private Pain Consultant who was horrified that I'd been left in pain for so long (3 years ago?) who insisted they would fit me into their NHS list the following week just to give me some pain relief directly into my spine.

This may have not worked but I never found out as it was blocked by Lincs ICB, as it was then. After that followed the farce which was Connect Health. I had 2 sessions at our GP surgery with a 'clinician' who spent both sessions collecting my medical records (meticulously kept by myself) as my GP did not provide them any access to my records. At the end of the 2nd session they recommended a referral to a psychologist for CBT.

Exhaustively, I agreed and said I would wait for the appointment. It never arrived and I found a letter on my medical records to say I had been discharged from the Connect Health Pain Clinic as I hadn't contacted them within 28 days. To rub salt in the wounds, I received a questionnaire from Connect Health asking how I was 'now your treatment has ended'. I informed them and my GP that I no longer wished to be referred to such an unprofessional organisation and I received no further contact or apology from the 'clinician'.

Yet again I have been referred to them by my Rheumatology nurse on the proviso that I see a Pain Consultant initially for an assessment.

So far, nothing seems to have changed and I don't suppose it will.

- Dentist cannot fault but I kept my old dentist in Brampton so it's a 70 mile round trip.
- Pharmacies overwhelmed due to GP's not doing their jobs.
- Peterborough Hospital Outpatients are overcrowded, understaffed and parking is inadequate (especially disabled slots). Appointments are rushed with no time to ask questions. However, volunteers are exceptional.
- Care homes should be fully funded by NHS for dementia/Alzheimer's patients.
- A&E Peterborough seem half full of Deeping's patients due to not being seen by GP. It's overcrowded, bodies lie on the floor bleeding and in pain. Surely an area could be put aside for basic trolleys or beds which could be used for people who cannot sit for hours at a time, waiting in chairs or on trolleys in corridors, instead of lying all over dirty, bloody floors.
- Spalding MIU is also full of Deeping's patients.
- Ambulance and paramedics are great but overwhelmed as 111 call them when you're on the phone, when it's easier and far quicker to travel by car (parking spaces permitting).
- NHS 111 stick to their prompt sheet but seem to have little common sense when patient on end of phone is in pain.

Mobile scanners are all well and good but why do they always seem to use all the disabled parking bays?

Staff do not seem to be aware of the difficulties patients have with M.E., Fibromyalgia and other disabilities not directly connected with the reason you are being seen.

### 3. Case 14493 (05-03-2025)

PCN: South Lincolnshire Rural

Providers:

For Information: East Midlands Ambulance Service NHS Trust (EMAS), Lincoln County Hospital, NHS 111 Service

Individual referred to Healthwatch by CAB Advisor when at Outreach Clinic. There adult child who is just 50 years old suffered a stroke and has been in Lincoln County Hospital on Stroke Unit . Parent is elderly and disabled , uses 2 sticks to mobilise has a blue badge for their car but does not like travelling the busy roads to Lincoln an hour and a half away from Spalding where they live. Has been wanting to visit every other day but has been unable to as has not been up to it. Does not use the internet has difficulty hearing . When they have been to Lincoln to visit very busy and had to queue for a disabled parking space and then a very long walk to Stroke Ward.

Just the 2 of them live in a bungalow in Spalding. Adult child has never worked ,and now in hospital not receiving any of the normal benefits that they receive. Parent has seen CAB Advisor about this. Adult child does not read or write very well and finds it difficult to communicate with people. Following stroke unable to speak and has weakness down left side. Has nasogastric tube and may have difficulty with solid food. Discussed that will need Discharge Planning Meeting to ensure all care needs in place before discharge. If feels that needs further advice and support signposted to organisations that would help. Parent reluctantly took information as does not like to bother anyone. Discussed that parent had been telling adult child 2 weeks before stroke happened that needed to go to the Doctors but did not listen. When face had dropped completely on one side did ring NHS111. Ambulance arrived at house within 10 minutes and firstly taken to Boston Pilgrim Hospital then transferred to Lincoln which is much further away from home and difficult to travel to.

#### Notes / Questions

Signposted to Community Voluntary Car Service Moulton. Patient requests that HW make contact. PALs at Lincoln County contact information given. Stroke Association contact details given and Carers First.

HW made contact with Community car service as requested by patient car booked for next Tuesday.

#### Provider Response

Unfortunately, as the patient did not pick up phone unable to confirm booking so would not be taking place as could not send a driver without confirming information.

10/3/25 HW - made contact with the patient and explained the situation. Provided patient with contact details of VCS and they will try and make contact to re-book for another day. If not they will come back to us.

ULHT - We are sorry that the parent is struggling to park in the disabled bays. There is work underway to review all car parking at Lincoln and especially the disabled bay provision as we know it needs to be increased to meet demand. When the parent does visit, we do have volunteers at main reception how can assist them getting to the Stroke ward via a wheelchair. Also we would also suggest they look into the voluntary car schemes available and they would be able to bring them to the hospital so not having to drive a long way on busy roads.

### 4. Case 14471 (03-03-2025)

Providers: Lincolnshire Community Health Services NHS Trust (LCHS), Peterborough and Stamford Hospital, The Deepings Practice

Deepings practice. Stamford MI. Spalding UTC. Peterborough City Hospital A&E

PLUS: Good care received, treatment given and follow-up arranged. Minor Injuries wait quite short. Initial triage quite speedy in all locations.

MINUS: GP receptionist (not a medical professional) directed us to MI/UTC. We spent half an hour travelling to Minor Injuries/Urgent Treatment then another half-hour plus travelling to A&E having been redirected. UTC and A&E waits post-triage were very long. Big parking charge (£10+ each time.)

#### Notes / Questions

No patient details provided

### 5. Case 14615 (26-03-2025)

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

Long wait. No GP'S any more in the Urgent Treatment Centre( UTC ) so the Advanced Nurse Practitioner (ANP ) could not treat the leaking laparoscopy wounds that had been glued and weren't healing, with Silver Nitrate. It took another 10 days and we spent a total of over £100 on dressings and a gel ourselves trying to get them to heal up. Boston hospital is a 24 mile round trip and we spent 6 hours in A&E last time. Also need x-ray open until UTC finishes. I have absolutely no complaint about the staff.

#### Provider Response

ULHT - We are sorry for the difficulties this person faced and can appreciate the distress this caused. We hope that their wound is now healing.

6. Case 14500 (06-03-2025)

**Providers:** Lincolnshire County Council, Pilgrim Hospital

Parent referred to Healthwatch by CAB advisor at Spalding . Discussed that their young child had a history of health conditions going back to 2022 when they were in hospital with a chest infection, bloods were taken and it was found that they had a underactive thyroid. They have taken medication for this since then . Since 2023 and to present day the child has been having persistent and back to back urinary tract infections that need antibiotics to clear them up . If the antibiotics are not given child becomes very unwell. Child has also had problems with constipation and has been seen by the incontinence team for assessment. Every time the child has a urine infection e-coli is found. Child is under the care of Paediatrics at Pilgrim Hospital. Has seen a Consultant Paediatrician recently and previously . Parent does not feel that they are being listened to by Paediatric team about the e-coli urine infections , wants to know why this keeps happening , and why e-coli causing this. Parent believes it might be due to underlying kidney problem , or thyroxine. Feels that is going round in circles . Last Wednesday saw Paediatric Consultant who stopped antibiotics and stated that e-coli urine infections caused by constipation, by Sunday child was unwell, parent tested urine and found protein, leucocytes , and nitrates and had appointment with GP on Monday who prescribed antibiotics for a urine infection for the child.

**Notes / Questions**

Signposted to PALs at Pilgrim Hospital

**Provider Response**

We hope this person got in contact with PALs and were able to discuss their concerns with the paediatric team.

7. Case 14555 (12-03-2025)

**PCN:** South Lincolnshire Rural

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

I require some guidance on a recent issue I've had with my GP surgery. I've recently contacted my surgery and have asked for an ADHD assessment to be conducted. I have requested to be referred via the Right to Choose pathway and I told the surgery who I would like to be referred to under this scheme. My GP sent me questionnaires to complete and after doing so, agreed that I met the criteria to be assessed. However they are refusing to use my chosen Right to Choose provider and have stated that I only have one option- to be referred to a company called ADHD360 for this assessment. I questioned this as my understanding of the NICE guidelines for ADHD assessments under Right to Choose is that I can use any provider I wish, as long as they are part of the scheme. I've been told I'm wrong and the GP has refused to allow me to show them documentation in which this is stated.

Firstly, is this correct what the GP is saying? I can only be referred to one single company, even though I am using Right to Choose? Secondly, I wish to make a formal complaint against one particular member of staff who I have dealt with in regards to this. How do I go about this? The surgery have also refused to provide me with details of the practice manager and have refused to provide information about what was discussed to me via email or letter, even though this was requested by me. I made it clear at the time of the appointment that I was struggling to understand what was being discussed correctly as all correspondence and appointments so far have been over the phone. This was ignored and instead of being sympathetic, the doctor stated "What is wrong with you. Why don't you just understand?"

The surgery in question is Littlebury Medical Centre in Holbeach.

**Notes / Questions**

Signposted to LICB feedback team.

8. Case 14560 (12-03-2025)

**PCN:** South Lincoln Healthcare

**Providers:**

**For Information:** Peterborough and Stamford Hospital, The Deepings Practice

General outpatients and hospital-based Consultants. We have needed to be on top of referrals and actively seek information. The Deepings Practice; Peterborough City Hospital (cardiology and ophthalmology);

**Notes / Questions**

No personal contact information provided.

**Compliment**

|   |  |
|---|--|
|   | <p>1. <b>Case 14631 (27-03-2025)</b></p> <p><b>PCN:</b> South Lincolnshire Rural</p> <p><b>Providers:</b> East Midlands Ambulance Service NHS Trust (EMAS), Peterborough and Stamford Hospital, The Deepings Practice, Well Pharmacy - Market Deeping</p> <p><b>For Information:</b> Pharmacy</p> <p>In the autumn I had something happen to me as an emergency. It was a Sunday and the ambulance came within 20 mins. The crew were so caring. I was taken to the hospital where the care was amazing. Following this I got in touch with my GP practice and although there was a waiting list, their triage service on line resulted in treatments and referrals being done. A caring doctor even arranged for a blood test linked with something else they thought might be a problem. The Well pharmacist was incredibly helpful and caring. They are all under considerable pressure. The NHS has to be saved and remedies found to assist in it's positive development.</p> <p><b>Provider Response</b></p> <p>We are the representative organisation for Community Pharmacies in the county, not a provider organisation.</p> <p>It is very positive to see compliments from patients who have received good service from their local pharmacy, thank you.</p>   |
| <p><b>South West Locality x 4</b></p> <ul style="list-style-type: none"> <li>• 2 x General Comment</li> <li>• 1 x Formal Complaint</li> <li>• 1 x Compliment</li> </ul> | <p><b>General Comment</b></p> <p>1. <b>Case 14632 (27-03-2025)</b></p> <p><b>Providers:</b> Grantham + District Hospital, Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>I had a full knee replacement. The operation was a great success. I felt the surgeons, anaesthetist, after care nurses were all professional, empathetic and treated me with both dignity and respect. I can say exactly the same for those from physiotherapy department. After discharge a large abcess developed on my foot of the leg operated on. It was about 6cm in diameter and fluid had to be expressed and the whole foot dressed every day. I was instructed to use the medical centre behind Grantham guildhall and on the first visit the nurse notified my doctor's surgery and photographed the wound.</p> <p>They then dressed it and arranged home visits over the weekend by district nurses. I also booked an appointment to return to the clinic on the Monday. The person I spoke to didn't make the booking and I didn't find out until later in the day on the Monday when I contacted the call centre who agreed for the out of hours team to call me for a home visit.</p> <p>They called me and offered me an appointment for between 1 &amp; 2pm. I agreed. They then called me and offered to arrange an appointment at UTC for 9.30 pm. Although it presented me with difficulty I agreed on the understanding that I'd be treated at the appointment time. I arrived home at 2 am. I had another appointment booked at the medical centre for the Wednesday but on arrival found that I'd been sent a notification after leaving home cancelling the appointment because a nurse hadn't turned up for work.</p> <p>I then spent another four hours at the UTC. Every single person that's treated me at the hospital, the medical centre and my GP surgery has been excellent inn every sense but I think your logistics management is very poor. One thing I believe is missing is for me as a patient there should be a single point of contact to resolve these issues. It seems its always someone else's fault when things go wrong.</p> <p><b>Provider Response</b></p> <p>ULHT - We are pleased that the clinical care you have received has been good but are sorry that the logistics have caused some difficulty. We are always looking at ways to improve processes especially when things are complex and appreciate your feedback. A single point of access would be a great step forward in circumstances such as this but logistically more difficult to achieve when care and clinicians are across different providers.</p> |

## 2. Case 14635 (27-03-2025)

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

It is a travesty that you do not have any provision for adults with Avoidant/Restrictive Food Intake Disorder (ARFID). When I had my assessment at Grantham the clinicians had not even heard of the diagnosis (absolutely abominable given their area of 'expertise') and therefore I wasn't within their remit. So what does Lincolnshire expect to happen for individuals who unfortunately have conditions that they don't offer to provide treatment for? Well, you could say me - in my 30's, with osteoporosis, infertile, unable to work, life and that of my family's made very challenging, not wanting to be alive. The assessment felt like I was being picked apart with a tooth pick. The post assessment letter was inaccurate to what I described, poorly written and used language which was implicit that I was not truthful. An example of this is 'patient denied ....' Language is so important, and so is looking at each individual patient without preconceived ideas. None of which I experienced.

### Notes / Questions

Signposted to PALS LPFT and LICB Feedback

### Provider Response

We were sorry to read of this individual's experience of an assessment with our service. We would be happy to understand more about their experience and explore this further with the appropriate service. We would encourage them to contact our PALS team on 01529 222265 or via email on [lpft.pals@nhs.net](mailto:lpft.pals@nhs.net) who would be able to pass on their details to the relevant manager.

We appreciate that there is no current treatment provision for adults with Avoidant/Restrictive Food Intake Disorder (ARFID) in Lincolnshire. This is something we are aware of, and are looking to work with our commissioners to develop in the future. Any development of pathways for ARFID would include specialist knowledge and training for staff.

## Formal Complaint

### 1. Case 14611 (26-03-2025)

**Providers:**

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

We first brought this to your attention in July 2024. We have had protracted correspondence with ULHT and EMAS. Please see attached letter following their responses. In particular please note our concern regarding emergency response in the Grantham area where any A&E is distant.

COMPLAINT REGARDING THE EMERGENCY TREATMENT FOR SERIOUS CROUP IN INFANTS IN LINCOLNSHIRE. We have all now received further responses from ULTH and EMAS. We thank you for the time you have taken to look at our complaint concerning the pathway for infant severe croup care received by our grandchild in July 2024. We do understand the problems of demand and stretched resources and appreciate that some improvements have been made. Emergency care involves an EMAS/ULTH pathway and we remain concerned that joined up working seems very limited. We understood the reason that Grantham A&E was closed was because full consultancy and support etc back up was not available.

