



Healthwatch Lincolnshire

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

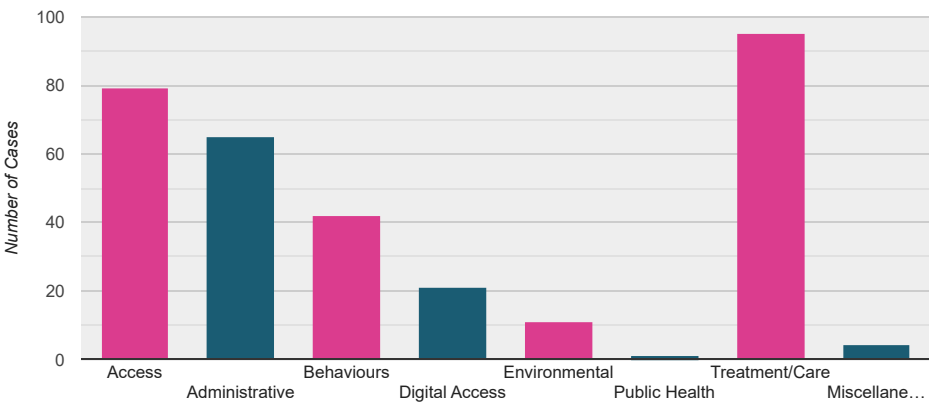
Healthwatch Lincolnshire Patient experiences: October 2025

Statistics

Total cases: 128

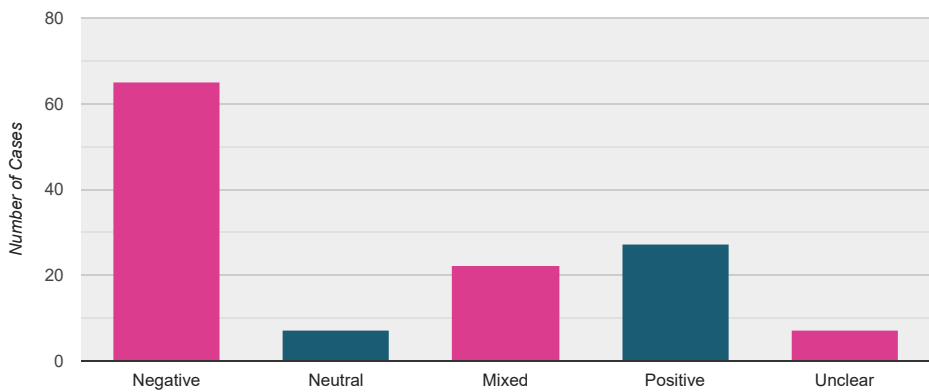
Cases responded to within 3 days: 128 out of 128 (100%)

Theme Areas



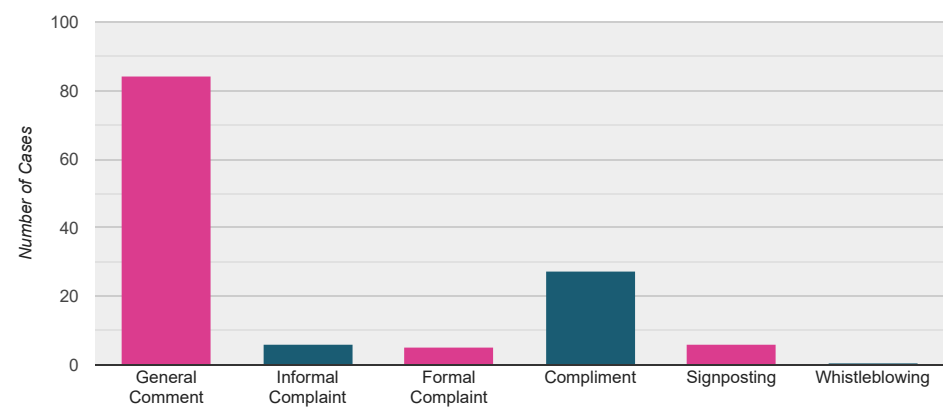
Theme Areas	Cases
Access	79
Administrative	65
Behaviours	42
Digital Access	21
Environmental	11
Public Health	1
Treatment/Care	95
Miscellaneous	4

Sentiments



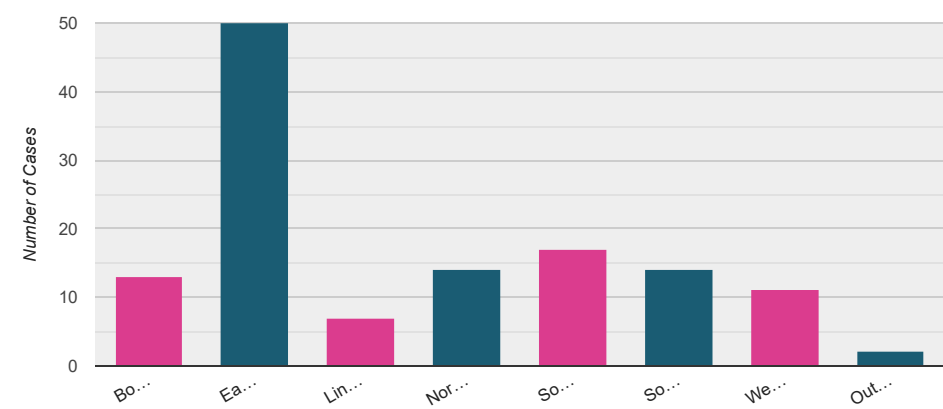
Sentiments	Cases
Negative	65
Neutral	7
Mixed	22
Positive	27
Unclear	7

