



Healthwatch Lincolnshire

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Healthwatch Lincolnshire Patient experiences: May 2025

This report has been produced by Healthwatch Lincolnshire to highlight the health and care experiences shared with us for the period 1 to 31 May 2025 where 56 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:

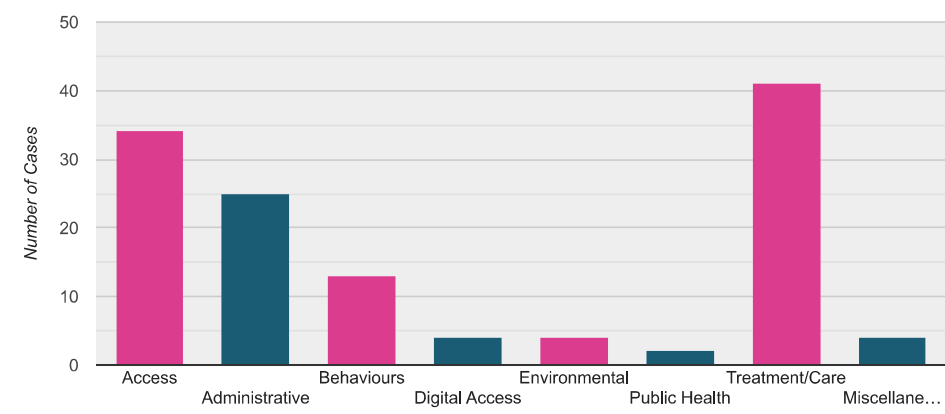
- Pink text shows the actions our team have taken.
- Green text highlights responses we've received from providers.
- Multiple Services section includes feedback where more than one service is involved, highlighting how different parts of the healthcare system interact. Following this section cases are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

Statistics

Total cases: 56

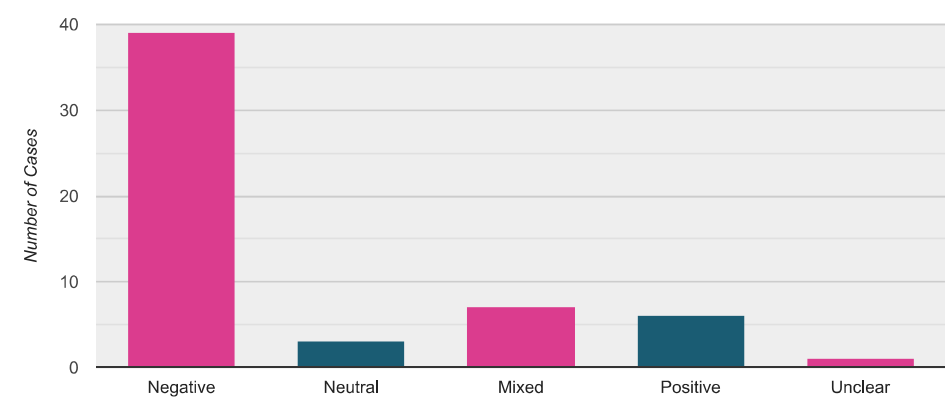
Cases responded to within 3 days: 56 out of 56 (100%)

Theme Areas



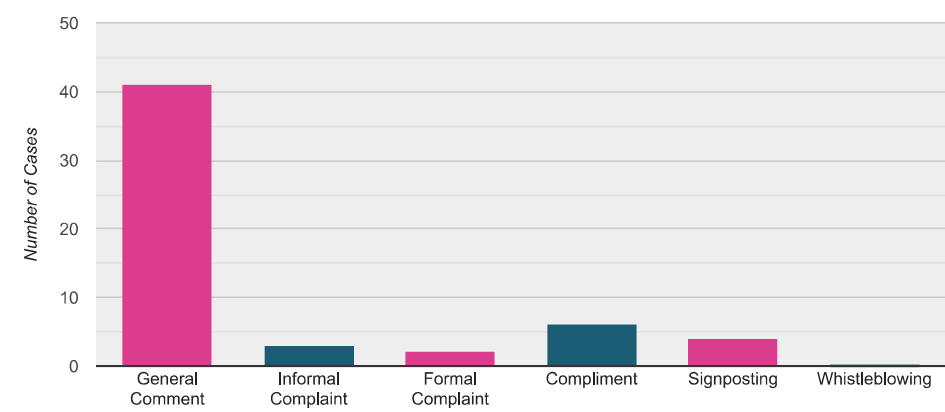
Theme Areas	Cases
Access	34
Administrative	25
Behaviours	13
Digital Access	4
Environmental	4
Public Health	2
Treatment/Care	41
Miscellaneous	4

Sentiments



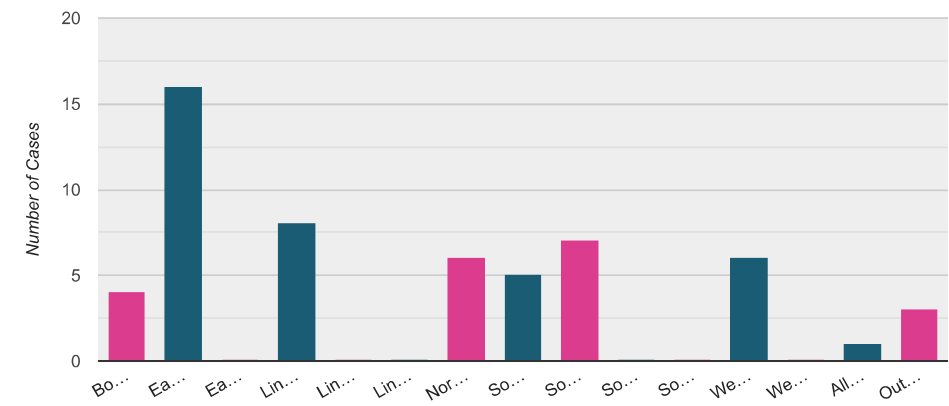
Sentiments	Cases
Negative	39
Neutral	3
Mixed	7
Positive	6
Unclear	1

Case Types



Case Types	Cases
General Comment	41
Informal Complaint	3
Formal Complaint	2
Compliment	6
Signposting	4
Whistleblowing	0

Areas



Areas	Cases
Boston District Council	4
East Lindsey District Council	16
East Locality	0
Lincoln City District Council	8
Lincolnshire CCG	0
Lincolnshire Integrated Care Services (ICS/ICB)	0
North Kesteven District Council	6
South Holland District Council	5
South Kesteven District Council	7
South Locality	0
South West Locality	0
West Lindsey District Council	6
West Locality	0
All Areas	1
Out of Area	3

Map



Cases

Multiple Services

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

Area	Case Details
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<p>Boston District Council x 2</p> <ul style="list-style-type: none"> • 1 x General Comment • 1 x Compliment 	<p>General Comment</p> <p>1. Case 14820 (16-05-2025)</p> <p>Providers: For Information: Pilgrim Hospital</p> <p>My spouse is waiting at the moment to be discharged after fracturing a bone in humerus after falling. Also has late stage Parkinson's 72 years old. Was taken by ambulance Tuesday afternoon. I was told they were coming home yesterday, Wednesday. After a really long time waiting for transport they had another fall in the discharge lounge. Wasn't seen until after midnight by orthopaedic Doctor. I rang hospital first thing this morning (Thursday), was told transport was booked for 10.00. Got to midday rang again. Told me they were being given a care package, once it was up and running they would be sent home. It is now 11.00 o'clock at night and they are still waiting. I rang again at 10.00 and was told there was a waiting list of 7 to be sent home. Absolutely disgusting. I am also disabled so daren't try to collect them. I have had very little sleep for the last 2 nights in case spouse turns up and I don't hear them. I am also in my seventies.</p> <p>Notes / Questions No contact details provided.</p> <p>Provider Response Response from Discharge Lounge Manager - This was a patient from May. Patient was discharged home with care package that we had to wait to be put in place before going home. There were several transport issues that were escalated daily with the EMAS team but the patient and their spouse were kept informed.</p> <p>Compliment</p> <p>1. Case 14813 (15-05-2025)</p> <p>Providers: For Information: Lincolnshire Community Health Services NHS Trust (LCHS), Pilgrim Hospital</p> <p>I suffered a major cut to my hand severing a tendon to my thumb. I attended Boston Pilgrim Hospital on Monday afternoon and was sent through urgent care . I was seen by several people quickly, cleaned up and wound dressed. I was told to go home and expect a call tomorrow morning regarding surgery. The next day at 9 am I was called and asked to attend the trauma unit . By 1.30 pm I was in theatre for tendon repair and wound stitched up. Everyone involved was wonderful , what more could I have asked for.</p> <p>Notes / Questions No contact details provided.</p> <p>Provider Response ULTH - & LCHS Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.</p>
<p>East Lindsey District Council x 5</p> <ul style="list-style-type: none"> • 4 x General Comment • 1 x Signposting 	<p>General Comment</p> <p>1. Case 14791 (04-05-2025)</p> <p>Providers: Boston West Hospital</p> <p>Very very poor experience supporting elderly parent through cataract assessment and operation. Care on the day of surgery excellent, pre-op assessment and consent process appalling. Informed consent is a concept that consultant doesn't understand. If it goes well you will be better off, if not it will be much worse, just sign here. This brand of paternalistic medicine should have disappeared last century.</p> <p>The genuine issue send someone away with poor sight and then leaflets only no discussion they become fearful and refuse care. They claim, this doesn't happen is because they cancel the operation patients are frightened of or lack trust due to attitude .</p> <p>Statement of Contact if you have questions is, made but with the behaviour experienced that won't happen, as you believe you get the same type of response.</p> <p>Yet constant barrage of surveys about outcomes on sight . This will only show impact on those that convert and have the op. Only question about assessment and consultant after the op. Those frightened off won't reply or show in the stats.</p> <p>All polling garage until post op is electronic discounting those not IT comfortable and likely to include those dismissed in attitude at assessment .</p> <p>I am providing feedback for a 94 year old, I am their close relative / carer .. they will say all was okay. I dealt with all the the questions, fears, and misunderstandings. As a healthcare professional I would not believe it was informed consent and would struggle to defend myself if held to account. I did not speak up for fear of reprisals due to consultant attitude disadvantaging the patient.</p> <p>Notes / Questions No patient details provided</p>