We believed, mistakenly, that such decisions were made in conjunction with EMAS: that the Grantham area would then be equipped with more paramedics and more ambulances due to the distance from any A&E faculty. This does not appear to have been the case. We are very pleased that EMAS have now confirmed that all ambulances are now equipped with Dexamethasone (although not all crews trained to administer Dex). Also that more paramedics have been appointed, but not necessarily in the Grantham area. Both EMAS and ULTH confirm verbal handover at the hospital, followed by ePCR (which may not be immediate). Timings of checks at Emergency Department reception in Lincoln appear confusing. We still wonder whether prior oxygen administration in the ambulance was not factored in the initial triage assessment so causing a delay in a doctor examining our grandchild. This delay was understandably exacerbated by the busy and chaotic situation in paediatric A&E that night in July.

Our grandchild went on to deteriorate on arrival at A&E: needing Adrenalin, admission and several Dex doses before achieving stability. We hope that progress is actively being made, as intimated, in pathways for infants attending Lincoln A&E at night. Our confidence in this area unfortunately remains low. Perhaps the ULTH undertaking to consult with Addenbrookes Hospital may lead to the implementation of an improved croup pathway.

Our complaint has been entirely centred on our concern that infants in Lincolnshire (especially the Grantham area) appear to be at increased risk of harm from a common illness. We continue to hope that EMAS and ULTH will work together to improve care given to these infants.

### Notes / Questions

This information was shared with Healthwatch and originals to EMAS and ULHT

## Compliment

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|---|---|
|   | <p>1. <b>Case 14595 (19-03-2025)</b></p> <p>PCN: K2 Healthcare Grantham and Rural</p> <p><b>Providers:</b></p> <p><b>For Information:</b> Grantham + District Hospital, St Peters Hill Surgery</p> <p>General Practice (GP) and General outpatients and hospital-based Consultants.</p> <p>No problem getting a GP appointment and subsequent tests and follow-ups. Quickly got outpatients appointments at local hospital and follow up CT scan, and received result the next day.</p> <p><b>Notes / Questions</b></p> <p>No personal information shared.</p> <p><b>Provider Response</b></p> <p>Thank you for your feedback which is much appreciated.</p>  |
| <p><b>West Locality x 9</b></p> <ul style="list-style-type: none"> <li>• 7 x General Comment</li> <li>• 1 x Informal Complaint</li> <li>• 1 x Compliment</li> </ul> | <p><b>General Comment</b></p> <p>1. <b>Case 14589 (19-03-2025)</b></p> <p>PCN: APEX</p> <p><b>Providers:</b></p> <p><b>For Information:</b> Birchwood Medical Practice, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Mental health Nurse at doctors is good to talk to however, I get referred to psychiatrist and not much support as I look well presented and have eye contact but my moods dip, it seems I get referred to psychiatrist and then discharged and then referred again as my moods keep dipping. I feel it is not taken seriously until it too bad or until I have actively self harmed and done anything which I haven't for years.</p> <p><b>Notes / Questions</b></p> <p>No personal contact information shared.</p> <p>2. <b>Case 14613 (26-03-2025)</b></p> <p>PCN: South Lincoln Healthcare</p> <p><b>Providers:</b> Brant Road Surgery, Lincoln County Hospital</p> <p>I have been in hospital several times in the last couple of months. In December I was in because of low potassium. They told me the GP surgery should keep an eye on my potassium levels and find out what is causing my low potassium. However the GP surgery is very difficult about checking my potassium and have not tried to find out why it is happening. I eventually managed to get one blood test to check my potassium levels which luckily were fine. The GP surgery say it is an emergency condition and I should go to hospital to have my blood tested.</p> <p>The hospital says the GP needs to keep an eye on it. I was in hospital again in March for something different and again they said my potassium should be checked monthly by the GP . Not sure how to convince the GP to do this as it was so difficult last time.</p> <p>2 times in December and one time in March I ended up in A&amp;E. It takes too long either waiting to be treated or waiting to get a bed. It was dirty and there were not enough seats. The 2 times in December I ended up catching an illness from waiting there. 1st time I caught a chest infection and the second time a stomach bug which made my potassium levels drop again.</p> <p><b>Hospital</b> - The ward MEAU that I stayed in twice was also dirty. Lots of dirt under the beds. Some Nurses were also not very good. I was in because I kept passing out. One time I passed out on the bed while my spouse was there, they were near to my bed doing paperwork, my spouse told them I passed out, but they did not even come and look at me. The doctors on the ward were nice, some in A&amp;E not so much. One even wanted to discharge me, even though every time I sat up I passed out. Luckily eventually a doctor with more sense admitted me.</p> <p><b>Notes / Questions</b></p> <p>Patient does not want to be contacted by Healthwatch.</p> <p><b>Provider Response</b></p> <p>ULHT - It's deeply concerning to hear about the lack of cleanliness on the ward and the inadequate response from some nursing staff. This feedback has been shared with the matron and ward manager. While it's reassuring that you eventually received appropriate care from a more attentive doctor, the initial response and overall ward conditions clearly fell below expected standards. These issues will be addressed to ensure patient safety, dignity, and trust in care.</p> |



### 3. Case 14496 (05-03-2025)

PCN: Trent

**Providers:** Caskgate Street Surgery, United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT

Patient stated it took a very long time (over a year) to get a face to face appointment. Each time they rang at 8am, they were unable to get an appointment as all gone.

Patient also commented that they were having an MRI in Lincoln in a couple of days, not allowed to drive due to medical conditions and does not fit the criteria for NEPTS. Appointment is after 6pm at night and so they have arranged for a taxi to the train station, then take the train to Lincoln from Gainsborough, get to the clinic, then unable to get back until 10pm at night. Also on benefits so this is an additional expense. Had tried to call the appointments line to request it get changed, messages left several times, but no call back.

#### Notes / Questions

Healthwatch provided PALs information for the hospital and Volunteer Car Scheme information should they require it in future.

#### Provider Response

We offer our sincere apologies that the patient was unable to get through on the phones to change their appointment. This would undoubtedly have been frustrating for our patient, and we regret that this happened. It is not the experience that we would want for our patients and it falls below the standard of service that we aim to deliver.

The MRI booking team is currently very short staffed due to long term sickness and other leave. Although this is not acceptable, we would like to reassure the patient that staff are doing all that they can to answer calls. However, the volume of calls is far exceeding their capacity to answer them. Voicemail messages are being actioned, but regrettably this is taking much longer than we would like due to the staffing challenges the team are facing. Staff are facing competing demands on their time and if they are answering calls, then the voicemail pick-ups are delayed. If they deal with the voicemails, then they can't answer calls, and this means more voicemails are received.

We recognise that this situation requires improvement and we offer our assurance that we are taking remedial steps to make our service better. We are introducing a new telephone system on 06 May, which will place callers in a queue and remove voicemails. We anticipate that this will help improve the current situation; we have recently introduced this telephone system in our ultrasound booking team and we have seen marked improvement in the number of calls that are answered. In addition, we are currently recruiting more staff, with interviews planned this week.

### 4. Case 14614 (26-03-2025)

**Providers:**

**For Information:** East Midlands Ambulance Service NHS Trust (EMAS), Lincoln County Hospital

Ambulances and paramedics. Ambulances was the worst service when needed, I was told 4 hours wait but could have a taxi which came from Sheffield, I live in Lincoln! It took 1 hour and 15 minutes to get to me and another 20 minutes to get to the hospital. I cannot fault the treatment I got at Lincoln County Hospital.

#### Notes / Questions

Patient does not want to be contacted by Healthwatch

#### Provider Response

ULHT - Thank you for your comment. We're glad to hear you had such a positive experience at Lincoln County Hospital A&E.

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|---------------|--|
|               | <p>5. <b>Case 14596 (19-03-2025)</b></p> <p><b>PCN:</b> South Lincoln Healthcare</p> <p><b>Providers:</b></p> <p><b>For Information:</b> Lincoln County Hospital, Navenby Cliff Villages Surgery, Nottingham City Hospital, Peterborough and Stamford Hospital, Sheffield Northern Hospital</p> <p>I spent the last 15 years with debilitating symptoms, while Dr's past me off making me feel like I was lying. I went to Consultant and Consultant being spoken to in an unacceptable way. I would then take weeks to recover just from each appointment. Mentally and physically drained.</p> <p>I was told particular medication was dangerous and no-one is on it, even though I saw people from different post codes on it and doing well. I had to go private to get it and the Dr straight away saw I needed it. They found all my levels were out and the NHS have been giving me too much medication for too long. This affected every part of my body.</p> <p>The private Dr also found my BP is low and no reflexes when tested. My life had been completely transformed on this medication and I owe it to my amazing private Dr who has completely taken care of me like a real Dr. I hate that the NHS has just got away with my horrendous treatment, especially how Consultants treated me. The only thing that had been good is that I get my medication and any other meds on exemption because I have to pay privately every 6 months. My GP at my surgery was amazing. They referred me everywhere to try to help me.</p> <p><b>Notes / Questions</b></p> <p>No personal contact information shared</p> <p><b>Provider Response</b></p> <p>ULHT - We are pleased that despite the length in time its taken that you are now under the care of a new doctor and are now receiving the new medication</p> <p>6. <b>Case 14650 (31-03-2025)</b></p> <p><b>Providers:</b> Lincoln County Hospital</p> <p><b>For Information:</b> Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Lincoln County / Spec-savers as the community audiology provider</p> <p>There is no way to join up the community audiology services with the secondary care system. The referral system is not able to account of requests outside of their tick box system. I guess this could be helped by joining up all the digital patient information so the system can 'talk to' all those providing services to a patient.</p> <p><b>Provider Response</b></p> <p>ULHT - We are aware that systems across Lincolnshire cannot 'talk' to each other and our digital teams are always striving for 'fixes' to allow this to happen.</p> <p>7. <b>Case 14633 (27-03-2025)</b></p> <p><b>Providers:</b> Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Pain management services are not tailored for people with ASD.</p> <p><b>Notes / Questions</b></p> <p>No personal contact details provided</p> <p><b>Informal Complaint</b></p> <p>1. <b>Case 14626 (27-03-2025)</b></p> <p><b>Providers:</b> Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>A individual made contact with Healthwatch as their spouse was on Fast Track Palliative Care funding until it was stopped 13 August 2024. Their condition deteriorated rapidly soon after and they were taken into Lincoln Hospital but it was considered that they were too poorly for further treatment and so discharged home with the instruction that the funding would be reinstated.</p> <p>Late January/early February 2025 whilst on Continuing Healthcare and during a discussion with a district nurse it was noted that their spouse was no longer on fast-track funding and that this had been declined, and the GP had been informed in January. Spouse had not received anything to back up this decision, no letter, phone calls or anything and as far as they were concerned the fast-track funding had been reinstated late August 2024 and was still in place. Spouse then received an invoice for £900+ which they are very worried about, has phoned PALs, PCC and various other people but never had a response so they went to AGE UK who advised them to give us a call.</p> <p><b>Notes / Questions</b></p> <p>Signposted to NHS Advocacy Voiceability, LICB, PHSO</p> <p><b>Compliment</b></p> <p>1. <b>Case 14547 (11-03-2025)</b></p> <p><b>Providers:</b> East Midlands Ambulance Service NHS Trust (EMAS), Lincoln County Hospital</p> <p>East midlands ambulance and Lincoln cardiology</p> <p>Speedy excellent treatment by ambulance and emergency procedure</p> <p><b>Provider Response</b></p> <p>ULHT - Thank you very much for this feedback which has been shared with the team.</p> |
| All Areas x 2 | General Comment  |

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|---|--|
| <ul style="list-style-type: none"> <li>• 1 x General Comment</li> <li>• 1 x Signposting</li> </ul>    | <p>1. <b>Case 14640 (27-03-2025)</b></p> <p><b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS), Lincolnshire Integrated Care Services (ICS/ICB), United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT</p> <p>Comments and questions from members of Boston Group facilitated by Lincs Sensory Services.</p> <p>What is the Contract around booking of a BSL interpreter? Who should be informing the hospital? Why is this information not shared around professionals. What are the protocols and who is holding the Trust to account in this as it is affecting accessibility of patients and not meeting patients needs ? Patients who use a BSL interpreter need extra time at appointments. This is not always addressed as sometimes medical jargon/procedures have to be explained. Many times the patient is left feeling frustrated.</p> <p>What equipment can be provided to patients with sensory loss ? What needs to be provided for their care and what does the patient need to pay for or make a contribution to ?</p> <p><b>Notes / Questions</b></p> <p>Please see questions raised above by members of the Boston Group facilitated by Lincs Sensory Services.</p> <p><b>Provider Response</b></p> <p>ULHT - Mid-2024 the Group moved to a new BSL Interpretation Services provider, Silent Sounds, following the formal NHS Tender Process. Although Silent Sounds had some initial 'teething problems' in relation to service delivery, through pro-active support from the EDI Team and Procurement Team and regular contract review meetings performance was swiftly improved and Silent Sounds is now operating within their contractual key performance indicators. This is further confirmed by a significant reduction in concerns being raised by service users, BSL interpreters, clinical areas and PALS – we currently have zero 'live' concerns / complaints that the EDI Team has been made aware of.</p> <p>When remote video BSL interpretation is agreed with a patient / service user, the interpreter is likely to join the interpretation event from outside the county. This would also be the case for video spoken language interpretation events.</p> <p>Within our Emergency departments, the team have introduced buzzers so patients with a hearing loss will be alerted with a vibrating handheld devices. For our ward, they have been issued with Purple resource folders which contain basic BSL signs, alphabet, information on booking BSL interpreters and a pictorial communication aid booklet</p> <p><b>Signposting</b></p> <p>1. <b>Case 14529 (07-03-2025)</b></p> <p><b>Providers:</b> Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Who to go to about refusal for pain clinic right to choose.</p> <p><b>Notes / Questions</b></p> <p>Signposted to LICB feedback</p> |
| <p><b>Out of Area x 1</b></p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> </ul> | <p><b>General Comment</b></p> <p>1. <b>Case 14499 (06-03-2025)</b></p> <p><b>Providers:</b></p> <p>GP services, Hospital outpatients' appointments. No doctors appointment when needed hospital appointments very long wait.</p> <p><b>Notes / Questions</b></p> <p>No personal information provided. Forwarded to HW North Lincolnshire.</p>  |

## Community Health Services

| Area   | Case Details             |
|--|--------------------------|
| <p><b>East Locality x 2</b></p> <ul style="list-style-type: none"> <li>• 2 x Compliment</li> </ul> | <p><b>Compliment</b></p> |