Case Types



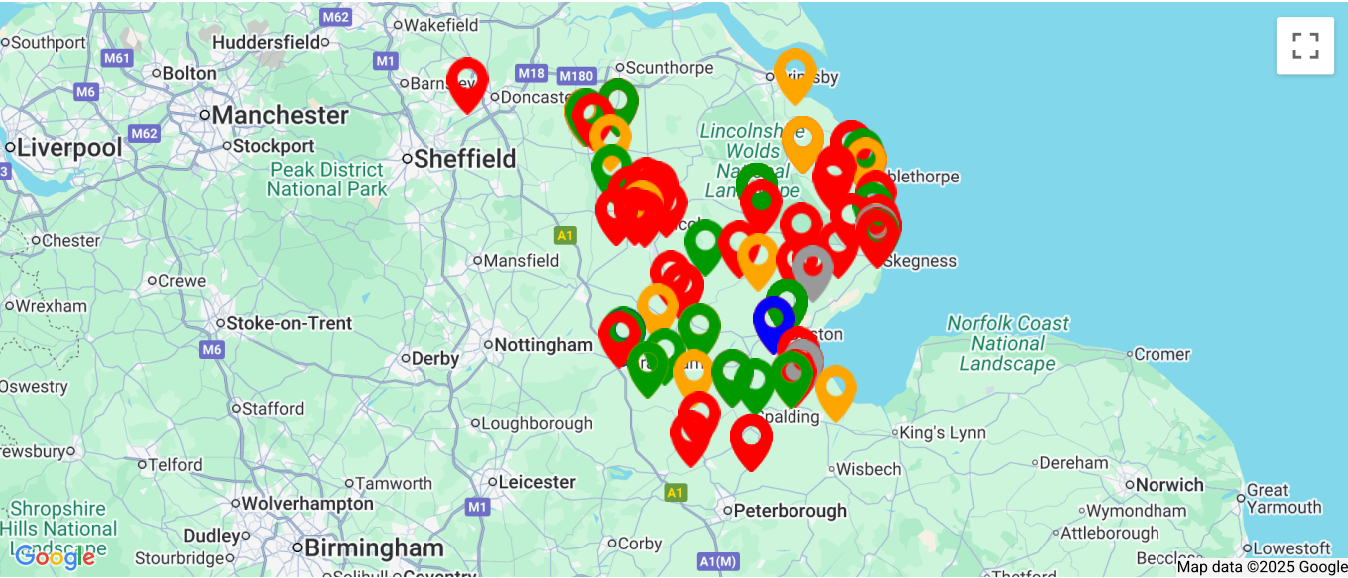
Case Types	Cases
General Comment	84
Informal Complaint	6
Formal Complaint	5
Compliment	27
Signposting	6
Whistleblowing	0

Areas



Areas	Cases
Boston District Council	13
East Lindsey District Council	50
Lincoln City District Council	7
North Kesteven District Council	14
South Holland District Council	17
South Kesteven District Council	14
West Lindsey District Council	11
Out of Area	2

Map



Cases

Multiple Services

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

Area	Case Details
<p><b>Boston District Council x 5</b></p> <ul style="list-style-type: none"> <li>• 2 x General Comment</li> <li>• 3 x Compliment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 15305 (22-10-2025)</p> <p>PCN: Boston</p> <p><b>Providers:</b>  <b>For Information:</b> Lincolnshire Community Health Services NHS Trust (LCHS), Parkside Surgery</p> <p>My elderly relative knocked their leg on some boxes and then had some open wounds on their leg. Did try and dress it themselves but after a week it became very sore and painful, unable to get GP appointment, went to UTC ( Urgent Treatment Centre) at Pilgrim Hospital. Seen and assessed , given antibiotics, and a small amount of dressings, told to go to GP if any further problems. A few days later, wound still problematic and no dressings left, could not get a GP appointment. Relative suggested ringing SPA (single point of access) number for Community Nurse wound clinic. They did this and were seen at the next available appointment at a wound clinic.</p> <p>Ongoing follow up by this service as wound still infected and not healing and needing specialised dressings, and relative immunosuppressed with medical conditions.</p> <p><b>Provider Response</b></p> <p>Thank author for their feedback and it is hoped ongoing treatment has proved satisfactory.</p> <p>2. Case 15323 (29-10-2025)</p> <p>PCN: First Coastal</p> <p><b>Providers:</b> The Old Leake Medical Centre, United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT</p> <p>Caller rang and said that very sadly their partner of over 40 years had passed away unexpectedly while on holiday with family in the UK 2 weeks ago. It has now been found out that they died of a heart attack. The caller is wanting to know that in 2005 their partner was treated for an abnormal heart rhythm and subsequent admissions since then to hospitals in Lincolnshire this had been found. The question that caller asks is that why was partner not treated for an irregular heart rhythm, another family member with the same thing has had treatment since it was diagnosed. Caller is disabled and partner was their carer, has family members around at the moment. Has been in contact with adult social care for support. Caller happy to receive signposting about bereavement services and support.</p> <p><b>Notes / Questions</b></p> <p>Signposted to Practice Manager in first instance, PALs, LICB, PHSO. CRUSE, St Barnabas.</p> <p><b>Provider Response</b></p> <p>It is hoped author made contact with the provided departments and received a satisfactory outcome.</p> <p><b>Compliment</b></p>

## 1. Case 15302 (22-10-2025)

PCN: Boston

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

My elderly parent had a fall in Boston in a shop in Boston recently. First aid was given on site, as they had a wound on their hand and significant facial injuries and trauma to their eye. First aider rang me and let me know what was going on. An ambulance was called this arrived within the hour and assessment done, because of medical history and medication needed assessment and head scan at A&E, the crew rang me and said they would meet me in A&E at Pilgrim Hospital. My parent would like to thank the Ambulance crew for their speedy response, professionalism and care.

Once in A&E my parent was triaged, cleaned up, and seen by Doctors who made an assessment and treatment plan. Bloods and observations taken. I went in with my parent when they went with the Doctor, my parent was happy with this. We went in a small room, one Doctor was talking loudly on a phone discussing other patients while the other Doctor examined my parent. My parent has hearing loss and wears working hearing aids and has full capacity. They were unable to hear what the Dr was saying to them as the other Doctor was very loud. The Doctors both then turned to me to ask questions. I stopped them and asked them to speak to my parent and the reason that they could not hear was the noise in the room. Feel that the Doctors could have been more respectful and aware of issues of hearing loss and noise.