2. Case 14832 (23-05-2025)

Providers: Lincoln County Hospital

Individual shared negative experience of Lincoln County Hospital , Cardiology Department. Does not feel listened to by the Consultant that they saw, felt bullied when they questioned plan of care and feel that it is their decision whether or not they have the treatment that was offered. Felt that the Consultant did not like being questioned. Consultant said that they would let the GP know that they have had a heart attack. Patients job is a van driver and they did let their company know and DVLA know that they had suffered a heart attack. This happened in January of this year so they have been unable to work and are now on benefits which as affected their life dramatically. They requested a second opinion from another Consultant which they were told had been done but have heard nothing about this . GP was not helpful.

Issues

- communication and not being listened to
- patient choice
- professionals behaviour
- delay with next appointment

Notes / Questions

Signposted to PALS Lincoln County or LICB feedback team

Provider Response

It is hoped the author contacted PALS or LICB feedback team and received a satisfactory outcome.

3. Case 14800 (08-05-2025)

Providers: Lincolnshire Community Health Services NHS Trust (LCHS)

For Information: Pilgrim Hospital, Skegness Hospital

My elderly parent was seen in Skegness Urgent Treatment Centre, great service. Transferred to Pilgrim A&E and a 30, yes, thirty hour wait in chair for an 87 year old ! Only when they decided they had enough and tried to walk did they get a bed despite a subarachnoid haemorrhage

Notes / Questions

No contact details provided.

Provider Response

ULTH - Response from Matron ED - Unfortunately, the situation within the hospital was such that there were more patients needing admission into hospital than the number of beds available. With an increased number of patients needing admission into hospital, there is extra strain on the ED because those patients who are waiting for beds remain in the ED. Space within the ED is finite and this means that we have to consider the needs of every patient and make difficult decisions about how the available resources are allocated. You deserved better, and we clearly let you down. Regrettably, this situation is being encountered in hospitals nationally and whilst it is unavoidable, we acknowledge that our patients deserve much better and that we are not providing the levels of care which our patients deserve.

LCHS - Thank you for taking the time to share this experience. We're very glad to hear that the care at Skegness Urgent Treatment Centre was positive, but extremely concerned to learn about the 30-hour wait in A&E at Pilgrim for your 87-year-old parent—especially given the seriousness of a subarachnoid haemorrhage. This is clearly unacceptable and must have been incredibly distressing for both your parent and your family.

4. Case 14825 (21-05-2025)

Providers: NRS Healthcare

Relative contacted HW , has done this previously because of issues last year with NRS wheelchair provider assessment and delivery of specialised equipment to parent who has Motor Neurone Disease (MND). This was eventually resolved after HW interventions. The issues this time is that NRS have cancelled an assessment for parent at home this week as will need to assessors and NRS have said that they are unable to complete this as have not got capacity. Relative is asking that could this be done with one assessor ? Other issue is that parent is now only able to sleep in specialised chair provided , now unable to transfer or sleep in bed because of deterioration of MND, NRS have said that a cushion for the chair , which will significantly help with current and longstanding pressure sores, has been ordered but will take 10 weeks to deliver. Parent now having to take oromorph for pain from pressure sores, which they don't like doing as this makes them very sleepy and disorientated and unable to use their communication equipment. Relative asking if the cushion delivery could be pushed forward as MND progressing rapidly and wants a better quality of life for parent in remaining days of their life.

Notes / Questions

Relative requested that HW contact NRS. HW contacted NRS.

Provider Response

customer service advisor NRS response - I can see that a cushion has been ordered for this service user, however as this item is not standard stock and it has to be ordered through a specialist supplier and we do have to give them 3 months to get this item delivered into our depot.

NRS Managers response

Just to keep you updated, the cushion on order is not due into the supplier until the 12th of June and is then due on a next day to us. Named person and the clinical team have sourced a temporary solution of a gel zone cushion to accommodate while await the stock. Customer has a left a Voice Mail with client today as we can deliver tomorrow if agreeable.

Signposting

1. Case 14831 (23-05-2025)

Providers:

For Information: Lincolnshire County Council - Adult Social Care

Relative who completed Carers Survey for Healthwatch wanting information about social interactions for their elderly relative.

Notes / Questions

Signposted to Carers First , Connect to Support, Age UK

Lincoln City District Council x 2

- 1 x General Comment
- 1 x Formal Complaint

General Comment

1. Case 14821 (19-05-2025)

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

I wonder if you could help me ask for an individual funding request from the ICB for therapy from a local provider of my choosing. I was diagnosed with cPTSD, anxiety, depression, agoraphobia 13 year's ago. I received CBT for 5 years and was on anti-depressants for 10 years (I have now recently been diagnosed with autism, ADHD & alexithymia and learnt the therapy & medication was not suitable). I can't have therapy from LPFT & asked my surgery, GP & ADHD service for therapeutic support alongside ADHD medication to deal with unprocessed trauma. This was not provided & after some months on ADHD medication, I experienced burnout & a breakdown I am told I have to be assessed by LPFT & complete a course of 10 sessions of counselling with a counsellor at NWCH hub which made symptoms worse.

I am undertaking counselling against my wishes & have agreed with them not to talk about the trauma so I can complete the 10 sessions. I am told the ADHD service are not contracted to provide therapy for cPTSD. I've been sent in circles for two years without reasons despite asking for such to be put in writing. I contacted the ICB feedback desk but have not received a reply. My provider of choice, Psychological Therapeutic Solutions, willing to give EMDR, has given me your name in the hope you can help. I hope this made some sense, apologies if not. Many thanks in advance for your time.

I've been bouncing between LPFT and my surgery for a long time now saying the same thing and, somewhat exasperated, I asked for their decision and reasons in writing so I could seek advice.

Registered Nurse from my surgery rang today to confirm they'd look into this and said they couldn't remember speaking with me about the ICB. I spoke with them on the 29 January 2025 about the ICB funding request, which I assume has not been done.

Notes / Questions

Patient requested Healthwatch ask the ICB

Provider Response

Information sent to Patient from ICB - I write further to my email of 23 May in relation to the concern raised regarding your funding request for therapy. I have reviewed this with the ICB's Mental Health, Learning Disabilities and Autism (MHLDA) & Child & Adolescent Mental Health Services (CAMHS) Commissioning Team who have confirmed that they would be the correct team to receive a funding request to their Out of Area Treatments(OATS) panel. The team confirm that nothing has been received from Brayford Medical Practice. If your GP practice can send the funding request via email to: licb.mhldateam@nhs.net it will be progressed from there.

For completeness, I have also reviewed this with the ICB's Individual Funding Request (IFR) Team, who confirm that as this would not be within their remit and would be for the OATS panel.

In the first instance, please discuss with your GP practice for a referral to be sent to the email provided.