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|   | <p>1. Case 14504 (06-03-2025)</p> <p><b>Providers:</b><br/><b>For Information:</b> Pilgrim Hospital</p> <p>My elderly parent has a rare form of blood cancer and has been very unwell over the last few months with a number of admissions to Pilgrim Hospital. On each occasion the Macmillan team have gone above and beyond to support my parent and myself.. Even taking my parent to the hospital whilst I sorted out childcare for my 2 children. They stayed with my parent until I got there. They have been wonderful with my parent and the rest of the family and helped them get through this. The drug cocktail my parent was on made them have hallucinations and this was very scary for them and me . As a single parent I was finding it all a bit overwhelming at times, but the Nurse Team have been wonderful. Checking in with me, arranging transport and even collecting an overnight bag for me when they had to stay in as an emergency . At times I don't know what I would have done without them. They have held my hand, phoned me and sat with my parent whilst I have to do day to day things. Now my parent is improving , they have continued to check in with us as a family. We can't thank them enough for being there, showing compassion, treating us as human being said just being there in our greatest need. Thank you, from a very grateful patient and family member. My parent still has a long way to go, but the Macmillan Team at Pilgrim Hospital are amazing.</p> <p><b>Notes / Questions</b><br/>No personal information shared.</p> <p><b>Provider Response</b><br/>Thank you for sharing such heartfelt feedback. We're truly grateful to hear how the Macmillan Team at Pilgrim Hospital have supported both your parent and your family during such a difficult time. Your kind words are a testament to their compassion, dedication, and the vital role they play in patient care.</p> <p>2. Case 14506 (06-03-2025)</p> <p><b>Providers:</b><br/><b>For Information:</b> St Barnabas Lincolnshire Hospice</p> <p>Following the death of my partner in 2022, I was at a loss with my grief and lack of companionship. My neighbour told me about the wellbeing group at St Barnabas, Boston Hub. I have been going on a Wednesday for the last 12 months. At first it was hard to go somewhere on new on my own. I rang St Barnabas who had supported my partner at home during the last 6 months of their life. The cancer that they had been living with for about 3 years, but the last 6 months we knew the end was coming. The Hospice at home team were lovely and supported my partner throughout, and helped them to do some things they had been putting off for another day. ( Will/Funeral plan/ Power of Attorney ) They helped us when I needed to reduce my working hours to spend time with them and ensured that we got the financial support we needed.</p> <p>The team are amazing its the little things that make a difference such as arranging dog walker when I was poorly for a few weeks and could not get out, ensuring my shopping was done, showed me how to do things online, such as setting up my own email, Facebook account, WhatsApp to stay in contact with family and friends. Introduced me to the Wellbeing Group. This group has been wonderful I have made new friends and given me a new life of my own. I am now going to Volunteer with them for a few hours a week, something I had never thought of before. Thank you St Barnabas.</p> <p><b>Notes / Questions</b><br/>No contact details provided.</p> |
| <p><b>West Locality x 1</b></p> <ul style="list-style-type: none"> <li>1 x Compliment</li> </ul>  | <p><b>Compliment</b></p> <p>1. Case 14645 (28-03-2025)</p> <p>PCN: K2 Healthcare Sleaford</p> <p><b>Providers:</b><br/><b>For Information:</b> Lincolnshire County Council - Adult Social Care, Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Community Volunteer Support Worker who is working with an elderly person who is non verbal and dementia discussed the " All About Me " booklet that they had helped this person complete. Saying that it was very useful and documented everything that a professional worker would need to know about medical history , contacts, ways of communication. This person lives alone. Did discuss that it is very important that all health/care workers read and action this document for the needs and care of this person wherever they are. Person encouraged to carry this at all times.</p>  |
| <p><b>All Areas x 1</b></p> <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul> | <p><b>General Comment</b></p> <p>1. Case 14472 (03-03-2025)</p> <p><b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Community Nurses</p> <p>Not giving a day or time when visiting. Not having enough time to get know you as a person.</p> <p><b>Notes / Questions</b><br/>No personal information provided</p>   |

| Area   | Case Details  |
|--|---|
| <p>East Locality x 26</p> <ul style="list-style-type: none"> <li>• 23 x General Comment</li> <li>• 3 x Compliment</li> </ul> | <p><b>General Comment</b></p> <p>1. <b>Case 14601 (20-03-2025)</b></p> <p><b>Providers:</b> Boots Pharmacy (Boston), Pharmacy</p> <p>Comments made by the Lincolnshire Sensory Group, Boston</p> <p>Patients using local pharmacies such as Boots in Boston have found them very useful.</p> <p>Some issues with medication when not available. involving more than one trip to the pharmacy to collect medication.</p> <p>One patient had an issue with additional medicines that were prescribed that could not go into the blister pack. A friend helped them as they had vision loss and could not read the instructions. Got it sorted within a few days.</p> <p><b>Notes / Questions</b></p> <p>No personal information provided.</p> <p><b>Healthwatch asks</b> - for such patients with vision loss, are blister packs not made available for safety?</p> <p><b>Provider Response</b></p> <p>We are not a provider organisation but rather the representative organisation for community pharmacies in the county.</p> <p>In relation to the specific MDS Tray query noted above for patients with vision loss, each individual case is considered by the pharmacy team to ensure the right solution is found for the patient.</p> <p>There have been several changes of the last couple of years regarding the recommendations for the use of Monitored Dosage System (MDS) practice nationally, and this has led to many pharmacy organisations reviewing their approach to this. MDS supply is no longer recommended as best practice by the Royal Pharmaceutical Society, and different pharmacies will decide when it is best utilised, if at all. The current Royal Pharmaceutical Society Guidance is that the use of original packs, supported by appropriate pharmaceutical care is the gold standard for medicines supply. There is little compelling evidence which shows that provision of MDS improves patient outcomes, and pharmacies may consider supporting patients with charts and reminders, which can help them or their carers and to administer medicines from their original packs.</p> <p>Provision of monitored dosage systems is not a compulsory part of the Community Pharmacy Contractual Framework and due to reductions in funding, the explicit adjustments made in the previous contract supplied for patient support are no longer present and therefore pharmacies have no obligation to provide this to anyone. Even under the Equality Act 2010, the requirement has always been to "make reasonable adjustments" for individuals with disabilities (and not to their carers or family), and the provision of labour and equipment intensive monitored dosage systems may, by an individual contractor, be seen as beyond reasonable.</p> <p>It seems that in the past, use of MDS became the panacea for patient support, often without due consideration of the risks and alternatives. The limited evidence available to date indicates a lack of patient benefit outcomes with the use of MDS, and this has meant a change in viewpoint for most pharmacy providers, especially when the risks to pharmacists, as well as patients is taken into account.</p> <p>Following best practice guidelines, many pharmacies are now assessing or reviewing patients using their detailed knowledge of the medicines being prescribed to understand the best options to support the patient. Whenever a medicine is placed in a multicompartamental aid, the medicine is then being used outside of its marketing authorisation and becomes unlicensed, and the responsible pharmacist takes accountability and the associated risks that this carries on each occasion that an MDS pack is supplied. Detailed stability data for medicines outside of their original packaging is sadly lacking, and the limitations of MDS systems mean that things such as timing of doses, for example before or after meals becomes very difficult to manage. With MDS, compromises have to be made, and this has the potential to significantly affect the care the patient receives. This may mean lead to discrepancy between the prescriber and the pharmacist assessing the patient with regards to their views on whether MDS is suitable.</p> |

2. Case 14629 (27-03-2025)

PCN: East Lindsey

Providers: Conningsby Dental Practice, Integrated Care Board Dental, The New Coningsby Surgery

Would like more face to face Dr consultations, due to hearing difficulties I find it very difficult to hear telephone consultations and find they very frustrating and missing hearing vital information. There are no NHS dentists in my area so have to go private and due to having to have extensive dental treatment I am finding it very expensive as my Denplan does not cover all treatments.

**Notes / Questions**

Signposted to Practice Manager in the first instance , LICB feedback

**Provider Response**

Thank you for your feedback regarding telephone consultations. We understand that these can be challenging, especially for patients with hearing difficulties. We are actively working to improve access to face-to-face appointments, but due to limited clinical space, telephone consultations remain necessary in some cases.

We are currently working closely with our estates team to expand and improve our facilities, which will help us increase the number of in-person consultations in the future. Your feedback is invaluable, and we appreciate your patience as we work towards these improvements.

Unfortunately, we are unable to comment on NHS dental care availability, but we understand that accessing dental treatment can be challenging.

If there is anything else we can do to support you, please let us know.

3. Case 14478 (04-03-2025)

Providers: East Lindsey Medical Group

If we are offered a telephone "consultation" we don't have a time assigned so you can only contact the surgery about a chronic condition if you are able to stay by the phone all day [we have very poor mobile reception where I live].

4. Case 14474 (03-03-2025)

PCN: First Coastal

Providers: Hawthorn Medical Practice

Just after COVID I complained about the appalling way doctors were failing to see patients how they were never around, how they appeared to hide away. The office staff were appalling. All we seemed to get was a form to get a blood test, so the blood test clinics were full. It seems to have become a lot better at my practice, I've been seen when required, and the phone appointments have been ok. From poor a few years ago to Good. Even so I hear people say they can't see a doctor! Perhaps they have not tried.

I'm not sure I like the pretend consultants at the private firm I've been sent to about knee and neck problems. I think you should stop physiotherapists calling themselves consultants, their training is nowhere near that for a genuine doctor to become consultant. I travelled 2, hours for an appointment with a "consultant" only to find they weren't one.

**Notes / Questions**

No patient information provided

5. Case 14531 (07-03-2025)

PCN: East Lindsey

Providers: Horncastle Medical Practice

Please be aware that I have sent this message to Practice Manager, Horncastle Medical Group regarding changes in their appointment booking system at the end of March.

Already, patients are expressing concerns about this new system, particularly with the quality of service it provides based on the experience of previous users and employees of surgeries who have used the system. While I accept that many people do not like change, I think it is even more difficult when systems are imposed rather than consulted with users. However, my biggest concern is that there is a statement on reviews for this company that your data is not safe. To my mind 2 things needed to happen, 1) patients should have been consulted before being told to change, 2) there should be a trial of this system before being imposed on patients. Perhaps the practice will respond and allay some of these concerns.



6. Case 14561 (14-03-2025)

PCN: East Lindsey

Providers:

For Information: Horncastle Medical Practice

On the NHS app I wanted to make bloods appointment on for Diabetes. At 11.00am I can't get an appointment on the app, says cannot book GP appointment online. Says contact the GP Practice directly and if urgent go to NHS111. I get burping fits and need to get to the bottom of it. I feel that I get fobbed off. This affects what I eat, I get nervous and I struggle to get up early. Appointment offered at 8am for say half an hour. So this was hard for me to make the appointment. Can phone, but I get nervous on phone calls. Pretty good with my diabetes. The Practice send reminders for reviews which I feel is useful and I like as I've got a forgetful memory. Just want to get an appointment when I need one. I continue to have smelly burps, and they make me feel sick and make my tummy hurt. I don't know what is happening. My parent is worried about me as there is a family history of stomach cancer.

**Notes / Questions**

No personal contact information shared.

7. Case 14564 (14-03-2025)

PCN: East Lindsey

Providers:

For Information: Horncastle Medical Practice

Registered at Horncastle Medical Group. I go to Nurse Practitioner have more faith in them than the Doctor. Difficult to understand due to accent. I had a kidney stone, advised to drink plenty of water but I wanted a scan. Thought about changing, but usually get good service.

**Notes / Questions**

No personal contact information provided.

8. Case 14479 (04-03-2025)

Providers: Integrated Care Board Dental

My previous dentist only ever did a visual check up & didn't want me to remove my partial dentures. They made 5 attempts to remove a tooth. The present one is better but I have never had an appointment with them for a check up that hasn't been changed.

9. Case 14624 (27-03-2025)

Providers: Louth CDS Clinic (Lincolnshire Community Health Service)

For Information: Integrated Care Board Dental

I was 'treated' by a dentist at the Louth Community Dental Service. I was sedated as I needed extractions. It appears the Dentist was not familiar with the common side effects of the controlled drug they administered! Under sedation I had an irregular heartbeat. They neglected to inform my GP. The treatment I received from the Community Dental Service (CDS) has been a complete farce. I have no faith in this Dentist.

**Notes / Questions**

Does not want HW to contact and give advice and information

10. Case 14528 (07-03-2025)

PCN: Boston

Providers:

For Information: Kirton Medical Centre, The Sidings

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 new one won't prescribe stuff for my perimenopause. It's frustrating and makes me anxious and very stressed.

**Notes / Questions**

No personal contact information provided.

11. Case 14490 (04-03-2025)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

I have lung cancer, my blood test results are important to me. They are not being loaded to NHS app. I am having to make an appointment to get that done. That is crazy. I did contact them via AskMyGP and they have now added them. I also had to ask them to adjust my meds that a cardiologist had asked them to do but they were still prescribing the old meds.

**Notes / Questions**

Healthwatch provided Practice Manager information

12. Case 14559 (12-03-2025)

PCN: East Lindsey

Providers: Lincolnshire Integrated Care Services (ICS/ICB), The New Coningsby Surgery General Practice (GP), Community Mental Health Team (CMHT) and specialist MH services.

Dependent in distress, approached GP for help with mental health. Dr promptly removed them from list.

Notes / Questions

No personal contact information shared.

Provider Response

Thank you for reaching out and sharing your concerns. We are not aware of any patient being removed from our list in such circumstances, and we take matters like this very seriously. Please get in touch with us directly so we can look into this further and provide any necessary support.

13. Case 14518 (06-03-2025)

Providers: Lloyds pharmacy Alford

For Information: Pharmacy

Patient has always found the staff at Alford Pharmacy very helpful and professional. They have had a few issues over the last few months with some of their medication not being available due to shortages. But the Pharmacy has always made them aware of this. It is very inconvenient to make more than one visit to collect medication and can sometimes lead to confusion with timings of prescriptions. However the patient knows that it isn't something that the Pharmacy can control and they are doing their best to source medication for their patients. Last month, patient had to visit the pharmacy 4 times to collect their own and partners medication due to shortages. Luckily they live within a 20 minute walk of the pharmacy.

Notes / Questions

No personal information shared.

14. Case 14513 (06-03-2025)

PCN: Solas

Providers: Merton Lodge (Alford) GP

Patient at Merton Lodge has sleep apnoea and a skin condition. Has been told that can only discuss one condition at each appointment, so 2 appointments have to be made to see someone face to face. If you do get on the Ask My GP app by 8am, within a few minutes all slots for that day are taken and you have to wait until the next day. If you try to ring, Receptionists comment that you should use the App. You are lucky if you get 5 minutes with the Doctor they seem to want to get you in and out as soon as possible and they don't seem to care. Nurse appointments are hard to get. Though you don't seem to be so rushed in these. Patient doesn't seem to be getting support from GP Surgery.

Notes / Questions

Signposted to The Sleep Charity

15. Case 14514 (06-03-2025)

PCN: Solas

Providers: Merton Lodge (Alford) GP

Ask My GP app closes quickly after 8am. Patient prefers phone calls. Has been told one condition to be discussed only at each GP visit. Patient Type 2 Diabetes has blood tests 3 monthly, a message has come from GP Practice that is on metformin and not given a monitor to regularly check blood glucose, told to wait until appointment. Does not have the same person for these checks.