We then went back in the waiting room to await a head CT scan, a Doctor reporting on this and a discharge plan. We did expect to wait for a long time as the Department was very busy. My parent was also taken to Royal Eye Department for assessment at the end of their Clinic and was seen just as the Department was closing and now has ongoing follow up with an eye specialist. We were only in A&E for approx 6 hours which we thought was good and were happy with the care and treatment received.

### Provider Response

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

## 2. Case 15303 (22-10-2025)

PCN: Boston

**Providers:** Lincolnshire Community Health Services NHS Trust (LCHS), Lincolnshire Integrated Care Services (ICS/ICB), Pilgrim Hospital

Patient had been treated for skin cancer lesions 2 years ago at Pilgrim Hospital, Dermatology Department. They got a phone call out of the blue about a month ago from a private company saying that they were working on waiting lists and could offer them an appointment that week on a Saturday morning. They attended this appointment as requested, all went well, lesions removed on face and knee, sutured and dressings in place. Advice given on a sheet about dressings and sutures and told to ring GP to remove sutures.

Within a few days knee painful and swollen and dressing soiled. As this was at a weekend went to UTC (Urgent Treatment Centre) at Pilgrim Hospital. Knee wound infected, given antibiotics, and further dressings and told to go to GP for further dressings and suture removal. Patient was aware of Community Nurses wound and leg ulcer clinic, as aware GP Practice did not have this facility. Rang Single Point of Access for Community Nurses, had to ring twice as the first time rang message did not get passed to Community Nurses. Did attend wound clinics rung by Community Nurses at a venue that had availability in Boston.

Patient has used the wound clinic again rung by the Community Nurses after sustaining injuries following a fall and is having ongoing care. Has also used the leg ulcer service. Finds Community Nurses very professional and excellent service they also book follow appointment and give you details when you are there.

### Notes / Questions

**Healthwatch asks:** do all GP Practices, Hospital Trust Departments, Urgent Treatment Centres inform patients of Single Point of Access contact information for the Community Nurse wound and leg ulcer clinics if they need follow up care for wounds, suture removal and leg ulcers?

### Provider Response

ULTH - Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams. There is no information available in the emergency departments and the team is exploring what information could be provided with the tissue viability team and our usual advice is for the patient to attend UTC for dressing follow up or to go to their own GP.

LCHS - Thank the responder for their feedback and assure them that the information has been shared with the relevant teams. Our usual advice is for the patient to return to the UTC for dressing follow up or to go to their own GP.

### 3. Case 15304 (22-10-2025)

PCN: Boston

#### Providers:

**For Information:** Lincolnshire Community Health Services NHS Trust (LCHS), Pilgrim Hospital, Swineshead Medical Group

I had an accident and operation when on holiday. When I came back I needed to contact the GP Practice for referrals to the Orthopaedic team, Community Nurses. At that time I was unwell, not mobile and unable to drive, and being looked after and living down stairs. The GP Practice staff Receptionists and Doctors were very kind and caring when I made contact. Referrals were put in place for Orthopaedics, medication prescribed, and fit not too work documentation done. GP texted Community Nurse SPA (Single Point of Access) number for wound care and any further support needed. Rang this number and spoke to a very pleasant, kind person who passed my details on to the Community Nurses who rang me back and arranged an appointment to see me at home.

Community Nurses came and saw me at home assessed and dressed my wounds, discussed mobility, pressure area care, mobility aids and support that I had. Prescribed cream for pressure areas which was at the Pharmacy later that day. Seen 3 times at home, sutures removed and discharged when wound healing and left contact number. Very happy with this service all Staff kind, caring and professional at a very difficult time for me.

Orthopaedic team at Pilgrim have given follow up appointments, x-rays, referred to physio at my request. Happy with progress and hopefully will discharge me at next appointment.

#### Provider Response

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

#### East Lindsey District Council x 12

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

#### General Comment

### 1. Case 15332 (31-10-2025)

PCN: First Coastal

**Providers:** Beacon Medical Practice, United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT

Recently moved to the area. Services were not moved across: neurology, epilepsy Nurse, dentist. Had to start and reapply again. Files from old Doctor to new Doctor not accessible. Consultants could not access old medical records, or tests. Had to call 999 for an ambulance to get medication as I could not get a Doctor's appointment. GP home visits only for bed bound patients not house bound.

#### Notes / Questions

Signposted to Practice Manager in first instance, NHS111 for emergency medication, LICB, PALS ULHT, NHS advocacy

#### Provider Response

It is hoped author made contact with the provided departments and received a satisfactory outcome.

### 2. Case 15335 (31-10-2025)

PCN: First Coastal

#### Providers:

**For Information:** Beacon Medical Practice, Lincoln County Hospital

It is impossible to get a GP appointment we have now lived here for 18 months. I have just referred to IBD (Inflammatory Bowel Disease Team) team at Lincoln Hospital for Crohn's Disease and now need regular medication.

#### Notes / Questions

No personal information shared.

#### Provider Response

ULTH - Please thank the author for their comments and relevant area has been provided with the information.

### 3. Case 15328 (31-10-2025)

#### Providers:

**For Information:** Boston West Hospital, Lincolnshire Integrated Care Services (ICS/ICB), United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT

Mid September 2025 had Optician appointment because of blurred vision three years after a cataract operations. Referred for laser eye surgery, appointment received for mid October 2025. Advised by Consultant that minimum wait for this would be 18 weeks and this was a Government Directive, plus demand waiting time for treatment in total could be 6 months for NHS treatment. I was told if I paid it could be done next week!!

Had laser treatment cost £747 as a private patient. Procedure took less than 5 minutes ! Eyesight back to post cataract standard at a price ! Its health rationing for elective surgery !

