



Healthwatch Lincolnshire

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

Healthwatch Lincolnshire Patient experiences: August 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 August 2025 where **86** 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:

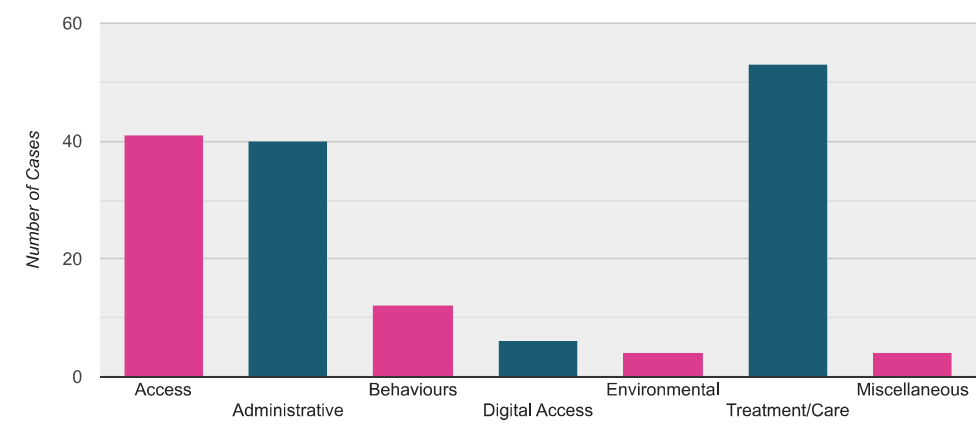
- Pink text shows the actions our team have taken.
- Green text highlights responses we've received from providers.
- Multiple Services section includes feedback where more than one service is involved, highlighting how different parts of the healthcare system interact. Following this section cases are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

Statistics

Total cases: 86

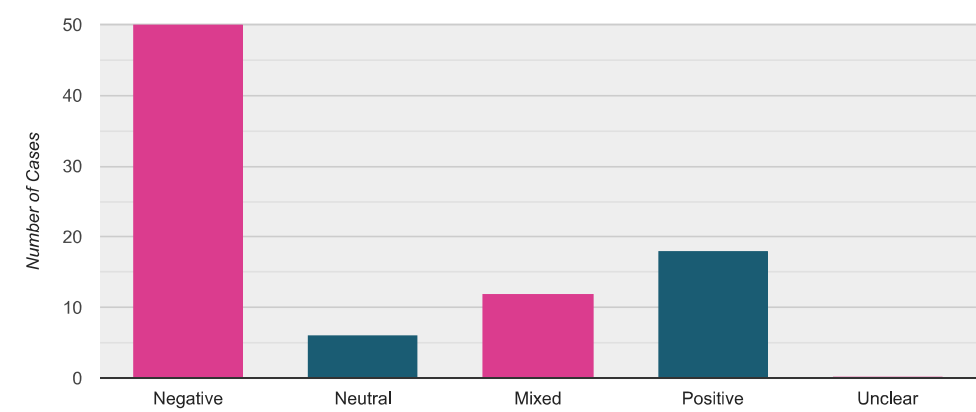
Cases responded to within 3 days: 86 out of 86 (100%)

Theme Areas



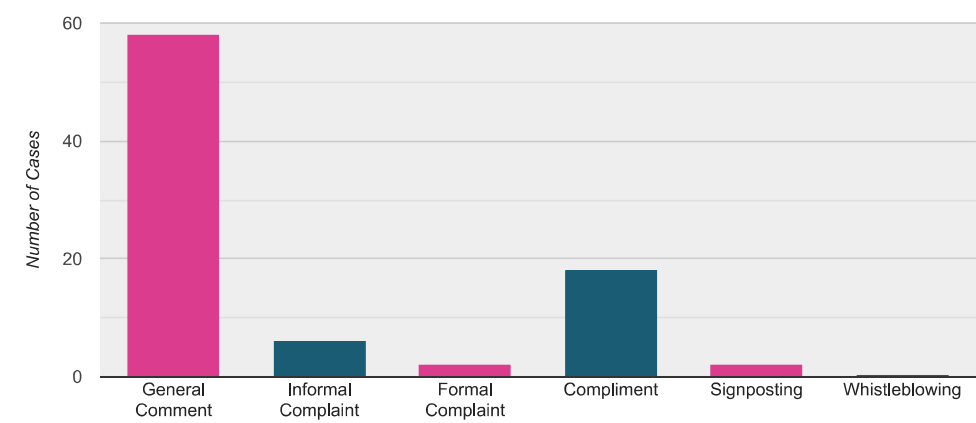
Theme Areas	Cases
Access	41
Administrative	40
Behaviours	12
Digital Access	6
Environmental	4
Treatment/Care	53
Miscellaneous	4

Sentiments



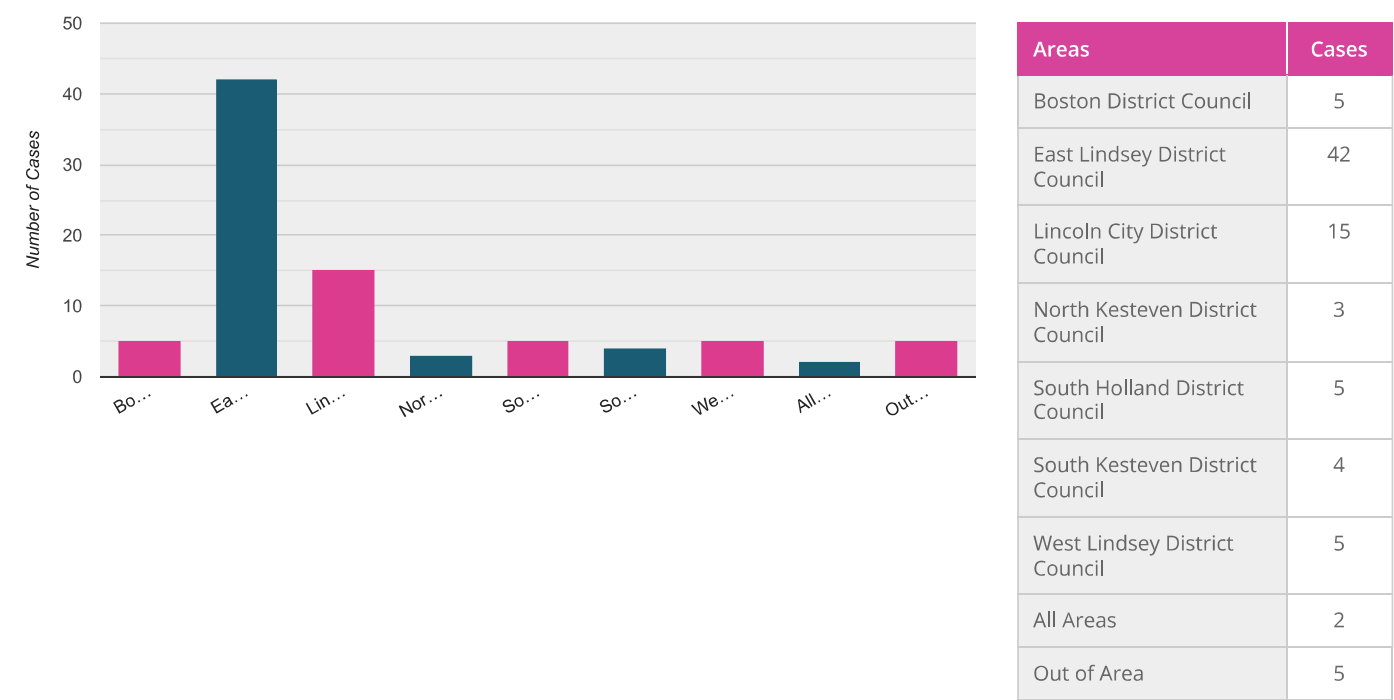
Sentiments	Cases
Negative	50
Neutral	6
Mixed	12
Positive	18
Unclear	0

Case Types

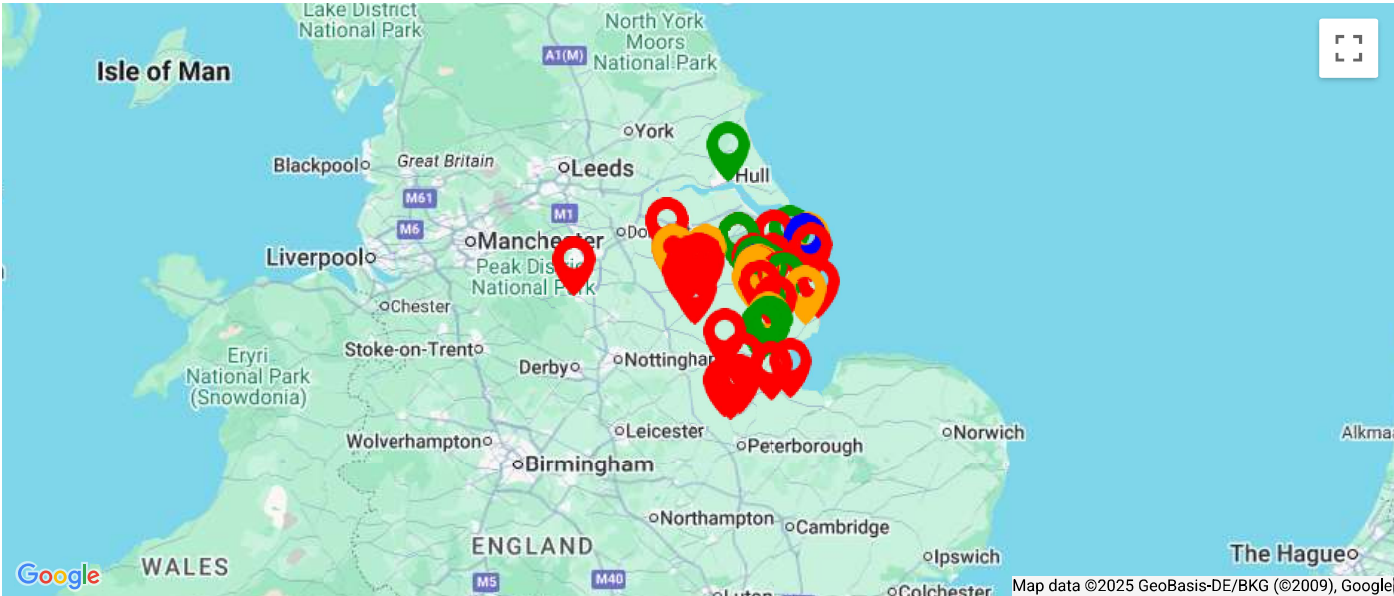


Case Types	Cases
General Comment	58
Informal Complaint	6
Formal Complaint	2
Compliment	18
Signposting	2
Whistleblowing	0

Areas



Map



Cases

Multiple Services

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

Area	Case Details
East Lindsey District Council x 9 7 x General Comment 1 x Informal Complaint	General Comment

- 1 x Compliment

1. Case 15058 (04-08-2025)

PCN: First Coastal

Providers: Beacon Medical Practice, Lincolnshire County Council - Adult Social Care
Beacon Doctors Skegness

1. I am housebound and I can't get a GP to do a house call.
2. I have vascular dementia. I can't get any help.
3. When I was in Cleethorpes I had free care showering. Now I'm in Skegness for the same service by the same company but a different council they want well over £150 pound a week. I pay private now.

