



Healthwatch Lincolnshire

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Healthwatch Lincolnshire Patient experiences: April 2025

This report has been produced by Healthwatch Lincolnshire to highlight the health and care experiences shared with us for the period 1 to 30 April 2025 where 128 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.

We give all service providers 20 working days to respond to any comments before we share the final version of the report.

Note:

A quick guide to the report:

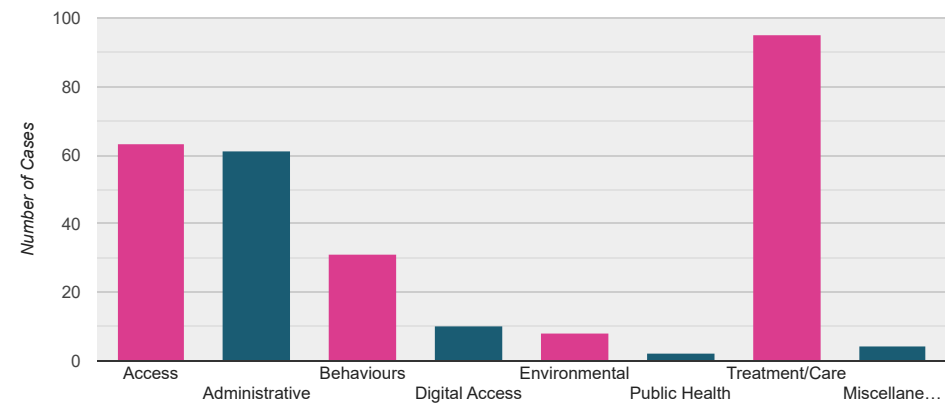
- Pink text shows the actions our team have taken.
- Green text highlights responses we've received from providers.
- Multiple Services section includes feedback where more than one service is involved, highlighting how different parts of the healthcare system interact. Following this section cases are categorised into service types:
- Community Health Services
- Primary Care Services
- Hospital Services
- Patient Transport
- Social Care Services
- Other

Statistics

Total cases: 128

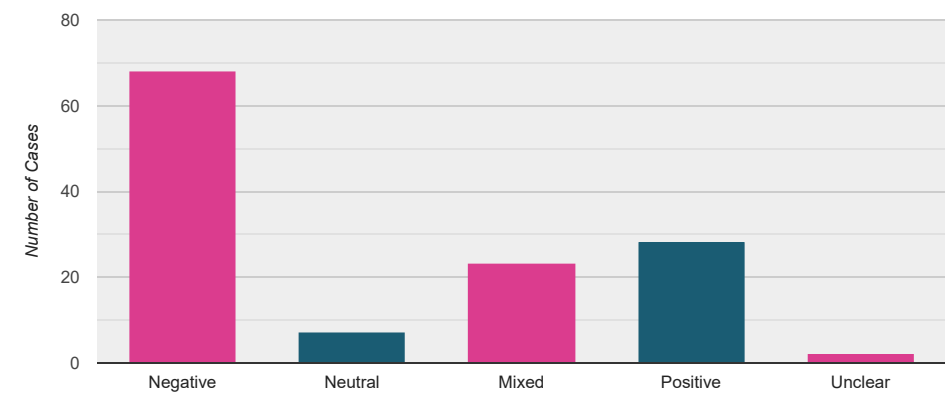
Cases responded to within 3 days: 128 out of 128 (100%)

Theme Areas



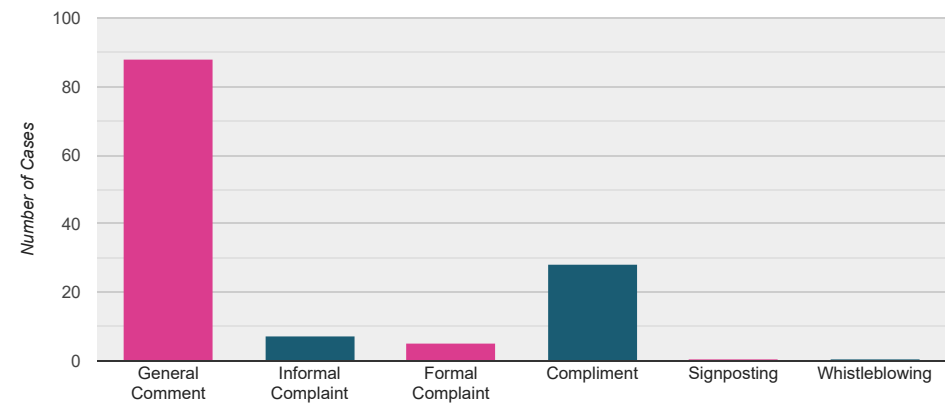
Theme Areas	Cases
Access	63
Administrative	61
Behaviours	31
Digital Access	10
Environmental	8
Public Health	2
Treatment/Care	95
Miscellaneous	4

Sentiments



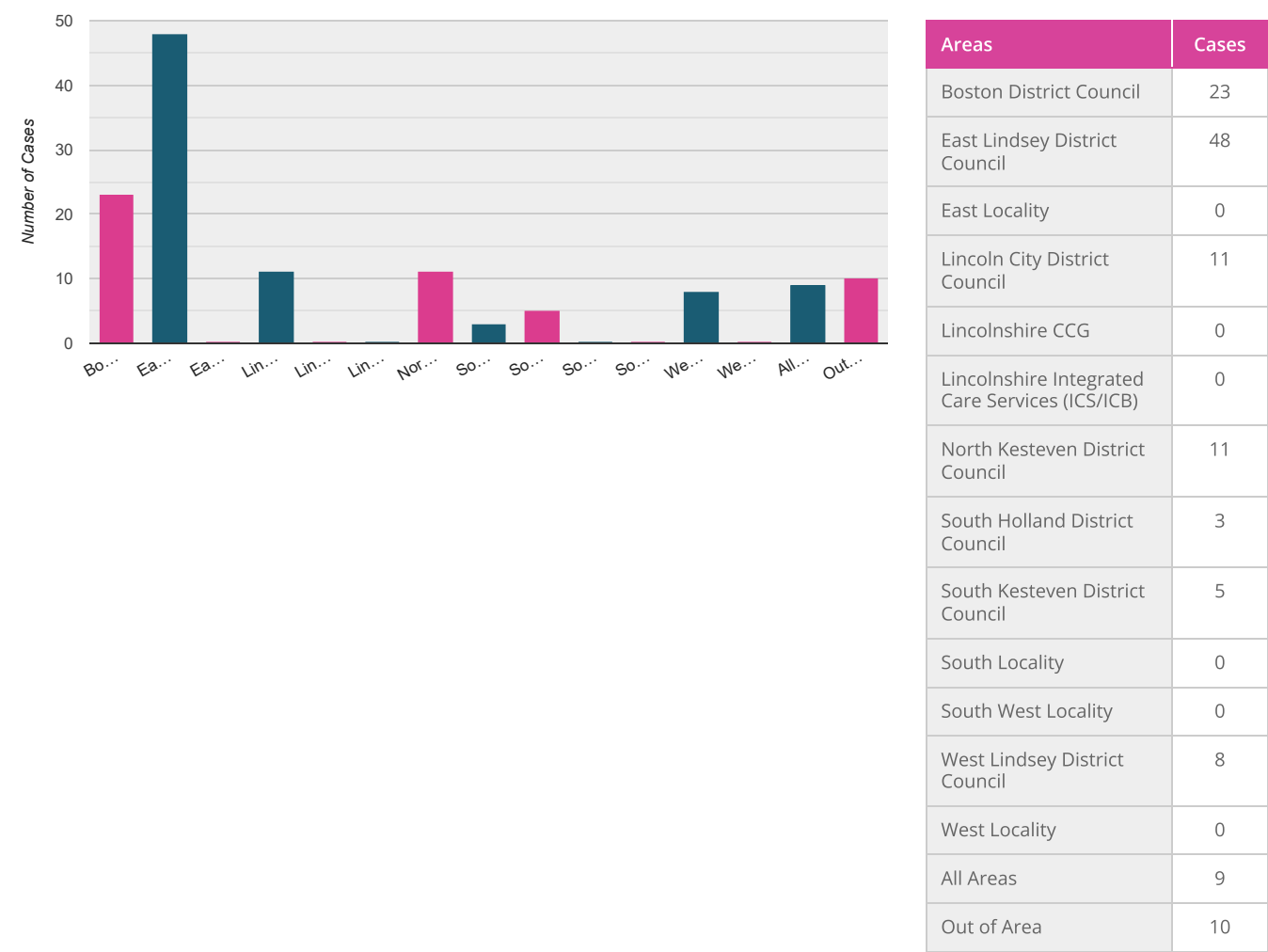
Sentiments	Cases
Negative	68
Neutral	7
Mixed	23
Positive	28
Unclear	2

Case Types

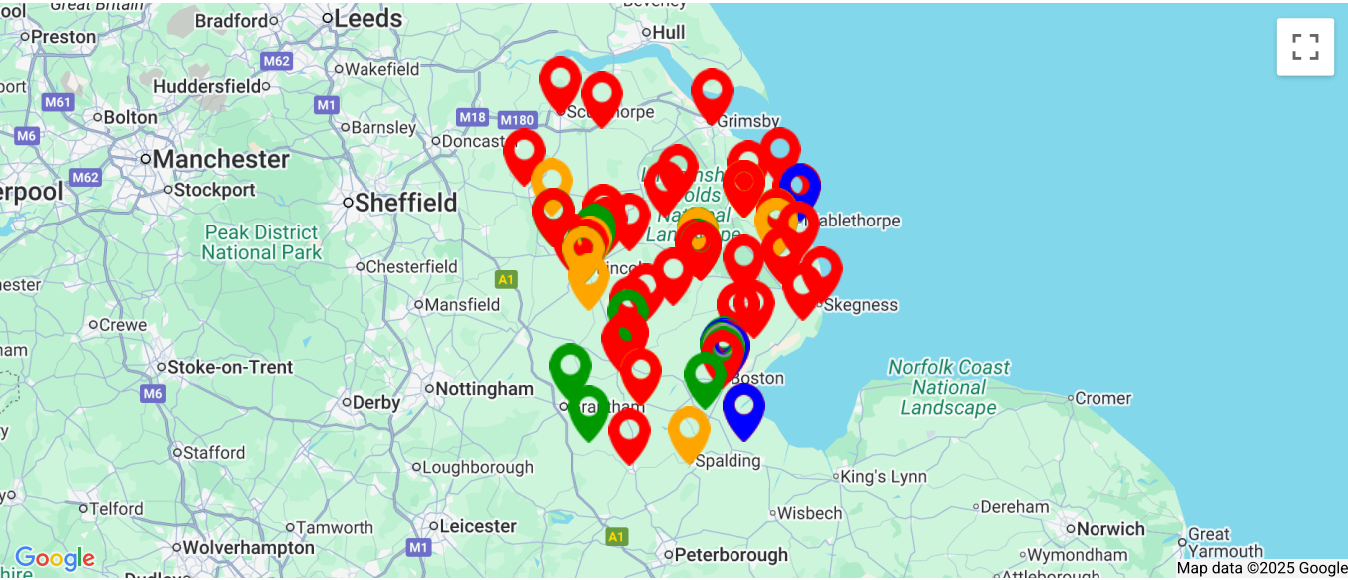


Case Types	Cases
General Comment	88
Informal Complaint	7
Formal Complaint	5
Compliment	28
Signposting	0
Whistleblowing	0

Areas



Map



Cases

Multiple Services

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

Area	Case Details
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Boston District Council x 7

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

General Comment

1. Case 14671 (02-04-2025)

PCN: Boston

Providers: Parkside Surgery, Pilgrim Hospital

For Information: Integrated Care Board Dental

Impossible to get an appointment at Parkside Surgery.

I have no Dentist.

I had to wait 12 hours at A&E at Pilgrim Hospital this is too long.

Notes / Questions

Signposted to local dentists taking on patients and NHS Choices re dentists and urgent treatment

2. Case 14676 (03-04-2025)

PCN: Boston

Providers: Integrated Care Board Dental

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

A individual came to the Warm Space at the Centenary in Boston for the first time. Had only been in Boston one day. Originally from Afghanistan. Wanting information on how to register with GP and gain access to healthcare, dentist and foodbank. Also asked for information about where to go for English lessons. Has accomodation.

Notes / Questions

Signposted and given information about local GP Practices and dentists , what documents need to take. Signposted to CAB for foodbank info. Signposted to Boston Borough Council / Boston College re English Language classes.

3. Case 14664 (02-04-2025)

PCN: Boston

Providers: One Health at Boston Health Clinic, Parkside Surgery, Practice Plus Group MSK & Spinal Service, Lincolnshire, The Sidings

I have had a longstanding back problem since I was 18 years old. Did not get anywhere at The Sidings Surgery so I moved to Parkside Surgery. It took from 2015 until 2023 and I finally got a scan that confirmed that I had 4 bulging discs between the shoulder blades. Had another scan last year that showed progression in my condition. I saw MSK Practice Plus who referred me to "One Health " at Boston Health Clinic. Saw a Consultant who said it was muscular and "down to my mental health ". I have ADHD. I have continued to see the MSK Practitioner and have been referred to various places, an Osteopath at Kings Lynn. I have also received a letter from MSK discharging me.

Formal Complaint

1. Case 14752 (16-04-2025)

PCN: Solas

Providers: Lincolnshire County Council - Adult Social Care, Pilgrim Hospital, The Old Leake Medical Centre

When I had an accident and was sent home from A&E at Pilgrim Hospital (in Dec. 2024) unable to get in and out of bed nor dress myself, no help was ever forthcoming. My doctor said this was appalling.

My partner who has Alzheimer's and fell and broke their hip in March 2025 picked up an infection from theatre from which they recovered from, but nothing was done to improve their hypotension, nor give them the physio required, as a result 7 weeks later they have been transferred to another hospital. I have informed the CQC, my MP, CEO of the Lincolnshire Hospital Trust and I am writing to the Ombudsman.