#### Provider Response

We are not able to provide a response as we are not able to investigate this issue. That would be a serious matter and we would need a conversation with the clinician concerned. I would encourage patients to contact our PALS team so that we can investigate thoroughly. If you are able to provide the patient's full address we could look them up on careflow, and ascertain which patient it may have been....

### 4. Case 15321 (28-10-2025)

PCN: East Lindsey

**Providers:** Diana, Princess of Wales Hospital (Grimsby), Lincoln County Hospital, Lincolnshire Community Health Services NHS Trust (LCHS)

**For Information:** East Lindsey Medical Group

Newmarket surgery (East Lindsey Medical Group), Louth Hospital, Grimsby Hospital, Lincoln Hospital

I've had a lot of contact with the NHS - firstly, they saved my life! and I will be forever grateful....

That was back in 1985, since the waiting lists for MRI scans etc have improved beyond recognition (I originally had to wait nearly a year!) so that is great news.

GP surgeries however have gone downhill - they don't offer half the services, they just send you straight to hospital. Also the hospital used to offer acupuncture for pain relief, which I found very helpful, but that was cut because it was too expensive, the nurse who did it told me it cost less than £5 per person!!

The biggest problem for me is the lack of continuity and communication between nearly every department within the NHS. No one seems to know what the other is doing, scans and results aren't always available to different departments so duplicates have to be done, wasting time and money. The Dr's don't have time to read your notes so you have to explain everything every time you go and then you never see that Dr again and have to explain it all again next time. That also leads to everyone having different ideas and so you end up with conflicting opinions and just get really confused.

#### Notes / Questions

No patient details provided.

**Healthwatch asks** - how do providers communicate to each other to alleviate duplications and confusion for patients

#### Provider Response

ULTH - Thank you so much for sharing this — it sounds incredibly frustrating, and we are really sorry you've had to experience it. What you've described about the lack of continuity and communication between departments is something many people find challenging, and it can have a huge impact on both confidence and quality of care. Having to repeat your story over and over, seeing a different doctor each time, and dealing with missing or duplicated scans is exhausting, especially when you're already unwell. Joined-up communication is essential to avoid conflicting advice and to help patients feel supported rather than confused.

Your feedback highlights exactly why improving communication, record-sharing, and consistency across services is so important. We are always striving to improve our communication and hopefully coming together as Lincolnshire Community Hospitals Group will see improvements in the future.

5. Case 15281 (17-10-2025)

PCN: East Lindsey

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

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

I cut my finger on a circular saw, I rang the GP - they sent me straight to Louth UTC (Urgent Treatment Centre) without even looking. This was fair enough but then after all the X-rays etc ,I still had to keep going up to UTC to get dressings changed daily which seemed a massive waste of their time. Surely the GP/Nurses should be doing this part rather than the hospital?

Everybody I came in to contact with, were all lovely and friendly but it seemed a poor use of resources.

**Notes / Questions**

No contact details provided.

**Healthwatch asks - how do providers communicate to patients about where to go for wound care if not done on site ?**

6. Case 15330 (31-10-2025)

PCN: First Coastal

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

**For Information:** Lincolnshire County Council - Adult Social Care, Summerfield Rest Home

Carer had taken partner to look around Summerfields Care Home at Sutton-on-Sea as looking for respite care. While they were at the Home partner collapsed and lost consciousness , so ambulance was called in the early afternoon. Carer said that all staff were brilliant in the Care Home in this situation. Also happy with the Home when looking around.

Ambulance did not arrive for another 10 hours and took partner to Grimsby A&E. Carer received a call from ambulance crew after midnight wanting them to bring partners medication to the crew. Carer stated that elderly themselves and had no transport to get to the ambulance crew at the Home. Carer said that could read out medications that partner took but ambulance crew said that this was not helpful.

Care Home staff brilliant.

7. Case 15268 (17-10-2025)

PCN: East Lindsey

**Providers:** Horncastle Medical Practice, Lincolnshire County Council - Adult Social Care, NHS 111 Service

All services need to improve for those who are neuro diverse, we get fobbed off. NHS 111 is not designed for us, we don't understand yes and no answers. They say we are users but they need to change things so we are not frequent users. Just want someone to listen to us and help us. It would stop us being frequent users of the service if we get the correct person.

With NHS Social Care (section 75) our care went out of the window. We lost one company and it was replaced by another company who are not so willing to listen. Give back the hours and extra 8 hours, so we are not frequent callers. They don't see it and we get upset.

For example we had pneumonia. NHS says we are frequent callers they need to listen. The GPs have no patience. If they had listened we would have got the right antibiotics earlier. So we became more poorly because of no GP help. So we then tried NHS 111 and GP told us off. The Pneumonia is still not clearing. GP has asked for us to be removed and reported us to the Police. The Police picked us up and say from the camera footage there is no evidence we were in the wrong. GP doesn't understand Autism. The Police took us home and were very nice and helpful. They were non partial , they saw 2 sides to the situation.

I also have a hearing aid. Need help with that and wax build up. Can't always hear the phone. I was moved here because of safety issues. NHS services gave no help, no one listens so I verbally shut down and get exhausted. Need someone to help its so upsetting. We take what people say literally. I want to help others like me who are neuro diverse. Have lots of issues which causes more problems.

**Notes / Questions**

Signposted back to GP for hearing screening referral, adult social care, sensory services, LICB, autism support locally and advocacy information.



8. Case 15218 (08-10-2025)

PCN: Meridian

**Providers:** James Street Family Practice , Lincolnshire County Council - Adult Social Care, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)

Individual rang who has had previous medical issues and medication issues with registered GP Practice does not feel listened to by staff at Practice feels that information on medical records wrong. Information on records that individual is delusional about health conditions. Does feel self sufficient with physical and mental health needs.

Has found no local support everything that has gone to in the area not for them and worries about the local population and their health and wellbeing needs not met. Did not find wellbeing services helpful or fit for purpose. Did not find CBT helpful and felt outdated and not fit for purpose.