Notes / Questions

Healthwatch provided information on Adult Social Care Assessment and how to register as a housebound patient.

2. Case 15129 (22-08-2025)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

For Information: Continuing HealthCare, Lincolnshire County Council - Adult Social Care

My parent has been diagnosed with heart failure and is receiving palliative care. Is 90+ years old and lives on their own and is a very independent person until their diagnosis in April 2025.

The family don't know what to do and what is happening, Sibling has come up from Cornwall to support and is now in limbo as to what to do for the best.

Our parent is very poorly and I am leaving my job tomorrow as I can't do my work properly with the worry about parent. I am so tired and emotionally drained by the constant battle that we are going through with parent's care and lack of information from the so called professionals. I don't want to leave my job but feel that I do not have any options left open to me.

There is a letter from CHC referring to an assessment of which none of us are aware of (me, my sibling and parent)

We were not aware that it was the beginning of palliative care. The letter is full of grammar mistakes and spelling mistakes - not professional at all. Letter refers to a green card - what is this? Refers to things being done but we haven't got dates yet e.g a date in mid August mentioned. We don't believe that the contents of this letter are factual and looks like it has been cut and pasted.

The incontinence service we have been told that there is a 14 week wait and the same with cardio service.

Parent is not eating very well and we have been informed that they have thrush. Rang the District Nurse at 6.15 pm last night and was told that they would put in a prescription. Today at lunch time just been to pick it up from pharmacy Co Op Pharmacy in Horncastle and it is not there in the system. They were very helpful. Suggested I made contact with GP at Surgery, Horncastle Medical Centre. Not at the surgery either to be sent across to the pharmacy.

Family was informed that a request for hospital bed had been put into NRS but as they went into liquidation last week, no bed available. Have been told that it will take over a month to get one issued. A few days before Thursday we had been told that the bed had been delivered but there is no bed. I have looked into NRS and ICB have not put into place a new contract for the service to be covered. I have been made aware that Millbrook will be the provider of the service going forward. The District Nurse rang Millbrook and parent's bed is not in the system. Parent is not sleeping well as they are not in the right position. They are now potentially in a situation where they might get bed sores.

Parent tries to sleep a lot but they are not able to get comfortable. Can't walk any more. We take them out of bed to the toilet in a wheelchair. Luckily they already had a wet room installed through a LCC scheme. Can't get into the garden, we can't get a ramp of any kind. This is just too much and feeling very overwhelmed by it all. My spouse has tried to build a temporary ramp to help us.

Services refer to 2 week referral. My parent thought they had only 2 weeks left to live. The Heart Nurse LCHS who visits is very good and very supportive. They stayed over on last visit and went through things with us was very helpful.

A fast track nurse has been trying to contact the district nurse team. District Nurses and Social Services do not talk to each other and we feel we are being pushed about from one to the other. We have never had to do anything like this before.

Things just keep going wrong.

Social Services and the District Nurses do not talk to each other and do not talk to the patient and their family or any other organisation involved in the so called care and treatment of my parent.

Last week was so hard - constantly chasing people and getting no where. District Nurses are mobile workers so have to call back when you leave a message. They don't then follow up with the family or patient.

Notes / Questions

Family member needs to talk with siblings and will come back to Healthwatch if they need to, but wanted information recording

3. Case 15110 (18-08-2025)

PCN: East Lindsey

Providers: Horncastle Medical Practice, Lincolnshire County Council - Adult Social Care, United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT

Variety of services involved.

My 18 year old child has medically complex needs, has all their life been palliative with a rare heart condition.

Birmingham childrens Hospital and now Glenfield, both out of county all good and well looked after for heart condition, but they are the exception. Local services are dire and I've had to battle to get the right thing for child all of the time.

Recently Medical Practice has been brilliant, child has now been flagged on their records but only since becoming an adult. Previously child had to wait around 2 weeks. Someone I know in the practice has been really helpful and provided information on what to do, so they are now flagged, only palliative adult and as a result is now dealt with on the same day.

The biggest problem has been from ages 16 - 18 and the transition from children's to adult services, I've never been so disappointed. Had to fight for everything. We've nearly lost child several times.

Paediatrics, say they are too old for them, so go to adult services and they say they are too young for their services, they need to be 18.

They needed an operation and therefore needed an anaesthetic, no-one would do it neither paediatrics or adults. I find the medical services exhausting.

St Andrews Hospice in Grimsby say multiple parents say the same thing about the 16 - 18. I feel very strongly that this issue needs addressing. We have no support except the hospice and now at the local surgery. The hospice is brilliant and now have a transition nurse who stated it is a lot easier in the Grimsby area and can't believe how difficult the flow of care is in Lincolnshire for people like us.

Paediatric Neurology, child had a problem when they were 17, so they wouldn't, couldn't see them, I asked what happens now, "keep an eye on things and see how it goes" child has episodes where they lose their eye sight and if it happens again, to get a referral to adult neurology via the GP, It's always me why don't the services do the transfer? there are loads of examples like this and some of them sit in the same offices, but don't talk to each other and no communication.

I am a parent to 4 children, we have no disability social worker, we should have, but I didn't know and no-one told me about this. The hospice are now pushing for this and to get a review now they are 18. Hopefully things will improve now they are 18, I don't like moaning as they have saved child's life over the past 4 years and I am grateful.

Just need someone to look at the bigger picture, as I get deflated that no one helps and I have to do everything myself.

Notes / Questions

No patient details, but Healthwatch asks the Hospital and Social Services

What is available to 16 - 18 year olds, how does the transition work and what is in, or should be in place for all patients

Provider Response

ULHTH response -

We are sorry that you have experienced challenges with the standard of support from our organisation as your child has moved from paediatric to adult services, as ULTH strives to provide optimal care and support for all service users.

We recognise that the period of moving from paediatric to adult services is a crucial time for young people and that this causes significant anxiety for parents, especially those parents that have young people with additional and complex needs. We also recognise that we experience local challenges in providing a seamless transition for those young people with long term and complex conditions.

In view of this, we have started an extensive piece of work to map out the pathways of care for young people as they move from paediatric based care following their sixteenth birthday as, in some cases, there is no equivalent adult-based provision and care returns to the local GP. This work looks at many factors, including what happens to those young people where the adult based services do not ordinarily accept patients that are less than 18 years of age. For those young people with additional and complex needs we have a Roald Dahl Transition Specialist Nurse to specifically support those families with young people that will face the additional challenges of moving into multiple services.

We accept that these improvements are too late to support you and your child but we hope they will offer some reassurance that we are seeking to deliver improvements in an areas where we recognise pathways are not delivering what our service users need.

4. Case 15064 (07-08-2025)

PCN: First Coastal

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

Patient has suffered from Ocular Hypertension for many years, originally reviews and follow-ups taking place at Pilgrim Hospital Eye Department, over time these appointments were moved to be carried out at Skegness Hospital. Skegness is a much closer location for patient to attend and was therefore pleased with the transfer.

During COVID in 2020/21 patient's appointments were transferred to Louth and patient was understanding due to the circumstances and the situation during the pandemic.

Now 4 years later and patient is still expected to travel to Louth for reviews and appointments and does not understand why the appointments cannot be transferred back to Skegness.

Louth is so much further to travel and as eye drops are inserted during these appointments the patient cannot drive home, therefore is dependent on family or friends taking time off work to take them.

Next appointment is in late August and would prefer to travel to Skegness rather than Louth.

Provider Response

Apologies to hear you are struggling to get to Louth for your appointments. If you are able to send me your details I'll be more than happy to look into your particular case for you. Please email me Operational Service Manager.

5. Case 15108 (18-08-2025)

PCN: East Lindsey

Providers: Lincolnshire County Council, Lincolnshire Integrated Care Services (ICS/ICB), Lincolnshire Sensory Services

For Information: Lincolnshire County Council - Adult Social Care

I'm deaf and I go to the Lincolnshire Sensory Service, but I visit them at the Big Chair Company in Horncastle. Myself and others say what we want to learn sign language, but the Lincolnshire County Council won't fund the service to do it. I think when we go to the venue they could put a sign or maybe 10 different signs each time on a sheet of paper we could all learn bit by bit, there's no grammar in sign language. I really wish that learning sign language could be provided. Please

I want to be fluent and my twins so we can talk together more easily, especially across a room in shops or the library like today, with a hidden disability there are no signs to others, so some people think I'm being stupid or thick, for example, when ordering at the bakery during COVID I couldn't lip read with masks being on, therefore I had to ask 3 times and they got mad.

Sometimes in a shop or in the street I don't move out of the way because I don't hear or know people are there and they think I'm ignorant. Sometimes people make a comment and my close relatives have heard them and been upset by what they say.

When someone is blind, it's more noticeable from them having a guide dog or white stick, for us there is nothing to see if someone is deaf.

I don't always hear the door or have to work out what is making a noise. I have got blue-tooth in my hearing aids and that's fantastic for listening to the TV without bothering other people or listening to music on my phone. I always have subtitles on the TV and my twins are used to that.

I rated Sensory Services very good for the service and all the staff, they are spot on.

Notes / Questions

No patient details provided

6. Case 15117 (22-08-2025)

PCN: East Lindsey

Providers: Pilgrim Hospital, The New Coningsby Surgery

For the last 10 months the patient has been suffering with poor health.

They have had to battle with accessing services. Patient told that they did not meet the criteria for a colonoscopy. Patient was sent the routine test for bowel cancer screening which showed that something was not right. Patient went to Pilgrim Hospital, Boston who were very good. They asked why I hadn't been to the doctor's surgery. The patient was informed that they met 4 out of the 5 criteria and should have been sent to the hospital earlier for investigation.

Patient has had 2 blood transfusions and 2 iron transfusions. On both occasions patient had gone to the surgery feeling very unwell. The surgery said to wait as the patient had a blood test booked in for 8 days time. The patient feels that it has become a battle each time they go to the surgery to get anything.