Notes / Questions

Healthwatch suggested LICB

Compliment

1. Case 14670 (02-04-2025)

PCN: Boston

Providers:

For Information: Greyfriars Surgery, Pilgrim Hospital

No problems with Greyfriars Surgery. No problems with Outpatients at Pilgrim Hospital.

	<p>2. Case 14665 (02-04-2025)</p> <p>PCN: Boston</p> <p>Providers: Lincoln County Hospital, Liquorpond Surgery</p> <p>I had an operation in Lincoln County Hospital last year in October 2024 as I had a heart attack. I have been very nervous since I was a child. I had 10 injections in my hand but first they made it numb. I had to be put to sleep in the end. My parent stayed with me . I had high blood pressure and they were taking it every hour. I went home the same day as the operation. The staff were brilliant and were nice and made me laugh. The Doctor was marvellous and made me feel like we had a special friendship . I live with my parents but find it difficult to walk up the stairs. I have no problems getting an appointment at the Doctors.</p> <p>3. Case 14675 (03-04-2025)</p> <p>PCN: Boston</p> <p>Providers: Parkside Surgery, Pilgrim Hospital</p> <p>At Parkside GP Practice and they are very efficient .</p> <p>Orthopaedics - I had to be referred to the hospital and had to have an MRI on my finger in case it was a tumour. I got my appointment very quickly . All staff very helpful at Doctors and hospital.</p>
<p>East Lindsey District Council x 8</p> <ul style="list-style-type: none"> • 4 x General Comment • 1 x Informal Complaint • 1 x Formal Complaint • 2 x Compliment 	<p>General Comment</p> <p>1. Case 14754 (17-04-2025)</p> <p>PCN: First Coastal</p> <p>Providers: Beacon Medical Practice, Non-Emergency Hospital Transport (NEPTS) EMAS, Pilgrim Hospital</p> <p>Friends of a person who attends The Storehouse on a regular basis were having issues with trying to contact Outpatients Department at Pilgrim Hospital as their friend had an appointment this morning but their were issues with the booked transport not arriving on time and they wanted to let the hospital know that they would not be attending. Have asked if it would be possible for transport to ring patient 10 minutes before arriving then would be able to be waiting outside on time. Lives in a gated flat , where access is difficult and unable to see when transport arrives. Tried to phone Outpatients phone not answered for about 30 mins then told would be put through to another Department , this did not work. Tried to ring main Pilgrim Hospital number not answered. HW did speak to the person who issues related to. This person is feeling very overwhelmed at the moment with everything has cancer diagnosis, insulin dependant diabetic . Has had operation for cancer cancelled in March as blood sugars too high , has got some support but very unsure who Health workers are as no consistency. Difficult to access GP and get a face to face appointment, no access to internet does not have mobile phone. Feels in a rut at the moment and difficult to get out of it, daily personal care and sorting out flat not a priority , states flat a mess, and wanting some support. Wanting someone to explain all the issues there are about health so can move on.</p> <p>Notes / Questions</p> <p>Signposted to PALs Pilgrim, NEPTS, Voluntary Car Services.</p> <p>Patient requested that HW contacted PALs about appointments and contact NEPTS. Requested that HW contact GP on their behalf and request further information about diagnosis and any other support they might need.</p> <p>Provider Response</p> <p>Response from PALS - Looking at this we cannot make the appointment – this was for an urgent Echo and it would be easier for them to call and re-arrange a time that suits them.</p> <p>Response from Practice Manager- will contact the patient and make an appointment for them.</p> <p>Response from NEPT - We failed the patient on the date below , and added a flag and log note to her record. We attended for the rebooked appointment but there was no answer at her door or on her phone so journey was aborted. We have had no bookings since and have not received a PAL'S concern.</p>

2. Case 14688 (03-04-2025)

PCN: Meridian

Providers: Integrated Care Board Dental, Lincolnshire Community Health Services NHS Trust (LCHS), Lincolnshire County Council - Adult Social Care, Louth CDS Clinic (Lincolnshire Community Health Service), The Elms Care Home

Comments and questions raised by Carers at The Dementia Cafe, Louth.

- Access to NHS dental treatment extremely difficult.
- Care Homes and access to NHS Dentists – extremely difficult. One carer had to chase for an appointment for their spouse who had an abscess due to lack of dental treatment. No one at the home knew how to refer. GP said it was a dental issue and dentist wouldn't come into the home to see the patient. (patient not mobile and on palliative care). The patient needed a course of antibiotics so after 4 days the carer managed to get the antibiotics but felt that if they hadn't the person would probably have died of sepsis. The community dentist visited the patient in the care home 6 weeks later! Patient is a resident at the Elms, Louth. The resident was marked as needing urgent dental treatment, the care home did not follow through and wasn't seen by them for at least 6 weeks. Do all care homes know how to refer to the community dental team? What training has been put in place and what follow up is done to ensure that vulnerable residents are getting the treatment that they need?

Notes / Questions

Please see comments and questions raised by Carers at The Dementia Cafe, Trinity Centre, Louth.

3. Case 14663 (02-04-2025)

PCN: Solas

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

My child is under Addenbrookes Hospital for specialist heart treatment having been born with an enlarged heart and having a number of operations over the last few years. The Paediatric Team there are amazing!

We find that communication with Lincoln County and the GP is not very good and we are forever following things up as they never do what they say.

Addenbrookes on the other hand are fantastic, sharing information as they should, keeping us informed and part of the process including talking to our GP on a regular basis. We had some issues recently with medication and they were able to liaise with our pharmacy here in Alford directly and within hours had an emergency supply sent across whilst the Pharmacist sorted it out this end.

Lincoln County Hospital, well what can I say, not very interested and could have ended in serious medical issues, hospital admission or death of my child. Ongoing issues with them. Can't praise the Pharmacist here and Addenbrookes enough. Wish we lived closer as it can be quite stressful getting to the appointment, though the last 2 appointments they have arranged overnight stays for us (both parents).

Notes / Questions

No personal contact information provided.

4. Case 14687 (03-04-2025)

PCN: Meridian

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

Comments from Carers at The Dementia Cafe, Trinity Centre, Louth.

- Access to treatment at hospital – live in Louth but have to travel all around the county to get a range of care / treatment for my partner who is living with dementia. Currently under different teams at Skegness, Louth, Grimsby, Lincoln. Very distressing and can be very difficult to get transport when required as not always able to take the person myself.
- Cognitive therapy for people living with dementia this service exist in Lincolnshire? And if it does, how does the patient access it?
- Trainee doctors not completing their training and working within the NHS – why are we subsidising this at a cost to the NHS? Why are we not recouping the cost of this training when they go abroad rather than working here in the UK? What is being done about this? Do they have to sign a contract that they will work in the UK for a number of years before they can go abroad to work?
- Language issues – making staff come from outside of the UK who work in the NHS but for many patients it can be quite difficult to understand their accents. What is the Trust putting into place so that communication is improved between the staff and the patient? Accents and cultural differences can cause a lot of distress and misunderstandings both in health and social care.

Notes / Questions

Please see questions and comments made by Carers at The Dementia Cafe, Trinity Centre, Louth.

Provider Response

LICB response- have LPFT given a response ?

Informal Complaint

1. Case 14772 (24-04-2025)

PCN: East Lindsey

Providers: Lincoln County Hospital, Non-Emergency Hospital Transport (NEPTS) EMAS

Carer of adult child with Multiple Sclerosis contacted Healthwatch as very upset. This morning arranged hospital transport did not turn up at their address to pick the patient, their adult child up for important treatment at the Lincoln County Hospital, Neurology Department. They were rung by the service and told that the electric vehicle that was coming to collect them was not fully charged so had been decommissioned for the day and no other transport available. This morning the patient did contact the Neurology Nurse Specialist at Lincoln and was very distressed as transport had not arrived, they were told not to worry and that they would be fitted in this morning's clinic, a taxi was sent and arrived and took patient to appointment. Parent and patient remain very concerned that booked transport for appointments on Saturday and Monday will not arrive. Carer who is elderly and has own medical issues, heart failure, and limited mobility in a wheelchair, has said that they will be up and around on Saturday, not take their medication, so they are fit to drive in case transport does not turn up.

Carer also expressed concerns about the delays it has taken to get treatment for the patient who has had deterioration in their condition. They feel would not have happened if they were given when first diagnosed. Feel that the patient has been let down by the systems in place. Patient has been in contact with Healthwatch about these delays.

Notes / Questions

Patient requested that Healthwatch contact Non Emergency Patient Transport.

Provider Response

Response NEPTS- I have just asked one of the team to have a look. Also about the vehicle issue in terms of it being charged too.

Formal Complaint

1. Case 14738 (10-04-2025)

Providers: Lincolnshire County Council - Adult Social Care, Pilgrim Hospital, The Old Hall (Spilsby), The Spilsby Surgery

Support worker from Carers First asked Healthwatch to make contact with a carer who they are supporting. Recently, so exhausted, they have reached out for help. The cared for person went into respite at The Old Hall, Spilsby. When visiting the cared for person their partner and carer mentioned to the staff about partners legs being swollen and their concerns. They were advised to call the GP in which I believe they did, unfortunately I do not know what the outcome here was. Partner remained in the care home for a few more days before returning home, in which partner says their legs were very swollen still. Partner has now been admitted into hospital as the fluid went to their lungs. Carer feels let down by the social worker and the care home, they would like any advice to take this matter further where possible.

Following contact with Carer has made official complaint about Care home as does not want to take this further.

Over the last 2 weeks spouse has been in and out of hospital with worsening oedema all over their body. Last discharged on Tuesday, carer not happy with the state that they arrived home in, smelly and had not had a wash, carer had to do this on spouses arrival home, oedema and fluid all over body worse than when they went into hospital. Carer rang Cardiology team who stated that they must call an ambulance and spouse went back to hospital. Spouse remains in A&E due for discharge tomorrow. Very unwell. Care package supposed to be in place for carers to come into home to help with personal hygiene and back rest ordered. Finances being assessed at present re funding for care package.

Has a Social Worker but they do not return calls or messages that are left by Carer on voicemail.

Carer discussed that impossible to get an appointment at Spilsby Surgery and never gets a ring back when calls.

Notes / Questions

Signposted to PALs at UHT, PHSO and LICB Customer Care Team.

Update from carer- spouse now in Butterfly Hospice and does not have long to live, has oedema around heart, and heart failure.

Healthwatch responded- I am sorry to hear your news about your spouse. If you need any further information from us at Healthwatch please let us know.

Carer expressed many thanks for your support.

Provider Response

Care Home Manager responded to carer - a letter was sent for you both regarding the concern raised with safeguarding team. I am sorry that you feel that your spouse was not cared for appropriately and I hope they are well now.

Compliment

1. Case 14661 (02-04-2025)

PCN: Solas

Providers: East Midlands Ambulance Service NHS Trust (EMAS), Lincolnshire Community Health Services NHS Trust (LCHS), Louth County Hospital, Merton Lodge (Alford) GP

My neighbour had a fall last week in the garden. We were able to get them off the floor and brought them inside. As the evening wore on, they were in a lot of pain in their hip region they are elderly. We suspected maybe a broken bone/hip. Persuading them to go to the hospital was difficult as they did not want to make a fuss but we insisted, so my spouse and I took them in the car as the 999 operator said there was at least a 6 hour wait. We arrived at Louth Hospital, they were seen within 40 minutes of arrival, x-rayed, no bones broken but bruising starting to come out. Given pain relief and advised to rest. They live on their own so I stayed overnight with them in case they needed anything and they were advised if they needed anything to go back to hospital. They had a call about 2 days later from the GP Surgery and a home visit as they were very sore and stiff but mobile. They were in discomfort but not in so much pain and in good spirits. The visit to Louth Hospital including travel time was approximately 4 hours in total. Excellent service by the team there!