Patient told that had high cholesterol and booked in with GP. GP told them not to waste "GP time". The Nurse had told patient to book this appointment. Now has statins for cholesterol condition. PIP assessment and review information not being provided by GP Practice. Miscommunication between Professionals, medical notes not being kept up to date. Told one thing by GP and another by hospital.

Notes / Questions

No personal information shared.

16. Case 14646 (28-03-2025)

PCN: Solas

Providers: Merton Lodge (Alford) GP

My partner was diagnosed with diabetes over 3 years ago. We were told at the time that they would need regular check ups including blood tests, hands and feet checks. Trying to get an appointment for the blood tests is enough to make your blood boil at the Surgery in Alford. If they have one every 3 months, why do we have to go through the same process every time to get booked in. We use the App which is often switched off about 10 mins past 8am! So after a number of days doing that, then if you ring, they want you to wait and I really do not like doing a booking over the phone. The last 2 tests have been done at the 4 month point rather than 3 months. Nurse won't do the hand/feet check and rarely looks at the readings when we bring them in and never gives any support. The questions we ask can be dismissed as though you are a bother. Annual feet/hands check have not been done. Blood pressure is done when we do get a face to face appointment. Not sure about cholesterol and kidney function checks. Nobody explains the results when you get them.

Notes / Questions

No personal contact information provided

17. Case 14543 (11-03-2025)

**Providers:** Specsavers (Louth)  
**For Information:** Opticians

Patient had been to the opticians in Louth at the weekend and informed has Macular Degeneration. Was expecting to collect new glasses on this appointment, however sight had drastically changed in the 2 weeks prior. Has been informed if not heard anything by 8th of next month to make contact, however, patient feels this is too long to wait and is trying to be proactive. Has left messages at the Opticians in Louth (Specsavers) but as yet no-one has contacted them back. Sight is failing quickly, patient lives on their own and in a rural setting.

**Notes / Questions**

Healthwatch suggested finding out where a referral has been sent to and provided information for all local hospital appointments lines. Patient happy to do this and will get back to Healthwatch if needed.

18. Case 14484 (04-03-2025)

**PCN:** Solas

**Providers:** Pharmacy, The Surgery Stickney

Getting to see an actual doctor is almost impossible!

I am on Letrozole for five years following Breast Cancer. I am only able to take a particular brand, due to very bad side effects, but the pharmacy at my surgery keep trying to give me a different brand or say they can't get the brand that has been specified on my prescription. Also, despite having to take it for five years I am unable to get more than one month's supply at a time, which is ridiculous as I have to go through the same rigmarole every month and often end up driving miles to get it from another pharmacy. If they have a problem getting it, when they can, why don't they order more for me so I don't keep running out. I had less problems with the actual Breast Cancer!

**Notes / Questions**

No patient information provided

19. Case 14588 (19-03-2025)

**PCN:** East Lindsey

**Providers:**

**For Information:** The North Thoresby Surgery

I have blood tests done every three months. It's very hit and miss as to whether my results are posted to my records. I've given up chasing them.

**Notes / Questions**

No personal information provided.

20. Case 14537 (10-03-2025)

**PCN:** Boston

**Providers:** The Sidings

The Siding

Difficult to get through for appointments, text messages from surgery asking to click a link and book appointments NEVER work, trying to order repeat prescriptions can be difficult. Calls supposed to be made by from clinical staff often are not received. Results are put onto app but never explained.

**Notes / Questions**

No patient details provided

21. Case 14540 (10-03-2025)

**PCN:** Boston

**Providers:** The Sidings

Appointments the lack of them at my GP surgery. I have signed up to the Evergreen app to try to get an appointment as I have a bad back and cannot get around due to the pain and spasms I am getting. Unable to speak to someone as the only option I am given is a phone call within the next 10 days, this is not good enough.

**Notes / Questions**

Healthwatch suggested speaking with the Practice or via online app

22. Case 14467 (03-03-2025)

**PCN:** Solas

**Providers:** The Surgery Stickney

Stickney surgery

Can't get an appointment with a GP for over a month even though they phoned me to say the GP wanted to see me about some test results. This is the standard waiting time to see a chosen GP and not really good enough when THEY actually request to see you!

**Notes / Questions**

No patient information provided

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|  | <p>23. <b>Case 14520 (07-03-2025)</b></p> <p><b>PCN:</b> Solas</p> <p><b>Providers:</b></p> <p><b>For Information:</b> The Surgery Stickney</p> <p>Stickney GP Practice. Phone appointments totally pointless when nobody bothers to call.</p> <p><b>Notes / Questions</b></p> <p>No contact details provided</p> <p><b>Compliment</b></p> <p>1. <b>Case 14652 (31-03-2025)</b></p> <p><b>PCN:</b> Meridian</p> <p><b>Providers:</b> East Lindsey Medical Group</p> <p>The service at this practice has improved so much in the last 12 to 18 months. I now believe they do care about patients and their wellbeing.</p> <p>2. <b>Case 14523 (07-03-2025)</b></p> <p><b>PCN:</b> East Lindsey</p> <p><b>Providers:</b></p> <p><b>For Information:</b> Eastgate House Dental Practice (Petrie, Tucker + Partners), Integrated Care Board Dental, Market Rasen Surgery</p> <p>GP services, Dentist, Pharmacies. All been excellent....all staff and Practitioners have provided excellent care. Mill road Market Rasen- GP. Eastgate House Louth - Dentist. Pharmacy - Mill road surgery</p> <p><b>Notes / Questions</b></p> <p>No personal contact information shared.</p> <p>3. <b>Case 14565 (14-03-2025)</b></p> <p><b>PCN:</b> East Lindsey</p> <p><b>Providers:</b></p> <p><b>For Information:</b> Horncastle Medical Practice</p> <p>Registered at Horncastle Medical Centre. I can walk in and book appointments. My preferred method is face to face. Last week booked in and got in at the end of March. Recently seen a Nurse for a female wellbeing screening programme. Waited about a week, which is a reasonable time to get results back, I would have chased them if had not heard after 2 weeks. Nurse was very supportive and friendly. Sent a NHS letter to remind them me to book for a smear test.</p> <p><b>Notes / Questions</b></p> <p>No personal contact information shared</p> |
| <p><b>South Locality x 6</b></p> <ul style="list-style-type: none"> <li>6 x General Comment</li> </ul> | <p><b>General Comment</b></p> <p>1. <b>Case 14545 (11-03-2025)</b></p> <p><b>PCN:</b> South Lincolnshire Rural</p> <p><b>Providers:</b> Abbeyview Surgery</p> <p>I was seen by a paramedic who admitted they had received no training to work in primary care. They didn't even check me over. I was acutely unwell, the locum refused to see me. I took myself to hospital and was rushed into a scan with a suspected brain bleed.</p> <p><b>Notes / Questions</b></p> <p>No patient information provided</p> <p>2. <b>Case 14648 (28-03-2025)</b></p> <p><b>PCN:</b> South Lincolnshire Rural</p> <p><b>Providers:</b> Gosberton Medical Centre</p> <p>Patient contacted Healthwatch following seeing an advert in local Spalding newspaper about GP surgeries and public having their say. Has difficulty getting an appointment at GP Practice, when ringing , feels it is almost impossible to see a Doctor. Has had issues with prescriptions and the Pharmacy as 2 lots of medication dispensed at the same time. Spouse has high blood pressure and was asked to take Blood Pressure at home and take readings to GP Practice . Has done this and readings high not actioned by GP Practice. When patient telephoned Practice to speak to the Practice Manager told that they were in a Meeting and that they would ring back afterwards, this did not happen. Feels that staff at Reception are not helpful and should not be wearing fleeces when working there.</p> <p><b>Notes / Questions</b></p> <p>Signposted to LICB feedback service.</p>  |

3. Case 14482 (04-03-2025)

**Providers:** Holbeach Medical Centre

Nothing goes well impossible to see a GP. If you are lucky to see a GP all they want to do is send you to A&E, this includes all the team. Ridiculous wait for prescription.

**Notes / Questions**

No patient information provided

4. Case 14501 (06-03-2025)

**Providers:**

**For Information:** Integrated Care Board Dental

Individual attending CAB in Spalding was directed to Healthwatch by advisor. Discussed that was registered with NHS Dentist in Spalding, not happy with the treatment that they had received for a filling had been to the dentist 4 times. Healthwatch advised that could help but at that time with another client. Said that would return in another 5 minutes. Did not return.

**Notes / Questions**

No contact details provided.

5. Case 14522 (07-03-2025)

**Providers:**

**For Information:** Integrated Care Board Dental

Individual directed to Healthwatch by CAB advisor Spalding . Can you please help this client - they are having problems accessing an NHS dentist in the area (Spalding).

**Notes / Questions**

Signposted to NHS Choices dental website. Information given re NHS111 pain and bleeding.

6. Case 14488 (04-03-2025)

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

Patient looking to register with an alternative practice. Living on Lincs/Cambs border I would prefer Cambridgeshire

**Notes / Questions**

Healthwatch provided the link to search for a GP Practice in their area

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| <p><b>South West Locality x 4</b></p> <ul style="list-style-type: none"> <li>4 x General Comment</li> </ul>                     | <p><b>General Comment</b></p> <ol style="list-style-type: none"> <li> <p><b>Case 14642 (27-03-2025)</b></p> <p>PCN: K2 Healthcare Sleaford</p> <p><b>Providers:</b> Ruskington Medical Practice</p> <p>I have Stage 4 kidney disease and I need regular blood tests for my Consultant. But I have to book a month in advance !! Not very good.</p> <p><b>Notes / Questions</b></p> <p>No personal contact information provided</p> </li> <li> <p><b>Case 14643 (27-03-2025)</b></p> <p>PCN: K2 Healthcare Sleaford</p> <p><b>Providers:</b></p> <p><b>For Information:</b> Ruskington Medical Practice</p> <p>Difficult to make appointments at Practice.</p> <p><b>Notes / Questions</b></p> <p>No personal contact information provided</p> </li> <li> <p><b>Case 14651 (31-03-2025)</b></p> <p>PCN: K2 Healthcare Sleaford</p> <p><b>Providers:</b> Ruskington Medical Practice</p> <p>Listening to the patient and the symptoms and what they actually think it might be instead of disregarding it. I have written proof of myself having a medical issue and what I thought it could be (gallstones) I was ignored and told it's because I had recently had a baby. I requested multiple times to see a specialist and even have a second opinion was denied time after time and only was listened to once my partner started to deal with the doctor. I eventually had to diagnose myself with a private ultrasound after 11 months. My mental health suffered awfully.</p> <p><b>Notes / Questions</b></p> <p>Healthwatch suggested contacting the Practice Manager to discuss</p> </li> <li> <p><b>Case 14470 (03-03-2025)</b></p> <p>PCN: K2 Healthcare Grantham and Rural</p> <p><b>Providers:</b> St Peters Hill Surgery</p> <p>Get rid of AskMyGP, let people book straight through the reception. Staff, Drs always pleasant and helpful.</p> <p><b>Notes / Questions</b></p> <p>No patient details provided</p> </li> </ol> |
| <p><b>West Locality x 13</b></p> <ul style="list-style-type: none"> <li>12 x General Comment</li> <li>1 x Compliment</li> </ul> | <p><b>General Comment</b></p> <ol style="list-style-type: none"> <li> <p><b>Case 14477 (04-03-2025)</b></p> <p><b>Providers:</b> Abbey Medical Practice, Lincoln County Hospital</p> <p>Lincoln County Hospital and Abbey Medical Practice</p> <p>My teenage child has recently been diagnosed with epilepsy and I have frankly been quite shocked at the lack of support following the diagnosis. I have tried to contact their neurologist several times, leaving messages and emails but none have been replied to. We were also told in October 2024 that we would be contacted by an epilepsy nurse and this still hasn't happened. I find this very frustrating as this is very new to us and the lack of support after receiving this diagnosis has made the situation more difficult. I however must offer the highest praise to the ambulance crews who have attended my child when they have had seizures at home and also the pharmacist at to our GP surgery who has been incredibly supportive and helpful.</p> <p><b>Notes / Questions</b></p> <p>Healthwatch provided PALs information</p> <p><b>Provider Response</b></p> <p>ULHT - We would encourage them to contact out PALS team who can look into this with the neurology team</p> </li> <li> <p><b>Case 14607 (26-03-2025)</b></p> <p>PCN: South Lincoln Healthcare</p> <p><b>Providers:</b></p> <p><b>For Information:</b> Bassingham Surgery</p> <p>Cannot get through on the phone, appointments weeks ahead</p> <p><b>Notes / Questions</b></p> <p>No personal contact information shared.</p> </li> </ol>   |



3. Case 14570 (14-03-2025)

**Providers:** Out of area

**For Information:** Bridge St Surgery, Brigg, Lincolnshire Integrated Care Services (ICS/ICB)

General Practice (GP). I had to change GP surgeries because North Lincolnshire and Goole would not allow T3 prescribing, whereas Lincolnshire allow GP's to prescribe T3 with consultant approval. I changed GP practice but live at the same address.

**Notes / Questions**

No personal information provided . Forwarded to Healthwatch North Lincolnshire.

4. Case 14481 (04-03-2025)

**PCN:** Trent

**Providers:** Caskgate Street Surgery

In my town we are desperately short of GP's. You can very rarely get a face to face appointment and have to explain your symptoms 3 times before you get treatment. I have been diagnosed over the phone more than once without being seen or spoken to a doctor. Appointments have been cancelled and then a letter has been received saying that I didn't attend. It beggars belief

**Notes / Questions**

Healthwatch provided Practice Manager information

5. Case 14497 (05-03-2025)

**PCN:** Trent

**Providers:** Caskgate Street Surgery

Patient who is in remission from cancer and currently has a heart condition, when contacting the GP surgery at 8am is triaged then unable to see a GP. Should it be decided that they do need to be seen, it is the triage nurse who decides this. Patient commented they only contact the surgery when feeling unwell. Had to keep trying for 3 days as no appointments available and informed to call back the following day. In the end they were fitted in on the 3rd day, when you are able to see someone they are good, it's just getting to actually see someone in the first place and the scramble at 8am, and all appointments have already gone.

Named Dr is brilliant when I am able to see them.

6. Case 14548 (11-03-2025)

**PCN:** Lincoln Healthcare Partnerships

**Providers:** City Medical Practice (Portland)

I needed to renew my long term fit note.

I was told by the GP I needed to have a appointment before this could be updated. This seemed fair enough but the appointment was so far away from the fit note running out it would have affected my benefits.

So I had to spend a stressful time begging to at least have the fit note extended until I get the appointment to appease the DWP.

Could it be common practice to at least renew fit notes in the short term until the review can take place to prevent this high level of stress?

I know appointments are limited and I'll have to wait but at least allow me a shorter term fit note to cover this wait until I see the GP.

Also I was told by reception that the appointment would be in person at one time but turned out if was a phone appointment at a different time. This was really confusing and I wasted time being confused about the nature of the appointment.