Provider Response

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

7. Case 15131 (22-08-2025)

PCN: East Lindsey

Providers: Specsavers (Louth)

I have hearing issues and wear hearing aids. My original hearing assessment carried out at Princess Diana Hospital Grimsby and the hearing aid supplied and fitted in the audiology department. Ongoing hearing checks and hearing aid servicing continued at the Grimsby hospital for several years. Living in Holton le Clay East Lindsey the Grimsby hospital stopped providing the service and I had to register with Specsavers in Louth.

The service I receive from Specsavers is good, in fact it is far better than what was receiving from Grimsby Hospital. The only down side is having to travel to Louth. Whilst I can drive this is not an issue.

Hearing loss is a hidden disability that is not always oblivious to other people. I have had incidents where people have said something to me and are waiting for me to reply. I have not heard them and the person became aggressive, not knowing I am hearing challenged.

Informal Complaint

1. Case 15085 (14-08-2025)

PCN: East Lindsey

Providers: Lincolnshire Community Health Services NHS Trust (LCHS), NHS 111 Service

We were referred to Louth Urgent treatment centre by 111 for an appointment at 23:50 last night. Our two-day-old baby needed to be checked by a paediatrician, at the instruction of a midwife. On arrival, the centre, which is described as 24/7 on NHS websites, was closed. Or at least that's what a really unpleasant ?medic (They didn't identify themselves) told us after being summoned by a night porter.

I'm writing to raise my concerns that we were referred there, despite the unit being closed. Why is it listed as 24/7 if that is not the case? We are also upset with the way the ?medic talked to us, as though we were idiots for turning up, and insinuating we were neglecting our child by turning up at the unit in the night. They expressed no interest in helping us whatsoever, not even directing us to an alternative service until pressed. We travelled on to Grimsby, where we received excellent care for our child.

Notes / Questions

Healthwatch provided PALs information.

Healthwatch asks - it does state on the website 24/7 is this not the case, could it be corrected on the website for patients.

Provider Response

I can confirm Louth UTC was open on the 12th Aug and fully staffed. I'm unsure as to why the patient may have thought it was closed; the staff members may have been treating other patients and therefore not visible however a security guard should have been on duty to enable access to the front reception area. "

Without more information as to where on the hospital site they were it is difficult to advise. The UTC was open that night, and we are sorry to hear that the family were advised incorrectly that it was not. We will pass the information onto the UTC as feedback.

Compliment

1. Case 15121 (22-08-2025)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Patient expressed that they are more than happy with the services that they need to access within the NHS. Both the surgery (not named) and the hospital (not named) are excellent.

Notes / Questions

No patient details provided

Lincoln City District Council x 3

- 3 x General Comment

General Comment

1. Case 15095 (18-08-2025)

Providers: Lincolnshire Integrated Care Services (ICS/ICB), Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)

GP services, Hospital outpatients' appointments, Mental health support

Paediatric services - community and outpatients

There is no service pathway for children with suspected TS (Tourette Syndrome) within Lincolnshire. Mental Health Services aren't commissioned to work with tic disorders or TS, paediatric outpatients don't have specialists, won't offer diagnosis and refer on to OOA (Out of Area Registrations Scheme). GPs are not aware of correct pathway and parent has had to find out information from ICB and calling hospitals. Long waiting times and no real support at the end of long waits for appointments.

Children's mental health services

Community paediatrics

Lincoln paediatric outpatients

GP services

Notes / Questions

Healthwatch asks - is there a pathway for such patients to follow?

2. Case 15135 (27-08-2025)

PCN: Imp

Providers: Lincolnshire Integrated Care Services (ICS/ICB), Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)

I have been speaking with a patient it seems things have got worse over the past number of months, and I understand that they has spoken to you in person last week, when they went to the offices.

Patient now feels 'abandoned' as no-one **seems** to be providing them with any support, Advocacy have discharged them, as have PHSO.

ICB were involved, have said it is social care/GP etc previously had a case worker involved where they tried to resolve and get things in place, nothing came of their recommendations, however when a case worker was involved the patient did feel heard and had someone direct to make contact with so they weren't going round in circles.

Although I believe that mental health is not the issue, (as such) patient stated they had been removed from all services, therefore not getting the care needed. Patient had a brain injury a number of years ago, lots of recommendations, yet to this day they have not been resolved. Feels that doors are closing everywhere they turn. Needs are:-

- rehabilitation to adapt to brain injury life
- Professionals to join together for a good outcome
- Disability discrimination towards them
- Care Act 2014 not being adhered to

Had been referred to OATS panel previously - declined.

They stated, they are being judged for how they look, not their disability, is finding the simple tasks more and more difficult to do, has numerous amounts of evidence no-one looking at this.

Notes / Questions

At patient request Healthwatch made contact with LPFT

Provider Response

We are familiar with this case and the support they have previously received both from our services and from LICB. Our PALs team have had contact with the patient in the past week and one of our advisors spoke to them earlier this week after they spoke to you at Healthwatch.

It has been agreed that our dept are going to write to them to clarify our Trust position (that their needs are not mental health based) and our social care team are going to contact them too to explore what support might be appropriate.

	3. Case 15060 (04-08-2025) PCN: Imp Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health), The Glebe Practice Had a face-to-face meeting with Mental Health Team at St Georges Hospital where they diagnosed Autism. Patient spoke with them at length and informed the team that when they were 13 years old they had been diagnosed with dyslexia, nothing was done for them at this time and no extra support was offered. MH Team did say that due to the length of time past they would not be able to find the history of this, and that the patient should have been offered some support at the time, however all medical records would be updated accordingly to state that the patient had the diagnosis of Dyslexia. Patient has found out that it is not within their medical records, just the fact that they are unable to read or write, however they feel that the correct diagnosis should be on their records as this has an impact on their life previously and going forward, especially relating to accessing benefits as their diagnosis is not on the records. The patient has spoken to a number of people but is not quite sure who they are or where they are from. Patient asked if I could make contact for their voice to be heard as it is having an impact on their life. If you are able to look into this for the patient, they would be truly grateful if this diagnosis could be added to their medical history rather than unable to read or write, as they feel this is not a true reflection of their condition. Notes / Questions At patients request Healthwatch made contact with LPFT PALS Provider Response LPFT - Our experience of care advisor has spoken to the patient today, (5/8/25) and clarified that their current electronic mental health records do reference their diagnosis of dyslexia. However, the patient wants to complain a bit wider that their records don't say that it was missed in the past, so we have agreed that we will take this through the NHS complaints route for them so it can be investigated and formally responded to.
North Kesteven District Council x 2 • 2 x General Comment	General Comment 1. Case 15141 (27-08-2025) PCN: Imp Providers: Lincolnshire Community Health Services NHS Trust (LCHS) For Information: Nettleham Medical Practice Nettleham Medical Practice and LCH Urgent Care. I attended urgent care department at Lincoln County Hospital the morning of Tuesday in late August having been advised by my GP after attending the surgery that I should get an X-ray of my injured upper arm. I did not need triage but even so it took almost 4 hours of waiting. I am virtually 90 years old. The practitioner I saw grumbled about GPs sending people up to the hospital and that was why it was so busy. I actually feel a scan would have been more appropriate because I had previously had torn tendons. X-ray seemed short of staff but were efficient and caring. 2. Case 15111 (19-08-2025) PCN: K2 Healthcare Sleaford Providers: Ruskington Medical Practice Went straight to medication. No other options explored. I was not listened to, I was not heard. It was awful. Notes / Questions No patient details provided
South Kesteven District Council x 1 • 1 x General Comment	General Comment

1. Case 15072 (11-08-2025)

PCN: South Lincolnshire Rural

Providers: Queen's Medical Centre (Nottingham), The Deepings Practice

GP- Deeping's Surgery

Hospital - Queen's Medical Centre, Nottingham

After looking on NHS England, it looked as though I could choose a Specialist Scoliosis Consultant via an e-referral. NO, not in Lincolnshire you can't. I had to be referred to EACH. I was referred 36 weeks ago to Queen's Medical Centre in Nottingham (waiting time average 17 weeks). My GP said it was routine. In 5 years I have lost 4 inches in height, am in pain daily and use a wheelchair. As I have rheumatoid arthritis, fibromyalgia, degenerative disc disease, ME (Myalgic encephalomyelitis) and FND (functional neurological disorder) I feel totally let down and dumped with no help.

I must have a black mark against my name. I think it's cruel to be left with no support at all. I keep getting a questionnaire from Queen's Nottingham asking if I still want to be on their waiting list. I keep replying 'yes' but I just want to be seen. I can't help feeling I'm being pushed to the back of the list because my GP says it's routine.

I'm sure they wouldn't think so if they'd been in pain for 5 years. I even had an MRI done of my back to ensure they had the full picture but that was back in February. I don't want an operation, want to know if I could receive any anaesthetic/steroid injections into my spine to give me some respite from this pain. I'm now also on the waiting list to see a Pain Consultant at Stamford & Rutland Hospital, who I was referred to around 5 years ago by the surgeon who did my (failed) back surgery. Now they are based in Lincolnshire, I might get to see them. I seem to have gone full circle.

Notes / Questions

Healthwatch provided PALs and GP to go through options

Patient request for Healthwatch to contact PALs

Provider Response

PALs requested further information, which was provided with patient consent.

Pt update - 2/9/25 - PALs had made contact, and were looking into it, not heard anything and patient has chased, request for Healthwatch to go back to PALs.

8/9/25 patient - I was in contact with the Service Manager at Queen's, Nottingham late on Friday afternoon. They are also temporarily acting as secretary for the Spinal Surgeon and is looking to fit me in as soon as possible.

15/9/25 - Patient now has a date at QMC

Out of Area x 2

- 1 x General Comment
- 1 x Compliment

General Comment

1. Case 15096 (18-08-2025)

Providers: Out of area

Diana Princess of Wales Hospital Grimsby

My elderly parent has been in hospital recently. We have no complaints about the care they received from every department they were in.

What could have been better was keeping the noise to a minimum at night on the ward. Also, I understand the staff have things to do but taking blood pressure and one time, taking a blood sugar reading at another time etc and waking patients up every time rather than doing these things together at the same time, would have been far better. My parent was totally, totally exhausted when they came home because of the above which I feel impeded their recovery somewhat.

Notes / Questions

Comments forwarded to Healthwatch North East Lincolnshire as patient stated lived in Grimsby.

Compliment

1. Case 15132 (26-08-2025)

Providers: Out of area

Hull Royal Infirmary

Been having cataract surgery and detached retina surgery. Have been very pleased over all with the treatment.