Notes / Questions

No personal information provided

	<p>2. Case 14662 (02-04-2025)</p> <p>PCN: Solas</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS), Lloyds pharmacy Alford, Louth County Hospital</p> <p>My 6 month old child a few weeks ago had a very high temperature it was not teething, had very bad nappies and not sleeping, so I was worried.. Called into the local pharmacy in Alford, they gave me some advice as it may be teething issues , but stated that if I was worried with no improvement over the next few hours to take the baby to hospital.</p> <p>There was no improvement so called Louth County Hospital who advised us to bring the baby across to them to examine . They took all our details over the phone . When we arrived, the receptionist had all of our information to hand and within 10 minutes we were called in. Baby had a very high temperature and was getting dehydrated .They got them on a drip and managed to cool them down. We were there for a few hours but eventually told that it was an ear infection and sent home with medication.</p> <p>Whilst we were there the staff were amazing and made sure that we were informed and included and food and drink offered. They got a face to face appointment booked at the GP Surgery 2 days later to check on the baby who seemed to be improving . Great service , thank you !</p> <p>Notes / Questions</p> <p>No personal contact information provided.</p>
<p>North Kesteven District Council x 2</p> <ul style="list-style-type: none"> • 1 x Informal Complaint • 1 x Compliment 	<p>Informal Complaint</p> <p>1. Case 14735 (09-04-2025)</p> <p>Providers: City Medical Practice (Portland), Community Diagnostics Centre-Lincoln, Lincoln County Hospital</p> <p>Individual contacted Healthwatch and discussed that they wanted to complain about their GP Practice and some of the Locum GPs there and Lincoln County Hospital. They have been suffering from breathlessness and episodes, with headaches over a number of year and had been nagged by family members to get this sorted out. Has been a heavy smoker. Had previously been a carer for a partner who has now sadly died , so has more time to pursue their own issues now.</p> <p>When they went to the Doctors and seen eventually after a few months of trying to get through on the phone. Had a heart monitor on following GP visit, an erratic heartbeat was found, then referred to the Community Diagnostic Centre (CDC) in Lincoln where they had further investigations ECG, lung tests and an MRI. Got the results back speedily and was very surprised by this as this does not usually happen in NHS ! Investigations at CDC were normal. Was referred to Cardiology. Has morphine based pain killer, tramadol for knees and has difficulties with mobilisation. Has continued to have erratic heart beat and breathlessness and these episodes, has own heart monitor which has been showing an irregular heartbeat. Telephoned GP who advised to attend A&E did not want to do this because of long waits, and very cold in A&E.</p> <p>Has applied for PIP has been awarded lowest level, says not awarded higher level as cardiac problem not diagnosed by hospital. Individual disputes this and says that GP records do not show that has ongoing erratic heartbeat and breathlessness and headache all signs of atrial fibrillation. Has tried to contact Practice Manager but has had no call back. Says that Healthwatch is the first organisation to answer the phone.</p> <p>Notes / Questions</p> <p>Signposted to LICB feedback team, CQC, PHSO,CAB. Healthwatch contacted the Practice Manager as requested.</p> <p>Provider Response</p> <p>LICB response- Might be worth you contacting the practice about this one... Nicola Langton very good:.. n.langton@nhs.net</p> <p>Practice Manager Response- I have forwarded this on to our Head of Patient Care and Clinical Services Michelle Brader. Who will investigate and assess, in order to respond to the patient appropriately. She will be in direct contact with you should she need further information.</p> <p>Compliment</p> <p>1. Case 14743 (10-04-2025)</p> <p>Providers: Lincoln County Hospital, Richmond Medical Centre</p> <p>Went to GP was referred to the Same Day Emergency Care Unit at Lincoln County Hospital. Was given an x-ray, blood tests, ECG and sent home with prescription and details of slight change of treatment in 4hrs.</p>
<p>South Holland District Council x 1</p>	<p>General Comment</p>

<ul style="list-style-type: none"> 1 x General Comment 	<p>1. Case 14666 (02-04-2025)</p> <p>PCN: Spalding</p> <p>Providers: Beechfield Medical Centre, East Midlands Ambulance Service NHS Trust (EMAS), Leicester General Hospital, Lincoln County Hospital, Pilgrim Hospital</p> <p>I was diagnosed with cancer 2 years ago which obviously made me very upset and I had to have an operation to remove it, this has made me feel less than a person but I am alive.</p> <p>I went to Leicester Royal Infirmary for the operation and chemotherapy. I have also had follow up radiotherapy and chemotherapy at Lincoln County Hospital and continue to have scans and blood tests there. The care I have received has been good and everyone is really nice to me. I am on medication for high blood pressure. My GP is ok. I fell over in Boston on a Friday and could not get an ambulance, someone took me to hospital and I had hurt my leg had to stay in day case overnight.</p>
<p>South Kesteven District Council x 1</p> <ul style="list-style-type: none"> 1 x Compliment 	<p>Compliment</p> <p>1. Case 14781 (28-04-2025)</p> <p>PCN: K2 Healthcare Sleaford</p> <p>Providers: Caythorpe and Ancaster Surgery</p> <p>For Information: Grantham + District Hospital</p> <p>When I needed to contact my surgery on AskMyGP my question was answered very quickly and when needed was able to see a doctor face to face the same day and with one problem after seeing the Doctor I had telephone appointments. Excellent care. I did not have to wait too long for an outpatient appointment so good again.</p> <p>Notes / Questions</p> <p>No patient information provided</p>
<p>West Lindsey District Council x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 14762 (22-04-2025)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS), The Willingham Surgery</p> <p>Willingham and LCH, Gainsborough community nursing team</p> <p>Took my spouse to the GP as they needed immediate help. Told could have a blood test in one week! Two days later rang community nurse team as much worse told someone may come to see them in four days time if they had capacity. Rang hospital told take them to minor injuries hospital which I did that and they refused to even look at spouse.</p> <p>They had just spent almost two weeks fighting for their life in ICU because no one would listen. Discharged home this afternoon with nasty large boil on their chest that they have got whilst being in their care. Yes they saved spouses life but hopefully this won't get more infected. Community nurses have again refused to visit and carry out vital chemo injections. What exactly do the medical GPs and community nursing staff actually do each day? It's certainly not caring for terminally ill patients like my spouse!</p> <p>Notes / Questions</p> <p>No patient information provided</p>
<p>All Areas x 1</p> <ul style="list-style-type: none"> 1 x Compliment 	<p>Compliment</p> <p>1. Case 14678 (03-04-2025)</p> <p>Providers:</p> <p>For Information: NHS 111 Service, Pharmacy</p> <p>I use 2 pharmacies and have found them very useful, supportive and informative. I was also referred by 111 to a pharmacist for some advice over a weekend and they were very informative and explained the reasoning clearly and generally supportive and reassuring.</p> <p>Notes / Questions</p> <p>No personal information or area provided</p>
<p>Out of Area x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p>

1. Case 14782 (28-04-2025)

Providers: Out of area

Peterborough and Stamford hospital Trust.
Oakham medical practice

Brilliant care at Peterborough and Stamford hospitals. Discharge was good 14 days of medication given as my parents medication had been altered due to having low blood pressure. This had resulted in several falls over the last few months. Hospital said they had informed GP practice of discharge, but on receiving their repeat medication the new medication was not included. My parent would not have realised this had they not had a carer who checked the new medications.

Notes / Questions

Sent to relevant Healthwatch

Community Health Services

Area	Case Details
East Lindsey District Council x 2 <ul style="list-style-type: none"> 1 x Informal Complaint 1 x Compliment 	<p>Informal Complaint</p> <p>1. Case 14689 (04-04-2025)</p> <p>Providers: Lincolnshire Integrated Care Services (ICS/ICB), One Health North Hykeham, Practice Plus Group MSK & Spinal Service, Lincolnshire</p> <p>Patient rang and discussed that they have become very disabled and in a lot of pain with their spinal issues because of a delay in diagnosis and the correct treatment. They have had a damaged spine for some years but this has got much worse since the middle of last year when they had a significant flare up, which coincided with recurrent chest infections. They have been referred and seen by MSK for MRI which were very difficult as unable to lay down for long periods, this showed vertebral decompression fractures.</p> <p>They found MSK efficient and got reports of scans and appointments quickly. Following this they were referred to One Health for further assessment but this took until the beginning of this year, one consultation no physio, or spinal injections offered, referred to Hull for vertebroplasty.</p> <p>Recently patient has had to chase this up as had not heard anything. Found out from Hull that One Health Practitioner had referred them to neurology not radiology department which carries out this procedure. Was due Consultation with One Health at the beginning of March this was cancelled until early April. In the meantime pain has been unbearable affecting all daily life. Sleeping in a chair as unable to lie down, not mobile and having to have pain patches prescribed by the GP.</p> <p>Notes / Questions</p> <p>Signposted to LICB feedback team</p> <p>Provider Response</p> <p>Patient has been asking for information from One Health regarding referral, they state it has gone, hospital has not received any referral.</p> <p>Patient has requested Healthwatch make contact with One Health & include ICB in the correspondence.</p> <p>Compliment</p> <p>1. Case 14709 (07-04-2025)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Incontinence pads - Louth area.</p> <p>I run a Dementia group in Louth. At one time there was a 6 month wait for incontinence pads, I'm talking about 12 months ago. Now it is 6 weeks from going to the GP, getting an initial referral and all the documents plus a 1-1 appointment.</p> <p>The service has greatly improved. I've spoken to various people in the group and this 1-1 appointments are excellent. It includes the whole area, Louth - Mablethorpe. There is a good demonstration about how to use, which is very good.</p> <p>Group members are/were paying out a lot of money so I always refer them to the incontinence service.</p> <p>Notes / Questions</p> <p>Healthwatch asks - is this the same across all Lincolnshire</p>
North Kesteven District Council x 1 <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p>

1. Case 14680 (03-04-2025)

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

I think Spalding Hospital needs looking at - 4 appointments cancelled, and twice the letter saying it's cancelled arrived after the appointment, so a wasted journey from Norwich TWICE . Have been waiting a year to go back on medication that needs the doctor there to sign off, but I made sure everything was in place to go back on to those medication immediately if needed. I put them on hold so I could get involved with a clinical trial, that trial was cancelled and silly me thought by telling my doctor and this doctor, my medication would be reinstated without the NHS two step.

Notes / Questions

Signposted to PALS LCHS

Primary Care Services

Area	Case Details
Boston District Council x 11 <ul style="list-style-type: none">8 x General Comment3 x Compliment	<p>General Comment</p> <p>1. Case 14739 (10-04-2025)</p> <p>Providers: Boston Smile Centre</p> <p>For Information: Integrated Care Board Dental</p> <p>Was charged flat £150 for a refill on a filling that fell out. No x-ray to see what was going on in my mouth as a new patient. Then second filling cost another £150. My relatives referral to hospital for jaw problem has been going on for over 2 years due to incorrect form filling by dentist and now on waiting list still.</p> <p>Notes / Questions</p> <p>No personal contact information provided</p> <p>2. Case 14679 (03-04-2025)</p> <p>Providers:</p> <p>For Information: Integrated Care Board Dental</p> <p>There is no NHS dental service in my area and private dentists are usually fully booked.</p> <p>Notes / Questions</p> <p>No personal contact information provided.</p> <p>3. Case 14787 (30-04-2025)</p> <p>Providers: Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Disability Forum comment</p> <p>Ear Syringing. No GP funding for this service in Lincolnshire only or nationally?</p> <p>Notes / Questions</p> <p>Healthwatch asks - is this national?</p> <p>4. Case 14668 (02-04-2025)</p> <p>PCN: Boston</p> <p>Providers: Liquorpond Surgery</p> <p>Cannot read or write so individual attending warm space requested that Healthwatch document this. Difficult to get appointment at Liquorpond Street Surgery gets very frustrated . Feels that receptionists should not ask why a person needs an appointment as this is private and they have no qualifications to do this. Admits that has behaved with aggression at times and been thrown out.</p> <p>Notes / Questions</p> <p>No personal contact information provided</p> <p>5. Case 14673 (03-04-2025)</p> <p>PCN: Boston</p> <p>Providers: Liquorpond Surgery</p> <p>I am deaf when I go to the Doctors I ask them to speak clearly, most do. I find it difficult to understand accents. It would help if I could see the same Doctor every time . If I go to the Hospital I have a BSL interpreter, but not at the GPs, interpreter can explain long words to me.</p> <p>Notes / Questions</p> <p>Healthwatch asks - for such patients is an interpreter option provided to patients?</p>

6. Case 14740 (10-04-2025)

PCN: Solas

Providers: The Old Leake Medical Centre

Not being able to get to see a Dr or nurse. Early December told no nurses appointment until the new year 2025. No face to face appointments for a doctor. Ended up as emergency hospital admission and surgery.

Notes / Questions

No personal contact details provided.

7. Case 14773 (24-04-2025)

PCN: Solas

Providers:

For Information: The Old Leake Medical Centre

Patient at Old Leake Medical Centre described experience of care there as negative.

Notes / Questions

No contact details

8. Case 14682 (03-04-2025)

PCN: South Lincolnshire Rural

Providers: The Surgery Sutterton

Refusal to utilise electronic prescriptions. You have to physically attend the surgery to collect a repeat prescription and/or medication. This is not a practical option for me.

Notes / Questions

Signposted to Practice Manager in the first instance , LICB feedback if no resolution

Provider Response

We do a delivery service if the patient is within our catchment area and is housebound, we can also send a prescription to a pharmacy if it is one of our designated pharmacies, or post to their nominated pharmacy.

We will be looking at electronic prescriptions in the future but don't have this facility at the moment.

Compliment

1. Case 14707 (07-04-2025)

PCN: Boston

Providers: Greyfriars Surgery

Nurse taking bloods and giving injection

One nurse took my blood test, straight forward, on time and painless. Another nurse at a different appointment, gave me a B12 injection, also on time, straightforward and painless.

2. Case 14672 (03-04-2025)

PCN: Boston

Providers: Park Dental Studio Boston

For Information: Integrated Care Board Dental

I am registered with Park Dental Studio as an NHS patient and have been for many years and have 6 monthly checks.

About a year ago I had an abscess in my gum and I rang GP. GP referred me back to the Dentist who treated me with antibiotics and then the tooth was removed. When I rang the Dentist the phone was answered straight away.

3. Case 14677 (03-04-2025)

PCN: Boston

Providers: Parkside Surgery

Met 2 people at Warm Space at Boston whose English is a second language . They are registered with Parkside Practice and find it easy to get an appointment and communication is good even though English not first language.

East Lindsey District
Council x 20

- 18 x General Comment
- 2 x Compliment

General Comment

1. Case 14765 (22-04-2025)

PCN: Solas

Providers: Alford Dental Care, Integrated Care Board Dental

Alford Dental Care, Alford, Lincolnshire

I have been unable to get an NHS dentist for 5 years. I was unable to pay the thousands of pounds demanded by several dentists to make my teeth healthy. In that time my teeth have deteriorated with infections and I have now been told that the majority of my remaining teeth need to be extracted.

Notes / Questions

Healthwatch suggested making a complaint to the practice

2. Case 14659 (01-04-2025)

PCN: First Coastal

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

I'm writing this as a final complaint stage as follows

1. Write to the surgery concerning complaint- response received, uncaring and inappropriate
2. Wrote to NHS re complaint - NHS advised speaking to manager at surgery first (surgery also received NHS letter)
3. Spoke to receptionist and medical staff, in person, at Skegness surgery requesting meeting with surgery manager - never had a response
4. Final attempt with surgery over complaint.

This is the final part of the complaints process to raise basically three formal complaints

1. Complaint - carer of two vulnerable people
2. Complaint - vulnerable patient
3. Complaint - vulnerable patient

I have raised a complaint with Care Quality Commission.