**Notes / Questions**

No patient information provided

7. Case 14535 (10-03-2025)

PCN: Trent

Providers: Lincoln Co-op Chemists Ltd (Gainsborough), Pharmacy

Co-Op Pharmacy - Vanessa Drive, Gainsborough

I haven't been able to get my concerta XL ADHD medication for almost a year now. I'm offered an alternative but it doesn't work. Last time I couldn't get my lansoprazole and my vitamin D too. It's really bad not being able to get the medication prescribed to you. I know there is an ongoing issue with ADHD medication which really needs sorting but it's just silly now I can't even get half my medication prescribed to me

**Notes / Questions**

No patient details provided

**Provider Response**

We are the representative organisation for Community Pharmacies in the county, not a provider organisation.

In terms of stock shortages – this is a national issue for many medications as detailed in a recent report by Community Pharmacy England accessible here: <https://cpe.org.uk/wp-content/uploads/2024/05/Pressures-Survey-2024-Medicines-Supply-Report-Final.pdf>

Community Pharmacy England have asked for the government to complete a full review of the medicines supply market to protect access to medicines and address issues such as under-funding and price concessions and to introduce short-term measures to alleviate supply issues.

8. Case 14495 (05-03-2025)

PCN: Trent

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Whilst attending a group in Gainsborough, it was mentioned that there are only 2 surgeries, yet more and more housing developments are being built. Is there any likelihood of new practices coming to Gainsborough?

Already very difficult to access the GP surgeries, how bad will it get when more families move into the area.

**Notes / Questions**

Please see questions raised by the group

9. Case 14594 (19-03-2025)

PCN: Imp

Providers:

For Information: Minster Medical Practice

Minster medical practice You cannot get an appointment.

**Notes / Questions**

No personal information shared.

10. Case 14538 (10-03-2025)

PCN: Imp

Providers: Nettleham Medical Practice

Nettleham medical practice

GP is really difficult to get appointments, system doesn't work (took five contacts and 4 months) for them to update that I had had my annual review so each month I struggled to get prescription. Also took 3 weeks to refer to physio and didn't give me the option of where which I was told would happen. Constantly fighting the system to get any help.

**Notes / Questions**

No patient information provided

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|  | <p>11. <b>Case 14618 (26-03-2025)</b></p> <p><b>PCN:</b> Imp</p> <p><b>Providers:</b> Nettleham Medical Practice</p> <p>You can only get an appointment through AskMyGP app. On a few occasions I have put in a request to see the Doctor face to face, or via telephone for a consultation as I have recurring medical problems to be told it is not urgent and the receptionist will call when an appointment is available...I hear nothing for weeks so put in another request to which I get the same reply. When I then ask them what I am supposed to do for the pain I get told to go to the urgent care centre at the hospital.</p> <p><b>Notes / Questions</b></p> <p><b>Healthwatch asks</b> - are patients able to book appointments via phone rather than just online? as many patients are unable or do not have online facilities</p> <p><b>Provider Response</b></p> <p>It has always been the case that we encourage patients to submit the requests to see a clinician online but if they do not have online access, the receptionists generate the request for them either on the phone or in person. All request are dealt with the same way irrespective of how they came into the practice. The practice moved online systems on 28/03/25 to systmconnect and at present all patients are being seen either on the day if clinically appropriate or offered an appointment within 2 weeks.</p> <p>12. <b>Case 14580 (19-03-2025)</b></p> <p><b>PCN:</b> Imp</p> <p><b>Providers:</b> Welton Family Health Centre</p> <p>The new AskMyGP is great, and if I only need medication or a phone consultation, it's done the same day. Anything else, I would be better off asking a brick wall. They delay, ignore, and neglect anything important. I have many physical disabilities, and I've come to the conclusion where they can't be bothered.</p> <p><b>Notes / Questions</b></p> <p>No personal contact information shared.</p> <p><b>Compliment</b></p> <p>1. <b>Case 14527 (07-03-2025)</b></p> <p><b>PCN:</b> APEX</p> <p><b>Providers:</b></p> <p><b>For Information:</b> Boultham Medical Practice</p> <p>Booking the appointment - ok, had to be up and on the ball at 8am to phone - but least they now have a call back system, hoorah! Got an appointment on the same day , lovely young Doctor who was a reminder to me that an old fashioned friendly, empathetic approach to GPs still exists.</p> <p><b>Notes / Questions</b></p> <p>No personal contact information shared.</p> |
| <p><b>All Areas x 1</b></p> <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul>  | <p><b>General Comment</b></p> <p>1. <b>Case 14608 (26-03-2025)</b></p> <p><b>Providers:</b></p> <p><b>For Information:</b> Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>The Pharmacies have never had more work to do. Their core function is to dispense prescriptions but the funding doesn't cover the cost. So we are being offered other services to make up the short fall. No more staff no more time in the day..Staff are stressed patients are getting ruder its a shambles . I work for Lincolnshire coop</p>  |
| <p><b>Out of Area x 5</b></p> <ul style="list-style-type: none"> <li>3 x General Comment</li> <li>1 x Compliment</li> <li>1 x Signposting</li> </ul> | <p><b>General Comment</b></p> <p>1. <b>Case 14585 (19-03-2025)</b></p> <p><b>Providers:</b></p> <p>I am a 70+ person with a few issues I would like to talk to my GP about face to face. Unfortunately it is impossible to prebook an appointment with the surgery. It all has to be done through AccuRx. I have tried speaking to the receptionists but they have advised they are not allowed to make appointments with GP's. I seem to have a lot of UTI's I have approached pharmacies for help but I am too old for them to help me. In the last I have resorted to my local UTC, but I am worried that I will miss my slot if I have to go to the loo. Please can GP's respect older patients.</p> <p><b>Notes / Questions</b></p> <p>Out of area forwarded to Nottinghamshire Healthwatch</p>  |

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|  | <p>2. <b>Case 14469 (03-03-2025)</b></p> <p><b>Providers:</b> Out of area</p> <p>Misterton group practice, nr Doncaster</p> <p>Asked to discuss a concern with my GP was given a telephone appointment 3 and a half weeks time, the GP never sent any reminder re-appointment they then phoned at the wrong time agreed and still never gave me a face to face still waiting an outcome. The GP's do not want to see patients and they do have the resources and time they refer to 111 and accident and emergency.</p> <p>After 34 years with NHS dentist suddenly I have to go private, I am retired and struggling to find the money</p> <p><b>Notes / Questions</b></p> <p>Information sent to the relevant Healthwatch</p>   |
|  | <p>3. <b>Case 14516 (06-03-2025)</b></p> <p><b>Providers:</b></p> <p><b>For Information:</b> Out of area</p> <p>Clarkson Surgery , Wisbech. Patient 43 in queue at 8am via App.. Call back eventually given, no appointment offered and advised to call NHS111 or A&amp;E . Patient just wanted to book bloods. Surgery advertising that taking on new patients but dealing with the patients they already have. Patients not being seen at Surgery but told to go to other places such as A&amp;E, not appropriate, or minor illness , again not appropriate. Seem to be closed on Tuesday afternoon no appointments available. Called at 8.30am on App, by 8.32 no appointments available. Looked at online booking and found an appointment available for 2 weeks ahead. On the day arrived 10 minutes early for the appointment, 1 person in front of me. 25 minutes later called the first person as there were 3 of us in the waiting room. What is going on at Surgery.</p> <p><b>Notes / Questions</b></p> <p>No personal information provided. Forwarded to Healthwatch Cambridgeshire</p> |
|  | <p><b>Compliment</b></p> <p>1. <b>Case 14468 (03-03-2025)</b></p> <p><b>Providers:</b> Out of area</p> <p>Dentology NHS dental care, Grimsby</p> <p>Excellent patient care. Same day emergency appointment setup for me to attend the surgery for immediate remedial work to be carried out.</p> <p><b>Notes / Questions</b></p> <p>Information shared with relevant Healthwatch</p>  |
|  | <p><b>Signposting</b></p> <p>1. <b>Case 14656 (31-03-2025)</b></p> <p><b>Providers:</b> Out of area</p> <p>Patient provided with Healthwatch Lincolnshire contact information, however they are registered with a GP practice in Grimsby. Looking for some advice.</p> <p><b>Notes / Questions</b></p> <p>Healthwatch Lincolnshire provided their Local Healthwatch contact information</p>   |

## Hospital Services

| Area  | Case Details   |
|---|--|
| <p><b>East Locality x 14</b></p> <ul style="list-style-type: none"> <li>• 11 x General Comment</li> <li>• 1 x Informal Complaint</li> <li>• 2 x Compliment</li> </ul> | <p><b>General Comment</b></p> <p>1. <b>Case 14653 (31-03-2025)</b></p> <p><b>Providers:</b> Diana, Princess of Wales Hospital (Grimsby)</p> <p>ENT Department and audiology.</p> <p>Appointments cancelled repeatedly including on the day. I travel over an hour to the hospital. One appointment was cancelled after driving three quarter hour. Another "because the consultant had left" another after a long wait I asked why I had not had a new appointment only to be told "it had got lost in the system" etc. So an appointment I was told would take weeks is now at 7 months. This delay has really affected my mental health and left me feeling isolated.</p> <p><b>Notes / Questions</b></p> <p>Healthwatch provided PALs information</p> |

2. Case 14562 (14-03-2025)

**Providers:**

**For Information:** Lincoln County Hospital

One year to 2 years ago went to Accident & Emergency at Lincoln County Hospital. I had been seen and then had to wait another 40 hours . At the time I could not walk as I had a pinched nerve that affected my legs. Waited that long for a bed . Felt such a long wait, uncomfortably in a chair , needed help to go to the toilet from a Nurse. One Nurse got me to , and was quite sharp with me. This made me feel worse than I was already feeling. I understand that it gets very busy and they try their best. But I felt that this Nurse took their feelings out on me as a patient. Did go to a Ward and was moved several times and I didn't know where I was. But they were really good finding out what was wrong and get to the bottom of it.

**Notes / Questions**

No personal contact information shared

**Provider Response**

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. Unfortunately, the situation within the hospital was such that there were more patients needing admission into hospital than the number of beds available. With an increased number of patients needing admission into hospital, there is extra strain on the ED because those patients who are waiting for beds remain in the ED. Space within the ED is finite and this means that we have to consider the needs of every patient and make difficult decisions about how the available resources are allocated.

We apologise for the moves and they should have been explained to you. MEAU

3. Case 14566 (14-03-2025)

**Providers:** Lincoln County Hospital

Patient has an appointment at the Vascular Clinic at Lincoln County Hospital and they are trying to change their appointment via a phone call and waiting for a call back. Getting through to the hospital to cancel appointments is very difficult , will often just cut off when trying to do this. Patient has been waiting for a call back from Lincoln County Hospital , it is now 1.30pm.

**Notes / Questions**

HW spoke to patient all appointments now sorted out.

**Provider Response**

We would like to apologise for not being able to contact us to change their appointment. If they are still unable to do so could they please contact our PALS team who will be able to assist

4. Case 14597 (20-03-2025)

**PCN:** Meridian

**Providers:** Lincoln County Hospital

Telephone call from patient who has multiple complex physical and mental health issues. Has a heart condition and has been under the care of cardiologists at Lincoln County and Sheffield. Previous issues with Cardiologist at Lincoln prescribing the wrong medication, happy to see Cardiologists again at Lincoln , as feels is too far to travel to Sheffield. Did have a message from Cardiologist at Lincoln County Hospital about 3 weeks ago which stated that needed to be seen, no appointments received. Has been back to GP 2 weeks ago as felt heart racing and unwell does not feel that medication working. GP referred to rapid access team in Cardiology Department two weeks ago. Has heard nothing from Cardiology Department and does not know what to do as feeling medication not working and heart is racing.

**Notes / Questions**

Patient requests HW make contact with PALs at Lincoln County Hospital as nobody answers the phone when they ring

**Provider Response**

PALs response- I can confirm I have been in contact with the patient. I have also shared our contact details with them and they will contact us directly in future.

PALs response- Spoken to patient, the message they had was left by me before I spoke with them last week.

5. Case 14512 (06-03-2025)

**Providers:** Pilgrim Hospital

Relative discussed care in Day Centre at Pilgrim Hospital of their adult relative with a Learning Disability (LD). Issues around over and under medication. Health Passport not being read by Hospital Staff. Needs of relative not being met re communication, stimulation, being part of the decision making, no support for basic needs. The Day Centre had liaised with LD Nurse at Pilgrim who was very good.

This relative is a sibling of this person with LD and their main carer. Staff on the ward expected the carer to stay in and support the patient. Very poor treatment. After 5 days got their sibling discharged and took them home and looked after them for 3 weeks, but was then unable to work. A member of staff raised a concern and will speak to the sibling of the patient and suggest that they contact the ward or give consent for staff member to make contact. Very little support put in place by hospital Day Centre Team. Have got physio in place and supported carer. Carer to be put in touch with Carers First for an assessment as the financial strain is getting very challenging for them.

**Notes / Questions**

No personal information provided

**Provider Response**

We are aware of this situation and have responded to the Local Authority. The ward sister and LD nurse met with the patients sister and plans put in place to support future admission and apologies given for the issues on ward.

6. Case 14552 (11-03-2025)

PCN: Boston

**Providers:** Pilgrim Hospital

Rheumatology

After having 2 annual appointments, I was told I would have another follow up appointment in a year, which would have been August 2024. I'm still waiting 6 months later, apparently I'm on the waiting list for a follow up. I've waited 18 months already. I have an auto immune disease and this is the only medical contact I have.

**Notes / Questions**

Healthwatch provided PALs information

**Provider Response**

We hope this person got in contact with PALs and were able to give some more details to enable their concerns to be addressed.

7. Case 14628 (27-03-2025)

**Providers:** Pilgrim Hospital

We mostly have bad experiences due to the lack of care for severe disabled. My child has severe disabilities and as their parent I have been treated terribly lately . We now have a policy of get them all on Do Not Resuscitate (DNR). I do actually agree if my child was to have a heartache not to resuscitate. But it's the lack of compassion with "some" .The We will decide if you can be with them. The it's none of you business attitude. I worry more about how we were treated whilst there than what we went for sadly. Please bring compassion back to our health service

**Notes / Questions**

Does not want any further information or advice from Healthwatch.

**Provider Response**

This was hard to read and we would encourage this person to seek support perhaps through Childrens services; if they contact PALs in the first instance we can signpost them.

8. Case 14636 (27-03-2025)

**Providers:** Pilgrim Hospital

Comment from a participant at Boston Group for individuals with sensory loss, facilitated by Lincolnshire Sensory Services. A deaf mother had 2 children in Pilgrim Hospital and felt that both times were very poor experiences. No interpreter found, staff ignoring her wishes and not trying to communicate with both parents , both are deaf. The notes were not read and medication that they were allergic to given that made them very poorly. They were ignored during Consultations. One of the Midwives was the only one who tried to support by finding pictures and accessing sign language App on their personal phone. Patient was very worried and uncomfortable in hospital.

**Notes / Questions**

No personal information shared.



9. Case 14654 (31-03-2025)

**Providers:** Pilgrim Hospital

Pilgrim A&E plus the holding ward before you get allocated a bed on a ward

Why are you doing back operations etc on a 96 year old. Why CT scan, so much we have to die don't try and save the world.