Notes / Questions

Healthwatch forwarded this to Healthwatch Hull

Area	Case Details
Boston District Council x 2 • 1 x General Comment • 1 x Compliment	General Comment 1. Case 15081 (13-08-2025) PCN: Boston Providers: The Sidings Had a blood test a few weeks ago and when the results came back I received a message from the NHS asking me to make an appointment with the GP. Went on the Evergreen App to request an appointment through AskMyGP. A week later I received another text message from the surgery again asking me to book an appointment. As I had still heard nothing about my online request I phoned the surgery the following morning. I asked for a face to face appointment which was arranged for a week later. The Doctor I saw was very helpful, going through my results and answering other queries I had about the results. It would be good to get some sort of acknowledgement that the request through AskMyGP app had been received as a week later I had heard nothing, hence using the phone after my second message. Not a complaint as such, more of an observation/suggestion. Notes / Questions No patient details provided Compliment 1. Case 15094 (18-08-2025) PCN: Boston Providers: The Sidings On going palpitations after long discussion of past medical history and parents health. A blood thinner was prescribed after a follow up a blood pressure diary was advised. The results were good and should only check every so often.
East Lindsey District Council x 20 • 11 x General Comment • 3 x Informal Complaint • 6 x Compliment	General Comment 1. Case 15082 (13-08-2025) PCN: Meridian Providers: East Lindsey Medical Group The Wolds Practice Tetford I feel that tablets are given out freely when I feel there is a more underlying problem. I have been on medication for high blood pressure but am developing a sensitivity to the drug. Initially both the Practice Nurse and myself felt it was an allergy and I was given loratadine to counteract this. However, the reactions do not seem to go and when I asked to have this looked at I have not heard back and it has been a good few months. 2. Case 15103 (18-08-2025) PCN: East Lindsey Providers: Horncastle Medical Practice Find it difficult to get an appointment. It's all changed now, you have to do it on an iPhone, so I don't tend to bother. I actually found AskMyGP difficult before this system - Anima has replaced it. If you go to the surgery, they say do this, do that, but if you're not familiar with tech, it's not ok. So I am aware of it, but I've not tried it as it puts me off. If I really did need an appointment I would go into the surgery and would try and get an appointment that way or for them to help me. I can always get help from the pharmacy if I needed to. Notes / Questions No patient details provided

3. Case 15106 (18-08-2025)

PCN: East Lindsey

Providers: Horncastle Medical Practice

It takes a long-time to get through on the phone. I have no internet at home. Also I don't like the threat on the pre announcement, they assume we are all going to be awful to the staff, I'm not. Feels like a threat towards me re zero tolerance message.

Notes / Questions

No patient details provided

4. Case 15107 (18-08-2025)

PCN: East Lindsey

Providers: Horncastle Medical Practice

Anima appointments and repeat prescriptions

They introduced it without a lot of notice and it is more difficult to use than before.

Notes / Questions

No patient details provided

5. Case 15104 (18-08-2025)

PCN: East Lindsey

Providers: Integrated Care Board Dental

Getting an NHS Dentist is difficult. I'm on pension credit which would support me with costs, but only if it was an NHS Dentist, and I just can't get one. It needs to be on a bus route as I have no car, live alone and out of town.

Notes / Questions

No patient details provided

6. Case 15105 (18-08-2025)

PCN: East Lindsey

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

For Information: Integrated Care Board Dental

Horncastle has an expanding population and only one GP surgery and one Dental surgery. All overloaded, but nothing gets done as it is all down to money and just isn't any.

Notes / Questions

No patient details provided

7. Case 15124 (22-08-2025)

Providers: Integrated Care Board Dental

Patient are struggling to find an NHS dentist. No one locally taking on NHS patients and on principle not willing to go private. However, if they were in pain or needed to be seen urgently they would reconsider this option. Feel that patients are being let down by the lack of NHS dentists in Lincolnshire.

8. Case 15078 (12-08-2025)

PCN: First Coastal

Providers: Marisco Medical Practice

Would be great to actually see a GP rather than a nurse, and for them to be up to date on latest guidelines and information rather than 30-40 years out of date old studies and data.

Notes / Questions

No patient details provided

9. Case 15086 (12-08-2025)

PCN: First Coastal

Providers: Marisco Medical Practice

Patient submitted a urine sample to the surgery last week and still no results, has had other tests done previously and it is always the same, no information on their APP, although spoke with reception who stated it was all clear, but then spoke with a Nurse who stated it was not ready yet and still awaiting results however was prescribed antibiotics.

10. Case 15138 (27-08-2025)

PCN: East Lindsey

Providers: Market Rasen Surgery

I have had issues recently regarding blood tests it seems NHS guidelines are once a year requested by GP but if they indicate a pre-diabetic condition as I was; I was offered a programme which meant downloading app and recording food and weight. But the flaw seems to be that there is no checking blood sugars once a pre-diabetic condition is flagged.

I have discovered this on contacting diabetic nurse at surgery they say the blood test I had requested by GP would be filed. So there is no follow up. I have sat for over 6 months doing this programme for what? The nurse at surgery says they have not seen the result but has agreed I can have blood tests. A yearly test is surely too long if a pre-diabetic condition is identified and particularly if there are deaths in family relating to this.

I had some issues around this but have managed to contact diabetes nurse at surgery after speaking with practice manager, nurse agreed I could have blood test for glucose which I have had this morning.

But I feel that if the NHS guidelines only request once a year, should if a pre-diabetic is identified that at the very least a follow up blood test should be done at three months not a year later. I mention this as I am already at risk of stroke due to cholesterol, high blood pressure, rheumatoid arthritis and age - 70+.

I have been using an app and recorded food drink and weight but who is checking up on whether I am developing diabetes.

Provider Response

Thank you for your query regarding the patient's experience in relation to their pre-diabetic check. Unfortunately, we are unable to provide a specific response without knowing the identity of the patient.

As part of our standard protocol, all patients with abnormal blood tests results are contacted to discuss the findings with a clinician. If the results are within normal range, they are filed directly into the patient's medical record without further contact.

NHS guidance states:

'People with NDH are at high risk of progressing to type 2 diabetes. NDH is diagnosed if blood glucose levels are above normal (HbA1c above 41 mmol/mol) but below the threshold for diabetes (HbA1c 48 mmol/mol). It is sometimes referred to as prediabetes. NICE recommends that everyone with NDH should have a weight check to measure Body Mass Index (BMI) and a blood test every year. This will help to quickly identify people who have gone on to develop type 2 diabetes.'

If the patient is experiencing symptoms or has any concerns about their blood glucose levels, we encourage them to contact the practice. In such cases, we can arrange an earlier review and blood tests as clinically appropriate.

According to both NHS and NICE guidelines, annual monitoring is recommended for patients with pre-diabetes. Currently, we have 792 patients on our pre-diabetes register, Unfortunately, it's not feasible to offer 3-6 monthly testing for all patients on this register without clinical indication. Please see the links below for further guidance.

[Recommendations](#) | [Type 2 diabetes: prevention in people at high risk](#) | [Guidance](#) | [NICE](#)

[Non-Diabetic Hyperglycaemia, 2021-22, Diabetes Prevention Programme, Overview - NHS England Digital](#)

11. Case 15061 (06-08-2025)

PCN: Solas

Providers: The Old Leake Medical Centre

Old leake medical centre

No help for poi/early menopause

Notes / Questions

Healthwatch provided information Everyone Menopause Programme; Practice Manager; H.A.Y and Lincolnshire Menopause clinic.

Informal Complaint

1. Case 15137 (27-08-2025)

PCN: First Coastal

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Person contacted Healthwatch who is advocating for their neighbour.

Patient was at The Sidings under the Special Allocation Scheme (SAS) but from mid June has been de-registered as out of area. Advocate has tried to register them at the Marisco Practice as they reside in Mablethorpe and are profoundly deaf, does not drive and only has a mobility scooter. Marisco have said no, advocate has written to the practice explaining the situation and profound apologies and that the patient will not behave in an offensive manner but still declined. Patient does shout and comes across as rude, due to the fact that they are deaf and unable to hear what people are saying.

Recently broken their hearing aid and I have advised where to get this fixed.

Patient is in dire need of medications has had some via NHS 111, however will not now provide as they insist the patient be seen by a GP.

Is out of medications from today, advocate has left a message with the ICB but has not heard anything back.

Patient doesn't know what to do now as out of medications and needs them, yet no-one will help.

Notes / Questions

Healthwatch made contact with the ICB

Healthwatch asks - Why would a patient be left with no medication or GP practice?

Provider Response

It looks like this patient was approved to be removed from SAS in June and there was additional support from the neighbourhood team, so should be able to register or we can look to assign. Named person, in named person's absence can you review the SAS documentation and follow up please?

Ops team may need to understand if Marisco have grounds to refuse and assign if needed.

HW - request for someone to make contact with advocate.

Update - patient has been allocated Marsh Medical they should be able to send prescriptions electronically over to a pharmacy in Mablethorpe, Ops Team spoken with Advocate.

2. Case 15077 (11-08-2025)

PCN: Solas

Providers: The Spilsby Surgery

I had persistent symptoms for 6 weeks before contacting my GP surgery for an appointment. These were increasingly sore throat, distinct change in my voice to a croak and severe earache. I was told by a 'care navigator' to see a pharmacist as my surgery 'no longer does sore throats'. I reiterated my other symptoms but was told, nonetheless, to go to the pharmacist. My symptoms persisted after seeing the pharmacist and I kept trying to get my surgery to engage with me but I didn't get a face-to-face appointment until 3 months later. My GP made an urgent referral to an ENT specialist and I have since been diagnosed with stage 2 throat cancer.

My cancer has spread and I believe that the initial ignoring of my request to see a GP and the consequent delays may well have compromised my health.

Notes / Questions

Healthwatch provided information to make a complaint and Advocacy support provided

Provider Response

LICB response- wanting contact details for patient.

HW contact with LICB- I have contacted the patient and at this time because of the treatment they are going through, they don't want to share details. If this changes I will let you know.

3. Case 15130 (22-08-2025)

PCN: First Coastal

Providers: The Spilsby Surgery

Patient called in reference to the inability to get an urgent appointment at Spilsby Practice for their very poorly child. Once they had got through to the surgery was told that there were no urgent appointments left and that the first appointment would be end of August 2025.

Notes / Questions

Healthwatch provided Practice Manager, ICB, NHS 111 and Pharmacy First information

Compliment

1. Case 15126 (22-08-2025)

Providers: Boots Opticians (Horncastle), Horncastle Medical Practice, Opticians

Patient attends Horncastle Medical Centre and gets a good service from the practice. I prefer not to use online services as I don't have a smart phone and cannot afford an expensive internet package. Surgery are very understanding about this and support me in my choices of how I want to get my information.