**Notes / Questions**

Signposted to Practice Manager in the first instance, LICB Feedback, Voiceability, Connect to support information provided.

9. Case 15338 (31-10-2025)

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

**For Information:** Skegness Hospital

Had to attend UTC (Urgent Treatment Centre) at Skegness Hospital because of a heart scare which has happened previously. With some concern over blood flow problems which may be contributing to the problems I am having now. Basic monitoring available at Skegness UTC but awaiting further follow up, reliant on family members for transport to Lincoln Hospital. More services needed in the Community, the population/community is big enough to justify them.

**Notes / Questions**

No contact details shared.

**Provider Response**

Thank the author for their feedback and assure them the information has been sent to the relevant department and without patient details we are unable to investigate further.

10. Case 15341 (31-10-2025)

**Providers:**

**For Information:** Merton Lodge (Alford) GP, United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT

Hospital appointments results not being given. Having to chase up Doctors , Hospitals, getting conflicting answers, such as results lost, inconclusive results, this can be very frustrating and upsetting.

**Notes / Questions**

No contact details provided.

**Provider Response**

Thank you for providing feedback and we apologise for your experiences. Please contact with PALS for further investigation.

**Informal Complaint**

1. Case 15219 (08-10-2025)

PCN: East Lindsey

**Providers:** Pilgrim Hospital, The New Coningsby Surgery

Caller rang about issues that relative has had with GP Practice and Pilgrim Hospital regarding back issues and diagnosis and treatment. Long wait for MRI results. Feels that public have to go through so many hoops to get correct diagnosis, care and treatment from the NHS.

**Notes / Questions**

Signposted to LICB feedback and if not happy with response PHSO

**Provider Response**

Patient update - 3/11/25 - eventually had scan in Lincoln, via referral from Boston West Hospital, received MRI results yesterday after 7 weeks, 8 fractures in back bone, no pain killers, nothing being done. Is going to make a formal complaint.

ULTH - We are sorry to learn that they experienced delays in receiving their MRI results. We hope their concerns will be fully addressed through the formal complaints investigation.

**Compliment**



	<p>1. Case 15283 (20-10-2025)</p> <p>PCN: East Lindsey</p> <p>Providers: Horncastle Medical Practice</p> <p>GP very pro-active at referrals for long term issues now. I actually feel someone cares. Pharmacist is brilliant at GP practice.</p>
<p>North Kesteven District Council x 6</p> <ul style="list-style-type: none"><li>• 5 x General Comment</li><li>• 1 x Formal Complaint</li></ul>	<p><b>General Comment</b></p> <p>1. Case 15296 (21-10-2025)</p> <p>PCN: Lincoln Healthcare Partnerships</p> <p>Providers: Lincoln County Hospital, Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>I had a bowel operation on the first week of October I came home the next week was told to change my own dressings even though said I couldn't manage. A neighbour who is a nurse did them for me and all looked fine Thursday morning. By tea time on Thursday my wound was leaking pus and had a bad smell so I rang 111 who said go to A&amp;E, which I did.</p> <p>I was there 14 hours overnight where I had wound drained and dressed, IV antibiotics. The surgeon that treated me in A&amp;E made arrangements for me to go to surgical SDEC (Same Day Emergency Centre) the next day for them to assess my wound and change the dressing I was then told to come back next day where they would assess and make a plan.</p> <p>Saturday I went and was seen by a doctor at the Greetwell Suite on Greetwell Ward and told they would arrange for a Community nurse to come and see me Monday.</p> <p>I telephoned this morning to find out there was no Nurse my referral had been refused as I'm not house bound. Was told to phone my GP to see if I could be seen by their wound clinic but they said no appointments so to go to UTC (Urgent treatment Centre).</p> <p>I went to UTC was seen in 2 hours, dressing changed and an appointment at UTC has been made for Wednesday morning. I went to see GP to see if I could book an appointment for their wound clinic Friday they said they will have to get back to me. If I can't get in with my GP Friday it will probably be UTC again.</p> <p>I'm really not happy with this. I'm 14 days post op of major bowel surgery with a 3cm hole in abdomen, and I'm having to go to a crowded UTC department to get my dressing check. It's putting me at risk of picking something up and causing undue worry and stress after a major op when I should be resting. I feel at my wits end and so alone.</p> <p>The problem seems to be lack of communication and not been told what to do as the Community nurses said it should have been up to me to put a referral to my GP. I feel I've not had the correct information given to me and that my GP isn't been very helpful. The GP still hasn't got back to me regarding Friday.</p> <p>The nurse at the UTC today was really helpful and caring but the rest of my experience since discharge has not been very good. I feel like I've just been left when I'm at my most vulnerable.</p> <p><b>Notes / Questions</b></p> <p>GP Surgery not known.      Signposted to PALS LCH, LCHS, LICB feedback.</p>

## 2. Case 15319 (27-10-2025)

PCN: K2 Healthcare Sleaford

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

In the past 6 month I have attended many hospital across Lincolnshire for treatment, so can fill in some feedback forms myself for:

Boston, Lincoln, Spalding and Grantham multiple times - overall the experience has been very good apart from:

Spalding - cancelling appointments and not getting their cancellation letters out in time - I think I did this one already

Grantham - Swamped and understaffed - in Urgent Care Unit and SDEC/Ambulatory Unit - average time in hospital over 5 visits was 5 to 7 hours and

Pharmacy - average time to get a prescription processed and collected 2 to 4 hours on top

Lots of people complaining (including myself) that no honest/clear waiting times were being given, people were hungry but didn't leave to go to the canteen in case they were called, more sales and less waste if patients could eat

Between blood tests and doctors consultation averaged 2 hours, there was plenty of time to eat if patients were told this

The food is very nice

### Provider Response

**Pharmacy** - I was very surprised and disappointed to read the comment about the length of time that a patient had to wait to get a prescription dispensed by Grantham Hospital Pharmacy.