Formal Complaint

1. Case 14829 (22-05-2025)

PCN: Lincoln Healthcare Partnerships

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

Patient who is Autistic and Registered Disabled with sight impairment discussed that Brayford Medical Centre has not been able to make reasonable adjustments in their communication with them. If emails are sent has requested that they be sent in a larger font and attachments/PDFs need to be even larger anything for the as does need assistance in reading them. This does not happen. Patient has the help of an advocate when accessing health care but does find this difficult. Wanting to get Disabled Students allowance so needed forms completing by Practice with relevant medical information about disabilities, and this was a time sensitive issue. Patient had to keep contacting the Surgery to ask when these forms would be completed. When patient asked why the delay they were told it was this was not a medical issue but admin work. It took 4 weeks to get forms completed and deadline for forms was missed. Patient feels that a face to face appointment would have been quicker.

Patient has been recently assessed for ADHD. The Assessor has contacted the Practice and no information has been shared. Recent issues have been with the Practice and the completion of a Med3 Form so the patient can apply for new style ESA. There have been delays and excuses in completing this. Issues that have been queried about whether patient a full time Student . Patient states that they do not have to give that information. This has affected the patients ability to apply for ESA.

Patient feels that whenever they request the Practice to complete any external communications with themselves or external organisations/Professionals this is delayed and feels very personal and is upsetting as feels never make any reasonable adjustments. Also felt threatened by a member of staff when they wanted to record a medical consultation. Did meet with the Practice Manager who agreed with their staff.

Patient did contact the ICB as does record all conversations with medical professionals because of their disabilities and feels that this is a reasonable adjustment. They wanted them uploaded to their medical records to date this has not been completed.

Notes / Questions

Patient has made a formal complaint to the Practice Manager and the ICB. Has contacted NHS Advocacy service and there is a 3 month wait. Has also contacted and made a formal complaint to the PHSO.

North Kesteven District Council x 2

- 1 x General Comment
- 1 x Compliment

General Comment

1. Case 14804 (09-05-2025)

PCN: South Lincoln Healthcare

Providers: Continuing HealthCare, Lincolnshire Integrated Care Services (ICS/ICB)

Awful service with Lincolnshire Integrated Care Board (ICB) cutting my spouse's night care which caused them to have to go to hospital twice due to starving to death. (their ketones increased to 4.9 due to wrong feed). AMG Lincoln was the care firm employed by ICB/CHC - the complaint isn't about AMG its ICB cutting my spouses feed at night. Which put my spouse back in Lincoln hospital.

With the issue not being resolved they were discharged home and was again getting worse, so we had to get them to Addenbrookes Hospital who are looking after them at the moment. They're concerned why ICB ignored their advice and feeding plan which was to be given at night. ICB changed it to day but this has meant that they have had to miss a feed so spouse could attend hospital appointments for other complications.

ICB Lincolnshire are stalling me by asking for written permission and 2 forms of ID from my spouse. But they did not have written permission and 2 forms of ID to speak to the dietician at Lincoln who didn't like my spouse and wrote to ICB saying they didn't need feed and were making it all up. This has put my spouse in a bad way and their ketones increased as they were not given given any nutrition. As my spouse is also type 1 diabetic which makes managing their blood glucose at night really difficult. I myself suffered from a heart attack due to stress, as ICB by there incompetence made it so I had to care for my spouse 24/7. ICB Lincolnshire ignored my previous complaints with them they still have not replied to the complaints last year they seem to want to cover it all up and ignore it.

ICB / CQC ignore all my complaints they never respond and now they want 2 forms of ID and written permission from my spouse plus all family members that want to complain have been told the same. But the Lincoln dietician and ICB wasn't given permission to talk about my spouses problems. I am sure the dieticians were not made to provide 2 forms of ID.

Any help would be appreciated.

Notes / Questions

Signposted to LICB Customer Care and Complaints, Care Quality Commission, PHSO, Carers First, NHS Advocacy service , what Healthwatch can and cannot do.

Healthwatch contacted LICB Customer care and complaints as requested by the patient and spouse.

Provider Response

Response from LICB feedback- we have shared this with the ICB's Continuing Healthcare team who are managing the complaint in relation to this patient.

Response from AACC Business Manager: We have also received this correspondence directly from patients spouse. The investigations are now complete and a response has been written. We have requested authority from patient to allow us to correspond with their spouse regarding this however, we are yet to receive this. Once this has been received, we will be sending the complaint response letter.

HW requested copy of response letter sent to patient and partner.

Compliment

1. Case 14833 (23-05-2025)

Providers:

For Information: Lincoln County Hospital, Lincolnshire Community Health Services NHS Trust (LCHS)

Accident and emergency/minor injury units at Lincoln County Hospital.

Initial triage and movement through x-ray was really smooth and efficient. Child friendly pain medication was provided. Wait to the gain results was more lengthy, and challenging with a bored child with nothing to do, but person we eventually saw was helpful, kind and reassuring.

Provider Response

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

LCHS - Thank you for sharing your experience. It's great to hear that the initial triage and movement through x-ray were smooth and efficient, and that child-friendly pain relief was provided early on—that makes a real difference. We understand how difficult it can be to manage a long wait with a child, especially when there's little to keep them occupied, so we appreciate you highlighting that. It's reassuring to know that when you were seen, the staff member was kind and reassuring. We'll pass this feedback on, including the suggestion about making the waiting experience more child-friendly

South Holland District Council x 1

- 1 x General Comment

General Comment

	<p>1. Case 14797 (07-05-2025)</p> <p>Providers: For Information: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health), Pilgrim Hospital</p> <p>Client referred to Healthwatch by CAB advisor Spalding. Consent given by client to share personal information with Healthwatch. Individual is homeless - living in a tent near the skateboard park in Spalding. They have various mental health problems including Autism, ADHD, Bi Polar, Border Line Personality Disorder. Unfortunately I don't think they are getting much support for any of the above. Especially at the moment because about 3 months ago they had an injunction served against them and are not allowed to go within a certain distance of their ex-partners house, their GP falls within that distance so they are unable to access GP services directly.</p> <p>Notes / Questions Signposted to LICB, PALs at Pilgrim Hospital and LPFT, Voiceability advocacy.</p> <p>Provider Response It is hoped the author contacted departments signposted and received a satisfactory outcome.</p>
<p>South Kesteven District Council x 1</p> <ul style="list-style-type: none">• 1 x General Comment	<p>General Comment</p>

1. Case 14794 (06-05-2025)

PCN: South Lincolnshire Rural

Providers: Connect Health Services / Cora Health - Pain Management , Lincolnshire Integrated Care Services (ICS/ICB), Peterborough and Stamford Hospital, The Deepings Practice

EACH (Lincolnshire referral system) - The Deeping's Practice, Peterborough Hospital Rheumatology Department, Connect Health Pain Clinic, EACH, King's Lynn.

After trying to get help for my increasingly painful degenerative spine with rotational scoliosis, with no advice from either my GP or Rheumatologist (other than the Pain Clinic) I saw on NHS England that I could refer myself through the e-referral system. I phoned the Deeping's Practice who eventually phoned back with a video call. I'm assuming, but don't know, that the person I spoke to was a Physician Associate (PA) who seemed quite confused as to what I required. I really needed a referral to a Scoliosis specialist who could examine my back, take x-rays or scans as necessary and give me the support/treatment I need after failed back surgery in 2020.

Eventually it seemed apparent that I was totally confusing the PA who said that wasn't the way things worked now. How was I to know I should have phoned EACH in King's Lynn who would find me the hospital of my choice. I then spoke to EACH who said as there was no Scoliosis specialist 'on their list', I needed to see an Orthopaedic surgeon. I did say that I had not requested surgery but after going, seemingly, around the country, they came up with The Nottingham Queen's Medical Centre. I have been on the waiting list for a year with no sign of any appointment.

It's not even clear what the appointment is for. I'm pretty certain my GP has put this as a routine appointment. Why? I have been in pain for 5 years, agreeing again to go to the Pain Clinic for the 6th time. I was seen by a 'clinician', explained I needed to at least try spinal injections as I couldn't sit through more group sessions about the pain model, pacing, meditation and breathing etc due to my ME and Fibromyalgia.

I agreed to see a psychologist but was discharged from Connect Health with no explanation or contact from the original 'clinician'. I was offered the chance of being put back on the waiting list to see them again but declined. Even rheumatology wanted to refer me to the pain clinic which I declined if I could not see an actual Pain Consultant. I am no further forward than I was 5 years ago, apart from being unable to walk without bending almost double or using a wheelchair for going out. Even that is painful as my back jolts over every uneven surface.

The hardest part for me is that I know the Fitzwilliam Hospital (6miles away) do these injections, the Government have said they are using private hospitals but they are not on the EACH list. Nobody has helped me to sort this out, point me in the right direction or advise me. I have no care plan. My spouse wrote to PALS in Cambridgeshire where I have my rheumatology appointments and Cambs ICB who both wiped their hands of me because I live just over the border in Lincs.