There is a further complaint that, despite a serious complaint on going from three people, and assuming the surgeries actions would be put on hold any action while resolved, two very vulnerable people are not able to get life saving medication. Thus has seriously impacted on their mental and physical health.

This all started with two letters telling my dependent and myself that we are outside of the surgeries catchment area and we had to leave the surgery. I wrote and explained there must be a mistake, that the surgery knew where we lived and accepted us - twice, that the catchment area line actually goes right through our property and we have no neighbours, this was dismissed.

I am assuming the surgeries GPs have been made aware of the situation we have been put in.

Notes / Questions

Patient included Healthwatch into this complaint, originals to GP Surgery, NHSE and CQC.

ICB information provided to the patient.

3. Case 14783 (29-04-2025)

PCN: East Lindsey

Providers: Boots Pharmacy (Woodhall Spa), Pharmacy

This situation is common to virtually everyone who uses it. The service at this pharmacy is practically useless, to such an extent that the local GP has encouraged patients to try to source medications from neighbouring pharmacies upon the frequent event of not being able to obtain items locally. Prescribed medications are frequently out of stock, sometimes declared as unavailable when they are readily available elsewhere. The waiting time in the shop for service is frequently 20 - 30 minutes, so inefficient are their systems for filing dispensed orders waiting collection. Of no importance as far as the NHS is concerned, but indicative of the situation, is the fact that stock of 'over the counter items' is very thin and the fabric of the building is poorly maintained.

To me, as an experienced Retail Manager, it is clear that little or no investment is being made in this particular pharmacy. It has the appearance of a business being deliberately run down to the point where it can be declared unviable and slated for closure. Having spent the time in Retail which I did, and at a significant level, this procedure is very familiar to me.

To put it bluntly, it seems to me that Boots do not want this pharmacy because it is not profitable and they want to offload it by any means possible. The demographic of Woodhall Spa is substantially elderly so the non prescription retail spend, and the very high profit margins that attracts, is small. I have run Superstores with In Store Pharmacies, so I am well aware of the margins on cosmetics, toiletries and the like.

Notes / Questions

Healthwatch provided Boots Customer Care details and LICB

4. Case 14766 (22-04-2025)

Providers: Broadway Dental Surgery , Integrated Care Board Dental

Broadway Dental Surgery, Woodhall Spa, Lincolnshire

I have been unable to get an NHS dentist for 5 years. I was unable to pay the thousands of pounds demanded by several dentists to make my teeth healthy. In that time my teeth have deteriorated with infections and I have now been told that the majority of my remaining teeth need to be extracted. I attended Broadway Dental Surgery in March 2025 and told them I had radiotherapy planned in 6 weeks and needed to get my mouth healthy. They told me I would need to wait at least three months and would then need to queue up with a form and hope for the best.

Notes / Questions

No patient information provided

5. Case 14732 (09-04-2025)

Providers: East Lindsey Medical Group

Tetford branch

Some of it is good and some of it isn't. But I'm beginning to get a working relationship with the Practice Manager. I was unhappy with the Doctors because one of them showed me the door and another one put the phone down on me when I was getting some results.

I was also refused shingles vaccination. I can't understand why as I do have a reduced immune system due to the cancer, but so do some other people who have received the vaccine. It took 8 weeks to get it and shingles was doing the rounds. I've moved address to a retirement development and there is a lot of illness there.

Notes / Questions

No patient details provided

6. Case 14703 (07-04-2025)

Providers: Eastgate Dental Surgery , Integrated Care Board Dental

Eastgate Dental Services, Louth

The NHS dentists keep telling me I have to go private when the treatment I need is available on the NHS. They refuse to complete it.

Notes / Questions

No patient information provided

7. Case 14715 (07-04-2025)

PCN: East Lindsey

Providers: Horncastle Medical Practice

Repeat Prescriptions

I tick the boxes on the repeat prescription, then have to wait 4-5 days. But sometimes not everything is at the chemist when I go in, so I have to go back, which makes it difficult as I have a disability.

8. Case 14716 (07-04-2025)

PCN: East Lindsey

Providers: Horncastle Medical Practice

My spouse goes to an opticians in Nottinghamshire, they have asked the GP surgery to make a referral 3 times. It took 2 - 3 months to send it out. It had urgent written all over it on each message. Felt like spouse was being messed about. Just being told going through the procedures seems so many need to get involved.

Spouse was referred to Medicare in Grimsby and they are brilliant for cataracts, couldn't fault them. But it was 5-6 months wait to go to Grimsby, we ended up having an argument with the GP Practice.

9. Case 14718 (08-04-2025)

PCN: East Lindsey

Providers: Horncastle Medical Practice

Swings and roundabouts, some staff are brilliant and efficient and others are not.

I asked for a telephone appointment for tablets for sciatica, they said I had to go into the surgery but it was a waste of time as they said stick with the pain killers you already have.

When I contacted them they did give me a same day appointment, But I struggled to get there, I couldn't climb into my vehicle because of the pain. So I went on my mobility scooter, but it's bumpy and I was in agony. I felt it was a wasted journey to be told to keep to the normal pain killers I'm already on.

Notes / Questions

No patient details provided

10. Case 14700 (07-04-2025)

PCN: Solas

Providers: Integrated Care Board Dental

I am currently waiting for Radiotherapy for cancer which is scheduled for the middle of May. I require extensive dental treatment and my local dentist has quoted between £9800 and £13600 (private treatment). I cannot afford this but don't qualify for any benefits. It is possible that my immune system will be compromised during the coming months and in that event people are advised to get any dental issues resolved as soon as possible. My dentist is currently saying that they will be taking a new tranche of NHS patients in about two months, but this will take place during my radiotherapy and I am unlikely to be able to stand in the long queue for hours for registration outside the surgery which is what usually happens when new NHS slots become available.

Can you possibly help me to get an NHS dentist?

Notes / Questions

Healthwatch made contact with Winsover Dental Practice in Mablethorpe, who would speak with their Manager and call Healthwatch back

Provider Response

Healthwatch called the practice again. Under the circumstances, the patient has been registered with the practice as an NHS patient. Now has an appointment in the right timeframe. Patient contacted and was extremely grateful.

Healthwatch found the receptionist very helpful and apologised for not coming back to me.

Patient - Thank you very much for arranging all this. It's solved a major problem for me at a difficult time. It's very much appreciated.

11. Case 14724 (08-04-2025)

Providers: Integrated Care Board Dental

BUPA dental surgery - Market Rasen

Twice in the last 2 years I have had to see the emergency dentist for tooth pain .. it has cost me over £600 as had to use the local BUPA dentist as no NHS available in my area at all.

I now have a loose tooth due to the extraction of two nearby which is a main front tooth. I know this really needs treatment with some kind of denture around the top but the price of dentures is astronomical so I am just eating on one side .

It's so sad that people are using all there savings now for there older years on dental costs. I did have an NHS dentist in my old area but since moving to Lincolnshire over the last 3 years there is no one to register with let alone get in the surgery. Or even get on the waiting list to join an NHS practice.

Notes / Questions

Healthwatch provided NHS Choices, NHS 111 information

12. Case 14686 (03-04-2025)

PCN: Meridian

Providers: James Street Family Practice , Newmarket Medical Practice

- Access to GP surgeries (Louth) – calling at 8 am and being held in a queue and then being told after 20+ minutes that all appointments for that day have been taken. Told by receptionist to ring back the following day and this can go for a number of days. When you do get an appointment if you are lucky it will be for a 2 to 3 weeks time.
- Very rarely are you seen by the GP but offered a nurse appointment and many times then have to come back to see the GP. Double appointment for the patient. When caring for someone with dementia this can be very stressful to get that person there in the first instance without having to go through it all again.
- Access to face to face appointments at primary care level very difficult
- Long waits for test results from GP Practices and “lost results” which means repeating a test that has already been done. If surgeries do a ring back service why don't they give you a time slot other organisations can do this, so why can,t they? Patients would be happier to have a 2 hour wait time booked, rather than not knowing when the call will come through.
- Patient not had a blood test in over 3 years, recently the practice nurse called them (on blood pressure medication) to inform them that their liver function results (from 3 years ago!) was showing they had markers (2022) and wanted them to go on a new “medication”. Patient was not happy to go on the medication especially as they had not had a recent blood test to be checked before anything was changed. Their practice is Newmarket, Louth. Patient felt that the practice was being used by the drug company to “sell” this new medication to the patients. Did not feel it was very ethical.
- St James Practice have a number of asylum seekers registered with the practice. Trinity Centre approached the practice to see if there were any ways that they could work together to support the group. There were issues with prescriptions and payment of prescription fees that have now been addressed. The Practice also offered a COVID / Flu jab clinic to be held at the Centre for the group as well as other patients in the area and this was very successful rather than using the practice itself.

Notes / Questions

Please see questions from Carers at The Dementia Cafe, Trinity Centre Louth .

13. Case 14723 (08-04-2025)

PCN: East Lindsey

Providers: Lincolnshire Community Health Services NHS Trust (LCHS), Marisco Medical Practice

Would it be possible for an outreach clinic for taking bloods for Mablethorpe patients in the town centre. Many elderly residents are going by taxi to the surgery, which is costing a fair amount and they would like to see if an outreach phlebotomy clinic could be held closer to the residents?

Notes / Questions

Healthwatch asks - is this an option?

14. Case 14727 (08-04-2025)

PCN: East Lindsey

Providers: Marisco Medical Practice

Wellbeing Group in Mablethorpe, commented very difficult in getting access to appointments at the surgery. Calling at 8am is a real struggle for some of the group and unable to use the APP.

One member commented they had been given an out of hours appointment in Skegness on a Sunday, they do not drive and had to decline the appointment as no buses on a Sunday, getting a taxi was too expensive.

Notes / Questions

Person informed that Buses now run on a Sunday from Mablethorpe to Skegness for the summer, should the need arise again.

15. Case 14729 (08-04-2025)

PCN: East Lindsey

Providers: Marisco Medical Practice

Wellbeing Group in Mablethorpe.

Person with sensory difficulties and registered blind, is under Hallamshire Hospital in Sheffield where they request bloods to be taken by their GP surgery. The results are not then sent to the hospital so they are asking the patient to go to Sheffield for the same tests to be done. Patient doesn't understand why results are not sent to the requesting hospital.

Notes / Questions

Healthwatch asks - are results of tests sent to the requester in a timely manner?

16. Case 14660 (02-04-2025)

PCN: Solas

Providers: Merton Lodge (Alford) GP

Often the online App is down after about 5 minutes in the mornings. I have caring duties and my spouse needs support to get up washed and dressed so this takes me a lot of time. Trying to phone through is difficult and when you are greeted with use the online App if you say that you have tried that. The Receptionist tells you to try again the following day. This has happened for 5 days in a row. Why can't they just book an appointment over the phone when you ring? Receptionists can be dismissive of the carer when they make contact with the Surgery.

Notes / Questions

No personal information provided.

17. Case 14704 (07-04-2025)

PCN: East Lindsey

Providers: The New Coningsby Surgery

Can never see a GP. This is a nurse-led surgery only

Notes / Questions

No patient details provided

18. Case 14702 (07-04-2025)

PCN: East Lindsey

Providers: Woodhall Spa New Surgery

We moved house in February 2024 and subsequently had to change our GP practice. The nearest one was within walking distance which was handy. However, there were issues from the outset, and after four months left to register with a different GP practice.

Firstly, they were unable to deal with a prescription for a hormone cancer drug which was in injection form, and despite repeatedly stating that it had been sent to the local pharmacy, the local pharmacy stating they knew nothing about it. We went backward and forward between the two until the pharmacy suggested requesting a paper prescription. The practice then stated that they could not have sent the prescription to the pharmacy because it was an injection. However, they should have known this in the first place. Also, the practice were aware that the prescription needed to be administered on a certain date, and their delaying tactics caused much avoidable stress as the due date was approaching very quickly. The pharmacy were very good and helpful and managed to get the drug just in time.

Secondly, they stated that their AskMyGP system was open for four hours a day, but it was only open for a few minutes a day. They stated that they closed it down when they were at 'full capacity'. However, the system stated in advance that it would only be open for a few minutes a day, for silly times such as eleven minutes, or seven minutes or sixteen minutes. When this was queried, they insisted it was open for four hours a day, and would not accept that this not the case, and would not accept that they could not know that they would be 'full capacity' after seven minutes in advance. They even shut the system down half way through when it was being used, and this was well within the time they had stated it was open on that particular day.

Thirdly, a GP called stating they wished an update on my spouse's cancer treatment, but actually wanted to talk about anything but. The GP talked about new bungalows and their colleague going on a bicycle trip around abroad.

Fourthly, a GP requested a blood test from me. It took nearly six weeks to get a response to my requests as to the outcome. Eventually, a receptionist called and advised me that the blood test was normal and nothing to worry about. They stated that the GP who had requested this was standing behind them at the time. I attempted to ask questions, but was shut down each time, and then they stated 'everything is normal and the GP is not worried, so you needn't be'. Four days later I received a referral letter for the gastroenterology department at the local hospital, which was a bit of a shock considering I'd been informed that 'everything was normal'. It turned out that everything was not 'normal'. The GP requested that the receptionist relay a blatant lie, which the GP is responsible for.

Fifthly, when I voiced my concerns at the surgery, the receptionist was clearly very angry, did not stand still and listen, but proceeded to walk about the reception area, which was very rude.

Sixthly, I have made a complaint to the GP surgery, but have heard nothing back.