**Provider Response**

This is difficult to respond to without further information but appears to be questioning treatment decisions. We would urge this person to get in contact with their clinician and discuss plans and wishes for ongoing care.

10. Case 14553 (11-03-2025)

**PCN:** First Coastal

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

Diagnostic centre Skegness sent appointment, when arrived was told team were not there, checked computer found my appointment told me was postponed, letter had been sent (not received) reason for postponement Lincoln and Boston needed staff due to sickness.

So new centre to help people be seen quicker and reduce travelling only works if bigger hospitals are fully staffed

**Provider Response**

ULHT - Response from Diagnostics Operations Manager: "Firstly I would like to apologise that you have received such poor communications in relation to your treatment, and had a wasted journey and delayed diagnostics due to this. I will feedback to the teams that I believe are responsible for this and ensure that cancellations of services are robustly communicated with patients, and acknowledged. Sadly on the rare occasion, in order to treat within our Acute services and reduce strain on A&E, staff may need to be re-distributed. We do try our hardest to ensure that this only happens as a last resort. This however does not take away that you have received poor service and I am sincerely sorry for this. I will ensure this is given to the team and they address their cancellation procedures for last minute notification."

11. Case 14639 (27-03-2025)

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

Patient who is deaf with implants needed to make contact with the hospital. Unable to do it online/email and had to ask a colleague to make the call on their behalf. It was explained that the patient was deaf, but the Clinician insisted on speaking with the patient directly. Four times it was explained that they were deaf and each time the Clinician ignored them.

**Notes / Questions**

No personal contact information provided.

**Provider Response**

We are truly sorry that this has happened and that the clinician did not listen to the patient's needs. Clearly a BSL interpreter should have been booked. We are continually sending out message to all staff relating to BSL to make our staff more aware on the use and booking of interpreters.

**Informal Complaint**

1. Case 14575 (14-03-2025)

**PCN:** East Lindsey

**Providers:** Lincoln County Hospital

Patient contacted Healthwatch as feels that has not been listened to as a patient and that has had treatment delayed because of lack of communication in the Neurology Department at Lincoln County Hospital. This has been ongoing for 2 years. They have been in contact with PALs but nothing has been resolved. Still waiting for a response from the Neurology team after a Meeting that was had to discuss starting treatment, that was three weeks ago. When patient rang this was not addressed and the next available appointment with the Nurse Specialist is in early April.

No apologies for delays. Has issues with a Neurologist that works for the team as when first referred before diagnosis, did not believe their symptoms, and suggested that their parent seek a mental health opinion. So they do not want to see this Neurologist and feel that they are not a reliable, and do not trust their judgement, as do not specialise in Multiple Sclerosis. The Neurologist that they have been seeing is now retired. They have not seen any Neurologist with Multiple Sclerosis speciality which they feel they need to do to get the correct treatment that will help with their deteriorating condition. They also know about 10 other individuals in Lincolnshire in their MS facebook group who feel the same way.

**Notes / Questions**

Patient requested that HW make contact with LICB feedback team, consent given to share personal information.

HW contacted LICB team by email and requested that they make contact with patient.

**Provider Response**

LICB Feedback Team response- Thank you for your email, I have spoken to the patient and due to the content of their concerns I have obtained their consent and shared their concerns with ULTH for their management and requested for a member of their team to contact them.

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|  | <p><b>Compliment</b></p> <p>1. Case 14579 (19-03-2025)</p> <p><b>Providers:</b><br/> <b>For Information:</b> Lincoln County Hospital</p> <p>I have been using the Ophthalmology Department for injection treatment for nearly ten years and have always had excellent care from all the staff.</p> <p><b>Provider Response</b></p> <p>Thank you very much for this feedback which has been shared with the team.</p> <p>2. Case 14577 (19-03-2025)</p> <p><b>Providers:</b><br/> <b>For Information:</b> United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT</p> <p>Lincoln County Hospital, excellent service at Urology Department, treatment for prostate cancer and follow up appointments at Lincoln and Boston.</p> <p><b>Provider Response</b></p> <p>Thank you very much for this feedback which has been shared with the team.</p>   |
| <p><b>South Locality x 4</b></p> <ul style="list-style-type: none"> <li>• 2 x General Comment</li> <li>• 2 x Compliment</li> </ul> | <p><b>General Comment</b></p> <p>1. Case 14551 (11-03-2025)</p> <p><b>Providers:</b> Lincoln County Hospital</p> <p>Oncology department</p> <p>The radiotherapy staff are brilliant but struggle with only 3 machines, due to the amount of patients that need treatment, also very difficult to get parking due to the car park not being big enough to accommodate the level of use, people missing appointments, due to this.</p> <p><b>Provider Response</b></p> <p>We are currently reviewing our car parking provision with plans to increase capacity on the hospital site</p> <p>2. Case 14542 (10-03-2025)</p> <p><b>Providers:</b> Peterborough and Stamford Hospital</p> <p>Blood clinic Stamford Hospital</p> <p>My dependent got to Blood Clinic at 3.15 Friday 7th March as arranged and a sign was posted outside saying Clinic closed as at full capacity.</p> <p><b>Notes / Questions</b></p> <p>PALs information provided</p> <p><b>Compliment</b></p> <p>1. Case 14480 (04-03-2025)</p> <p>PCN: K2 Healthcare Grantham and Rural</p> <p><b>Providers:</b> Grantham + District Hospital</p> <p>Fabulous experience at Grantham orthopaedic ward and theatre pre and post knee surgery . Could not fault the experience.</p> <p><b>Provider Response</b></p> <p>Thank you for this lovely feedback which has been shared with the teams.</p> <p>2. Case 14492 (05-03-2025)</p> <p><b>Providers:</b> Pilgrim Hospital</p> <p>Individual attending CAB Spalding discussed that they have had excellent care and services with their babies at Pilgrim Hospital. Have had 2 babies there, the last 10 months ago , both planned Caesarean Section births.</p> <p><b>Notes / Questions</b></p> <p>No contact information provided</p> <p><b>Provider Response</b></p> <p>Thank you for your feedback. We're pleased to hear you received excellent care during both of your Caesarean births at Pilgrim Hospital.</p> |
| <p><b>South West Locality x 2</b></p> <ul style="list-style-type: none"> <li>• 2 x General Comment</li> </ul>                      | <p><b>General Comment</b></p>  |

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|   | <p>1. <b>Case 14620 (27-03-2025)</b></p> <p><b>Providers:</b><br/> <b>For Information:</b> Grantham + District Hospital</p> <p>Hospital outpatients' appointments at Grantham Hospital. Appointment made following investigations, travelled 1 hour 30 mins to Grantham to be told too complicated now need a referral to Nottingham. Could this not have been done via a call which would have saved both me and the consultant time and freed up a precious appointment.</p> <p><b>Notes / Questions</b><br/> No personal information provided</p> <p><b>Provider Response</b><br/> Thank you for this feedback, without more information it isn't possible to say whether such a decision could be made without the need to visit. We hope that you have now seen the clinician you needed to and are getting the care and treatment you need.</p> <p>2. <b>Case 14617 (26-03-2025)</b></p> <p><b>Providers:</b> Lincoln County Hospital</p> <p>Was brought into A&amp;E by Paramedics and immediately greeted by a Doctor. A nurse attached a cannula, took my temperature. And I was left to wait. From approx 1.30pm. Then moved, waited, offered soup. Moved in a wheelchair now, to public waiting room. Waited. Was offered tea and sandwiches around 6pm. Waiting room overcrowded with really ill people, some not so, some awaiting drugs. Overcrowded with people accompanying patients. Finally called to see Doctor around 10.30pm.</p> <p>Fifteen minutes later seen by an efficient Doctor who discharged me to my relative's care (relative had come to fetch me around 3 pm)</p> <p><b>Summary:</b> Not geared for such numbers. Under staffed by about 90%. Close it down and stop the 'casual' people who could have gone to pharmacy or GP, definitely not emergency. Impossible task for amazing staff who were working hard in abominable conditions. Final straw - due to long wait exposed to all infections, both my relative and I have had bad chest infection, five days of antibiotics. In my case in bed at home.</p> <p><b>Provider Response</b><br/> Our ED departments introduced clinical navigators who assess patients at the front door and either direct to the UTC or into ED. To ensure patients are seen by the correct team.</p> |
| <p><b>West Locality x 13</b></p> <ul style="list-style-type: none"> <li>13 x General Comment</li> </ul> | <p><b>General Comment</b></p> <p>1. <b>Case 14606 (26-03-2025)</b></p> <p><b>PCN:</b> K2 Healthcare Sleaford</p> <p><b>Providers:</b><br/> <b>For Information:</b> Billingham Medical Practice, Lincolnshire Integrated Care Services (ICS/ICB), United Lincolnshire Teaching Hospitals NHS Trust (ULHT) / ULHT</p> <p>Nothing has gone well. Waiting times just to get first appointment are ridiculous, anything up to a year at some hospitals. Travelling distances are outrageous, just to be seen for the first time.</p> <p><b>Provider Response</b><br/> ULHT - We are sorry for the long waiting times; this is a national problem but please be assured that there is a lot of work being undertaken to improve.</p> <p>2. <b>Case 14655 (31-03-2025)</b></p> <p><b>Providers:</b> Diana, Princess of Wales Hospital (Grimsby)</p> <p>Cardiology</p> <p>Spouse admitted to Scunthorpe General Hospital on a Friday with chest pains transferred to Diana Princess of Wales Grimsby in the evening no consultants on duty until Monday morning so no decisions made on their care until then!</p> <p>3. <b>Case 14486 (04-03-2025)</b></p> <p><b>Providers:</b> Lincoln County Hospital</p> <p>Lincoln Country Gastroenterology</p> <p>Referred to wrong consultant and then had to wait a year to see consultant in different county who referred back to own county and took another year to see that consultant. Ended up going private to speed up required tests after being messed around for nearly 3 years.</p> <p><b>Notes / Questions</b><br/> No patient information provided</p> <p><b>Provider Response</b><br/> We are sorry that this occurred and the GP made a simple error in the referral. Despite the long wait we are pleased that they are now have been seen by the correct clinician.</p>   |

4. Case 14487 (04-03-2025)

**Providers:** Lincoln County Hospital

Waiting for surgical operation was on list for orthopaedics but needed a gall bladder operation. I had to come off the orthopaedics list as Lincoln County Hospital does not allow you to be on 2 lists. I have now been waiting for gall bladder operation since November 2024 due to it being cancelled 3 times. I was on the orthopaedics list since sept 2024, but was taken off that list in November 2024 as gall bladder operation was more urgent.

**Notes / Questions**

No patient information shared.

**Healthwatch asks** - Are patients unable to be on 2 waiting lists?

**Provider Response**

We would encourage them to contact out PALS team who can look into this. Patients can only be on one waiting list at a time to avoid having two operations sometimes really close together and the risks that could happen and the decision is made by the clinicians on which procedure is more urgent.

5. Case 14546 (11-03-2025)

**Providers:** Lincoln County Hospital

Two hospitals share the care of my grandchild's epilepsy as there's no paediatric epilepsy in Lincoln, but nothing connects up, we've been to Nottingham with a massive pile of notes to show the neurologist in Nottingham, but they don't have time to read through them at the appointment and they get pushed to one side. Why can't it be that when care is shared, records can be accessed between the 2 easily, I know different authorities but it often results in poor care, and when my grandchild is admitted to Lincoln Hospital we have to wait for doctor's to phone Nottingham to find out information, resulting in longer stay and a poorer understanding

**Provider Response**

We are sorry and fully appreciate the complexities and frustrations involved when a child with epilepsy is brought to Lincoln. Unfortunately the Lincolnshire ICB does not fund this service in Lincolnshire

6. Case 14549 (11-03-2025)

**Providers:** Lincoln County Hospital

Went to admission lounge for operation early Feb after a wait of 1.45 hr I was told my operation could not go ahead due to staff shortages in operating theatre. This was the 3rd time my operation had been cancelled.

**Notes / Questions**

**Healthwatch provided** PALs information

**Provider Response**

We apologised that this happened. Occasionally due to a variety of factors operations do need to be cancelled at the last minute and we hope that they have reviewed a new date for this operation

7. Case 14554 (11-03-2025)

**Providers:** Lincoln County Hospital

Appointments by post.

I often get an appointment notification by post but receive it AFTER the appointment date.

Why can't appointments be notified by text? The hospital already has my phone number.

**Provider Response**

Patients can now receive most of their hospital appointment notifications from United Lincolnshire Hospitals Trust (ULHT) straight to their smartphone through a secure link received via an SMS (text message), once selected and the instructions followed the Patient Portal will be opened. By choosing to use the patient portal, they can view, interact, and manage their correspondence from the hospital quickly and efficiently, all through your smartphone, laptop, tablet or PC. Additional information is on the website

8. Case 14578 (19-03-2025)

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

**For Information:** Queen's Medical Centre (Nottingham), SpaMedica Newark

I was on the waiting list for cataract surgery at Lincoln County Hospital my cataract has grown quickly so I was referred by NHS to private clinic in Newark. For pre-surgery assessment I was not allowed to drive so return taxi fare cost me £60. Cost will be the same for travel to and from clinic for cataract surgery . Why is this surgery not available quickly locally?

I have skin cancer on my face had to be referred to Nottingham City Hospital for Radiotherapy as Lincoln County Hospital did not have the appropriate machine to treat me. The cancer has returned near previous area so need micrographic surgery and have to go to Nottingham for this, again incurring further cost, as I was told by Lincoln County Hospital that there aren't any qualified surgeons in Lincolnshire.

When I was treated for gynaecological cancer Lincoln County Hospital referred me to Nottingham City and I had all my follow ups there. Happy with out of County treatment but why is the service at Lincoln County Hospital so poor or non-existent ?

**Notes / Questions**

Signposted to LICB Feedback Centre, transport information.

**Provider Response**

ULHT - Thank you for sharing your concerns.

To help reduce long waiting times and ensure patients receive timely care, we sometimes need to refer patients to other specialist providers for their surgery. This approach helps us manage demand more effectively and minimise delays in treatment.

Nottingham City is a recognised centre of excellence for certain cancer treatments, offering access to highly specialised equipment and expert clinical teams. Unfortunately, these advanced services are not currently available within Lincolnshire, as they are not funded by the Integrated Care Board (ICB) for local delivery.

We fully understand that travelling outside the county for treatment can be difficult—especially for patients with complex needs, mobility issues, or financial constraints.

9. Case 14622 (27-03-2025)

**Providers:** Lincoln County Hospital

Hospital outpatients' appointments at Lincoln county hospital. Instead of sending DNA letters try sending out the appointment letter then maybe wouldn't have such long waiting lists.