They sent the same email too PALS in Lincs, Lincs ICB and The Deeping's Practice. There has been no response as it was a plea for help and not a complaint. I feel as though the last 5 years of my life has been wasted. I even asked Rheumatology if they would refer me for an MRI to go with my referral but I don't know if the report ever got anywhere or even if the images are able to be read on all computer systems. I haven't got anymore energy to sort this all out for myself and am now totally reliant on my spouse who cares for me full-time, and has full Power of Attorney to speak on my behalf and has sent a copy of this to PALS. We haven't heard a thing from them. To say I'm disappointed and disgusted is an understatement. I've even written this on many occasions. Should I just give up? I'll be 70 in a few days. Perhaps that's the cut off point where you're no longer a productive member of society and not worth anything even though I worked part-time from 15, had 2 children and worked full-time from the age of 21 until I had to take ill health retirement in 2013.

Notes / Questions

Healthwatch suggested ICB feedback

Provider Response

Patient request for Healthwatch to contact ICB to see they can get any answers

Thank you for your patience. I have reviewed with my colleagues in the ICB your spouse's onward referral, and after senior colleagues in the ICB had conversations with Nottingham University Hospitals (NUH), I have received confirmation that the referral was accepted in early May 2025. As this specialist service sits outside of Lincolnshire we are unable to see any further information however, you can contact the NUH Patient Advice and Liaison Service (PALS) by telephone: 0800 183 0204 or by email: nuhnt.PALS@nhs.net. Please accept my apologies for the time this has taken.

West Lindsey District Council x 1

- 1 x Formal Complaint

Formal Complaint

1. Case 14817 (16-05-2025)

PCN: Trent

Providers: Continuing HealthCare, Diana, Princess of Wales Hospital (Grimsby), LIBERTAS, Lincoln County Hospital, Lincolnshire Community Health Services NHS Trust (LCHS), Lincolnshire County Council - Adult Social Care

I am writing to raise urgent concerns about the appalling failures in care experienced by my spouse, following their admission in late January 2025. Since then, we have endured a cascade of neglect, miscommunication, mismanagement, and distress — all of which have left my spouse significantly deteriorated and me, as his spouse and full-time carer, emotionally and physically exhausted.

1. Hospital Failures & Carbapenemase-Producing Enterobacteriaceae (CPE) Infection.

My spouse was admitted with respiratory failure, which was later diagnosed as Respiratory Syncytial Virus (RSV) , then double pneumonia, and aspiration pneumonia. They were placed on a high-dependency respiratory ward at Diana, Princess of Wales Hospital (DPoW), where the ward was visibly overcrowded, with too many beds crammed into inadequate space.

During one episode of severe diarrhoea, staff — already overstretched — struggled to maintain hygiene and dignity. Not long after his transfer to Archer Ward at Louth Hospital, my spouse was immediately isolated and tested positive for CPE, most likely contracted due to infection control lapses at DPoW. One nurse even told me, “they’ve come from a dirty hospital,” as justification for their isolation.

At Louth, my spouse remained in isolation for the duration of their stay. Their room was poorly lit, depressing, and claustrophobic. Equipment clutter made it difficult to clean. The TV barely worked, and the lack of sunlight and interaction left them low in spirits and physically weaker by the day. Most disturbing was the frequency with which my spouse was left incontinent, and I had to take home urine-soaked clothing daily.

The cumulative impact? my spouse can no longer walk. And they now requires continence support that could have been avoided had their needs been properly met in hospital.

2. Failed Reablement & Incomplete Diagnoses

My spouses reablement was destined to fail. They have an existing diagnosis of Wegener’s Granulomatosis and likely neurological complications. Despite this, they were expected to undergo standard reablement without thorough assessment. Lincoln County Hospital neurology received three direct requests to follow up on MRI imaging from DPoW — none were answered. We are now starting over with neurology at Scunthorpe (NLAG).

Physiotherapy input was minimal — brief 20-minute sessions, then nothing. No plan, no continuity, and no acknowledgement of their declining physical capacity. The attempt to “reable” my spouse ended in quiet abandonment.

3. Repeated Denial of Continuing Health Care (CHC) & Financial Burden

Before discharge from Archer Ward, I requested a Continuing Healthcare (CHC) assessment. The Assistant Sister dismissed it outright, saying they “couldn’t in good conscience agree” — with no formal assessment. This is despite my spouse’s evident and complex needs.

Weeks later, after six gruelling weeks of advocacy, my spouse has now been placed on the palliative pathway, added to the Gold Standards Framework, and granted CHC through Fast Track. That this only happened because of relentless intervention from me is both shocking and unacceptable.

Before this, I had already completed a financial assessment due to previous care enquiries. Algorithms calculated ridiculously high contributions, despite our clear financial limitations. I completed another in good faith, only to find it made redundant by the CHC approval — time and emotional energy I didn’t have to spare.

4. At-Home Care Failings & the Collapse of Carer Support

At home, we received care from Libertas, whose carers were personally kind, but poorly coordinated. The lack of structured timing meant long gaps between visits, and I was repeatedly advised to “leave things for the carers” — impossible when my spouse was soiled or in distress. I created a checklist to streamline tasks, yet even that was ridiculed by one carer.

Most visits left me continuing the bulk of the work. Equipment provision was based on cheapest options, despite evidence that my spouse was falling regularly — four times in hospital, once at home, and one near miss — before they were finally issued a sit to stand transfer aid.

I was also forced to deal with no community nursing in place at discharge, pressure ulcers left untreated, and an endless loop of confusing, unhelpful communication.

	<p>5. Systemic Communication Breakdown & Personal Cost</p> <p>I have raised formal complaints with nearly all involved services, including:</p> <p>Diana, Princess of Wales Hospital</p> <p>Archer Ward, Louth Hospital</p> <p>Lincoln County Hospital Neurology</p> <p>Lincolnshire County Council Adult Social Care</p> <p>Libertas reablement</p> <p>To date, not one of these complaints has been properly addressed or resolved.</p> <p>Even more distressing, I discovered that notes within the Clinical Assessment Service (CAS) system were being shared across departments with false and demeaning statements about me. These were disparaging and inaccurate, undermining my position as my spouse's main carer and primary advocate. After everything I have done to protect them, this felt like a betrayal.</p> <p>6. The Bigger Questions</p> <p>Why did services wait until my spouse was palliative before working together?</p> <p>Why was I — the person holding this all together — left to chase departments, fill in forms, and coordinate services alone?</p> <p>Why did staff refuse to communicate with me in writing — and then ignore me entirely?</p> <p>Why was my spouse excluded from shared ward spaces, even after recovery, and treated like a leper, despite CPE not being airborne?</p> <p>Why is it that, as a carer, my life has gone from full-time employment to under five hours of paid work per week, not because of my spouses needs alone — but because of the constant battle for support?</p> <p>What I Need</p> <p>I am asking Healthwatch to urgently investigate. This situation has caused immense distress, has compromised my spouse's dignity and health, and has placed unacceptable pressure on me as their carer.</p> <p>Notes / Questions</p> <p>Signposted about what HW can and cannot do, NHS Advocacy, ICB in Lincolnshire and Humber Region, CQC, and PHSO.</p> <p>Provider Response</p> <p>ULTH - It is hoped the author contacted departments signposted and received a satisfactory outcome.</p> <p>LCHS - Without the patient details we are unable to respond fully in to their concerns and would recommend they make a formal complaint so all of the issues can be investigated fully.</p>
<p>Out of Area x 1</p> <ul style="list-style-type: none">• 1 x Informal Complaint	<p>Informal Complaint</p> <p>1. Case 14788 (02-05-2025)</p> <p>Providers: Out of area</p> <p>Patient sent 14 emails with a number of attachments to Healthwatch Lincolnshire regarding care from Cedar Medical Centre and Scunthorpe Hospital. Patient was provided our details by department of health.</p> <p>Notes / Questions</p> <p>Healthwatch Lincolnshire passed these emails onto the relevant Healthwatch.</p>