Notes / Questions

Healthwatch provided ICB information

Compliment

	<p>1. Case 14711 (07-04-2025) PCN: East Lindsey Providers: Horncastle Medical Practice Blood tests Very good experience, happy to see Bro Pro poster in the nurses room too.</p> <p>2. Case 14712 (07-04-2025) PCN: East Lindsey Providers: Horncastle Medical Practice I get looked after really well, they all know me by my first name. I have no issues getting appointments and no complaints about the service they provide.</p>
<p>Lincoln City District Council x 6</p> <ul style="list-style-type: none"> • 3 x General Comment • 3 x Compliment 	<p>General Comment</p> <p>1. Case 14698 (07-04-2025) Providers: Integrated Care Board Dental NHS Lincoln until 2004. BUPA Newark 2004 to 2024. 2003 medical negligence claim against an NHS dentist. 2004 another implant needed and occlusion correction £7000 2021 dentist hadn't told me that they had exposed tooth under a crown when correcting occlusion and this tooth had to be pulled out. 2023 UL2 snapped off as a result of 2003 treatment. 2025 quote for implant and bridge £16,000! All could have been avoided if NHS dentists had taught me how to clean teeth correctly and given advice on diet ie eat sweet treat after main meal.</p> <p>Notes / Questions Healthwatch provided ICB information</p> <p>2. Case 14749 (14-04-2025) Providers: Integrated Care Board Dental, West Parade Dental Care West Parade Dental Practice It's unaffordable, having periodontal gum disease. No access to an NHS dentist.</p> <p>Notes / Questions No details provided</p> <p>3. Case 14784 (29-04-2025) Providers: Lincolnshire Integrated Care Services (ICS/ICB) Patient contacted Healthwatch as they are not registered with a GP practice and haven't been for over 10+ years. Is now looking to register, is housebound and would like some support in completing the documents to register. Has previously been in touch with Healthwatch a few years ago, but couldn't complete documents so didn't take it any further. Patient feels they have various physical health needs and mental health needs and is unable to trust the local services so will not approach. Has difficulty speaking with people. Does not drive and lives at home with parent, whom they are unable to talk to about this. Is on universal credit. Wants help and support but doesn't want to contact providers.</p> <p>Notes / Questions Patient request for Healthwatch to make contact with Advocacy service to see if they could help complete forms</p> <p>Provider Response Advocacy unable to support, Adults supporting Adults unable to support, unless paying for the service. Healthwatch asked Neighbourhood Teams/PCN etc Patient requested private GP information which was provided to them UPDATE - 3/6/25 - referral made to voiceability as not heard back (with patient consent to do so)</p> <p>Compliment</p> <p>1. Case 14756 (22-04-2025) PCN: Imp Providers: Abbey Medical Practice I had a great experience with my GP</p>

	<p>2. Case 14758 (22-04-2025)</p> <p>PCN: Imp</p> <p>Providers: Glebe Park Surgery</p> <p>Went to the surgery following my booking the appointment. My appointment was honoured and I was seen on time. A very professional service in a very friendly manner.</p> <p>3. Case 14760 (22-04-2025)</p> <p>PCN: Lincoln Healthcare Partnerships</p> <p>Providers: Lincoln University Health Service</p> <p>I went to have my samples taken for a free cervical cancer screening test. I had a great experience, the Doctor talked me through the entire process and made me feel comfortable.</p>
<p>North Kesteven District Council x 4</p> <ul style="list-style-type: none"> • 4 x General Comment 	<p>General Comment</p> <p>1. Case 14683 (03-04-2025)</p> <p>PCN: K2 Healthcare Sleaford</p> <p>Providers: Millview Medical Centre</p> <p>For Information: Heckington Pharmacy Ltd</p> <p>My pharmacy is not allowed to telephone my GP. They asked me to do so .I did this then when I wanted to pass my phone to the Pharmacist the staff refused to talk to them. I found this frustrating and very unprofessional.</p> <p>Notes / Questions</p> <p>No personal contact details provided.</p> <p>2. Case 14753 (16-04-2025)</p> <p>Providers:</p> <p>For Information: Integrated Care Board Dental</p> <p>Patient made contact with Healthwatch as having lots of problems with wisdom teeth which as got worse over the last 3/4 days, pain and swelling , very difficult to eat . Has no registered NHS dentist and as tried to join local NHS dentists in the last couple of days but only able to register as a private patient which will cost about £700 pounds to remove wisdom tooth that is causing the problem and cannot afford this. Does not know what to do.</p> <p>Notes / Questions</p> <p>Signposted to NHS 111 re emergency dental treatment , NHS Choices for NHS dentists taking on patients , LICB feedback.</p> <p>3. Case 14699 (07-04-2025)</p> <p>PCN: K2 Healthcare Sleaford</p> <p>Providers: Pharmacy, The Co-operative Pharmacy</p> <p>Co-op at Ruskington</p> <p>Most of the staff are great. However they never have regular pharmacists anymore, previously the regulars got to know you which is important. Also there is just one member of staff who the other staff are clearly wary of, this affects the normally cheerful customer service the offer.</p> <p>Finally, what idiot brought in the automated repeat prescription service, even after the promised 4 working day service this is not always what happens, plus driving prescriptions around the county from a central point adds to the carbon footprint and worse the prescriptions now come in plastic bags which although recyclable cannot go in our household recycling. I would go elsewhere if it didn't mean an 8 mile round trip to do so.</p> <p>Notes / Questions</p> <p>No patient details provided</p>

	<p>4. Case 14770 (24-04-2025)</p> <p>PCN: East Lindsey</p> <p>Providers: Woodhall Spa New Surgery</p> <p>The GP at Woodhall New Surgery. GP would not come out and wouldn't talk to me face to face or on the phone.</p> <p>Carer already caring for spouse then parent diagnosed with Alzheimer's in 2019 due to this diagnosis Power Of Attorney for health and financial, plus respect forms were completed. Earlier this year parent in hospital where they requested a copy of the respect form, so relative went to the surgery to collect a copy, informed that it was 'lost' but would complete a new one, family member took this copy to the hospital and parent had an operation, family member did not read it as was in too much turmoil.</p> <p>Parent discharged with compression bandages after 10 days. Afterwards there were a number of infections one after the other, where paramedics came, after the 3rd infection the paramedic started to put things away without any treatment. When family member asked why not doing anything, the response was, the respect form states keep comfortable only, wouldn't take to hospital as could be in for 15 hours or more, new respect form worded in such a way.</p> <p>A number of professionals requested a GP home visit, no-one would come. Family member felt very frustrated, community nurses were fabulous, but felt the GPs would not attend parent when needed or requested by nurses or other clinicians.</p> <p>Parent passed away in March 2025, undertakers have put in a formal complaint, but family member unsure where this went. Doesn't want this to happen to anyone else.</p> <p>Notes / Questions</p> <p>Signposted in the first instance to Practice Manager and LICB if preferred not to make contact with Practice.</p> <p>Healthwatch also, asked if they had heard of Carers First, (which they had) CQC information provided also</p>
<p>South Holland District Council x 2</p> <ul style="list-style-type: none">• 1 x General Comment• 1 x Informal Complaint	<p>General Comment</p> <p>1. Case 14745 (14-04-2025)</p> <p>PCN: South Lincolnshire Rural</p> <p>Providers: Long Sutton Medical Centre</p> <p>Long Sutton</p> <p>My test results from hospital don't go on the app. And hospital has a job viewing results from GP</p> <p>Notes / Questions</p> <p>No personal details provided</p> <p>Informal Complaint</p>

	<p>1. Case 14737 (10-04-2025)</p> <p>PCN: South Lincolnshire Rural</p> <p>Providers: Littlebury Medical Centre</p> <p>Patient rang and discussed that has had issues and concerns at their registered GP Practice. The patient has underlying medical conditions, COPD , previous cardiac issues and heartbeat irregularities, haematology condition. Last week they experienced cardiac symptoms like they had done previously . irregular heartbeat. As this had continued made an online request to be seen by Clinician at the Doctors. GP Practice had not responded so patient rang Practice, told that a Nurse would ring at 2pm.</p> <p>Nurse rang patient and advised that needed ECG at Surgery tomorrow, patient concerned and requested that seen that day. Patient went to the Surgery booked in on the Computer Screen as arrived this said that there was a 9 minute wait. After waiting for 30 minutes patient went to reception and stated that had been waiting.</p> <p>Called into room to have ECG by Health Care Assistant (HCA), asked patient why they were here. Patient thought that his was odd and stated here for ECG. Asked by HCA to wait in waiting room, patient saw HCA go to reception and into another room. While waiting another patient called with the same surname. This patient came out and said that they had an ECG but they did not know why.</p> <p>Patient then called into a room and saw a Dr who asked why they were there ? Patient explained history and stated there for a ECG. Patient then taken into another room by HCA and ECG performed. Patient discussed that they were concerned that patient with the same surname had an ECG that they did not need, and was that not the wrong patient and did they not check date of birth before completing investigations. HCA commented that this happened all the time.</p> <p>HCA then took results of ECG to Clinician and came back saying that they had ectopic beats on ECG and needed a 24 hour tape, they did not know when asked by the patient what ectopic beats were or the significance of them. Patient not happy that an unqualified member of staff gave results of an ECG and no further explanation.</p> <p>Also having texts from different members of staff from the Practice that needs a COPD review when already booked, and invites for Spring COVID boosters when they know that they are not eligible. Met with Practice Manager issues not resolved.</p> <p>Patient feels very concerned that patients with the same surname are getting mixed up which may have a serious affect on the care and treatment that they receive.</p> <p>Notes / Questions</p> <p>Signposted to LICB Feedback, CQC, PHSO</p> <p>Healthwatch asks - what checks are completed by clinicians to ensure they have the correct patient?</p>
<p>South Kesteven District Council x 2</p> <ul style="list-style-type: none"> • 2 x Compliment 	<p>Compliment</p> <p>1. Case 14722 (08-04-2025)</p> <p>Providers: Pharmacy, The Co-operative Pharmacy (Grantham)</p> <p>Collected prescription, from Lincolnshire Coop Pharmacy, Barrowby Gate, Grantham, all correct, very polite. Very easy to access and a positive experience.</p> <p>2. Case 14775 (24-04-2025)</p> <p>PCN: K2 Healthcare Grantham and Rural</p> <p>Providers: Vine Street Surgery</p> <p>Excellent service whether quick responses to AskMyGP or asking for an appointment or visit to my elderly parent.</p>
<p>West Lindsey District Council x 3</p> <ul style="list-style-type: none"> • 3 x General Comment 	<p>General Comment</p> <p>1. Case 14748 (14-04-2025)</p> <p>PCN: Imp</p> <p>Providers: Lincoln Co-op Chemists Ltd (Welton), Pharmacy</p> <p>Co-op Pharmacy</p> <p>The majority of the staff in our local pharmacy are both helpful and patient. The failure is the lack of communication when they have been unable to obtain a repeat medication. I have arrived at the pharmacy several times in the past to be told that x, y or z is not available. A courtesy text informing me of a shortage or unable to fill would be a help in enabling me to go elsewhere. Unfortunately, due to caring responsibilities at home I am not always able to "just nip to Tesco or Boots" and I find this very frustrating. I try to use local but the supply chain seems very hit and miss.</p>

2. Case 14755 (17-04-2025)

PCN: Imp

Providers: Nettleham Medical Practice

I recently suffered with food poisoning and was ill for more than 12 days with sickness and diarrhoea. After 9 days of suffering and with no over the counter medications helping with my condition I was forced to contact and ask for assistance by the GP. I was seen the same day by a GP and because of several other chronic illnesses I have. The GP said I needed to have bloods taken urgently to ascertain if I was dehydrated and if there were any underlying conditions causing the lengthy period of sickness and diarrhoea.

When I left the consultation room with a note for reception staff asking for them to give me an urgent appointment with a nurse for bloods to be taken I was told by the reception staff that the earliest possible appointment with a nurse for bloods to be taken would be 14 days from my consultation with the GP that day. I was denied further access with the GP who had asked for urgent bloods to be taken so that I could voice my concerns. I said to the reception staff that I would seek advice from the NHS 111 service, then I left the surgery.

Approximately 20 minutes after leaving the surgery, I received a telephone call from them offering me an appointment with a nurse later that same day for bloods to be taken. I had bloods taken but 14 days after having bloods taken I have not been contacted by anyone at the surgery to advise me of my blood test results.

I was not the only patient that day who experienced issues regarding being able to have an appointment to have bloods taken, after my consultation with the GP on the day in question and whilst stood speaking with reception staff I overheard a conversation taking place next to me between a patient and another reception staff member and the patient said that they had been waiting over 3 weeks for bloods to be taken and their appointment with a nurse had been cancelled and put back after their appointment was downgraded from priority to routine. There are some very serious and potentially dangerous practices happening within the surgery. I have informed the Care Quality Commission regarding my concerns.

Nettleham Medical Practice and the lack of communication between staff within the Nettleham Medical Practice and between the Nettleham Medical Practice and patients.

Notes / Questions

Does not want Healthwatch Lincolnshire to email me about advice and information.

3. Case 14774 (24-04-2025)

PCN: Imp

Providers: The Willingham Surgery

The surgery supplies an excellent service and all the administrative and medical staff are excellent. The issue is not with the surgery but the online methods of access. The use of multiple online systems is confusing and complicated. Access to online services are via the NHS App, MyGP App, System Online and AskMyGP. Some of these access routes overlap but with differing information available in some areas but not others and access to some services available via one route but not via another. An definitive route to all services through a single portal would be beneficial and hopefully make it simple especially for the older generations.

All Areas x 5

- 5 x General Comment

General Comment

1. Case 14742 (10-04-2025)

Providers: Bypass Dentist Newark

For Information: Integrated Care Board Dental

I can't find an NHS dentist so when I lost my front tooth through gum disease I had to go private to get a replacement false tooth costing just under £2500 for the full treatment. They want £4500 for a full denture but I have used up all my savings and I'm a pensioner with no disposable income after bills, food and rent. The treatment I got was very good but I will soon need dentures as all my teeth are loose and my gums have receded. I wonder how I will manage to eat as I can't pay for further .