The patient uses BOOTS for prescriptions and I receive texts when it has been sent through and when ready to be collected. This system works well for me.

Patient had a friend from Australia staying who became unwell and on contacting the surgery, was seen on the same day after completing some paperwork. Pharmacy at the surgery saw them some medication and were very supportive.

2. Case 15122 (22-08-2025)

Providers: East Lindsey Medical Group

Patient is very happy with the level of service offered by Tetford Surgery. The staff are very pleasant and cheery - this is so important as it helps when the patient does not like going to the doctor's when feels reassured when they have been seen that someone has listened to their concerns.

Patient prefers the human touch, does not do the online booking system even though they have been shown and have an account. Finds it so frustrating to use. Gets a better experience dealing with people face to face.

3. Case 15127 (22-08-2025)

Providers: Horncastle Medical Practice

Patient registered at Horncastle Medical Centre and regularly are called in to the surgery for medication reviews by a member of the staff team. It seems to be every couple of months. Patient has no problems with this and is happy on the prescribed medication.

Patient getting on better with ANIMA - patient was very stressed when it was first introduced but now feels more comfortable with it. It can be a bit misleading asking for information and when you go online it does not need the information inputting so this can be stressful and time wasting as the prescription has already been sent across to the pharmacy.

Patient recently put a prescription in and on time but it was not ready at the pharmacy as it had been held back due to a review so it caused some distress as patient was getting low on medication and needed to book an appointment at surgery for the review before they could have the prescription ordered and sent through.

4. Case 15102 (18-08-2025)

PCN: Solas

Providers: The Spilsby Surgery

I had a thyroid scare and due to my ADHD I kept forgetting to call at 8am for an appointment. The surgery receptionist was very helpful and kind and made me an out of hours appointment for me in Alford.

The Doctor there was very kind and patient and sent me for blood tests and a scan. I was able to get the tests done the very next day and the scan just a few days later.

Everyone was very patient with me and kind, but also efficient and I really appreciated the respect and compassion shown by all. The surgery in particular, they have recently undergone a much needed change in management and I was really pleased with how I was treated and the care I received.

5. Case 15123 (22-08-2025)

Providers: The Wragby Surgery

Patient does not need to attend the surgery very often but when they do they find the service very good. They are on medication which is on repeat prescription and they is arranged promptly with no issues. Not happy to do things online as they find it frustrating preference is for the face to face approach.

	6. Case 15118 (22-08-2025) Providers: Woodhall Spa New Surgery Patient feels that the service they get from the Woodhall Spa Surgery is very good. Very nice people and very professional. The clinicians are always ready to listen to your concerns and ensure the patient over their concerns. They have a waiting time on their phone system but usually do not have to wait too long. Always get a text reminders a few days before an appointment is due which is very useful. Patient has always been able to get an appointment when they have needed them. Notes / Questions No patient details provided
Lincoln City District Council x 3 • 2 x General Comment • 1 x Formal Complaint	General Comment 1. Case 15071 (11-08-2025) Providers: Brant Rd Dental Practice, Integrated Care Board Dental Small prosthesis fell out so eating very difficult. Wait reasonable in today's world. Dentist new to me so time explaining my long standing issues but they were great & I felt heard even though little to offer. Told to keep appointment for check-up next month. When I attended I was told I had just been seen - get another appointment. This I attended to be told 'they are not here'. New appointment early September 2025. I'm in my 80s, have pain & mobility issues. Each appointment is difficult & painful & takes recovering from but need any help/advice as eating much affected with knock on to other conditions - I need to see the same dentist. Feel need to feedback re non-existent pain management but used available energy up & it is very upsetting to go through. Notes / Questions Healthwatch provided information on speaking with the Practice Manager 2. Case 15057 (01-08-2025) PCN: South Lincoln Healthcare Providers: The Branston and Heighington Family Practice Parent when they go to Poland needs child's medical records exporting. They have conditions that will require doctors to know their history, etc. so the parent requested copies of their medical records. After a couple of weeks parent got in touch to chase but was told the secretary is on holiday so it won't be done yet. They later chased again and was told the secretary is not available. After repeats of this parent put in a complaint via the official process. The complaint was acknowledged but no medical records. They chased a week later and was told the secretary was on holiday again and nobody else can help. Parent spoke to CAB who suggested they contact Healthwatch. The surgery previously lost child's blood test results and their spouse requires regular smear tests which they are not been able to get because they said they haven't got a nurses who can do it. Patient has asked to speak to the practice manager but this has been denied. Parent is clearly stressed about this simple request and is following the correct procedures. Notes / Questions Healthwatch provided ICB information Formal Complaint

1. Case 15115 (20-08-2025)

PCN: Lincoln Healthcare Partnerships

Providers: Heart Of Lincoln Medical Group, Lincolnshire Integrated Care Services (ICS/ICB)

I attended today with my spouse to Newark Road and to follow up on a complaint that I'd raised after the doctor abuses me a few weeks ago and which a named person listed the complaint my spouse and I videoed the whole interaction because of the abuse we've been receiving before and the staff gaslighting and fake crying and making out my spouse is a bad person and making out. I am a bad person for asking for disabled adaptations and disabled equipment.

Today I wanted to order my prescriptions and obtain easy read documentation so that I may be able to obtain GP services and medical services for my breast cancer and from my ongoing medical services which is required by law

My spouse informed me that the ICB said that the GP surgery is responsible for providing us with a service that follows the accessible information standard and that the quality act also applies that I may not be put at the direct disadvantage and be able to obtain services from my GP instead today I was abused denied services laughed at discriminated belittled and left crying and upset by a reception member of staff who thought it was great to bully an old person and deny my spouse services calling them names which were indescribable, in fact borderline illegal calling racial things disgusting I'm not having it. This is me raising a complaint. I need a new GP. I have breast cancer issues and I need it sorting immediately. I'll have to authorise my solicitor to take legal action against you for not providing me these services. I am a disabled person and I need the services. I have also got mental health as well.

Do you think it's funny for staff to laugh at disabled people and think it's funny not to provide them services? I will gladly share this video with you as well showing my entry during and leaving as well as my spouse video everything as well. It's not nice abusing old pensioners and disabled alike not nice at all. I will also take this up with the CQC and the PHSO and the quality act

Making my disabled spouse cry and abusing us and making me cry and abusing me is not acceptable. This level of torment and mental health abuse is not acceptable from NHS staff or NHS service.

Notes / Questions

Healthwatch were copied into this concern, patient raised this with the surgery and ICB. CQC information provided. Patient consented for information to be shared with Practice Manager directly & ICB

Provider Response

20/8/25 PM - ICB is fully aware of this matter, and I will proceed as instructed. I am happy to arrange a prescription for patients this afternoon. If you could please advise what they require, I will ensure this is actioned today.

HW - asked the patients what was required, information then shared with PM

PM - I have asked for it to be actioned urgently. I would ask the patient to contact the chemist tomorrow afternoon to see if the medication is there.

HW - relaid this information to the patients

South Holland District Council x 4

- 4 x General Comment

General Comment

1. Case 15067 (11-08-2025)

PCN: South Lincolnshire Rural

Providers: Gosberton Medical Centre

I need to speak to someone taking a complaint against a GP surgery further, they don't answer complaints and their level of care, especially for women is horrendous.

I was refused a supporting letter regarding my lack of immune system (despite NHS England instructions) to enable me to have a different and safe COVID vaccination, as they had attempted to administer Pfizer and having no knowledge that this was contraindicated for people with M.E (Myalgic encephalomyelitis). This meant I ended up having Moderna which nearly killed me. This doctors practice and that disgusting Pilgrim Hospital have absolutely NO KNOWLEDGE about M.E or Fibromyalgia.

They haven't bothered to check how I am coping psychologically with my messed up leg, my pain management clinic (Royal Free Hospital) asked me how my mood was.

I have PTSD from this and it's causing injury to my right side, it's hurting my breast reconstruction as well.

This surgery constantly fail women patients

Notes / Questions

Healthwatch provided Practice Manager or ICB information to make a complaint

2. Case 15136 (27-08-2025)

PCN: South Lincolnshire Rural

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

Patient has stage 4 liver/lung/bone and oesophagus cancer, currently having chemotherapy in Peterborough and clinics in hinchingsbrooke hospitals. Unable to get INR tests done via GP surgery and Peterborough Hospital have said that they are unable to do this going forward. Patient needs this doing every 2 weeks, Johnson Hospital only able to do every 4 weeks. Test results need to go to Hinchingsbrooke. Patient and spouse finding it difficult to get access to anywhere in Lincolnshire who can provide this. Has been informed that they would need to go to Hinchingsbrooke to get it done, but it is over a 3 hour journey for a quick test, patient is not always able to travel well and looking for a service in Lincolnshire that can provide fortnightly tests.

Notes / Questions

Healthwatch spoke with the INR Service who were unable to provide as this GP practice do not commission them, however another GP Practice in the area does, so patient is going to register with the other practice as they have INR Clinics on a weekly basis.

Provider Response

Patient update - Thank you so much for your help. We have been to Littlebury and now registered with them .

The receptionist is finding the best Dr for spouse, with all their health problems, then we are hoping for a call back and an appointment.

We also heard from McMillan who can't believe there are Dr surgeries who still don't do INR. It's been very stressful, thank you for all your help

3. Case 15140 (27-08-2025)

PCN: South Lincolnshire Rural

Providers: Littlebury Medical Centre

Citizens advice - Are you able to help a client who came in this morning. Their problems are that they have limited English although with patience they can be understood.

They have been working full-time as a lorry driver. Has had a stroke in July and their company - they think - advised DVLA who then said they cannot drive due to double vision (has never had double visions). Client has submitted medical evidence together with Specsavers declaration that they do not have double vision. However, DVLA are extremely slow in processing their claim (we have put in a complaint today) This means the client cannot earn a living. Their Universal Credit claimed has all gone on car insurance and food and rent.

The problem they are having now - they were told they should return to Pilgrim Hospital for Pacemaker in 6 months time, but the appointment has come though for **August 2026**.

Wants to see their GP but cannot make an appointment - apparently the receptionists cannot do and all appointments are fully booked

Has asked for their medical records and this has been refused.

Notes / Questions

Healthwatch provided Practice Manager information and if has online AskMyGP or similar.

Provider Response

Patient will make contact with Healthwatch if necessary and no resolve.

4. Case 15113 (20-08-2025)

PCN: South Lincolnshire Rural

Providers: The Deepings Practice

Disgusting service, 23 days for a telephone appointment over the phone with a doctor? My 17 year old was sick to the back teeth with this surgery & moved to one in Spalding, they got a face-to-face appointment within 3 days? Why isn't Deeping doing this?