Primary Care Services

Area	Case Details
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<p>Boston 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 14792 (05-05-2025)</p> <p>Providers: Integrated Care Board Dental</p> <p>Boston dental practice from 2006-2020 pump square 2023</p> <p>Was struck off my dentist list during COVID. But could still have treatment as a private patient. Found a new dentist in 2023. However I had one check up and my dentist left , leaving me again without an NHS dentist. I am not on benefits so do not qualify for a social dentist spot.</p> <p>Notes / Questions</p> <p>No patient details provided</p> <p>Informal Complaint</p> <p>1. Case 14802 (08-05-2025)</p> <p>PCN: Boston</p> <p>Providers: Greyfriars Surgery</p> <p>Vulnerable patient contacted HW is having problems accessing GP. Has mental health issues, short term memory loss, dyslexia, and not able to go out of house this has been ongoing for a long time. When rings GP Surgery finding that the people who answer the phone are not helpful and dismissive. Patient says that it is on their records that a particular Doctor has said that they can ring anytime and speak to them. Patient feels that is listened to by this Doctor. Has been trying to speak to this Doctor but has been unable to. They are aware that they need a medication review did speak to another Doctor and incorrect item was added. The next appointment for a medication review is at the end of the month which the patient feels is too far away. Patient has also stated that they have a sleeping problem which sometimes stops them from answering their phone.</p> <p>Notes / Questions</p> <p>Signposted to Practice Manager at Surgery. Patient requests that HW contacted Practice Manager as requested by patient.</p> <p>Provider Response</p> <p>Practice Manager response - I will contact them thank you - I was made aware of this situation by reception staff this morning.</p> <p>I would like to assure you we are doing all we can for this patient - Dr is not in today hence why they could not be booked with them today.</p>
<p>East Lindsey District Council x 6</p> <ul style="list-style-type: none"> • 5 x General Comment • 1 x Compliment 	<p>General Comment</p> <p>1. Case 14809 (12-05-2025)</p> <p>PCN: First Coastal</p> <p>Providers: Beacon Medical Practice</p> <p>Our experience has been dreadful, uncaring, ignored, wouldn't give test results, deregistered my autistic and disabled adult child and me, stated we are out of area, which we aren't, surgery manager refused to speak to me or have a face to face meeting. The GPs obviously view us as not viable patients for the practise, preferring the seasonal holiday visitors in a far more lucrative light.</p> <p>Notes / Questions</p> <p>Healthwatch provided Practice Manager or ICB information and CQC</p> <p>2. Case 14798 (07-05-2025)</p> <p>PCN: Meridian</p> <p>Providers: East Lindsey Medical Group</p> <p>Patient commented that they and their family members feel like it is a lucky dip when trying to get through on the phone to the surgery. Once answered they have found that the person on the end of the phone can be quite rude and not always helpful.</p> <p>When ordering repeat medication for all family members, this used to be between 2 - 4pm now this has changed to 9am - 12 noon, no notification of this, it just happened. Parent who orders the repeats works 9am - 2pm Monday - Friday so is now finding it very difficult as they do not get a break. Elderly relative did try to do it themselves, but was passed from pillar to post so gave up.</p> <p>Elderly relative banged their toe, where the nail had been removed some time ago and never grew back, the toe became ulcerated, but was hesitant to make contact with the surgery. When they finally did make contact they were informed, no appointments go to A&E.</p> <p>Notes / Questions</p> <p>Healthwatch suggested registering for online access for repeat medications, which they are going to look into as has access to online systems. Never thought about it before.</p>

3. Case 14803 (08-05-2025)

PCN: Solas

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

Individual contacted Healthwatch to discuss that had a private dentist appointment today which had cost £400 which they had paid and had the finances to do this. They discussed that they want to know who is accountable for the failures of NHS Dentistry and what about all the people who cannot afford private dentistry?

They also discussed that they cannot find out what the ICB does and how much does this cost?

They will be contacting their local MP to discuss further and ask what can they do about this?

4. Case 14805 (09-05-2025)

PCN: East Lindsey

Providers: Lincolnshire Integrated Care Services (ICS/ICB), The North Thoresby Surgery

I am a 50+ year old and post-menopausal, having had a surgical, early menopause in my 30s. I was not offered the correct advice or help at the beginning and thus had a long journey to gain knowledge and then private specialist help to get my own hormones back in the form of HRT. For the past few years, it has been extremely exhausting and stressful to say the least, trying to get support from my GP practice as they are so narrow minded and not forward thinking in their attitude to the benefits of HRT, (I know more than them!)

My specialist has repeatedly told them that I need higher doses due to having an early menopause but they still treat me like it is completely unreasonable what I am asking for. The advice I get from my specialist is evidence based and individualised and compliant with NICE guidance and the General Medical Councils good practice, but I have to keep battling on, trying to receive the support and care I require to receive the correct dosage of hormones.

They have even stopped prescribing one of my hormones so I have to now pay privately for it and now, they will not prescribe the dose my specialist is recommending! The GP is very dismissive, and unhelpful and I am really at a loss what to do. They also will not discuss this with my specialist even though they say they are willing to, my GP says they are "too busy"! which is not helping me in the slightest. I hope you can help me. Thank you.

Notes / Questions

Signposted to Practice Manager or LICB, CQC,PHSO

5. Case 14830 (23-05-2025)

PCN: First Coastal

Providers:

For Information: Marisco Medical Practice

Patient at Marisco Medical Practice told us that they don't want to have to queue from 7am in the morning when they feel ill to try and get an appointment.

It was very difficult to access the help and support needed and it was a negative experience of care.

Notes / Questions

No contact details provided.

Compliment

1. Case 14836 (27-05-2025)

PCN: Meridian

Providers: James Street Family Practice

We are extremely pleased & satisfied with this Practice. The reception staff are warm , friendly & most helpful & patient.

It can however take a long time to get through in the morning; they are victims of their own success & too many patients have transferred to their list making appts hard to obtain.

When we ae lucky the GPs , nurses,etc are caring & efficient. I have my favourites & the receptionists are kind enough to tell me which days they are on duty so that I can time non-urgent calls to coincide. The Practice is clean, tidy & appropriate & the Practice Manager does a good job & responds to e-mails.

All round ,a great Practice.

North Kesteven District Council x 2

- 1 x General Comment
- 1 x Compliment

General Comment

	<p>1. Case 14796 (07-05-2025)</p> <p>PCN: South Lincoln Healthcare</p> <p>Providers: Navenby Cliff Villages Surgery</p> <p>Spouse of patient contacted Healthwatch as very frustrated and worried about partners diabetes. Partner has 6 monthly diabetic review at Practice, this has not been done since May last year. Issues with partners diabetic medication and control of diabetes. Did receive a text from Practice Nurse yesterday to make appointment for diabetic review. When spouse tried to do this online the next available appointment is not until the 5th of July.</p> <p>When they try to contact the Practice by phone, calls not answered, when they eventually get through all appointments have gone for the day, email sent to practice not answered. They do not want to make a complaint as they feel that they would get struck off, this has happened at a previous practice where they were registered a number of years ago.</p> <p>Notes / Questions</p> <p>Signposted to LICB feedback if no resolution with Practice Manager. HW contacted Practice Manager as requested.</p> <p>Compliment</p> <p>1. Case 14810 (13-05-2025)</p> <p>PCN: K2 Healthcare Sleaford</p> <p>Providers: Billingham Medical Practice</p> <p>No problems with my surgery, I contacted them one morning recently, and within an hour I had a call back from a Nurse Practitioner and I was asked to go in within half an hour. Very good service. I had an x-ray done at Lincoln Hospital, just waiting for those results, but I have received a text message from someone for an appointment the end of this week, not sure what this is about, but I'll pop into the surgery to see if it something they have sent.</p>
<p>South Holland District Council x 2</p> <ul style="list-style-type: none"> • 2 x General Comment 	<p>General Comment</p> <p>1. Case 14815 (15-05-2025)</p> <p>PCN: South Lincolnshire Rural</p> <p>Providers: Littlebury Medical Centre</p> <p>Patient registered at Littlebury Medical Centre shared that has been there since 2014 when they were a young child. Feels that serious medical symptoms that they have had since being a child have been missed and not been properly investigated. Was adopted so has just found out that one of their biological family have an inherited condition Ehlers-Danlos Syndrome (EDS).</p> <p>They have exhibited many of the symptoms of this condition since they were a child and taken to the Doctors for those particularly hypermobility and their parent was always dismissed and no investigations done. In the last 2 weeks they have been back to the GP for 4 issues, they have had a blood test which they were told was normal but looking on the NHS App they saw parameters were out of range. They made an appointment to see GP face to face felt that they were not listened to and dismissed and not examined. They are very concerned that they have EDS and that this has been missed and not investigated by the GP.</p> <p>Notes / Questions</p> <p>Signposted to the Practice Manager in the first instance and if no resolution contact details for LICB feedback given.</p> <p>2. Case 14790 (04-05-2025)</p> <p>PCN: Spalding</p> <p>Providers: Munro Medical Centre</p> <p>Increasing use of technology, texts etc for communication is supporting streamlined services for many. But it is also causing Increasing with those unable to use. I have , raised this and it leads increased disempowerment , more fear and less engagement. If people were blind accommodation is made , equally language or sight</p> <p>There is a minority this is hitting but the consequences may be heavy service use of the preventable issues</p> <p>This is building an inequality , forcing me into carer role , which isn't necessary.</p> <p>Notes / Questions</p> <p>No patient details provided</p>
<p>South Kesteven District Council x 4</p> <ul style="list-style-type: none"> • 4 x General Comment 	<p>General Comment</p>

1. Case 14816 (15-05-2025)

PCN: Four Counties

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

My spouse and me are part of the ongoing exasperation with this hopeless public service. We are elderly living since 1972 in and around Stamford and in one form or another patients at this surgery. For our age (90 and 87) but with age related health issues that come with ageing. In the main we try not to join the endless criticism of this obviously for profit arm of the NHS. However my spouse needs a doctors appointment and forced to join the 8am shambles yesterday and today at the starting gate on the dot of 8am 49 in queue. Ringback at 8.20 no more appointments today try tomorrow from a flippant receptionist who insisted despite my protest on calling be Lovie or Darling . However with enthusiasm they told me I could join the public teaching by those involved in the new system and learn how to use the new system for getting an appointment !!!!!!!