We put our prescriptions on a tracker system when they are received from the patient/carer/representative and then mark them as complete on the tracker when the prescription is ready. This gives us accurate information about the times taken to dispense prescriptions. I've looked at the data from the last 6 months and on average: 74.7% of all outpatient prescriptions are dispensed within 30 minutes 99.1% of all outpatient prescriptions are dispensed within 60 minutes. We prioritise outpatients above other work in the Hospital. At Grantham Hospital we provide a pharmacy service to all the wards, departments, and outpatients, this is different to Pilgrim and Lincoln Hospitals, where the outpatient service is provided by an outsourced company (Rowlands Pharmacy). Until the last month, we have been closed at lunchtime between 1-2pm due to lack of Pharmacists, and this may have resulted in patients arriving in that hour having to wait until we re-opened at 2pm before we took their prescription to process it. Some of those patients may well have chosen to go to the canteen to wait, but as the department was closed, they would not have missed being called to receive their medication. For note - we are now open from 8:45 to 5pm Monday to Friday.

**Urgent Care/SDEC** -Thankyou for bringing this to our attention. We do apologise that the wait was longer than what had been anticipated. we aim in the UTC to see patients as quickly as we can but unfortunately some patient who are very unwell and often need an Emergency Department present to us so we have to prioritise accordingly and this can take up time giving stabilising treatment and organising transfer to an Emergency Department. Our reception and nursing team are more than happy to update any patient with expected wait times and are expected to be open and honest with regards to any delays, we apologise that during your time within the UTC this was not conveyed to you. We will work with our team to ensure we are giving precise and accurate information if possible. We do have vending machines within the department that can take both cash and card payments and a fluid hydration station is freely available in the waiting room area. we do have times where acuity is higher than average however we make all efforts to ensure we are adequately and safely staffed with support from other teams and the site duty manager. our aim is always to ensure we are giving high quality care within the department and will ensure your concerns are raised within our team safety huddles so we can all learn and look to ways to improve.

## 3. Case 15325 (30-10-2025)

PCN: K2 Healthcare Sleaford

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

**For Information:** Lincolnshire County Council - Adult Social Care

Person at engagement activity, parent who is seriously unwell but is cared for full time by their sibling. Sibling has given up work to care for their parent.

Their partners parent has a number of issues they will not engage with services even though they have been referred and all they say is that they do nothing for them. They were referred to have a hysterectomy and has made a number of "excuses" when been they have been called in. They are in their 80's will it be worth it or done? Does have some carers going in to support in the home.

#### 4. Case 15237 (13-10-2025)

PCN: K2 Healthcare Sleaford

Providers: Sleaford Medical Group

I've had nothing but bad experiences with group, mainly family members needing urgent blood tests and they not able to do them. My partner had a rare blood disorder and their specialist said they needed regular blood tests, they even got in touch with them themselves, but my partner had to go to Grantham Hospital to have them as Sleaford Medical Group said they had no appointments.

A relative has three types of cancer, needs regular blood tests, they said they had no appointments so ill health has to travel to Grantham Hospital, which I must say gives excellent service, they have no problems.

#### Notes / Questions

Healthwatch suggested contacting the Practice Manager to discuss difficulties.

#### 5. Case 15324 (30-10-2025)

PCN: K2 Healthcare Sleaford

Providers:

For Information: Sleaford Medical Group

Parent/Carer of adult child who is severely disabled non-verbal and does not have capacity discussed that registered at the Sleaford Medical Centre who have been very supportive and carer can access their adult child's records there. Parent/Carer have been the Trust to give parent access to their adult child's medical records, appointments but the Trust not being very helpful. Trust are saying that adult child must have own account but they are not capable of doing this. Cared for person gets support for 3-4 days a week at Grantham College day centre and 1 night per month respite care. Sourcing suitable day services and respite has been very difficult for them as a family.

Carer is not impressed with Carers First as they do nothing, pre COVID they checked in with carer regularly, now all they do is an email telling them about the support groups that they run. Carer went to the one in Sleaford at the Barge and Bottle but did not enjoy it as due to them having hearing issues, there was too much background noise that set off her tinnitus. Carer has profound hearing loss.

#### Notes / Questions

Signposted to PALs ULHT, LICB, Carers First and LCC Adult services feedback contact details. Advocacy services.

#### Formal Complaint

1. Case 15228 (10-10-2025)

PCN: Lincoln Healthcare Partnerships

**Providers:** Heart Of Lincoln Medical Group, Lincolnshire County Council - Adult Social Care, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health), United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT

Individual contacted Healthwatch following information given by CAB yesterday. Has serious mental health issues and has taken an overdose previously, anxiety and depression and psychotic episodes. Not eating feeling unwell.

Has not sent child to school as feels they are unwell. Mistrust of services describes psychotic episodes, previous safeguarding interventions when police and fire service came to house. Did get very upset when talking about experiences with mental health team, Accident and Emergency, and GP, feels like nobody is helping them and feels discriminated against.

Has contacted PALs and their MP about this. Lives alone and looks after child. Rang Healthwatch because wanting to complain about services, is aware that Healthwatch is not a clinical service, and our role is to signpost to organisations that can help. Has emergency numbers for mental health and knows to ring NHS 111 if needed.

**Notes / Questions**

Has already contacted LPFT Pals, and local MP. Signposted back to LPFT PALs, LICB feedback team and Emergency Mental Health contacts if needed. Also signposted to Samaritans, NHS advocacy, CQC,PHSO has already contacted local MP.

Adult Safeguarding referral unsubstantiated advised that patient needs to contact emergency mental health services.

**Provider Response**

LPFT response - Not currently open to any LPFT teams (has recently discharged themselves from one of our community teams), so would encourage them, if they feel need additional support, to either speak to GP (maybe ask to see the mental health practitioner based at the GP surgery) or contact our Single Point of Access on 0303 123 4000. If they feel requires more urgent support, contact NHS 111 option 2, or attend our Mental Health Urgent Assessment Unit in Lincoln (though I note has not found attendance at MHUAC helpful in the past).