Why do the elderly get prioritised over other age groups? I have a 12 year old with epilepsy who on odd occasions has needed a doctor, we have been told to just take them straight to A&E after seizures, I am thinking of moving the rest of the family over to Spalding too.

South Kesteven District Council x 1

- 1 x General Comment

General Comment

1. Case 15116 (21-08-2025)

PCN: South Lincolnshire Rural

Providers: The Deepings Practice

Cannot get an appointment for several weeks and just get put onto waiting list.

Notes / Questions

Healthwatch responded to patient to acknowledge comments and escalate concerns

West Lindsey District Council x 2

- 2 x General Comment

General Comment

	1. Case 15059 (04-08-2025) PCN: Trent Care Network Providers: Cleveland Surgery Patient shared a photo of themselves, had tried to go on AskMyGP for an appointment but the system closed before they could complete, this was at 8.30am this morning. I have a large lump that erupts from my upper bowl when, if lying flat, I try to sit up. Also trying to get some surgery support for my grandchild, but no-one is listening to the raised concerns. Notes / Questions At the request of the patient Healthwatch made contact with the Practice Manager Provider Response I have passed this on to the reception lead who will give the patient a call. I will not be able to meet with them until next week which was explained, and they were offered a meeting with my deputy. 19/8/25 - patient not heard anything, so HW contacted surgery again Patient update - Just got off the phone with the PM. Have an appointment tomorrow @ 8:30pm to discuss grandchilds stomach cramps and low blood sugar 2. Case 15112 (19-08-2025) PCN: Trent Care Network Providers: Cleveland Surgery In early June I was prescribed by the in-house pharmacist a large box of Gabapentin to see if this would help with the pain in my hips due to arthritis. When they ran out, having received no follow up communications to see how I was getting on with the "experiment", I asked for a review in late July. I received a message through AskMyGP to say that the in-house pharmacist would be in touch when next available. I am still waiting !
Out of Area x 2 • 2 x General Comment	General Comment 1. Case 15097 (18-08-2025) Providers: Out of area Been left with migraine relief while transitioning onto new preventative tablets. Notes / Questions Comments forwarded to Healthwatch North Lincolnshire. 2. Case 15142 (28-08-2025) Providers: Out of area Scunthorpe The GP practice was sent an urgent letter from a neurologist, they failed to contact me for a further two months. The letter contained information about medicine I urgently needed to begin taking. Notes / Questions Redirected to Healthwatch NorthEast Lincolnshire.

Hospital Services

Area	Case Details
East Lindsey District Council x 7 • 4 x General Comment • 3 x Compliment	General Comment

1. Case 15088 (18-08-2025)

PCN: East Lindsey

Providers: Lincoln County Hospital

Long waiting list for Clinic 8. After a spell in hospital for headaches and visual disturbance, I saw the Ophthalmologist team. That experience was very good and treatment brought the pressure readings down from 32 - 21, eye is now comfortable with eye drops.

Still no improvement with loss of sight in upper right eye, cataract forming, but not ripe enough as yet, sight in left eye is alright. I need help with what to do about glasses, I have trouble with near sight, so difficult to read and with crafts that I normally would do. Given up on lace making as it's too fine to concentrate on.

Notes / Questions

Healthwatch made contact with the patient and suggested they make an appointment with the Optician to see if prescription needs altering.

Provider Response

It is hoped the author visited the optician and received a satisfactory outcome.

2. Case 15128 (22-08-2025)

Providers: Lincoln County Hospital

Patient very disappointed with the service offered by the Emergency Department at Lincoln County Hospital. Patient expressed that they were "naff" and could not organise a "pxxx up in a brewery!"

Patient taken to Lincoln County ED by ambulance. EMAS did the handover to the hospital staff but no one came out to the patient. Much later a nurse who just happened to be passing noticed that the patient was in extreme pain and asked if the patient needed any pain relief. At this point the nurse also realised that the patient was loosing blood through a chain saw accident at work.

The reason given to the patient that they had been "missed" was that the computers were down and they patient's records did not register that they were in the department.

On the orthopaedic ward, the patient waited 5 days for treatment. Staff would tell you information but no proper conversation with you as a patient. They would tell patient that they were not going down to theatre and then just walk away with no explanation, I was in a hospital bed from Sunday to Thursday just waiting to be operated on.

Patient was told that they would be first on the list on Thursday morning at would be 8.30 am . I was collected from the ward at 9.30 am. Discharged the following day.

Informed that they would get a follow up appointment for the following Wednesday. Nothing sent through had to chase themselves for the follow up appointment. Was told that the sutures were dissolvable but they weren't. Nurse put dressing on the wrong way. As a nurse myself it was challenged and the nurse said that it needed to go on that way to absorb. It didn't work to absorb, got stuck on the wound and had to be removed.

Notes / Questions

Patient lives in the county for part of the year only due to work commitments

Provider Response

Ortho: It is very hard to comment without any reference to wards, dates and/or procedure that was undertaken. We often outlie these types of patients to other areas as we have to prioritise our neck of femur fractures staying within the physical departments.

In terms of waiting for surgery, all I can comment is to say is we have to prioritise patients in order of their emergency and lasting factors, i.e. mortality rates. Our trauma lists are extremely busy and demanding, these can change multiple times throughout the day, and we have had a long wait time for some patients which we understand can be frustrating. I will further have a conversation with staff about dressings but again this is very difficult without knowing the surrounding context.

3. Case 15100 (18-08-2025)

Providers: Pilgrim Hospital

A&E

Well .. 87 year old parent with sepsis waited 27 hours for a bed . Overnight the area was freezing with air-con on so blankets handed out . Staff shouting patients names all night long to find them for meds and IVI . Drip bags left running through empty . No pressure relief available so they nearly had a pressure by the time of admission .

Notes / Questions

Healthwatch provided PALs information

Provider Response

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

4. Case 15119 (22-08-2025)

Providers: Pilgrim Hospital

Patient has a diagnosis of Triple A and it is probably terminal. The condition is on hold at the moment as having an operation means only a 50% survival rate and I would need dialysis for the rest of my natural life which may not be successful either. Patient is under both Pilgrim Hospital and a hospital in Leicestershire (can't remember the name of it).

Notes / Questions

No patient details provided

Provider Response

The comment has been noted.

Compliment

1. Case 15120 (22-08-2025)

Providers: Lincoln County Hospital

Patient has been informed that they have prostate cancer but everything is on hold from Lincoln County Hospital. Patient finds the Consultant easy to talk to.

Notes / Questions

No patient details provided

Provider Response

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

2. Case 15125 (22-08-2025)

Providers: Lincoln County Hospital

Dermatology Department.

Patient feels that they get a good service from both. Dermatology ring the patient to ensure that appointments have been received and good follow ups both in person and over the phone.

At Lincoln County Hospital dermatology, they saw the patient for their appointment early and it was sent across to me within 14 days of making contact with them which was very reassuring. The staff are very pleasant and very efficient. The area seemed very clean and car parking was not a problem on my last visit. Car parking prices had not gone up yet at the hospital.

Provider Response

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

3. Case 15134 (26-08-2025)

Providers: Pilgrim Hospital

Ward 7b

My parent received exceptional care at Boston Hospital in Lincolnshire. I cannot fault it.

Notes / Questions

No patient details provided

Provider Response

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

Lincoln City District
Council x 9

- 7 x General Comment
- 1 x Informal Complaint
- 1 x Formal Complaint

General Comment

1. Case 15062 (06-08-2025)

Providers: Lincoln County Hospital

A&E

Sat in A&E for 30 hours waiting for a bed with my elderly parent, who had suffered a collapse and at the 30 hour point told it could be another 15 hours

Notes / Questions

Healthwatch provided PALs information

Provider Response

It is hoped the author received a satisfactory outcome.

2. Case 15063 (06-08-2025)

Providers: Lincoln County Hospital

A question was asked about care and support whilst waiting for an operation. There is NO help or support. Expected to wait 1 year so far in the most extreme pain with absolute no help or support. Just told to wait.

It is Orthopaedics I am waiting for. I have been fobbed off for years. I have severe advanced Osteo Arthritis in my right knee.

It causes many falls. Including one which needed spinal surgery.

It was so bad I paid to see a consultant and was supposed to have it replaced last October.

Unfortunately due to heart problems they couldn't do it and had to go to Lincoln County Hospital under the same surgeon.

I was in so much pain in both my knee and back after falls I rang the waiting list to see how much longer I would need to wait. The answer was basically sometime never as Lincoln County is a trauma hospital and they don't really do them there anymore.

A few weeks ago I went to a&e after another fall. I was in off the scale pain with my back and knee. My back was not taken into consideration and told to take paracetamol. I couldn't walk, sit, lay down or sleep.

I ended up taking an overdose of paracetamol accidentally.

My GP extradited it. I didn't hear anything and I was in such agony I needed to do something to help myself. I don't know what. I rang the waiting list and they confirmed it had been done but still no idea how long I will be waiting.

I have absolutely begged for help. I get ignored.

I am terrified of going to that hospital and need to know what is going on to calm myself so I can plan and look ahead.

My GP. made me a two week heart appointment last December. I am still waiting. This has now been resolved.

People are dying. My partner died. They were discharged from A&E. Their close relative rang an ambulance a few hours later. It took 2 hours 20 minutes to get there. Partner had been dead two hours.

I'm terrified but I don't have a life. Just one writhing in pain and no one cares.

Notes / Questions

Healthwatch provided PALs information, patient request for Healthwatch to go to the service.

Provider Response

PALs - I have spoken to the Waiting List Team the patient has had no pre-assessment with us, assume it was previously with Circle so the team have booked the telephone assessment for late August. The patient should receive a text confirming this appointment. No procedure date as yet as they are currently unable to give a date however understand they look to do before 52 weeks so are probably looking at another 3 months or so. Please advise the patient this is a estimation only and not in concrete it could be sooner but equally a lot longer wait.

Information passed onto the patient.

3. Case 15073 (11-08-2025)

Providers: Lincoln County Hospital

A&E

Only criticism is sitting in x-ray for 1 and a half hours and having to chase up.

Notes / Questions

No patient details provided

Provider Response

We apologise for this experience within the department. We will ensure this is shared with X-ray for feedback.

4. Case 15074 (11-08-2025)

Providers: Lincoln County Hospital

Neurology

Absolutely zero support given. Referrals refused due to incomplete information which means it's months before acceptance on the list, not a patients fault.