**Notes / Questions**

Signposted to PALS, LICB, CQC, PHSO

**Provider Response**

Patients can now receive most of their hospital appointment notifications from United Lincolnshire Hospitals Trust (ULHT) straight to their smartphone through a secure link received via an SMS (text message), once selected and the instructions followed the Patient Portal will be opened. By choosing to use the patient portal, they can view, interact, and manage their correspondence from the hospital quickly and efficiently, all through your smartphone, laptop, tablet or PC. Additional information is on the website

10. Case 14625 (27-03-2025)

**Providers:** Lincoln County Hospital

Hospital outpatients' appointments at Lincoln County Hospital. I was told would be seen in Gastrology as an Outpatient. Surgery chased in September and again in March , suddenly got a telephone appointment in less than 2 weeks. Why wasn't referral expedited and followed up I did not have any paperwork or electronic records to be able to chase.

**Notes / Questions**

Signposted to PALS

**Provider Response**

We hope they have contact PALS and resolved their appointment. Without full patient details we are unable to resolve this

11. Case 14634 (27-03-2025)

**Providers:** Lincoln County Hospital

Little notice of appointment and didn't disclose all facts at Cardiology 24 hr heart monitor clinic 3.

**Provider Response**

Sorry they have encountered this and would encourage them to speak to PALS who can look into this and pass the feedback back to the cardiology team.

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|  | <p>12. <b>Case 14536 (10-03-2025)</b></p> <p><b>Providers:</b> United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT</p> <p>Never told where you are on the list, if anything goes wrong it seems to be admin and why should an administrator decide who needs an operation most, it should be the consultant they trained long enough.</p> <p>I had an operation cancelled three times once at 4pm after going all day without food and drink each time I was knocked down the list again instead of being at the top</p> <p><b>Notes / Questions</b></p> <p><b>Healthwatch asks</b> - when a patient has been cancelled, would they be offered the next available slot, rather than going to the bottom of the list again?</p> <p><b>Provider Response</b></p> <p>Please could this person contact PALs so we can understand a little more - rescheduling operations very much depends on the speciality so to be able to answer we need some more detail.</p> <p>13. <b>Case 14557 (12-03-2025)</b></p> <p><b>Providers:</b> United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT</p> <p>Errrrr, my partner was waiting for an appointments to come through for a bone marrow biopsy, a scan and a blood test. They got a phone call and the person told him to write down the details as they would not be getting a letter and told them a time and a date, then hung up! Caller withheld number. So both my partner and I were phoning around all over the place trying to find out what this was for and where - we phoned Lincoln hospital, outpatients, haematology (who had referred them for all the tests) and no one knew anything. They had a follow-up haematology appointment - had had a scan, had the blood test but no bone marrow biopsy and so.....by a process of deduction we all worked out that was what the phone call was about - but not knowing where the call had come from (which hospital? Lincoln? Grimsby? Boston) and not knowing what it was for we could not have known who to call back, what department. So..... haematologist has now made them an appointment and has said they will see my partner in another 6 weeks when the results are through. So, someone not bothering telling them what they were phoning for has wasted a haematology appointment and also delayed them being diagnosed.</p> <p>Same thing happened to my relative - they were pinged an NHS text telling them the date and time of their next appointment - no way to text back, no details of what and where this appointment was. They tried to find out in every way they could - never found out and does not know what appointment they missed and they are hoping they have not been discharged because of being a "no show" - but only time will tell, and it might be a long time as appointments take so long to come through (they have multiple illnesses and sees multiple services)</p> <p><b>Notes / Questions</b></p> <p>No personal contact information shared.</p> <p><b>Provider Response</b></p> <p>Diagnostic test or procedures are booked directly by the speciality so we would need more information to look into this further. Please could this person make contact with PALs?</p> <p>Regarding the text message this could be the reminder sent to patients 48 hours before their outpatient appointment. This is the only one-way (no reply) text used in outpatients as a reminder, and prompt to contact us if patients are unaware/can't remember their appointment details. For awareness we also introduced a 7-day 2-way text reminder service in March which gives patients the opportunity to reply and confirm/cancel or rebook their outpatient appointment.</p> |
| <p><b>All Areas x 11</b></p> <ul style="list-style-type: none"> <li>• 10 x General Comment</li> <li>• 1 x Signposting</li> </ul> | <p><b>General Comment</b></p> <p>1. <b>Case 14526 (07-03-2025)</b></p> <p><b>Providers:</b></p> <p><b>For Information:</b> Addenbrookes Hospital (Cambs), Lincoln County Hospital, Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Nothing seems to work properly in Lincolnshire that is why I opted to go to Addenbrookes Cambridge for my cancer care. Saying that for other things I and relatives and friends use local services. The whole care system is broken, the NHS is running in emergency mode trying to cope. Appointments cancelled last minute, long waiting lists.</p> <p>Everywhere I hear stories from people about these issues. One issue that shocked me was at Lincoln Hospital. I used to use it regularly up until 2015. I recently had to take my relative to an outpatient appointment there. The issue that shocked me was the car parking.</p> <p>The car park seemed to be the same as I remember but never full completely with cars circling around and around trying to get parked. I felt very sorry for those who were the driver and the patient getting very anxious about the appointment time being missed. It took me nearly half an hour to get parked. I am told the same thing is happening at Boston and Grimsby Hospitals. Hospitals being expanded without the infrastructure to cope with the increase in car parking requirements. At Cambridge there is two multi story car parks plus a normal car park. You can always get parked.</p> <p><b>Notes / Questions</b></p> <p>No personal contact information provided</p> <p><b>Provider Response</b></p> <p>ULHT - We are currently reviewing all car parking provision across all of sites to look to improve and expand what we currently have to maximise the finite space on the sites.</p>  |

2. Case 14591 (19-03-2025)

**Providers:**

**For Information:** Grantham + District Hospital

Apart from my procedure being cancelled twice every thing went fine on the day.

**Notes / Questions**

No personal information shared.

**Provider Response**

We are pleased that everything went well but are sorry that you had your procedure cancelled - we hope you are recovering.

3. Case 14586 (19-03-2025)

**Providers:** Lincoln County Hospital

I was on waiting list for a thumb operation from September 2024. Then needed a gall bladder operation I had to come of the orthopaedics waiting list to go on general surgery list in November . Due to cancelled operation dates I finally had my surgery on 5th March. I have just been put on orthopaedics waiting list again told nothing for at least next 6 weeks and then surgeon is on leave. Lincoln County Hospital do not let you be on two waiting lists for surgery

**Notes / Questions**

Signposted to PALs and LICB feedback.

**Provider Response**

ULHT - We put patient safety first so you cannot be on two waiting lists just in case the surgeries are close together which would not be safe for patients.

4. Case 14590 (19-03-2025)

**Providers:**

**For Information:** Lincoln County Hospital

Emergency department (inc A&E) at Lincoln County Hospital. It was difficult to access the help and support needed. You have to wait too long especially if you're unwell. But experience of the care received was positive.

**Notes / Questions**

No personal information provided

**Provider Response**

We are sorry that you encountered this on your visit and the care provided was very positive. We know that the staff work under immense pressure and there are often volunteers on the department to help and assist patients with any questions

5. Case 14593 (19-03-2025)

**Providers:** Lincoln County Hospital

I was told on the eve of my major robotic colonic operation that the operation will be cancelled due to theatre staff shortage. It came as a real shock especially after having worked as a surgeon in the same hospital for 30+ years. However, I contacted the surgical team and my surgeon ( an ex colleague) arranged with the bank nurses and the operation was eventually carried out. This could have been done by the theatre managers but I had to involve my ex colleague to sort out this. The operation went ahead and I was discharged after three days of my robotic colonic resection and anastomosis.

**Provider Response**

We are sorry that your surgery was cancelled and as you will be aware sometimes cancellations do happen and they are beyond our control. We hope that you have recovered well from your surgery

6. Case 14605 (26-03-2025)

**Providers:** Lincoln County Hospital, London Royal Free Hospital

Since my spouse was diagnosed with pancreatic cancer we only ever have video calls with an oncologist, no one except when spouse has been admitted to hospital has bothered to examine them. How can they tell how they are doing when they only see their head and shoulders. Sometimes the video links fail so it's a phone call instead.

**Notes / Questions**

Signposted to PALs Lincoln County Hospital and London Royal Free Hospital and LICB feedback team.

**Provider Response**

ULHT - We hope the patients has made contact with our PALS team and they have been able to assist.

7. Case 14534 (07-03-2025)

**Providers:** Pilgrim Hospital

Waiting 8 weeks for MRI & Blood tests Results Boston Hospital.

**Notes / Questions**

Signposted to PALs Pilgrim



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|   | <p>8. Case 14558 (12-03-2025)</p> <p><b>Providers:</b> Pilgrim Hospital</p> <p>Emergency department (inc A&amp;E) at Pilgrim Hospital. I was treated well by staff but when it came to handing over my care to the mental health transport team nothing was ready and I nearly had to have my transport rescheduled</p> <p><b>Notes / Questions</b></p> <p>No personal contact information shared.</p> <p><b>Provider Response</b></p> <p>We are sorry that this happened, it may have been due to the department being busy that things were not ready - but we are pleased that the transport wasn't missed in the end.</p> <p>9. Case 14521 (07-03-2025)</p> <p><b>Providers:</b></p> <p><b>For Information:</b> United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT</p> <p>General outpatients and hospital-based Consultants. Appointments tend to be behind the time scale staff tell you it will be and are often cancelled at short notice.</p> <p><b>Notes / Questions</b></p> <p>No personal information shared</p> <p><b>Provider Response</b></p> <p>We are sorry for this experience, there are a number of factors that may mean an appointment is delayed or cancelled, we do keep a track on these and do all we can to minimise them. Please contact PALs if there is anything worrying you in relation to a cancelled appointment and we will try and help.</p> <p>10. Case 14592 (19-03-2025)</p> <p><b>Providers:</b></p> <p><b>For Information:</b> United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT</p> <p>General outpatients and hospital-based Consultants. Just so very poor, communication, updating , records missing. Insulin diabetic - no care or concern shown</p> <p><b>Notes / Questions</b></p> <p>No personal information shared.</p> <p><b>Provider Response</b></p> <p>We are sorry for your experience; if you contact PALs with some more information we may be able to address your concerns.</p> <p><b>Signposting</b></p> <p>1. Case 14581 (19-03-2025)</p> <p><b>Providers:</b></p> <p>How can I find a private Cardiac Specialist.</p> <p><b>Notes / Questions</b></p> <p>Signposted back to GP for referral and EACH at ICB</p> |
| <p><b>Out of Area x 2</b></p> <ul style="list-style-type: none"> <li>• 2 x General Comment</li> </ul> | <p><b>General Comment</b></p> <p>1. Case 14473 (03-03-2025)</p> <p><b>Providers:</b> Out of area</p> <p>Scunthorpe Hospital</p> <p>Important gynaecology outpatient appointments cancelled with no new date given, told not doctors</p> <p><b>Notes / Questions</b></p> <p>Sent to relevant Healthwatch</p> <p>2. Case 14476 (04-03-2025)</p> <p><b>Providers:</b> Out of area</p> <p>Diana, Princess of Wales Hospital, Grimsby.</p> <p>Referred in Mid October 2024. Hospital website states waiting time 14 weeks. Waited 19 weeks before contacting relevant department. Told wait could be up to 7 months. Only contact before this was a letter asking me if I still wanted to remain on the waiting list d been on for 12 weeks. Asked about going private. Told someone would get back to me, they haven't.</p> <p>If you're going to advertise a waiting time keep it up to date.</p> <p>If you're say you'll get back to someone do it.</p> <p>If you're can't satisfy your obligations in respect of the 18 week waiting time give people the full facts about their rights.</p> <p>Put the patient at the centre not the institution.</p> <p>Show the respect you expect to receive to the patient who is your raison d'être.</p> <p><b>Notes / Questions</b></p> <p>Information shared with relevant Healthwatch</p>  |

| Area   | Case Details  |
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| <p><b>West Locality x 3</b></p> <ul style="list-style-type: none"> <li>3 x General Comment</li> </ul>  | <p><b>General Comment</b></p> <p>1. <b>Case 14485 (04-03-2025)</b><br/> <b>Providers:</b> Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)<br/> Community Mental Health Team (CMHT) and specialist MH services, CPN , Lincoln<br/> Inconsistent support, never seeing the same person, all have different opinions on how best to support<br/> <b>Notes / Questions</b><br/> No patient details provided</p> <p>2. <b>Case 14619 (27-03-2025)</b><br/> <b>Providers:</b><br/> <b>For Information:</b> Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)<br/> Community Mental Health Team (CMHT) and specialist mental health services. Decided to move me to another hospital but didn't tell me or my family until transport for the move had arrived.<br/> <b>Notes / Questions</b><br/> No personal information shared</p> <p>3. <b>Case 14627 (27-03-2025)</b><br/> <b>Providers:</b> Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)<br/> Mental health support at Peter Hodgkinson centre .To be kept informed of decisions about patient care, e g when they are to be moved to another hospital and the reason why, not just 10 minutes before hospital transport turns up.<br/> <b>Notes / Questions</b><br/> Signposted to PALs LPFT.<br/> <b>Provider Response</b><br/> LPFT response; we would usually keep patients and carers/family members informed of any plans to transfer someone to another ward or setting, however we recognise there may be occasions when decisions are taken quickly due to bed availability or in the best interest of the patient</p> |
| <p><b>All Areas x 3</b></p> <ul style="list-style-type: none"> <li>1 x General Comment</li> <li>1 x Compliment</li> <li>1 x Signposting</li> </ul> | <p><b>General Comment</b></p> <p>1. <b>Case 14541 (10-03-2025)</b><br/> <b>Providers:</b> Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)<br/> Mental Health (IPBT) Integrated Place Based Team<br/> All was ok until the team told me I was being discharged in the New year. I told them more than once I wasn't ready but they discharged me anyway.<br/> <b>Notes / Questions</b><br/> Healthwatch provided PALs information</p> <p><b>Compliment</b></p> <p>1. <b>Case 14587 (19-03-2025)</b><br/> <b>Providers:</b><br/> <b>For Information:</b> Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)<br/> Community Mental Health Team (CMHT) and specialist Mental Health services. There was a wait for my CBT therapy but once it started I cannot fault it. Everyone should learn this stuff, it's very effective and it changed my life.</p> <p><b>Signposting</b></p> <p>1. <b>Case 14494 (05-03-2025)</b><br/> <b>Providers:</b><br/> GP survey information. any additional support for managing ADHD.<br/> <b>Notes / Questions</b><br/> Signposted to ADHD organisations-<br/> <a href="mailto:info@adhdlincs.org">info@adhdlincs.org</a>, <a href="http://www.nice.org.uk/guidance/NG87">www.nice.org.uk/guidance/NG87</a>, <a href="http://www.adhdandyou.co.uk">www.adhdandyou.co.uk</a>, <a href="http://www.adhdfoundation.org.uk">www.adhdfoundation.org.uk</a>,<a href="http://www.adhdfoundation.org.uk">www</a></p>   |
| <p><b>Out of Area x 3</b></p> <ul style="list-style-type: none"> <li>3 x General Comment</li> </ul>  | <p><b>General Comment</b></p>   |