LCC Adult Services - Safeguarding referral made - Thank you for informing us of an adult at risk. One of our case workers will review your submitted information and contact you within the next five working days to discuss next steps. A copy of your application has been attached to this email.

HW contacted by Lincoln Neighbourhood Team Case Worker individual open to them discussed that individual expecting a visit for HW at home. Advised that HW did not do this and did not individually case work that HW would only signpost. Neighbourhood team have gained consent from individual to share personal information. Discussed outcome of safeguarding referral. Neighbourhood Team advised that can re refer or contact Neighbourhood Team with individuals consent if they contact HW again.

ULTH - It is hoped the author received a satisfactory outcome from the departments contacted.

South Holland District Council x 3

- 2 x General Comment
- 1 x Formal Complaint

**General Comment**

1. Case 15214 (02-10-2025)

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

Tonic health is terrible. You must urgently look at tonic health in Spalding. They turn people away who are struggling with drugs and stuff. I am in a terrible place and they have refused my help. I have found another charity project who are helping me and have told me to report Tonic health as they treated me bad. A member of staff there was very against people like me.

**Notes / Questions**

No patient details provided

2. Case 15229 (10-10-2025)

PCN: South Lincolnshire Rural

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

Rheumatology

The appointment made was fine the hospital is fine the consultants are not. No examination, barely any questions asked by 'consultant' who appeared terrified. I find the RA departments not great anywhere.

**Notes / Questions**

Signposted to PALs ULTH, LICB feedback

**Provider Response**

It is hoped the author contacted the provided departments and received a satisfactory outcome and assure that the information has been sent to relevant team.

## Formal Complaint

### 1. Case 15213 (01-10-2025)

**Providers:** Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health), Pilgrim Hospital  
Contacted by patient who had a very negative experiences at A&E at Pilgrim Hospital and Witham Court in Lincoln this was in January of this year did have a meeting with Clinical teams in May and complaint made via PALS but felt that issues not addressed and skirted round. Has contacted CQC. Patient elderly in their eighties, who lives alone had a broken ankle that was making them immobile and unable to do anything for themselves and impacted their life negatively which caused their mental health to decline and they took an overdose and they were taken to A&E. Had to sit and wait for a long time in A&E in a wheelchair, ankle in plaster and immobile, causing a lot of pain. Patient asked a Nurse if they could lie on a bed or chair, some vacant reclining chairs in A&E, as ankle hurting very much.

Were told by this member of staff what did they expect this was the NHS. Patient did get on the floor and lay down to try and relieve the pain, was not in the way. Was told by the same member of staff to get up in a rude manner and pulled them up by their arm and back into a wheelchair. Patient felt that this was an illegal way to move a patient. Seen by Mental Health Team, advised that could go home, patient did not want to do this no help, feeling depressed and in pain.

Picked up by a team of staff who manhandled them into a van, bearing in mind that they had a ankle in plaster and were immobile, felt that this was against their will. Did not know where they were going presumed Lincoln Hospital , Pyschiatric Unit , unable to tell relative. Ended up at Witham Court, taken to a cold room, with no heating, a cold day outside. Patient complained nothing done about this. Was sectioned only for a short time and then went home. Did come down with a respiratory infection puts this down to cold room.

#### Notes / Questions

Patient has contacted CQC advised that they do not investigate individual complaints, but will log concerns. Healthwatch signposted Complaints and PHSO should it be needed.

#### Provider Response

Compliance Manager - We have responded to CQC regarding the concerns and complaints have responded via the complaints process.

## South Kesteven District Council x 2

- 2 x General Comment

## General Comment

### 1. Case 15309 (24-10-2025)

**PCN:** South Lincolnshire Rural

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

Elderly patient registered at Gosberton GP Practice following an appointment with GP and needed blood tests, no appointments available for 3 weeks. Patient not very happy as needed to have them done, took the appointment.

#### Notes / Questions

**Healthwatch asks:** would this patient have been able to go to another venue for these blood tests such as the blood clinic at Johnson Hospital or a Community Diagnostic Centre, would availability been better there. What information do all GP Practices in the area give to patients about where they can go to have bloods taken? What information is given to patients about having blood tests at UTLH sites by GPs and hospital Outpatient Clinics?

#### Provider Response

Thank you for bringing this to our attention.

We understand the patient's concern regarding the delay in securing a blood test appointment following their GP consultation.

We appreciate the patient's understanding in accepting the next available slot, and we will continue to monitor appointment availability closely to ensure timely access wherever possible. If the clinical need becomes more urgent, we encourage patients to contact the practice so we can reassess and prioritise accordingly.

### 2. Case 15223 (09-10-2025)

**PCN:** K2 Healthcare Grantham and Rural

**Providers:** Grantham + District Hospital

Have been waiting for an appointment at hospital seems a long time over a month, with no letter to say how long it will be. Would like to see a doctor face to face at all times and not over phone.

#### Notes / Questions

Signposted to PALS Grantham, LICB feedback

#### Provider Response

It is hoped the author contacted PALS and received a satisfactory outcome and assure them the information has been passed onto the relevant team.

## West Lindsey District Council x 5

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

## General Comment

### 1. Case 15266 (16-10-2025)

PCN: Trent Care Network

**Providers:** Caskgate Street Surgery, Lincoln County Hospital

**For Information:** Lincolnshire Community Health Services NHS Trust (LCHS)

Relative contacted Healthwatch following the death of their parent recently. Feels like the care and treatment of their relative was not good enough and failed them. Feels like communication between the family and care professionals was poor. Wanting someone to explain or get access to medical records to understand why this happened. Everything feels very raw at the moment but happy to discuss while things are fresh in their mind.

Elderly parent had COPD and continuing respiratory problems this has been ongoing deterioration since September. Ambulance called by the family when at home as breathing problems had got worse despite medication. Ambulance took relative too A&E at Lincoln Hospital. It took 46 hours to get their relative into a bed on a ward. Before that sat in a chair in A&E condition getting worse.