Notes / Questions

No patient details provided

Provider Response

Thank you for taking the time to share your experience. We understand how frustrating delays can be, especially when they result from incomplete information, which is absolutely not the patient's fault. However, without specific details, we're unable to investigate this further. If you feel able, we encourage you to contact us directly with more information, so we can look into this properly. It may also be helpful to raise this concern with the individual or organisation who made the original referral, as they are best placed to clarify and resolve any issues with the submission

5. Case 15076 (11-08-2025)

Providers: Lincoln County Hospital

A&E

12 hour wait in A&E. No seats. Water fountain not working. Very elderly people just left in chairs, no pressure sore cushions, not offered drinks.

Notes / Questions

No patient information provided

6. Case 15092 (18-08-2025)

Providers: Lincoln County Hospital

Information sent in via webform:

Hospital outpatients' appointments Acute Paediatrics. Paediatrics at Lincoln County Hospital

My child was put through a traumatic experience by having a blood test. We were told it was to check for allergies.

We have since found out it was not an allergy blood test. We were not told that it wasn't for allergies and that it was for something else therefore we didn't give our consent for it to happen. Child now has to go through it all over again to get the actual blood test that they should have had in the beginning.

By law, we must give consent for a test but we didn't because we didn't agree to having a different test. I've had such a hard time going through the complaints process. It's been hell actually.

Notes / Questions

18.08.2025 patient does not want HW to make contact with them

Provider Response

Without further detail of the patient or their appointment, it is difficult to determine what bloods the child had taken or what they were for. It is also not possible to identify where the bloods were taken and hence it is not possible to track the staff member that may have obtained the bloods to understand what information they provided to the family. As a service, we always seek to provide fully accurate information, to answer any questions fully and truthfully and to ensure parents are happy with the procedures we are planning to undertake on their children. We are sorry that the family feel that our care fell short and that they feel that their child needed to undergo a further blood test as it does not appear we obtained the correct bloods on the first occasions - however, without the full details, it is not possible to fully understand what happened on this occasion and hence to determine if our care was inappropriate. We will, however, ensure we share the comments made to Healthwatch through our governance process as a learning opportunity.

7. Case 15099 (18-08-2025)

Providers: Lincoln County Hospital

General outpatients and hospital-based consultants. Lincoln paediatrics

Doctors appointments themselves good but never referred for any other support

Notes / Questions

No patient details provided

Provider Response

We are pleased to hear that the family felt that the doctors appointment they attended was beneficial but are sorry that the family do not feel that they were signposted to support services. Without further details of the child, the doctor they saw or reason for the consultation, it is difficult to determine if there are support services that could have been suggested or recommended by the doctor, as our staff always aim to signpost where it is possible to do this. We will, of course, ensure we share the comments made to Healthwatch through our governance process as a learning opportunity.

Informal Complaint

1. Case 15133 (26-08-2025)

Providers: Lincoln County Hospital

A&E Lincoln County Hospital.

Although my close relative is non-verbal the nurses made every effort to communicate with them.

Left on a trolley for more than 24 hours which is totally unsuitable for a person with complex needs and severe Cerebral Palsy. Despite having a meeting with the ULHT Head of Patient Care some years ago to assist in understanding the needs of patients like my close relative and receiving assurances absolutely nothing has changed. Shortage of pillows, lack of bed buffer for patients with involuntary movements and no one has ever come back to us. I hope the governments consultation will change things but unless ULHT take things onboard then nothing will change. I am fed up with people and organisations who tick boxes and think they have done their job. The hospital did not understand their dietary needs nor did they put an alert on their patient board to alert others despite them being on a Mince & Moist Diet Level 5 and drinks needing to be thickened.

They have Dysphagia which can create Aspiration Pneumonia. Their hospital record was not up to date either. Prior to this visit they had been in hospital before but their next of kin was listed as mother who died over 2 years ago.

Notes / Questions

Healthwatch provided Hospital Complaints information.

Provider Response

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

Formal Complaint

1. Case 15098 (18-08-2025)

PCN: Lincoln Healthcare Partnerships

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

I am writing to formally raise serious concerns regarding United Lincolnshire Hospitals NHS Trust (ULHT) and their appointed solicitors, spanning multiple legal representatives, for ongoing breaches of my rights under: as well as heart of Lincoln GP services reported to ICB

- The Equality Act 2010
- The NHS Accessible Information Standard (AIS)
- The UK GDPR & Data Protection Act 2018
- The Mental Capacity Act 2005
- AIS>

These breaches have been repeated over several years, across multiple solicitors, and despite formal notices to comply

Key issues:

1. Refusal to recognise and act on a valid registered Lasting Power of Attorney (LPA) for my spouse, who has a confirmed diagnosis of Young Onset Dementia.
 1. ◦ The LPA is fully registered with the Office of the Public Guardian (OPG) and has a government-issued access code.
 - ULHT and their solicitors have repeatedly refused to accept or act upon it.
2. Failure to provide data in an accessible format
 3. ◦ Despite documented disabilities, I have been sent legal and medical documents only as email attachments, which I cannot access.
 - My legal right to receive Large Print (minimum 16pt) or Easy Read by post has been ignored.
 - This has been formally recognised as a legal requirement under the AIS and Equality Act, yet continues to be breached.
4. Multiple breaches of UK GDPR
 5. ◦ Data Subject Access Requests (DSARs) have been ignored or unlawfully delayed.
 - Staff have accessed our medical data without consent and have allegedly used it for personal harassment.
 - The Information Commissioner's Office (ICO) has already issued a reprimand to ULHT for prior data breaches, yet the same behaviour continues.
6. Maladministration by legal representatives
 7. ◦ We have now had five different solicitor firms act for ULHT.
 - Failures and discriminatory behaviour have been passed from one firm to the next, with no attempt to correct or remedy the breaches.
8. Impact on our health and access to justice
 9. ◦ I am a disabled litigant in person. The refusal to meet accessibility requirements has placed me at a significant disadvantage in legal proceedings.
 - Spouse's medical needs have been ignored, and essential medical services have been delayed or refused.

Supporting evidence:

- ICO case outcome letter (02/07/2025) confirming previous breaches
- Copies of formal notices to ULHT, their solicitors, and the court
- LPA registration details

	• Evidence of inaccessible communications from solicitors • Records of DSAR refusals and delays Spouse has documented mental decline LPA in affect, legal team also say so and medical advice but ignored by Lincoln hospital seems the trust don't follow the rules • AIS rules also ignored • No easyread • I had to help 5 deaf patients now no hearing loops • And no assurance or large print material Notes / Questions Healthwatch provided information in large print of Advocacy Services, PHSO, Citizens Advice, and Sensory Services. Healthwatch asks - as part of the AIS why are these patients not able to get information in the way required? Is there a hearing loop in the hospital? Easy read or Large print available for such patients. Provider Response Currently going through the complaints process
North Kesteven District Council x 1 • 1 x General Comment	General Comment 1. Case 15070 (11-08-2025) PCN: APEX Providers: Lincoln County Hospital Have been referred to clinic for osteoporosis. Was told waiting time is 11months despite web waiting time saying 25 weeks Notes / Questions Healthwatch provided PALs information Healthwatch asks - patients are informed to check the waiting times via 'my planned care' is this kept upto date? Provider Response It is hoped the author contacted PALs and received a satisfactory outcome.
South Holland District Council x 1 • 1 x Informal Complaint	Informal Complaint

1. Case 15114 (20-08-2025)

PCN: South Lincolnshire Rural

Providers: Pilgrim Hospital

Ward 6A Pilgrim Hospital

Patients spouse raised concerns around the care received whilst patient was in hospital for 6 months. Patient was admitted late March and discharged early August 2025. Patient was unable to use legs, arms and unable to speak.

Spouse would visit daily to support patient on one occasion at 6.25pm spouse asked for patient to be cleaned up as was in faeces and urine covered clothes etc, at 9pm blood pressure checked, when asked if they were going to help clean patient, they stated no, at 10.20pm eventually someone came to clean patient up, this was 4 hours after original request.

Was placed in a room on their own as thought potential neurovirus, again a request to help patient get cleaned up, Nurse took off the patients pad and faeces flicked everywhere, dirty pad was then placed on the patients table, next to food, when patient clean, the pad was taken away. Patient and spouse did not feel that the food should be eaten after that.

Doctor came asked patient and spouse if they wanted a certain medication, spouse asked about side effects, which they couldn't answer, next day same Doctor suggested spouse go away and look on google to see what the side effects would be, spouse did this and could only see cold hands and a few other bits, that weren't of any consequence, so after speaking with family and patient, decided yes to go ahead.

Difference Doctor after a period of time, took the spouse into a separate room to discuss patient, and informed the spouse that the medications actual side effects were meningitis, sepsis, heart failure and kidney failure and could spouse inform the patient of all this - not the Doctor.

Other patients on the ward would help support the patient when spouse was not present, often pressing the buzzer for them as they were unable to do this, on one occasion, a nurse came to the patient to see what they wanted, and as they couldn't understand what was required, said to the patient 'you're just a cry baby' and walked away, patient also heard them say the same thing at handover. Patient told spouse of this when they arrived (as they could understand them) and spouse was going to speak with the nurse, however just as they headed towards them, they went out of the ward, so spouse spoke with another nurse who 'would have a word'.

Patient was scared to make any complaints whilst in hospital in case it had an affect on them during their hospital stay. However, spouse and family member did raise a concern with PALs, who would arrange for the Sister to come and see them, when no-one came the spouse went to see PALs again the following day, where they would chase it up again. Someone did see the patient and asked if they still wanted to make the complaint, where the patient shook there head, however it was not the patient themselves, but family members and spouse who raised concerns, patient felt intimidated.

Spouse commented that some of the staff were lovely, and many good nurses were leaving the ward to go to other areas of the hospital due to being unhappy on this ward. Physiotherapist went above and beyond.

Notes / Questions

Healthwatch provided Complaints information, PHSO, and Advocacy information

Provider Response

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

South Kesteven District Council x 2

- 1 x General Comment
- 1 x Compliment

General Comment

1. Case 15084 (13-08-2025)

Providers: Kingsmill Hospital

Day surgery Kings Mill Hospital - Nottingham

Was out on an urgent list and a year later I'm still waiting! My GP has written in the meantime asking the hospital to hurry it up too. Sent me out of area where the care is meant to be sooner but it's complete garbage.