The temptation to call them patronising was great but instead I asked how that would help with my spouses need for an appointment today. No answer other than ring tomorrow. My spouse does need some advice on a health issue but it's not life threatening but they are 90 and not a demanding patient . So in all a bad unnecessary and unprofessional service. In my long former life before I retired I worked in child protection for many hard demanding years and if I had failed those children in this way I would deservedly been front page of the Sun.

Further information from the patient and spouse- As you know we're elderly long term patients of Lakeside . From the press and other patients we are aware of the discontent with the service offered to patients especially in getting an appointment with a GP and aware also that Lakeside was deemed needing to improve. We have been fortunate in being relatively healthy despite being 87 and 90 however over the past year or so my spouse has had a number of health issues and eventually saw a GP who was really excellent professional and kind. They set up a number of tests interventions. All ran smoothly, still awaiting some tests and changes in medication but not the problem.

My spouses current issue is, we think, an allergic reaction to one of the medications, they had an itching rash a seemingly simple problem but need for a check to confirm. So the task of seeking an appointment began. We are not on line competent without a grandchild's help. So we joined the 8am scrabble. 3 attempts to be 42, 45, 49 in the queue at 1 minute passed 8 ring back produced all appointments gone for the day at 8.20. One of my spouses difficulties is that they are quite deaf so on the 3rd day they passed the phone to me to seek an alternative. I spoke briefly with a member of lakeside reception team already at 8.20 they were frazzled by the task. Advised me to phone tomorrow promptly at 8am but no appointments today. I asked for alternative advice for today to which they suggested I should attend a teaching event that afternoon which would help me gain an appointment in the future with the new systems being introduced !!!!! My response was that although happy to consider that offer it wouldn't help the current problem. There response was to again suggest I try again in the morning .Throughout this conversation they referred to me as lovie , darling or duckie although I reminded them that I was not their lovie and found their flippant response unprofessional. Perhaps I am being unfair but any public service needs to be there for the service they are set up for and lakeside is not fulfilling that role at the point of entry.

I have no complaint about the service once passed the entry hurdle. Triage in whatever form will not change that if the back up reception and admin is not well trained or if there is not enough doctors and health professionals trained and willing to fulfil their role. We have used this system in Norfolk and it does work if the above is in place. My question is does Lakeside have the staff to enable this to happen. Is there enough doctors and or health staff to run this system. If not why not. My suspicion is that money plays a role in this ??? My limited experience in visiting the surgery is that there is always a queue at reception where patients are openly questioned about their need for an appointment. The parking register is on the reception desk adding to the chaos. Are the reception being asked to be gate keepers. The waiting area for appointments is always empty. Today my spouse has sought help from our chemist. They had already stopped taking the suspect tablet and soothed the itch with TCP. The chemist suggested in their opinion that they seek an appointment with a GP.

Notes / Questions

Signposted to Practice Manager and LICB if no resolution. HW contacted Practice Manager and LICB as requested by the patient.

Provider Response

Practice - I have contacted the patient to discuss their recent contact with the surgery, and I have assisted them in securing a appointment with the clinician of their choice tomorrow.

They were thankful for my telephone call.

Patient commented - the person who contacted us was very professional and very courteous. Patient very happy that Healthwatch were able to resolve the issue on their behalf

2. Case 14823 (20-05-2025)

PCN: Four Counties

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

I have known such an obstructive service. My older parent 71 calls for a appointment which has previously been dealt with by phone and prescription given. Nothing offered and 111 send to Spalding. So 44 mile round trip and 5 hours sat unwell to be given 3 days antibiotics which has not cleared it up and so asked lakeside to do a repeat urine dip. We have no appointments! After several arguments they are going to dip the urine. On finishing the 3 days antibiotics parent was still having symptoms and so I popped into St Mary's as the receptionist there is exceedingly helpful. I expressed my concern and asked if a urine dip was possible. They arranged this but it had to go to Ryhall Road which was no problem. My parent went to Ryhall Road and was greeted with a very rude receptionist as my parent was handing it in without paperwork. Parent tried to explain that I had spoken to a staff member and arranged this.

When the receptionist looked on the system it was on there. They said to my parent - we will do it on this occasion. This makes me very cross that had they looked on the system in the first place, they would have seen it and not been unnecessarily rude to my parent.

My child has special needs aged 17 I'm listed at the surgery as their carer, next of kin, and DWP appointee. I email and request they are added to my anima the same as my NHS app so I can act for them. Email back you need to add online. Replied I can't as they are over 16.

All relevant details given a week later I'm still chasing this. My child has a duplex kidney as part of their needs. Rang for a appointment on Monday, usual story no appointments, can't do anima as not added. Call 111 they get me a phone call with a Dr who prescribes antibiotics over the phone. Urine sample done and wrong antibiotics so now got new ones.

The infection getting to their kidney is dangerous and would probably mean a hospital visit which as they are autistic would be stressful and unnecessary if dealt with promptly in turn less cost. I find this basic level of care in Stamford is exceeded poor. Why are we having to be put through this. Lakeside have the monopoly. There reception staff are not medically trained to tell me what my child or older parent need. Sorry I am very frustrated! If I move to Corby Glen surgery then the travel is a challenge especially in the winter months, but care stays in the hospitals they are already allocated to. Move to Wansford or Empingham it's a different county and I'm told care would go to the county the Drs are located in. So what do we do?

Another point I'd like to make some months ago I myself was struggling with my mental health. I emailed to try and get help to be told this is not an appointment email address, you will need to call the surgery. No empathy. In that situation I feel that it should've been passed to a medical professional to say is this something the patient struggles with and if not let's help. But nothing at all. Thankfully as it was a post op issue that caused my distress I was able to get support elsewhere. What about the people that can't get that.

So I send another email chasing anima. For a staff member to say do the anima request again and I'll get it sorted. I can't do it online as child is 17! So had they looked at date of birth, and looked at the previous 4 email trail they would see I've already responded with this. It is obstructive and after a week I'm still chasing to get a simple task done.

Notes / Questions

Healthwatch provided Practice Manager, Patient Services Manager information

Provider Response

Patient update - I have again had to chase my dependent being added to my anima request. After over a week they are finally added.

3. Case 14838 (27-05-2025)

PCN: Four Counties

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

Unable to get an appointment or talk to a doctor. Have tried since February, had a telephone appointment made, doctor never contacted me and no available appointments since then. 3 months and still no contact with a GP.

Notes / Questions

Healthwatch provided Practice Manager information

4. Case 14842 (27-05-2025)

PCN: Four Counties

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

It takes ages to get GP appts at this poorly performing practice-Stamford growth plans with new estates will put more pressure on this practice-when is there going to be a more practical solution and a second surgery in the Town??