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|  | <p>1. <b>Case 14475 (04-03-2025)</b></p> <p><b>Providers:</b> Out of area</p> <p>Rharian fields</p> <p>Got 10 sessions of CBT for an eating disorder I've had 30 years. Having someone to be accountable to helped but 10 sessions wasn't long enough there was no dietitian input just told eat 3 meals 3 snacks so on discharge I did a calorie counting diet as hadn't learnt anything about portion control or individual nutritional needs so I got scared and it spiralled restricting calories</p> <p><b>Notes / Questions</b></p> <p>Information shared with relevant Healthwatch</p>  |
|  | <p>2. <b>Case 14498 (06-03-2025)</b></p> <p><b>Providers:</b></p> <p><b>For Information:</b> Out of area</p> <p>Mental health support. So far nothing has gone well, my mental health has deteriorated from feeling life was extremely hard and general distress when I first got in touch to the point of suicidal ideation and self harm. I have tried to access the ADHD medication service for individuals already diagnosed and the lack of any clinical assessment and the use of a waiting list that doesn't take into account clinical need has meant that I have waited for treatment for so long my mental health has deteriorated . I have since had to contact the crisis team and single point of access in the area. I am not optimistic I will still be alive by the time I am seen.</p> <p><b>Notes / Questions</b></p> <p>No contact details. Forwarded to HW Northeast Lincolnshire</p>  |
|  | <p>3. <b>Case 14539 (10-03-2025)</b></p> <p><b>Providers:</b> Out of area</p> <p>Navigo Harrison house Grimsby</p> <p>Nothing went well and on more than one occasion. Delays in prescriptions for medication. Appointments being booked and then the wrong time entered on there information, and receiving texts saying I failed to attend! This has been proven from the complaint I put in. Staff members telling me referrals have been made for me only to have to chase them up to find out they were never made! Left without services whilst it takes them weeks/ months to decide if I should be under community care or something else. Being left for over an hour, and a family member having to chase them up after a suicide attempt. The internal complaint system that changes nothing multiple complaints and concerns raised for nothing to change. Being unable to escalate my complaint for a set amount of time</p> <p><b>Notes / Questions</b></p> <p>Information sent to North East Lincolnshire Healthwatch</p> |

## Patient Transport

| Area   | Case Details   |
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| <b>East Locality x 1</b> <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul> | <p><b>General Comment</b></p> <p>1. <b>Case 14572 (14-03-2025)</b></p> <p><b>PCN:</b> East Lindsey</p> <p><b>Providers:</b> Community Volunteer Car Service, Non-Emergency Hospital Transport (NEPTS) EMAS</p> <p>Patient tried to get Non Emergency Patent Transport for an appointment at Pilgrim Hospital. When they rang the number they were given, they were told that they did not meet the criteria, and no reason given. They have COPD and limited mobility.</p> <p>Their local Church made arrangements with the Voluntary car scheme which is 50p a mile and they had to wait more than 2 hours and it was double the fare to get back to Louth.</p> <p><b>Notes / Questions</b></p> <p>HW contacted patient by phone and left a voicemail message with contact number if needed any further assistance. Patient telephoned back no further assistance needed.</p> |
| <b>West Locality x 1</b> <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul> | <p><b>General Comment</b></p> <p>1. <b>Case 14644 (27-03-2025)</b></p> <p><b>Providers:</b></p> <p><b>For Information:</b> Community Volunteer Car Service, Lincolnshire County Council - Transport</p> <p>Transport a problem in the village . Only able to book Call Connect Bus a week in advance now. Lives 5 miles from bus stop unable to walk this far. No volunteer drivers when has tried to use Community Car Service.</p> <p><b>Notes / Questions</b></p> <p>No personal contact information provided</p>   |

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| <p><b>All Areas x 2</b></p> <ul style="list-style-type: none"> <li>2 x General Comment</li> </ul> | <p><b>General Comment</b></p> <p>1. <b>Case 14571 (14-03-2025)</b></p> <p><b>Providers:</b><br/> <b>For Information:</b> East Midlands Ambulance Service NHS Trust (EMAS), Non-Emergency Hospital Transport (NEPTS) EMAS</p> <p><b>Ambulances and Paramedics.</b></p> <p>The frontline staff, drivers, paramedics and assistants have, without exception been awesome.</p> <p><b>EMAS patient transport</b></p> <p>BUT the organisation that sits behind this service is pitiful! We have through circumstance, unfortunately, used the patient transport service for several out patient appointments. On two occasions my 87 year old parent was an inpatient at one hospital but was transported 35 miles away for a clinic appointment for the very thing they were in hospital for! How is that sensible. They had 3 appointments where they were over one and a half hours late for an appointment because the service is so overstretched.</p> <p>They also had two journeys cancelled within 2 hours of the appointment time by EMAS because they were understaffed. Clearly the tender offered by the company behind EMAS was not scrutinised thoroughly by NHS procurement as there is clearly insufficient staff and vehicles to cope with normal demand. The failed journeys meant there were wasted clinic time and set back a patient's recovery.</p> <p><b>Notes / Questions</b></p> <p>No personal contact information shared.</p> <p>2. <b>Case 14556 (12-03-2025)</b></p> <p><b>Providers:</b> Non-Emergency Hospital Transport (NEPTS) EMAS</p> <p>Today, for the first time I arranged hospital transport for my spouse as their mobility has declined and there are stairs inside and outside of out premises. I received confirmation of the time of pick up this morning. Later I received confirmation of the time window we would be collected to return. The appointment was 1.30 pm pick up any time from 11.30.</p> <p>No one arrived by 12 pm, as It would take time to get them out and into the ambulance as well journey there. So I tried to contact them in case they had gone astray. The phone answered with a message but no one to speak to. At 12 30 I decided I needed to contact the clinic to let them know we would not make it in time. They said the appointment had been cancelled by the transport and they were already trying to rearrange an appointment. At nearly 3pm I had a call from transport to inform me they were not coming. I said it was a bit late to inform us.</p> <p>They were very sorry but apparently the messages are an automatic service and do take account of cancellations. Someone cancelled with the clinic and knew a patient was waiting. I do not understand why someone could not have called the contact number and told us.</p> <p><b>Notes / Questions</b></p> <p>No personal contact information shared.</p> |
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## Social Care Services

| Area  | Case Details   |
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| <p><b>East Locality x 1</b></p> <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul> | <p><b>General Comment</b></p> <p>1. <b>Case 14657 (31-03-2025)</b></p> <p><b>PCN:</b> East Lindsey</p> <p><b>Providers:</b> Lincolnshire County Council - Adult Social Care, Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Carer for spouse until they went into residential Care in 2021. Previous Care home they experienced 7/8 falls and Safeguarding issues were raised.</p> <p>Spouse is supported under Adult Frailty Market Rasen, and has a key worker.</p> <p>Carer has now raised a complaint about the key worker as they have not appeared to be very understanding. Carer has not heard anything more and been told they must continue to deal with them as allocated key worker.</p> <p>Following a Decision Support Tool (DST) spouse was changed from Full Health Funding but not too sure why this has changed as nothing in their care has changed in fact got worse. Spouse has diagnosis of vascular, Alzheimer's dementia, Bowel cancer and a main blocked artery, has known carer for the past 18 months.</p> <p>Carer disclosed that they have limited funds via Universal Credit and lives in a property that requires repairs. Carer advised that they use spouses 2 x private pensions as part of the household income despite them living in residential care. Understood that government pension would be used, but that private pensions would be still provided with 50% of this, however this is not the case.</p> <p>Spouse now having to contribute to care will leave them in financial crisis. Carer suffers with anxiety and depression and unable to work. Has spoken with CHC.</p> <p><b>Notes / Questions</b></p> <p>Provided Citizens advice to see if on correct benefits etc and should they be taking private pensions into account. Is also going to speak with care home manager.</p> |

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| <b>South West Locality x 1</b> <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul> | <b>General Comment</b> <ol style="list-style-type: none"> <li><b>Case 14649 (31-03-2025)</b><br/> <b>PCN:</b> K2 Healthcare Sleaford<br/> <b>Providers:</b> Lincolnshire Integrated Care Services (ICS/ICB)<br/> ICB Lincolnshire continuing health care<br/> Declined at point of triage. Despite request for discussion with MDT as the child has a rare disease and all professionals recognise the tool used isn't suitable.<br/> Just because it isn't suitable shouldn't mean they won't triage as there are high level need and complex medical needs<br/> Consultant wrote a letter to further question this and response received from lead was this will be sent to the quality team as a complaint.<br/> No suggestion of a meeting with the professionals agreeing to discuss needs </li></ol>   |
| <b>All Areas x 1</b> <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul>           | <b>General Comment</b> <ol style="list-style-type: none"> <li><b>Case 14603 (21-03-2025)</b><br/> <b>Providers:</b> Lincolnshire County Council - Adult Social Care, Lincolnshire Integrated Care Services (ICS/ICB)<br/> I wonder if you are able to give me some advice. My parent receives a CHC package for care at home and they have complex mental illness on top of their physical health needs. Was told that the ICB (Lincs) changed their procurement a couple of years ago and we had to accept a new provider. They did postpone it as my other parent had just died but now they are moving initial parent to the new provider. I want to know if there is any route by which we can retain the current provider for example, a personal budget, as they don't have long left and they're really happy with their provider (as are we).I have raised this with the nurse who acts as our point of contact but I know that sometimes routes and patient choice is not well understood even by those working in the NHS.<br/> <b>Notes / Questions</b><br/> Signposted to LICB feedback and CHC information provided. </li></ol> |

#### Other

| Area   | Case Details   |
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| <b>East Locality x 1</b> <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul> | <b>General Comment</b> <ol style="list-style-type: none"> <li><b>Case 14600 (20-03-2025)</b><br/> <b>Providers:</b> NHS 111 Service<br/> Comments shared by Lincolnshire Sensory Group, Boston in relation to NHS111.<br/> Patients who call for what appears to be non A&amp;E issues are being directed to attend A&amp;E.<br/> Patients have used the Urgent Treatment Centre (UTC) at Boston but only after they had rung NHS 111 and check in there at A&amp;E to be told that they will be seen in UTC. </li></ol> |

#### Not Specified

| Area   | Case Details   |
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| <b>South Locality x 2</b> <ul style="list-style-type: none"> <li>1 x General Comment</li> <li>1 x Signposting</li> </ul> | <b>General Comment</b> <ol style="list-style-type: none"> <li><b>Case 14573 (14-03-2025)</b><br/> <b>PCN:</b> Spalding<br/> <b>Providers:</b><br/> I wonder if it would be possible that you TEXT this client I have seen today. They have mouth cancer and extensive jaw surgery. They require a shoulder replacement but the surgeon will not do it because of cross infection from their jaw which is permanently infected. They feel that although the hospital gave them good care and support as soon as their treatment there stopped they were on their own. Their Medical Centre don't give any support - other than tell them to join a social coffee group (they have trouble making themselves understood because of the jaw surgery) !<br/> <b>Notes / Questions</b><br/> HW contacted client by text as requested and awaiting response from client to see if they would like any further information and in what format as communication is difficult.<br/> Emails sent to patient as requested with Information and Signposting Information , contact details given for - Voiceability , Acis home plus, Scope, LICB Customer Care Team, Adult Social Care, Connect to support, Wellbeing Lincs, Macmillan Cancer support, Lincolnshire Sensory services, Age UK </li></ol> <b>Signposting</b> |

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|  | <p>1. <b>Case 14530 (07-03-2025)</b></p> <p>PCN: Four Counties</p> <p>Providers:</p> <p>Spinal damage.</p> <p><b>Notes / Questions</b></p> <p>Signposted to Practice Manager in first instance, LICB, NHS 111 if urgent.</p>   |
| <p><b>All Areas x 5</b></p> <ul style="list-style-type: none"> <li>• 2 x General Comment</li> <li>• 3 x Signposting</li> </ul> | <p><b>General Comment</b></p> <p>1. <b>Case 14533 (07-03-2025)</b></p> <p>Providers:</p> <p>How to get long term problems sorted.</p> <p>2. <b>Case 14599 (20-03-2025)</b></p> <p>Providers: Lincolnshire Integrated Care Services (ICS/ICB), United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT</p> <p>Patient is deaf and their first language is British Sign Language (BSL). Attended for a scan but which turned out to be an MRI and they were not able to have it due to having implants. Has issues with communication and access to clinicians not communicating with them appropriately. That Clinicians do not make reasonable adjustments to how they communicate . Insisting with speaking with them on the phone when they are not able to do this . Not using an interpreter to communicate. Medical information not being shared across medical teams in relation to her deafness. Her first language is BSL, but can read and write in English.</p> <p><b>Notes / Questions</b></p> <p>Signposted to ULH PALS , LICB feedback team.</p> <p><b>Provider Response</b></p> <p>We are sorry that this happened and would encourage the patient to contact PALS who can ask the radiology team to check the patient's record to ensure that BSL is marked as their preferred language and any reasonable adjustment requirements are noted. We are continually sending out message to all staff relating to BSL to make our staff more aware on the use and booking of interpreters and suitable reasonable adjustments are made.</p> <p><b>Signposting</b></p> <p>1. <b>Case 14582 (19-03-2025)</b></p> <p>Providers:</p> <p>Patient completed online Gp Survey and wanted information about being pre diabetic .</p> <p><b>Notes / Questions</b></p> <p>Signposted to Diabetes UK for further information and contact details</p> <p>2. <b>Case 14583 (19-03-2025)</b></p> <p>Providers:</p> <p>Patient completed online GP survey.Chronic pain condition that has not been adequately diagnosed and repeatedly only offered treatment of symptoms (pain medication). Need a specialist referral but no idea if this is possible.</p> <p><b>Notes / Questions</b></p> <p>Signposted to LICB feedback team .</p> <p>3. <b>Case 14584 (19-03-2025)</b></p> <p>Providers:</p> <p>Patient completed GP online Survey suffering from neck pain and stiffness, with a clicking sensation at times.</p> <p><b>Notes / Questions</b></p> <p>Signposted to GP in first instance, LICB, Connect pain management.</p> |

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| <p><b>Out of Area x 1</b></p> <ul style="list-style-type: none"><li>• 1 x General Comment</li></ul> | <p><b>General Comment</b></p> <p>1. <b>Case 14524 (07-03-2025)</b></p> <p><b>Providers:</b></p> <p>General Practice (GP) Roxton Practice. Hopefully the system of booking an appointment has improved. Now a ring back service has been introduced if finding it difficult to use on-line service .The biggest problem is transport.Our village Keelby near Grimsby has no public transport link to the practice surgery at Immingham. People moved into the village as there was a service here.This clinic now has no serving doctors, only used for issuing prescriptions and limited nursing services.This is not only a problem for the elderly but younger families without access to personal transport. We were told a new surgery would be built but recently told this is not going to happen.Hopefully the old building is going to be refurbished and some of the large number of doctors within the practice might be tempted to return but how long will we struggle with this situation.</p> <p><b>Notes / Questions</b></p> <p>Information forwarded to Healthwatch Northeast Lincolnshire</p> |
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