Notes / Questions

Signposted to NHS Dental Choices and LICB

2. Case 14691 (04-04-2025)

Providers: Integrated Care Board Dental

Front tooth crown has been re-fitted three times in the last five years. I've had to pay up to £180 each time. It fell out again last month and I managed to get a temporary refit on NHS emergency however was told it's no longer fit for purpose. I cannot register as an NHS patient and to replace and fit is going to cost me £1200.

Notes / Questions

No personal contact details provided.

	<p>3. Case 14692 (04-04-2025)</p> <p>Providers: For Information: Integrated Care Board Dental</p> <p>I don't have access to an NHS dentist.</p> <p>Notes / Questions</p> <p>No personal contact information provided.</p> <p>4. Case 14747 (14-04-2025)</p> <p>Providers: Integrated Care Board Dental</p> <p>Cannot get an NHS dentist. Private is more than I can afford on my pension. So paracetamols daily for pain.</p> <p>Notes / Questions</p> <p>No personal information provided</p> <p>5. Case 14763 (22-04-2025)</p> <p>Providers: Integrated Care Board Dental</p> <p>The whole county needs more NHS Dentists</p> <p>Notes / Questions</p> <p>No patient information provided</p>
<p>Out of Area x 7</p> <ul style="list-style-type: none"> • 5 x General Comment • 2 x Compliment 	<p>General Comment</p> <p>1. Case 14693 (07-04-2025)</p> <p>Providers: Out of area</p> <p>I do not have a dentist because I cannot afford to pay £337 for treatment that would take potentially 30 minutes to complete. That equates to £674 per hour. That is a weeks wage!</p> <p>Notes / Questions</p> <p>Information sent to the relevant Healthwatch</p> <p>2. Case 14694 (07-04-2025)</p> <p>Providers: Out of area</p> <p>Linton surgery Cleethorpes</p> <p>Can't get GP appointment, can't get diabetes or asthma care follow up. Pharmacy is open only from 10 to 4, and closed at weekends. Can't get a NHS dentist.</p> <p>Notes / Questions</p> <p>Sent to the relevant Healthwatch</p> <p>3. Case 14695 (07-04-2025)</p> <p>Providers: Out of area</p> <p>Dentist</p> <p>I haven't got one. Can't afford private and no NHS dentist available.</p> <p>Notes / Questions</p> <p>Sent to the relevant Healthwatch</p> <p>4. Case 14696 (07-04-2025)</p> <p>Providers: Out of area</p> <p>Burrells Dentist</p> <p>Sneakily removed as not been seen in 2 years but were "only seeing emergencies" and wouldn't make check up appointments during lockdown.</p> <p>Notes / Questions</p> <p>Sent to the relevant Healthwatch</p> <p>5. Case 14785 (29-04-2025)</p> <p>Providers: Out of area</p> <p>Patient registered with a GP Surgery in Brigg, requesting some advice. Healthwatch England had provided patient with Lincolnshire contact information, however patient falls in North Lincolnshire Healthwatch.</p> <p>Notes / Questions</p> <p>Healthwatch Lincolnshire, with patient consent made contact with North Lincolnshire Healthwatch and provided them with the information</p> <p>Provider Response</p> <p>North Lincolnshire Healthwatch, made contact with the patient straight away</p> <p>Compliment</p>

	<p>1. Case 14701 (07-04-2025)</p> <p>Providers: Out of area Boots Whitby</p> <p>It went very well we needed an emergency supply. The pharmacist was great so helpful when they were obviously really busy and other patients were being rude and they were obviously struggling for stock for some people.</p> <p>Notes / Questions</p> <p>Sent to relevant Healthwatch</p>
	<p>2. Case 14725 (09-04-2025)</p> <p>Providers: Out of area Beacon Hill Medical Practice, Cleethorpes, NE Lincolnshire</p> <p>My dermatologist said they would ask my GP to write a repeat prescription. I'd never had one before. When I went to ask, the receptionist explained the system and said the prescription would be with my chosen pharmacist the next day. The following day I received a text from the pharmacist to say the prescription was ready to collect. I was very impressed.</p> <p>Notes / Questions</p> <p>Sent to the relevant Healthwatch</p>

Hospital Services

Area	Case Details
<p>Boston District Council x 4</p> <ul style="list-style-type: none"> • 3 x General Comment • 1 x Compliment 	<p>General Comment</p> <p>1. Case 14667 (02-04-2025)</p> <p>PCN: Boston</p> <p>Providers: Lincoln County Hospital, Pilgrim Hospital</p> <p>Last year in 2024 I had a scan and at the same time had some blue liquid injected which then showed hernias in the stomach and liver and I thought that I might have cancer. I had to been on Ward 4 following this. I have been waiting for a letter to come through about having a biopsy, I have rung the hospital and they have said this will be a 6 months wait. I am also waiting for another date at the maxillofacial department at Lincoln County Hospital as I have impacted wisdom teeth and have been given 2 dates over the phone . They have said that there is a back log, I have a cracked jaw and cyst which give me pain.</p> <p>Notes / Questions</p> <p>Signposted to PALS ULHT</p> <p>2. Case 14669 (02-04-2025)</p> <p>PCN: Boston</p> <p>Providers: Pilgrim Hospital</p> <p>My spouse suffered with dementia for over 5 years . I wish more had been explained to me and how I could have helped them more, what to watch for etc. It was very hard for me to come to terms with. Also my spouse had bowel cancer. I did not feel involved and things were not explained to me.</p> <p>3. Case 14778 (28-04-2025)</p> <p>PCN: Boston</p> <p>Providers: Pilgrim Hospital</p> <p>Early Help worker struggling to get support for adult with Learning Difficulties whilst their child is in Pilgrim Hospital.</p> <p>Child has a benign tumour on their spine and in under Sheffield Childrens Hospital, however in emergencies attends Pilgrim Hospital. Was admitted last night and parent requires support as they struggle to retain information, does not read or write and feels a lack of understanding. Needs reassurances that the information that Pilgrim has whilst child is in hospital is relayed to Sheffield.</p> <p>Early help worker has been in contact with PALS who provided signposting to outside providers. Early help worker has spoken with Advocacy who provided Healthwatch details.</p> <p>Notes / Questions</p> <p>Healthwatch made contact with the Liaison officer for ULTH</p> <p>Provider Response</p> <p>Liaison Officer would make contact with the Matron of the ward and safeguarding lead for LD, as Healthwatch unable to get a response when calling.</p> <p>Information relayed to early help worker and that the liaison officer would include them in the emails.</p> <p>Early Help worker - Thank you so much for your help, I didn't know where else to go.</p>

	<p>Compliment</p> <p>1. Case 14706 (07-04-2025)</p> <p>PCN: Boston</p> <p>Providers: Fitzwilliam Hospital</p> <p>Ramsay Healthcare, Boston West and Fitzwilliam, Peterborough.</p> <p>First class from initial consultation, pre assessment, admission and discharge</p>
<p>East Lindsey District Council x 12</p> <ul style="list-style-type: none"> • 9 x General Comment • 1 x Informal Complaint • 2 x Compliment 	<p>General Comment</p> <p>1. Case 14717 (07-04-2025)</p> <p>PCN: East Lindsey</p> <p>Providers: Lincoln County Hospital</p> <p>Eye clinic</p> <p>Went last week, when I chased the appointment and asked for a date, I was told no I couldn't have one. I rang where it took a while to get through, just kept cutting off. In the end I waited until the end of the options, instead of choosing 1,2,3.... I would be on the phone for nearly an hour and then it would cut off. I eventually got through via the operator. I wanted to know the waiting time but they couldn't tell me. I wanted to see if it was shorter going to Grimsby. To move a procedure through is £400 to pay for GP referral to hospital!</p> <p>2. Case 14731 (09-04-2025)</p> <p>PCN: Solas</p> <p>Providers: Lincoln County Hospital</p> <p>Patient contacted Healthwatch who has previously been supported by HW.</p> <p>Was born with a heart condition, had check ups every 2 years for leaky heart valve. Always informed that everything was ok and nothing to worry about, all clear. Is now under Cardiology at Lincoln County Hospital and has just been informed has bad heart disease, not informed until recently and is adding to their depression.</p> <p>Saw consultant a couple of weeks ago and is going to arrange some tests, not heard anything more. Consultant querying stents or open heart surgery which is scaring the patient. Has tried to make contact with secretary, but as yet not heard back.</p> <p>Notes / Questions</p> <p>Healthwatch suggested if heard nothing in a couple of days to contact PALs - contact information provided.</p> <p>Provider Response</p> <p>Patient update - did receive a letter in the post for an appointment</p> <p>3. Case 14759 (22-04-2025)</p> <p>Providers: Lincoln County Hospital</p> <p>For Information: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Spouse thought Healthwatch had made contact with their partner regarding a knee operation. Spouse had received a letter regarding booking an appointment at pre-hab clinic. Options provided were for Grantham (2+ hours away), Lincoln (1 half hours away), or Pilgrim (over an hour away). Spouse wondered if this was something they had to attend as partner had had other knee operated on previously, when asked when, over 20 years ago.</p> <p>Someone contacted spouse last week to give them an appointment, for Tuesday 30 April and a time was provided. However 30 April is a Wednesday and not informed where this appointment would be.</p> <p>Notes / Questions</p> <p>Healthwatch suggested to make contact with the number on the letter or if unable to get any response PALs information was provided.</p> <p>Provider Response</p> <p>Spouse made contact with numerous places within Lincoln Hospital, no-one knew anything about this appointment. Patient request Healthwatch to make contact with PALs</p> <p>PALs response - I have looked on our system, nothing for this patient, could be LPFT although we are unable to see this.</p> <p>LPFT PALs contacted, patient has an appointment early May @ 2pm - information relayed to the patient - who made contact with Windsor House, is an assessment.</p> <p>Thank you for your help.</p>

4. Case 14710 (07-04-2025)

Providers: United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT
For Information: Lincolnshire Integrated Care Services (ICS/ICB)

Transport for low income people, or on benefits.

People who go to medical appointments can claim back their costs, but getting hold of the form is difficult. And when people try to find out more through the hospitals or PALs they don't know. I give advice to people to contact PALs as I want people to be pro-active, but PALs don't know about it.

I do have a copy of the form, so I end up sharing my copy. It helps patients on low income with things like bus fares for example.

Notes / Questions

Healthwatch asks - does all PALs have this information so they can share with patients should the need arise?

5. Case 14780 (28-04-2025)

Providers: Louth County Hospital, United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT
Louth Lincolnshire MRI unit.

Louth MRI. When I was put into the machine I called out that the headphones weren't working and I could not hear the instructions. Having not received a response to that I pushed the 'emergency' button but got no response to that either. After 20 or so minutes the scan was interrupted and I was told that I wasn't keeping still enough. I explained that the headphones weren't working and was told that 'that's because you're deaf'

The headphones issue was resolved and the scan continued. At the end of the procedure I asked why my calls to them that I couldn't hear and my pressing of the emergency button weren't responded to. I was told that they had responded by talking to me through the headphones!!! But I had already said that they weren't working!! I asked why they didn't come in and find out what the issue was? They said that that would have interrupted the scan and they would have had to start again!! I asked in which case what was the point of the button? I received no answer.

I suggest that in future it would be worth checking that the patient can hear adequately through the headphones before the scan commences. I would also suggest NOT accusing patients of being deaf even if they wear a hearing aid. An unhappy experience!!

Notes / Questions

Healthwatch provided PALs information

6. Case 14713 (07-04-2025)

PCN: East Lindsey

Providers: Pilgrim Hospital

I was taken to Pilgrim Hospital following a mental health crisis, on arrival I don't remember much due to what I had taken once more with it, I was moved from RAT (Rapid Assessment Team) to the main waiting area where I ended up going to the toilet and self harming, where the nurse looked lost and didn't know what to do. I was moved to a room with nurse monitoring multiple patients. My wound was seen too, but later I reopened it and the nurse dressed it again, put me in a cubicle on my own and left me until I was transferred to PCDU (The Psychiatric Clinical Decisions Unit).

Notes / Questions

No patient information provided

7. Case 14721 (08-04-2025)

Providers: Pilgrim Hospital

Cancer Care

I have been so ill for 3 years. In remission. The treatment gives me additional time, but is not a cure. I have a type of leukaemia, where I have some decisions to make. Change in medication, nasty side effects, so more problems, it is trial and error until get settled. I know I haven't got a long time but I want to make the most of it.

Chemotherapy, has also damaged my kidneys, finding it hard with 3 illnesses and getting someone to speak to me about it all within a short time.

I had an appointment last Friday with the consultant at Pilgrim Hospital. The communication was not good and it wasn't handled well. The consultant who saw me was dreadful. 2 people who had appointments after me were seen before me.

The consultant assumed I had received a letter which I hadn't received with results, letters from the NHS are taking ages to come and are in a language I can't understand. This means I go onto the internet for an explanation.

I'm careful to only put in NHS and the condition otherwise you can scare yourself too much with everything that comes up. On Friday it was not good news from the consultant where the consultant assumed I knew it was bad news. As I had not received the letter they stated they had sent, the consultant read it out to me. I was in shock and then they blurted out how long I had left to live. But when I go onto the computer at home I find this out too.

With the appointment on Friday I felt there were lots of errors by the hospital. I was waiting for my prescription, there were no seats, I was nearly collapsing

Notes / Questions

No patient details provided

8. Case 14771 (24-04-2025)

Providers: Pilgrim Hospital

Hospital outpatients' appointments at Pilgrim Hospital pathology department. I am having to attend the department every four weeks for tests. Within the department the staff are fantastic, very supportive, professional and caring.