<ul style="list-style-type: none"> 2 x General Comment 	<p>1. Case 14841 (27-05-2025)</p> <p>PCN: Trent</p> <p>Providers: Cleveland Surgery</p> <p>I received an email asking me to book an appointment for an additional blood test as a recent test had shown elevated triglycerides. There was no link in the email so I was unable to book directly. I never seem to be able to get through on the phone and my last attempt put me at 23 in the queue. I dont have an hour to waste on hold. In addition the Book a Routine Appt. has disappeared from the AskMyGP list.</p> <p>My adult grandchild has been asking for an intervention for ages because of low blood sugar, but they do not seem to take them seriously. They are now wearing a Libre2 at significant cost to the family. Since 15 May their average blood sugar level has been 5 with frequent excursions below 4, the lowest being 3.1 With the chart provided their readings are predominantly in the amber very rarely in the green. As low blood sugar is as dangerous as high blood sugar, how can we get the surgery to realise that while they are not diabetic they may very well be suffering from hypoglycemia.</p> <p>They have already been admitted to hospital (ambulance in the middle of the night) once. They were fortunately able to call 111 before passing out. Subsequent to their admission, there was no follow up by the surgery, despite, I am sure, the hospital notes being passed on. I have their readings on LibreLinkUp and have seen this morning that despite the sensor losing connection, their lowest reading last night was 3.4 at 2:51am only rising to 4.8 at 5am this morning.</p> <p>Notes / Questions</p> <p>Healthwatch provided Practice Manager and online complaints information</p> <p>2. Case 14806 (12-05-2025)</p> <p>PCN: Imp</p> <p>Providers: Welton Family Health Centre</p> <p>Overall really good but I went to a specialist menopause doctor through BUPA in December 2024 and after 8 weeks and 2 sets of bloods accepted that I was highly likely to be perimenopause. They issued me a prescription early April and the GP had refused my prescription which they won't consider until I have had a meeting which isn't now until early June .</p> <p>I am really frustrated as I have been struggling mentally along with other symptoms for the last 2 years and took a lot for me to investigate via BUPA, I was prescribed a spray due to migraines and I don't see why I need to pay privately . I can't wait another 5 weeks to be seen , I need to start the medication.</p> <p>Notes / Questions</p> <p>Healthwatch provided Practice Manager or LICB information</p>
<p>Out of Area x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 14835 (27-05-2025)</p> <p>Providers: Out of area</p> <p>South Axholme GP Practice</p> <p>My GP took over a week to act on advice and guidance from a endocrinologist. Because of this they left me without medication for a overactive thyroid. When I asked them why they lied and said it was the surgery admins fault.</p> <p>Notes / Questions</p> <p>Information sent to the relevant Healthwatch</p>

Hospital Services

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 14824 (20-05-2025)</p> <p>Providers: Grantham + District Hospital</p> <p>General outpatients and hospital-based consultants</p> <p>I've had to travel c.1hr for consultant appointments which would previously be held at my local hospital, now being deliberately downgraded</p> <p>Notes / Questions</p> <p>No patient details provided.</p> <p>Healthwatch asks - are a number of services being centralised, how is this communicated to patients</p> <p>Provider Response</p> <p>There is not a process of grading sites. Clinics are on a rota basis based upon availability of consultants, nurses, records and rooms. Sometimes people can be seen much quicker if they travel to another site, rather than sitting and waiting for a clinic locally. We accept it can be frustrating for people to have to travel for their healthcare.</p> <p>2. Case 14827 (21-05-2025)</p> <p>PCN: First Coastal</p> <p>Providers: Lincolnshire Integrated Care Services (ICS/ICB), Pilgrim Hospital, The Surgery Stickney</p> <p>Citizens Advice - I have just spoken to a client who was referred to us and it turned out that we are not the right service for them. They have explained that they are suffering with a long-term health condition (over 25 years) and are not getting anywhere with getting the right support or answers. They feel passed on from service to service, explaining their situation and then passed on again. They have asked me to contact you/your service on their behalf as they said, they have no energy to do it themselves. I was wondering if you would be able to contact this client and see if there is anything you could support them with.</p> <p>Notes / Questions</p> <p>HW made contact with client signposted and information given about what HW can and cannot do, NHS and Care Advocacy, LICB feedback.</p> <p>Provider Response</p> <p>It is hoped the author received a satisfactory outcome.</p>
<p>Lincoln City District Council x 5</p> <ul style="list-style-type: none"> • 4 x General Comment • 1 x Informal Complaint 	<p>General Comment</p> <p>1. Case 14814 (15-05-2025)</p> <p>Providers:</p> <p>For Information: Lincoln County Hospital</p> <p>Admitted to Respiratory Support Unit (RSU) and then to respiratory ward, Witham Ward at Lincoln County Hospital. The care was very good. On discharge had to wait until late into evening to get prescription from hospital pharmacy which was frustrating and meant didn't arrive home until late.</p> <p>Notes / Questions</p> <p>No personal details provided.</p> <p>Provider Response</p> <p>Thank you for taking the time to relay your experience, we are sorry that your prescription was not provided in a more timely manner</p> <p>2. Case 14795 (06-05-2025)</p> <p>PCN: Imp</p> <p>Providers: Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>It has taken 14months for patient to be seen, following a referral from their GP practice, at Abbey Medical Practice, about a small lump in their nose.</p> <p>Rather than being seen at their local hospital, was sent to Kings Mill Hospital in Sutton-in-Ashfield. They had to attend twice, once for a pre-op appointment.</p> <p>Then again for the 20-minute procedure, which ended up for the person driving them, a round trip of over 6 hours, as they had to stay in until 5pm.</p> <p>Patient would like to know why it all couldn't have taken place at a closer hospital, as the procedure was no different or complicated then treatment given at a dentist.</p> <p>Also wonders if they can change their GP to Scunthorpe, even though they live in Lincoln, as works at Scunthorpe General Hospital.</p> <p>Could you advise them of options available.</p> <p>Notes / Questions</p> <p>Healthwatch suggested speaking with their surgery around the referral as it could be around wait times. Also provided information on out of area registration with GP practices.</p>

3. Case 14812 (13-05-2025)

PCN: Lincoln Healthcare Partnerships

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

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

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. They mention that oncology patients are waiting for MRI results for 7-8 weeks, which has a knock on effect for treatment, often patients don't have 7-8 weeks to wait. Actually getting an MRI appointment is quite quick, just the results are very slow. What can be done about this?

Notes / Questions

Healthwatch asks - how long are oncology patients waiting for their results usually? are these scans put to the top so patients can start treatment in a more timely manner?

Provider Response

The radiology team are aware of the current delays in reporting MRI results and are currently working to increase the number of specialist radiographers to improve the length of time.

4. Case 14808 (12-05-2025)

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

Dermatology Department, John Coupland Hospital, Gainsborough

At an appointment 6 months ago it was found I have a Basal Cell Carcinoma on my nose. The consultant said their secretary would phone me regarding an appointment for treatment. However, I have not heard any more and do not have a phone number to find out why. The BCC regularly fills with blood and erupts and it can take a long time to stop bleeding. I am concerned about it and would like to know how long I must wait for treatment.

Notes / Questions

Healthwatch provided PALS information

Provider Response

It is hoped the author contacted PALS and received a satisfactory outcome.

Informal Complaint

1. Case 14828 (21-05-2025)

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

Patient who for the past 2 ½ years has been trying to get hold of their medical records from ULHT (Lincoln) as they are registered disabled and blind they require this in an accessible format, of accessible PDF and a USB Stick - this is so it can be read out to them on a screen reader.

The trust has said no as it's too expensive to do for PDF. Their private GP asked for a copy in normal read and was told no, even though the patient gave consent, this was to ensure clinical decisions were being made accordingly.

ICO states the patient should have access via this route and the patient mentioned that the ICB & ICO are investigating it.

Patient is not asking for an unreasonable adjustment and would like to have copies of their medical notes in a format they can read.

Has been told that accessible standards are a load of nonsense.

The patient is thinking about going down the legal route.

Notes / Questions

Healthwatch provided PHSO and CQC information

States on ULHT website - We can provide patient information and letters in a wide range of alternative formats, including Braille, Easy-Read, Large Print, Spoken Word and any other format you as a patient or carer need, because of a disability or long-term condition.

Healthwatch asks - for such patients what options are available to them and in what format?

Provider Response

The statement about being available in alternative formats only relates to patient information leaflets and not medical records.