Notes / Questions

Healthwatch provided PALs information

Compliment

	1. Case 15068 (11-08-2025) Providers: Grantham + District Hospital Ward 1 hip and knee. I was having my knee replaced in Grantham Hospital. I was very apprehensive, however EVERYBODY from Surgeon and all the way down the list to the cleaners, were friendly super helpful, and extremely supportive. I have never experienced, or seen, such a brilliant team. I honestly can't think of a single thing that could have been done better. Notes / Questions No patient details provided Provider Response Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.
West Lindsey District Council x 3 • 3 x General Comment	General Comment 1. Case 15065 (07-08-2025) PCN: Imp Providers: Lincoln County Hospital In May 2025 had a kidney stone issue - scan done and referral made to see a consultant. Letter received dated 9th June saying appointment will be made and if not heard anything by 4th August to ring the hospital. Nothing heard so rang the number given (01522 573200) - first & second time I was around 40/45 in the queue with an estimated wait time of 40 minutes plus - didn't hang on! Third time was 29th in queue and persevered. Took 35 minutes to get someone to talk to - explained position & response was " we have extended waiting lists currently and no appointments are being made for people who have waited for as long as you have. Can't help you, just wait until you get an appointment sent to you". End of conversation. What a waste of time for both of us. Surely it would have been easier for the hospital to contact me before the 4th August to avoid me phoning in. Typical shambles at Lincoln County Hospital. Notes / Questions Healthwatch responded to patient, acknowledging receipt of feedback and thanking for comments. Provider Response The letter is a national one and doesn't take into account local waiting times. I can confirm that we are monitoring our phone wait times and actively seeking more telephone handlers to reduce call waiting times. We are also reminding our team to continue to be patient whilst delivering the message that the person must continue to wait for their appointment. The current situation continues to be frustrating for everyone. Our team would love to be able to get everyone booked in quickly but unfortunately demand continues to be high. We would like to apologise if our own frustrations have been heard by the caller.

2. Case 15066 (07-08-2025)

PCN: Imp

Providers: Lincoln County Hospital

Had 3 week stay in hospital December 2024/January 2025. Due to collapsing on various occasions. Prescribed medication by Neurology department although I didn't see a consultant. Couldn't identify the reason for my issue so discharged early January with promise of outpatient appointment to be sent to me. Over several weeks I had severe reaction to the medication, talked to my doctor and the mental health team looking after my dementia diagnosis who agreed the medication was harming me. Doctor sent 3 emails to Neurology, my spouse rang them multiple times, but there was no response - no one, including the doctor, could get past the secretary and we were ignored.

After 2 months of this, on the doctors advice, I went privately to see another consultant (outside the NHS) who recommended I stop the medication completely, which I did. Neurology were advised of this, in writing with a copy of the outside report, but, again, we were all ignored. It is now 6 months since I was discharged and there is still no sign of an appointment to see a neurologist. So, I am currently swanning along, with no idea of why I was collapsing and with no-one interested in me stopping the medication they gave me or worrying about possibly replacing it.

Notes / Questions

Patient responded to by email to acknowledge comments/concerns

Provider Response

ULHT request to release details.

Patient contacted and consented 13/10/25

3. Case 15083 (13-08-2025)

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

Physio gynaecologist

I did at last get an appointment which was great but I felt as if the help was very basic and not advanced enough to actually help me

Notes / Questions

No Patient details provided

Provider Response

I will raise it with the pelvic health team for them to consider in their team meeting but without patient identification it is difficult for any further learning or response to be made.

Mental Health and Learning Disabilities

Area	Case Details
Boston District Council x 2 • 1 x General Comment • 1 x Compliment	General Comment

1. Case 15079 (12-08-2025)

Providers: Child and Adolescent Mental Health (CAMHS) LPFT

Lincolnshire Boston CAMHS.

My child was seeing a clinician - so it was not about under staffing - but they blamed their OCD on being autistic so fed the anxieties and made them MUCH worse. We requested further assessment and instead the psychiatrist wrote in their report that home were escalating autism anxiety and causing tics. School and we asked for help and strategies but they were unable to give us any. Evidence of poor training / experience in our opinion, and as they caused iatrogenic harm, they blamed us instead of reflecting on their incompetence.

We self discharged, and GP referred to funding board for help. Our child now has a Tourette's diagnosis (so not parents fault at all, but the blame on their file forever now) and they have received excellent OCD therapy. Paediatrician for ASC assessment was also very cross to have a referral for a child with OCD from CAMHS calling it autism.

We complained to PALS but guess what? In Lincolnshire CAMHS have their own PALS

I'm a SENCo, and how Ofsted reported that CAMHS is good in Lincolnshire is beyond us - no one says a good thing about them.

Getting the help that was needed didn't happen during the weekly sessions.

Notes / Questions

No patient details provided

Compliment

1. Case 15139 (27-08-2025)

PCN: Boston

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

Patient self referred to Talking Therapies. The following day they made contact with the patient to go through the assessment on the phone, where patient commented they were very helpful. There was a choice of how they could make contact. Patient is now on a waiting list for CBT.

East Lindsey District Council x 2

- 2 x Compliment

Compliment

1. Case 15089 (18-08-2025)

PCN: East Lindsey

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

I'm getting one or two good people helping me. Saw a named person at the dementia clinic last week for about 20 - 25 minutes. Did tests on my spouse and gave booklets, which is about 60 pages. Came away with lots of information, but I don't know how to cope.

They throw a lot of work at people and some are not capable of doing it. As their husband I have the paperwork and I'm dealing with it, but some are difficult to understand. There are 4-5 people helping me to understand and they are superb. The Alford lady is brilliant.

The Louth Dementia Care I can't believe how good they are. Speak to you so well knowing you've just got the diagnosis, they were very switched on. A very good service so far, it's impeccable the way they put themselves across. I want as much help as possible.

Notes / Questions

Had been signposted to Bobs brainwave and Bert House in Horncastle

2. Case 15090 (18-08-2025)

PCN: East Lindsey

Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health), St Barnabas Lincolnshire Hospice

I'm keeping a diary and information together on what's happening and what needs to be done now and in the future. I'm not sure of the timescales of the dementia that spouse has just been diagnosed with. We have a good community in Horncastle, I volunteer with St Barnabas. As a volunteer I've worked with every type of person and staff at St Barnabas and they are unbelievably superb, and very supportive now of me too.

I would like as much advice as I can get. Input on behaviour how to look after them, nursing homes, care homes and general behaviour and how to deal with it.

Patient Transport

Area	Case Details
East Lindsey District Council x 3 • 2 x Compliment • 1 x Signposting	Compliment 1. Case 15109 (18-08-2025) PCN: East Lindsey Providers: Call Connect Not directly to do with health, but it does impact on well-being. Call Connect transport gives me the opportunity to be social and to go to places including services if needs be. It's more flexible and I use it twice a week in the hope of keeping it going. With this service I don't have to worry about a car and its upkeep. Helps keep me social, meet lots of people on the bus and we help each other out. Call connect is an improvement and it is good for people to know about it. We're all getting older and we're overwhelming the health services, I am aware of that. Notes / Questions No patient details provided 2. Case 15087 (12-08-2025) PCN: Meridian Providers: Non-Emergency Hospital Transport (NEPTS) EMAS Patient commented they had used the Non emergency hospital transport on a number of occasions during their Cancer treatment and had always found it to be very good. Experiencing problems with Electricity company at present and wasn't sure who to make contact with. Notes / Questions Healthwatch provided patient with Citizens Advice information for electricity concerns Signposting 1. Case 15080 (12-08-2025) PCN: First Coastal Providers: Lincolnshire Integrated Care Services (ICS/ICB) Outreach clinic at CLIP Mablethorpe 4 x people mentioned the inability to get to medical appointments across Lincolnshire. Some do not drive, some prefer not to drive long distances and others have gone to appointments in Louth on the bus but have been unable to get back so have had to get a taxi. Notes / Questions Healthwatch provided Voluntary Car Scheme and Call Connect information to each person.

Social Care Services

Area	Case Details
Boston District Council x 1 • 1 x General Comment	General Comment 1. Case 15069 (11-08-2025) Providers: Lincolnshire County Council - Children Services Haven cottage Boston and Lincolnshire CWD Social Services Team We do not have any respite care homes or carers in our locality. Nearest is an hour away directly door to door on a good run. I believed they couldn't meet my child's needs and they still tried to force me to send them there with threats that I would lose or have reduced Direct payment hours. I had to gather letters from all my child's clinicians and they did reduce my direct payment offer. Disgraceful. We were also recently trapped as an inpatient in QMC for an extra 3 weeks following an 11 week stay which drove me to a mental breakdown. All due to Social Services fighting against the hospitals request for extra care support hours on discharge. Notes / Questions Healthwatch provided Advocacy information and complaints

All Areas x 1 1 x General Comment	General Comment 1. Case 15075 (11-08-2025) Providers: Lincolnshire County Council - Children Services Nothing went well, They move the criteria so your child doesn't meet it so they don't support the child with complex needs. Even when ring emergency social line no social worker comes out not even a phone call to see if anyone's ok. Even when own social worker comes back to work no follow up at all. Notes / Questions No patient details provided
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Other

Area	Case Details
East Lindsey District Council x 1 1 x General Comment	General Comment 1. Case 15093 (18-08-2025) PCN: East Lindsey Providers: East Lindsey District Council For Information: Lincolnshire Integrated Care Services (ICS/ICB) (Feedback form sent in) Sorry if I am misusing this form but I do not want anyone to ring me or talk to me in public as it is confidential, but I am 76, very small and my landlady gave me official notice to vacate the address I currently reside in by early September. I am now on the East Lindsey District Council housing list, but worry I may not be able to find somewhere suitable by that time and I do not have anywhere else I can go. I don't want to keep bothering the council as I expect they have hundreds of people looking for accommodation in and around this area. Is there anyway I can stay in this property beyond the date if necessary. Notes / Questions Healthwatch sent a letter, (as requested) providing information to make contact with the housing department and Citizens Advice.
All Areas x 1 1 x General Comment	General Comment 1. Case 15101 (18-08-2025) Providers: NHS 111 Service NHS 111 I wish to raise a complaint. I contacted 111 at 8.20 pm with an ear infection, deafness, stiffness of my neck, raised temp, discharge and pain. I rang back 2.5 hours later due to no call back. I was told they don't know what happened to my original call ! I received a call at 12.08 pm from a nurse. They advised that you had no overnight prescribers ! They advised prescribers were only attached to home visits which wasn't the 111 service. They told me to attend A&E but there was no appointment system. Why wasn't I advised at 8 pm when I called. You have serious flaws and delays in your system. I'm a nurse. I advised I was band 9 and that I managed hospitals. They said then I should understand and was ending the call ! I'm appalled at the delays, loss of continuity if my original call and lack of prescribers ! I am diabetic. Notes / Questions Healthwatch provided ICB information, or provide consent to go to NHS 111 direct
Out of Area x 1 1 x Signposting	Signposting 1. Case 15091 (18-08-2025) Providers: Connect Health Services / Cora Health - Pain Management Request from Flippin Pain organisation for contact details for North Lincolnshire Healthwatch Notes / Questions Provided the contact details for North Lincs Healthwatch including website address