Parking to get to the appointment is and absolute nightmare, every visit is very stressful and fills me with dread and worry. I have got to the stage that I now find somewhere on the roads to park and then walk to get to the hospital. Two reasons, one lack - the of parking spaces and two - the terror of being subjected to fines, threats and debt collectors from the company you have chosen to team up with to extract money from vulnerable patients.

Notes / Questions

Signposted to PALs at ULTH and LICB feedback

9. Case 14779 (28-04-2025)

PCN: First Coastal

Providers: Pilgrim Hospital

Relative of a 95 year old family member currently in Pilgrim Hospital, concerned they were going to be discharged this week. Went into hospital via ambulance after a neighbour had found them unwell. Is currently on Ward 6B, has been x-rayed and they have found that an old break which is now crumbling now has cancer, also ? liver cancer and has a weak heart. Relative worried that as the hospital have looked after family member very well, that once they are discharged they will deteriorate. Relative has been informed that the family member will go into respite care for a period of time this week, as there is nothing more they can do for them now, with other health conditions and cancer treatment is not an option going forward.

Has fluid on their legs and not gone down. Relative has been in contact with the discharge team and spoken with a number of people, as they feel they would like family member to stay in hospital, concerned that should they deteriorate that they wouldn't get the care needed.

Notes / Questions

Healthwatch made contact with consent of relative, to the Macmillan Support in Pilgrim Hospital

Provider Response

Response - has spoken to the relative again, informed them that there is no set date for discharge as yet, waiting for either care package or interim bed placement. Has spoken with the ward and discharge team. Informed relative to make a call to the ward this afternoon, (ward are aware), where they can speak with one of the Consultants to get some further information as to why no treatment and discharge etc, so this will put their mind at rest.

Informal Complaint

	<p>1. Case 14751 (15-04-2025)</p> <p>Providers: Pilgrim Hospital</p> <p>Patient made contact after being referred by Citizens Advice.</p> <p>Parent recently passed away in Pilgrim Hospital. Close relative requested a copy of their medical notes, left it 3 months then due to not hearing anything, made contact with the department. Informed that as no Will, Power of Attorney or other, could not release a copy. Close relative concerned that no-one let them know this, parent had very little in the way of material things, no estate, no owned property, lived in council property, so no need for an executor or solicitor involvement.</p> <p>Close relative was named as next of kin on hospital notes, but this is not sufficient. Relative concerned as many people who have very little will not have a will or power of attorney, feels the hospital are deliberately not providing notes as something to hide.</p> <p>Provider Response</p> <p>Pensions information from NESHBA was provided and information from GP surgery with verbal consent but nothing in writing. Sent to access to information department in ULTH.</p> <p>Unfortunately, this information is not sufficient as no Will, probate or letter of administration/executor unable to release medical records.</p> <p>Family member informed.</p> <p>Compliment</p> <p>1. Case 14708 (07-04-2025)</p> <p>PCN: East Lindsey</p> <p>Providers: Pilgrim Hospital</p> <p>Eye clinic Pilgrim Hospital</p> <p>I went for an eye test and was referred for cataracts operation. I got an appointment at Pilgrim Hospital and had them done in no time at all. I've had both eyes done and within 4 months. It has helped me and I can now see small print, can read things so it's very good.</p> <p>I've also been back to the opticians a week last Friday for new glasses, that's 3 weeks after my operation. I had a 3-4 weeks gap between having both eyes done. Was given instructions about what to do when I had the operation done. I'm signed back to the GP now, but I've not needed to go.</p> <p>At the appointment they said allow 2 hours and that's what it was.</p> <p>2. Case 14714 (07-04-2025)</p> <p>PCN: East Lindsey</p> <p>Providers: Pilgrim Hospital</p> <p>Physiotherapy</p> <p>Very good hospital. They've always looked after me. I get the treatment and advice I need. AT physiotherapy I get an appointment easily because they put the next one on the card before I leave, which is really useful for me.</p> <p>Very friendly staff. If I'm good to them, they are good to me. I realise they have a difficult job to do. My friend from church takes me, they have a badge for parking. Although while they are building the new A&E it is a bit difficult with parking, but it will be better as is the new walk-in part.</p>
<p>Lincoln City District Council x 4</p> <ul style="list-style-type: none"> • 1 x General Comment • 1 x Formal Complaint • 2 x Compliment 	<p>General Comment</p> <p>1. Case 14658 (01-04-2025)</p> <p>PCN: Lincoln Healthcare Partnerships</p> <p>Providers: Lincoln County Hospital</p> <p>Relative who has contacted Healthwatch previously about their relative who has a stage 4 cancer diagnosis discussed ongoing issues with gaining results from Lincoln County Hospital. Is a constant battle gaining results, which should not be the case. Patient has been provided with the MRI written report, however would like a copy of the images, patient has been informed to complete a freedom of information form. Freedom of information has already been completed previously for all medical records, why should they need to complete again.</p> <p>Notes / Questions</p> <p>Healthwatch provided PALS information, however would prefer Healthwatch to make contact.</p> <p>Provider Response</p> <p>PALS - Spoke to the patient's sister on 02/04/25, we discussed this and advised that the patient would need assistance to look at the scans as they are cross-sectional so would see if an face to face apt could be arranged. We left it that if the patient wished to see the scans then we would see if we could arrange a F2F appointment, PALS contact details shared and left it with the sister to speak to the patient.</p> <p>Formal Complaint</p>

1. Case 14734 (09-04-2025)

Providers: Hull Royal Infirmary

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

Today I have attended Birmingham Royal Orthopaedic hospital, where it was confirmed that I 100% have piriformis syndrome.

My right piriformis (where I was crushed in the car accident in 2017) was inflamed and much larger than the left. I have seen the scan of this today. I have had a guided Botox injection in there today.

Piriformis syndrome causes sciatica, it can be mistaken for spinal issues. I calmly presented the idea of this to a named consultant, prior to my spinal fusion, but they completely dismissed the idea of piriformis syndrome in front of me and my parent, saying it was impossible to investigate and it was 'rarer than hens teeth' and that there was nowhere in the NHS to investigate this.

But they were wrong, there was, Birmingham, I found it by doing a simple internet search after my fusion. Why didn't the consultant refer me to this service before taking the drastic action of fusing my spine? They have made a huge mistake.

They would not listen and convinced me that spine could be the only possible issue causing my symptoms.

So, after my spinal fusion at L5/S1, I have had zero relief from my right sided pain. Because the problem was always piriformis syndrome, not a disc issue.

Therefore I feel that I have had my spine fused, for no reason, and that my idea of piriformis syndrome should have been investigated before doing major surgery, not after.

The fusion has created lots of new problems, a constant sore back, left sided sciatic pain and my genitals are painful. I had none of these symptoms prior to the fusion. The consultant closed my case and sent me back to the GP with no reassurance.

This feels utterly devastating, why was piriformis syndrome not investigated before concluding that my spine was definitely the issue? I feel that I have been neglected.

I am unable to work, I am very depressed and extremely disappointed.

I want to firstly put in an official complaint against this consultant, what other legal action should I take now?

A simple referral to investigate piriformis syndrome before suggesting a spinal fusion would have saved me years of pain and doubt, the consultant was wrong.

Can you understand my frustration?

I want it put in an official complaint against the consultant, and I want to consider the next step.

Notes / Questions

Healthwatch provided information in making a formal complaint to the hospital and ICB

Provider Response

Patient is now in contact with a named person at the hospital, who are looking into their concerns.

Compliment

1. Case 14757 (22-04-2025)

Providers: Lincoln County Hospital

I went into the hospital to have my arm scanned and had a great experience. All staff were supportive as being my first time in there I was very nervous.

2. Case 14761 (22-04-2025)

Providers: Lincoln County Hospital

X-ray department

I recently went for an ultrasound, the staff were very kind and professional, making me feel at ease throughout the process. The procedure was carried out efficiently and the technician explained each step, which was highly appreciated.

I'm giving them 10/10 rating, it is one of the best experiences I've had healthcare wise.

North Kesteven District Council x 3

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

General Comment

1. Case 14684 (03-04-2025)

Providers: Lincoln County Hospital

Finally got operation for gall bladder after 4 cancellations. Staff were very kind. Anaesthetist knew how nervous I was tried to put me at ease. 2 Anaesthetists walked me to theatre....may be they thought I might make a run for it.

Stayed overnight where nursing staff were very attentive and kind.

On the minus side, having to wait 4 months from seeing surgeon and 4 cancellations was bad also the long wait for ultra sound and then to be referred to them from the 1st attack to operation was nearly 11months.

1. Case 14681 (03-04-2025)

Providers: Grantham + District Hospital

Yesterday I attended an appointment at Grantham Hospital, this was my worse NHS experience ever. A few weeks ago I had my annual eye test in Sleaford where I explained that the excessive skin on my upper eyelids were causing my top eyelashes to irritate my eyes and that the excessive skin impairs my vision when tired, they referred this to NHS Lincolnshire. My results were that my eyes could do with some new glasses, and I have a slight Astigmatism in both eyes, neither impact on my driving.

Attended Grantham Hospital this week the Clinic was Oculoplastics/Lacrimal/Eyelid Surgery. I had this second test in the hospital, but my eyes were tired due to it being a very bright day and I was not very well with high blood pressure and my eyelids were drooping and impinging my vision, so I had to put my face on the testing machine in a way that my eyelids were raised. I placed my chin on the chin rest and placed my forehead on that forehead rest bit and then moved my forehead down a little while keeping pressure on to the forehead rest thus raising my eyelids slightly so that I could see the light specks on the white area. I finished the test then sat and waited to see the Doctor. We spoke and I explained my problem and what I needed, which was a small bit of excess skin to improve peripheral vision.

They ignored what I had just said and told me I can't have the bags under my eyes lifted, so I stopped them and explained again that it was my top eyelids which are the problem and nothing to do with the bags under my eyes, they again started talking about the bags under my eyes so I gestured with my hand "no" and then gestured with both hand to stop talking as they were talking over me. I again repeated what I had already told them twice, this was done calmly and quietly, but they then said something which included the word "confrontational". I calmly stated "no I am not being confrontational, you are ignoring what I am trying to explain to you and you keep talking about something completely different and irrelevant". They then give a condescending speech on "I think I know my job a bit better than you". I was feeling increasingly talked down to and bullied, but did not mention it.

I explained my head position during the test and the reason for it I was accused of "trying to cheat the test?" I said "I thought this was an eye sight test, so I made sure that my eyelids were not in the way". I continued to say "sometimes I wear a baseball cap in a certain way to lift my eyelids a little". My excessive skin is a visual test, can you see them YES, are they dropping YES, would removing a little excessive skin improve my vision YES and will it make my eyes less itchy and sore YES, it's that obvious. I asked if we could move forward.

I explained the cause of the excessive skin and bags under my eyes, allergic reaction to margarine. I explained that I get poisoned quite often because most people don't know the difference, buttermilk spread is not butter, spread is not butter, utterly butterly is definitely not butter. Most cafe's and restaurants are breaking laws on a daily basis - Buttered Toast, Bread and Butter, Garlic Butter is almost always margarine. My reaction is within a couple of minutes and by 5 to 10 minutes I am throwing up, my eyes are extremely swollen, nose bleeds sometimes and on a few occasions the white of my eyes turned in to transparent opaque jelly, but, I have not had any reactions since before Christmas.

Now after looking at my eyes, they asked to look again, this time triumphantly they announce "oh, I can see your eyes are showing an allergic reaction", I was shaking my head in disbelief, they said "I will prescribe you some steroid drops", I exclaimed "I just told you that I have not had any allergic reactions since before Christmas". "My eyes get sore from rubbing them when my eyelashes touch my eyes when the excessive skin turns the edge of my upper eyelid inside out".

They did not like my reply and threw in a threat, I say threat because it was thrown in out of the blue, very clumsily without thought and with a snap (partially hidden angry face). They threw in "we will need to do the test again, but not today". "you can't drive next time because I need to put some drops in your eyes", no mention of what the drops are for or what is in the drops, so this will not be happening. They continued "Your right eye is worse than your left eye, you said your eyesight improved looking through the perforated lens while wearing your glasses, and you drive wearing your glasses, if I was driving and crashed into you, you would get done for having bad eyesight".

I explained that my glasses are for reading only, I do not wear glasses to drive. I have never said that I need glasses for anything other than to read, and the benefit from the perforated lens was that it shut off light coming in from the sides. I need some shades on very sunny days, yes, my right eye is slightly worse than my left when reading, but, my right eye is also my shooting eye and my shooting scores are high whether pistol or rifle and neither need glasses worn. There is nothing wrong with my mid or long vision.

They then rattled off some very technical medical definitions and results more on a mumble than explaining something to me, clearly because it would be beyond a lay person to understand it, I think ego and anger were at play here. They printed off a prescription? And told me "go over to the main building to collect it", I said "given that I do not have an allergic reaction in my eyes I shall not be putting anything in to my eyes". I was angry with this waste to the NHS.

My conclusion is that this was a financial consultation not a clinical consultation from start to finish. They actively ignored why I was there, excessive skin, ignoring what I was asking for, the removal of some of the excessive skin, diverted the conversation to anything other than the main reason and on to anything not requiring surgery. They did not see an allergic reaction in my eyes, because there

wasn't one there in the first place, but suddenly found one after I had mentioned I had an allergy to margarine. The surgery is literally a few minutes, 3 eye sight tests are unnecessary to assess my excessive skin on my upper eyelids, almost as pointless as prescribing steroid eye drops for a non-existent allergic reaction. Hope this helps to improve the next patient's visit to this department.

Notes / Questions

Signposted to PALs ULHT and LICB feedback Team

Compliment

1. Case 14768 (24-04-2025)

Providers:

For Information: Pilgrim Hospital

Hospital outpatients' appointments at Boston, Pilgrim Hospital, neuro-physiotherapy. Excellent care given by member of staff, a true professional. Explained carefully the exercises my spouse needs to help with posture re Parkinson's Disease. Practise given whilst there so that my spouse could be observed and corrected as appropriate.