In relation to the medical records not being in an accessible format for the patient, could we please encourage them to contact ulth.patient.experience@nhs.net so we can gather their details and speak to the medical records team who are aware of the comments relating to the provision in a PDF format

North Kesteven District Council x 2

- 1 x General Comment

General Comment

<ul style="list-style-type: none"> 1 x Compliment 	<p>1. Case 14818 (16-05-2025)</p> <p>Providers: Lincolnshire Integrated Care Services (ICS/ICB), Montagu Hospital, Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust,</p> <p>I have been diagnosed with stenosis of the spinal cord. I have waited months for an outpatient appointment. I finally got one. I had to drive for one and a half hours. Only to find my appointment had been cancelled due to no doctor. I have another appointment and have to drive two hours to keep it. I live near Sleaford Lincolnshire and there are no appointments at any closer hospitals.</p> <p>Notes / Questions</p> <p>Signposted to PALs at Montagu Hospital</p> <p>Compliment</p> <p>1. Case 14789 (04-05-2025)</p> <p>Providers: Louth County Hospital, United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT Louth County Hospital</p> <p>Had a trapezectomy at Louth County day unit today. Every one so kind explaining what would happen .I just felt so well looked after.</p> <p>I had been booked for Tuesday and attended but due to circumstances beyond their control was offered this Friday at same place, same surgeon but different anaesthetist. It was worth the wait, although I was upset at the time.</p> <p>Provider Response</p> <p>Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.</p>
<p>South Holland District Council x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 14840 (27-05-2025)</p> <p>Providers: Queen Elizabeth Hospital Kings Lynn</p> <p>Orthopaedic surgeon</p> <p>At first (six week) follow up appointment following total knee replacement doctor failed to listen to my concerns regarding loss of use of my operated leg. My GP identified foot drop the following week. After eight months of tests etc I still do not have a diagnosis or plan to repair the damage.</p> <p>Notes / Questions</p> <p>Healthwatch provided PALs information</p>
<p>South Kesteven District Council x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 14837 (27-05-2025)</p> <p>Providers: Lincoln County Hospital</p> <p>Cardiology Department</p> <p>Been waiting over 7months for a follow-up appointment after a heart scan.</p> <p>Notes / Questions</p> <p>Healthwatch provided PALs and appointment line information</p> <p>Provider Response</p> <p>It is hoped the author accessed PALS and appointment line information provided and received a satisfactory outcome.</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 14801 (08-05-2025)</p> <p>PCN: APEX</p> <p>Providers: Lincoln County Hospital</p> <p>General outpatients and hospital-based Consultants. I am disabled and went to the Colorectal Department for some tests they wanted to do. They were not able to do the tests because they could not work with my disability. I was not listened to despite a Disability Support Nurse being present.</p> <p>Notes / Questions</p> <p>Signposted to PALs at Lincoln County Hospital, or LICB feedback.</p> <p>Provider Response</p> <p>It is hope the author contacted PALS and received a satisfactory outcome.</p>

	<p>2. Case 14807 (12-05-2025)</p> <p>Providers: Nottingham City Hospital</p> <p>I was on a prostate cancer surveillance program, because I was assessed to be a low risk surgical patient, I was taken into the private healthcare service without my prior knowledge for surgical removal of the prostate, I was discharged the following Day, Friday, and in A&E Sunday. 6 weeks later I had my first face to face post op appointment and complained of groin pain poor urine flow, that complaint was ignored, there was no follow up. I am led to believe it was because I was treated privately, unbeknown to me.</p> <p>Notes / Questions</p> <p>Healthwatch provided PALs information and if the patient had not paid then not classed as a private patient, but was under the NHS.</p>
<p>Out of Area x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 14793 (06-05-2025)</p> <p>Providers: Out of area</p> <p>Scunthorpe General</p> <p>Last year I had an emergency appendectomy operation by key hole.</p> <p>The service I received was excellent.</p> <p>However the wait in A&E was unbelievably long.</p> <p>Notes / Questions</p> <p>No patient information provided.</p> <p>Patient stated they lived in North Lincolnshire, sent to their local Healthwatch</p>

Mental Health and Learning Disabilities

Area	Case Details
<p>South Holland District Council x 1</p> <ul style="list-style-type: none"> 1 x Signposting 	<p>Signposting</p> <p>1. Case 14839 (27-05-2025)</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Brief description of enquiry: Dementia</p> <p>Person requesting information on Dementia support</p> <p>Notes / Questions</p> <p>Healthwatch provided some information on Dementia support services and Carers First and support groups</p>

Patient Transport

Area	Case Details
<p>East Lindsey District Council x 1</p> <ul style="list-style-type: none"> 1 x Compliment 	<p>Compliment</p> <p>1. Case 14811 (13-05-2025)</p> <p>Providers: East Midlands Ambulance Service NHS Trust (EMAS)</p> <p>Ambulances and paramedics</p> <p>An ambulance attended my spouse at home . They came to Skegness from Peterborough, they told us they were the nearest available crew .</p> <p>The paramedics were thorough and kind. They gave good clear advice and told us helpful solutions that no other medical professional had said in the 3 months since their cancer diagnosis.</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 14819 (16-05-2025)</p> <p>Providers: Non-Emergency Hospital Transport (NEPTS) EMAS</p> <p>Two missed appointments (one with a Consultant) due to ambulance transport NOT turning up after pre-booking and confirmation on the day. Ambulance personnel were fantastic, management need the sack.</p> <p>Notes / Questions</p> <p>Signposted to EMAS PALs, LICB</p>

Social Care Services

Area	Case Details
East Lindsey District Council x 1 <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 14799 (07-05-2025)</p> <p>Providers: Lincolnshire County Council - Adult Social Care</p> <p>Person works in a residential home in Louth, has been doing this for a few months and loves it. Never thought they would enjoy it as much as they do. Only negative is that there is little recognition for care home workers, everyone thinks about those that work in hospitals. But no-one seems to think about those who care for people in care homes, especially when the residents are at the end of life and how difficult it is for the staff.</p>
Lincoln City District Council x 1 <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 14822 (20-05-2025)</p> <p>Providers: Lincolnshire County Council - Adult Social Care</p> <p>Ashley Court Residential Home</p> <p>On Tuesday 6th May residents of the home were greeted with the news that the home will be subject to closure due to the care provider wanted to divest itself of care provision. No other care provider can be found due to the limited funds provided by the county council. Other smaller homes have been taken on because their local authorities see the value in funding them correctly.</p> <p>The occupants of the home, one of which is my relative have complex needs and conditions that border on NHS care and any closure would impact on the NHS. Some of these residents have been in the home for over 30 years with the longest being 38, nearly 39 years. Some have no family support but they are a real family to one another and along with staff support, which is brilliant they look after each other like a family. This is the only specific home in the county catering for physically disabled adults. To split these residents up would have a devastating effect on the physical and mental wellbeing. We need support from all quarters to keep this open.</p> <p>Provider Response</p> <p>Executive director of adult care and community wellbeing, said: "We've been in discussion with Amplius for some time regarding the future of Ashley Court. With support from the Lincolnshire Care Association, we continue to explore potential solutions to keep the home open and look at contingency arrangements if this can't ultimately be achieved.</p> <p>"Following an initial meeting with residents, Amplius wrote to them to say no final decision has been made, and they are expected to provide an update at a meeting in June. In the meantime, options are being explored, and we are aware that a small number of alternative providers have come forward showing an interest in the home.</p> <p>"If another way forward cannot be found, we will work with families to find alternative accommodation that can meet the residents' needs. We realise this is a difficult and stressful time for the residents and their families, and we will keep them informed as progress is made."</p>
All Areas x 1 <ul style="list-style-type: none"> 1 x Signposting 	<p>Signposting</p> <p>1. Case 14834 (23-05-2025)</p> <p>Providers:</p> <p>For Information: Lincolnshire County Council - Adult Social Care</p> <p>Need to know how to have an independent social worker report for a court hearing as we don't accept the local authority report</p> <p>Notes / Questions</p> <p>Signposted to Citizens Advice Bureau in Lincolnshire and local Independent Social Work organisation</p>

Other

Area	Case Details
East Lindsey District Council x 1 <ul style="list-style-type: none"> 1 x Signposting 	<p>Signposting</p> <p>1. Case 14826 (21-05-2025)</p> <p>Providers: Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Patient requested information on how to manage Atrial Fibrillation and chronic pain of Osteoporosis via carers survey.</p> <p>Notes / Questions</p> <p>Healthwatch provided national information on - Atrial Fibrillation and chronic pain of Osteoporosis, local Chronic pain support groups.</p>

Area	Case Details
<p>South Kesteven District Council x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 14846 (30-05-2025)</p> <p>PCN: Four Counties</p> <p>Providers: Lakeside Healthcare Stamford (St Mary's and Sheepmarket), Peterborough and Stamford Hospital</p> <p>Lakeside Surgery at Stamford, not been to the doctors for about 3 years but is currently feeling unwell and cannot get an appointment. Would like some routine blood and urine tests but no joy from Lakeside and now they don't know where to turn.</p> <p>On returning the patients call, they had made contact with the surgery via email to say they had been in contact with Healthwatch, in half an hour they were given a call back and were now waiting to get bloods taken at Stamford Hospital.</p> <p>Patient commented that the service at Stamford Hospital for taking bloods, was bottlenecked as all patients being diverted to the hospitals as GP Practices no longer taking bloods. Patients having to stand/sit outside, take a ticket and wait. There was a patient who had been waiting since 7.30am this morning even though the clinic does not open until 8am. Does not think it is fair for the staff as they are inundated and the patients who are having to wait, or not get a blood test as far too busy. For patients to be waiting outside in all weathers, alright at the moment, but when the weather changes?</p> <p>Patient is not going to wait today as very busy and will try again tomorrow.</p> <p>Notes / Questions</p> <p>Signposted to pharmacy to see if they could do a dip stick test as patient concerned re Diabetes as it is in the family.</p>