South Kesteven District Council x 2

- 1 x General Comment
- 1 x Formal Complaint

General Comment

1. Case 14786 (28-04-2025)

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

Can you kindly ask ULHT to respond in an open manner to the incident in 2023 when an elderly person of 81 was incorrectly discharged from Pilgrim Hospital and woke up in another person's house in Skegness having been delivered by the Ambulance service. The Trust informed as a result of this that an enquiry would take place involving the Trust and Ambulance service. When will these reports be released to the public? I never would want this ever to occur again.

The BBC statement of the 21st of September 2023 stated: -
United Lincolnshire Hospitals NHS Trust and East Midlands Ambulance Service (EMAS) have launched an investigation.

Notes / Questions

Healthwatch have asked ULHT the question

Provider Response

The investigation has been conducted, but that the outcome of any investigation, along with any resulting actions, will be explained to the complainant directly. That is our usual process. They are not routinely made public.

Formal Complaint

	<p>1. Case 14777 (25-04-2025)</p> <p>PCN: K2 Healthcare Sleaford</p> <p>Providers: United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT</p> <p>Thank you for your message and for passing on the Trust's response, (this is in relation to some comments the patient raised via local MP).</p> <p>However, I must clarify that I was not "understanding" of the wait times, as the Trust has claimed. On the contrary, I expressed serious concern and frustration over the continued delays and lack of communication throughout this process. I believe the phrasing used in the Trust's response downplays the very real and ongoing distress my wife and I have been enduring due to the lack of timely care and updates.</p> <p>Furthermore, I contacted both ULHT PALS and the MP in an effort to expedite the situation, but with little progress. While I appreciate MP's escalation to the Chief Executive of ULHT, I have still received no contact or update directly from the Trust. It has now been over a week since MP enquiry, with no resolution, and we are still in the dark.</p> <p>The handling of this situation is wholly unacceptable. My spouse has already suffered from delayed and incomplete care, including being discharged without the follow-up MRI that was recommended during their hospital admission for meningitis. That decision has clearly had long-term consequences, and I am rapidly losing confidence in the Trust's ability to prioritise spouses health appropriately. MRI cancelled just 30 minutes before their slot, due to a technical issue with the scanner—after they had already travelled to the hospital.</p> <p>I believe the Trust's failure to act swiftly and appropriately warrants external scrutiny. I expect an urgent and meaningful response from ULHT without further delay. The handling of this referral, and the previous gaps in my spouse's care, have been entirely unacceptable.</p> <p>I am now at the end of my tether. Should we do not receive a satisfactory response or clear action within the next few days, I will pursue every avenue available to me to ensure this is taken seriously.</p> <p>Notes / Questions</p> <p>Healthwatch copied into this concern, original to Local MP, who would make contact with the hospital CEO</p> <p>Provider Response</p> <p>MP who received a response - I can confirm that the patient was offered a further appointment for an MRI, which has been accepted. PALS advised the spouse that the current wait time for an urgent referral outpatients appointment and they were understanding of this.</p>
<p>West Lindsey District Council x 2</p> <ul style="list-style-type: none"> 2 x General Comment 	<p>General Comment</p> <p>1. Case 14705 (07-04-2025)</p> <p>PCN: Trent</p> <p>Providers: Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>For Information: Lincoln County Hospital</p> <p>Hospital outpatients' appointments - Lincoln County Hospital</p> <p>More consultations should be at local hospitals, in my case, John Coupland Hospital. I have to travel 40 plus miles per visit, and the car parking in Lincoln is horrendous, driving around looking for a space.</p> <p>Notes / Questions</p> <p>No details shared, so unable to say which clinic refers to</p> <p>2. Case 14764 (22-04-2025)</p> <p>Providers: Lincoln County Hospital</p> <p>Parking for visiting spouse over last two plus weeks £22.40, fuel costs £40 plus, had to go to hospital one hour at least before visiting to get a parking place. Anything less and you had to trawl round the car park hoping someone would leave so you could have their space! One day took 40 minutes of visiting time to actually find a space.</p>
<p>All Areas x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 14685 (03-04-2025)</p> <p>Providers: United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT</p> <p>For Information: Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>When the services (hospitals for example) use the NHS app it works very well, however use of the app is poor, not all hospitals use it, not even all departments of the same hospital will use it.</p> <p>Notes / Questions</p> <p>No personal contact information provided</p>
<p>Out of Area x 2</p>	<p>General Comment</p>

<ul style="list-style-type: none"> 2 x General Comment 	<p>1. Case 14697 (07-04-2025)</p> <p>Providers: Out of area</p> <p>Communication for different hospitals</p> <p>I attend different hospitals and communication is in a different form for each one. Very confusing</p> <p>Notes / Questions</p> <p>Sent to the relevant Healthwatch</p> <p>2. Case 14750 (14-04-2025)</p> <p>Providers: Out of area</p> <p>Accident and emergency/minor injury units - William Harvey Hospital</p> <p>Would have been better if we were told that the blood test would take 6 hrs</p> <p>Then we could have gone and got some refreshments and avoided the stress of not knowing what was happening.</p> <p>Notes / Questions</p> <p>Information shared with relevant Healthwatch in Kent</p>
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Mental Health and Learning Disabilities

Area	Case Details
<p>East Lindsey District Council x 2</p> <ul style="list-style-type: none"> 2 x General Comment 	<p>General Comment</p> <p>1. Case 14720 (08-04-2025)</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Staff at Bert House (SHINE) wanted to refer me to mental health services for a refresher. It's a while since I went before. They tried to do it, but were told I wasn't registered at the Doctors, they say I'm not listed here. I've been here for over 3 years and go on a regular basis to the surgery.</p> <p>They phoned someone else to try and do the referral another way, but we've been waiting a week now for a response.</p> <p>I feel whatever, it is you have, health services are a lottery depending on where you are or where you go.</p> <p>Notes / Questions</p> <p>No patient details provided, so unable to ask which GP Practice this relates to</p> <p>2. Case 14726 (08-04-2025)</p> <p>PCN: East Lindsey</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Patient is looking for an ADHD and Autism assessment, has been to see the GP who stated that nowhere in Lincolnshire for adults for Autism assessment, receptionist suggested speaking with another GP at next visit. ADHD has been assessed however was informed that as they manage it effectively no actual diagnosis has been provided.</p> <p>Patient only wants diagnosis so they can have peace of mind and understand why they do certain things. Works and feels this would benefit the employer as well.</p> <p>Is under talking therapies where they had suggested to write everything down and then take the log into the GP for referral.</p>
<p>Lincoln City District Council x 1</p> <ul style="list-style-type: none"> 1 x Formal Complaint 	<p>Formal Complaint</p>

	<p>1. Case 14746 (14-04-2025)</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Copied into email to LPFT - Letter sent to the patient with an appointment for Enhanced support and Liaison.</p> <p>They're not even giving me an email address but telling me to contact you at SPA?</p> <p>Appointments are usually at home, and I can't do mornings. I'll need to know what the appointment is actually for, with questions in advance if you're going to be asking questions, and named person is not involved in my care because of past failures. So this appointment is no good in so many ways.</p> <p>How can you send a letter like this when you're enhanced support and liaison????????????? Where's the autism understanding????????? Nowhere! No explanation, nothing. What have you done? You've completely trashed the transforming care that I thought I was getting help from in 2021 and created what? Another service with no clue? This is not a specialist service. No autism specialist service would send a letter like this out of the blue with not even a hint about what it's for. You have no idea. How do you still have no idea?????</p> <p>Looks like I probably will be coming to you with the overdose. It's hardly probation's fault that you've failed me for years and you're still doing it!!!!!!!!!!!!!! They're just picking up the pieces, only they can't.</p> <p>Notes / Questions</p> <p>Healthwatch provided PALs information and Advocacy</p>
<p>West Lindsey District Council x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 14767 (22-04-2025)</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Community Mental Health Team (CMHT) and specialist MH services - Lincoln Hospital</p> <p>Support for mental health is basic and inadequate.</p> <p>Children should have access to help and reducing the number of adults needing to access the service.</p> <p>Notes / Questions</p> <p>No patient details provided</p>
<p>All Areas x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 14741 (10-04-2025)</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Specialist has been on holiday for 2 months leaving my adult child without control medication as the GP won't prescribe. Speciality Adult ADHD.</p> <p>Notes / Questions</p> <p>Requested further information of area etc. Signposted to LICB Customer Care Team and LPFT PALs.</p>

Patient Transport

Area	Case Details
<p>East Lindsey District Council x 2</p> <ul style="list-style-type: none"> 2 x General Comment 	<p>General Comment</p> <p>1. Case 14719 (08-04-2025)</p> <p>PCN: East Lindsey</p> <p>Providers: Non-Emergency Hospital Transport (NEPTS) EMAS</p> <p>Hospital Transport.</p> <p>My step child needed transport to a London Hospital. They needed to pick them up at 5.30am, transport arrived at 6,15am. They did ring up and ask some questions like what was their weight but didn't explain why.</p> <p>The car that came was an ordinary car, a hatchback, So they had to choose between taking their wheelchair or a walker. They will be there for 4 weeks and has to get dressed each day so needed lots of stuff which they struggled to get in the car, so could only take one case.</p> <p>They have learning difficulties where they have difficulty in communicating, I've been trying to show them how to use a mobile phone.</p> <p>Notes / Questions</p> <p>No patient details provided</p>

	<p>2. Case 14730 (09-04-2025)</p> <p>Providers: Non-Emergency Hospital Transport (NEPTS) EMAS</p> <p>I'm not sure if I can use the hospital transport or not. I used it when I had cancer. I had a recent 4 week stay in hospital and transport didn't turn up to take me home, so the hospital arranged for a taxi for me. Transport is not comfortable, it's bumpy, so I use friends to take me now as it is more comfortable.</p> <p>Notes / Questions</p> <p>No patient details provided</p>
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Social Care Services

Area	Case Details
<p>East Lindsey District Council x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 14728 (08-04-2025)</p> <p>PCN: East Lindsey</p> <p>Providers: Lincolnshire County Council - Adult Social Care</p> <p>Wellbeing Group in Mablethorpe, person was looking for some support for themselves to give parent a break. Brain injury sufferer and full-time wheelchair user. Does not want parent to struggle as getting older. Would like someone to support in the community activities. Before coming to Lincolnshire had a Personal assistant (PA) but since moving to Mablethorpe this has been declined. Had an assessment but informed unable to get this service in Lincolnshire.</p> <p>Notes / Questions</p> <p>Healthwatch suggested social prescriber, to speak with their GP to see if this could be looked into.</p>
<p>North Kesteven District Council x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 14769 (24-04-2025)</p> <p>Providers: Lincolnshire County Council - Adult Social Care</p> <p>Adult Social Care in Care Homes. Positive in terms of care provided - but the system is in crisis with significant lack of funding leading to reduced quality and quantity of qualified care workers. This relates to Adult social Care generally in Care Homes across the County.</p>
<p>West Lindsey District Council x 1</p> <ul style="list-style-type: none"> 1 x Informal Complaint 	<p>Informal Complaint</p> <p>1. Case 14736 (10-04-2025)</p> <p>Providers: Willow Court Care Home</p> <p>For Information: Lincolnshire County Council - Adult Social Care</p> <p>Carers First worker made contact as has client who has long term partner residing in a Care Home. This place is privately funded. The Care Home resident has advanced dementia and needs 24 hour care. The Care Home is only 5 minute walk from home so this enables the partner to visit every day for at least 3 hours. The partner feels that when they are not there, the resident is left for long periods of time alone and does not get fed when they need too. The partner feels that they do not want to complain, as this might make the care for their partner worse. They have spoken to some members of staff and ? the Manager. They previously have discussed with the partner moving care homes or being cared for at home with 24 hour carers. But this Care Home enables them to visit daily for long periods of time and 24 hour care would be funded privately so this would be very expensive.</p> <p>Notes / Questions</p> <p>Signposted to Manager of Care Home in the first instance for Homes complaints procedure, Local Government and Social Care Ombudsman , CQC, Age UK, Scope.</p>
<p>All Areas x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 14690 (04-04-2025)</p> <p>Providers: Cera Care, Continuing HealthCare, LIBERTAS, Lincolnshire County Council - Adult Social Care</p> <p>Home care/domiciliary care including personal assistants and personal budgets. Social services care was ok but their contracted agency didn't have the resources to meet the assessed need. We moved to Continuing Health Care and their contracted agency. They have the resource but struggle to keep to call schedule.</p> <p>Notes / Questions</p> <p>No patient contact information provided.</p>

Other

Area	Case Details
East Lindsey District Council x 1 <ul style="list-style-type: none"> 1 x Compliment 	<p>Compliment</p> <p>1. Case 14733 (09-04-2025)</p> <p>Providers: Lincolnshire County Council</p> <p>Bent House - SHINE</p> <p>Today I was feeling low, so I've come here. I have been stuck indoors for 4 years so I need to come out as I'm lonely. A named person at this place run by SHINE is helpful and I know people here so I'm pleased to see people. I like it when there is a small number of people. I'm always told to take care about not overdoing things but I want some quality of life. When being ill as I've been, there are challenges and things go wrong, but I'm here today because of the loving support of staff to try and stay positive.</p> <p>Notes / Questions</p> <p>No patient details provided</p>

Not Specified

Area	Case Details
Boston District Council x 1 <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 14674 (03-04-2025)</p> <p>PCN: Boston</p> <p>Providers:</p> <p>For Information: Parkside Surgery, United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT</p> <p>I was diagnosed with osteoarthritis in August 2021 I had an x-ray 2 years later which showed that I need a shoulder and hip replacement. Last September I was referred for a hip replacement and have heard nothing yet.</p> <p>Notes / Questions</p> <p>Signposted to PALs ULHT.</p>