The family had to ring the site sister to get them seen, seen by a Doctor and bloods taken, and assessment made. This Doctor told family that their relative should not have had repeat steroid medication prescribed by their GP without them being seen face to face as this had caused their issues with immunity and vulnerable to infection. When did get to the ward still had to sit in a chair in a side room with other patients while a bed came available. By this time relatives feet had swollen, heart failure, high blood pressure, as well as COPD.

They could not stand up or do anything for themselves. After a couple of days in hospital ward wanted to discharge relative with no care plan in place. Family stated this was unsafe because of the condition of their relative and also the patients partner had fallen and broken their shoulder so would be unable to help.

Relative/patient discharged with a physical therapy team to visit at home. On the first visit physical therapy team raised a Safeguarding referral because of unsafe discharge, no care plan in place, deteriorating condition and no equipment in the home. Following this Community Nurses became involved and libertas care and equipment delivered, bed and compression mattress, commode, walking frame.

Relative moved downstairs by this time could not swallow, in pain and deteriorated even more. Family told by Community Nurse that relative was now on end of life care. All family very distressed by this as had not been mentioned before, and were worried that their relative did not know this. GP would not prescribe fortisip or calorie laden soups and drinks. Relative increasingly in pain and discomfort. Community Nurses did not agree that patient needed a syringe driver with morphine. GP would not prescribe. Family complained and MacMillan Nurses argued with GP and syringe driver with pain relief set up. Sadly relative died within 24 hours.

#### Notes / Questions

Signposted to PALs, CQC, PHSO and bereavement organisations CRUSE, St Barnabas and NHS Advocacy. What Healthwatch can and cannot do. Provided information on System Access Records Request information and contact details.

#### Provider Response

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

### 2. Case 15224 (09-10-2025)

PCN: Imp

**Providers:** The Willingham Surgery

Used the AskMyGP online service for the 1st time it was excellent and the the surgeries response was fast and positive. Just a shame there are so many different online services that are not joined up i.e AskMyGP, MyGP, NHS online, SystemOnline. Why can't there be just one system (preferably an App) that does everything?

#### Notes / Questions

Signposted to LICB feedback

## Informal Complaint



#### 1. Case 15241 (13-10-2025)

PCN: South Lincoln Healthcare

Providers: Lincoln County Hospital

A&E

I went with my spouse to Lincoln county A&E on the evening on early weekday in early October 2025, who thought that they had a recurrence of kidney stones and was in considerable pain. They were triaged a couple of hours later and had a CT within an hour but didn't see a doctor until approximately mid morning on the following morning.

We were in A&E for a total of 17.5 hours. When my spouse was triaged they decided not to take bloods, then on that second day in the morning the doctor decided they needed bloods so that was another 1-2 hours added onto the stay. All non-essential people were asked to go home at about 21:45 on the Tuesday evening as A&E has a capacity of 50 and there were 135 people in. At that time we were told the wait would be 5.5 hours.

My spouse had no access to food or drink and was on their own until their parent went up at early am on the second day to take my spouse something to eat and drink and sit with them. They hadn't slept and had been sat for 17.5 hours, in pain. We understand that the process time for A&E is 4 hours - My spouse was in for more than 4 times that amount of time. On discharge, they were told that the kidney stones weren't on the move, but the doctor didn't know for sure why they were in pain. So we know what isn't wrong but we didn't find out what is wrong.

#### Notes / Questions

Healthwatch provided PALs information.

#### Provider Response

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

#### 2. Case 15239 (13-10-2025)

PCN: Trent Care Network

Providers: The Glebe Practice

Impossible to make an appointment to see a doctor or to have a call back appointment. Regular unsolicited texts advising the surgery is closed for training or due to staff shortages. The solution seems to be to refer patients to A&E for attention that should be resolved through a GP surgery. I received a text to say my blood test form was available for collection. I rang the surgery as I wasn't aware I needed a blood test and as I have been confused in the past with a patient who has the same name as me but lives in another village I wondered if they had confused me again.

Established it was for me and the form had been waiting there for me since August but no one had contacted me until late September and I fetched the form the same day only to be told I couldn't have the blood test done at Saxilby Surgery I would have to go to Gainsborough Hospital or the new treatment centre near Morrisons.

I had COVID 4 weeks ago now and still have a cough which is causing me to cough up mucus and I am close to vomiting on occasions with it. Lots of over the counter and natural remedies which are not making any difference. I have followed the guidance on what to do if you have been left with a persistent cough post COVID and how to control the coughing but to no avail. I tried to make an appointment for a call back phone call even for advice from the GP but was told that appointments had reached capacity over 2 hours after I had made the original contact and to go to emergency services.

I have done nothing other than trying to self medicate but feel my condition is deteriorating and am now waiting for Monday to see if I can drop into the Birchwood pharmacy which is due to open to see if I can get some advice or a check to see if I have a chest infection or have developed asthma as my parent and dependant are both asthmatics. Nothing went well. I am still unresolved on how to find some way to be able to carry on with my employment as I have had to cancel the last few shifts as I am unable to work because of the cough and breathing issues. I work in a customer facing role so am unable to converse with customers because of the cough and the concern they have that I may be carrying something which can be spread to them.

#### Notes / Questions

Healthwatch suggested speaking with Practice Manager to see if this can be resolved.

#### Provider Response

Patient update - Just to let you know that following the triage referral from 111 I have had a face to face appointment with my GP today.

#### Compliment



	<p>1. Case 15240 (13-10-2025)</p> <p>PCN: Trent Care Network</p> <p>Providers: Grantham + District Hospital, Lincoln County Hospital, Louth County Hospital</p> <p>Following cytoscopy at Louth, a full pre-op was done at Lincoln County, and surgery performed to excise the tumour from my bladder at Grantham, all within 14 days. Well done to all concerned, and a profound thankyou. From diagnosis to surgery, I was impressed. The staff at Grantham were exemplary.</p> <p><b>Provider Response</b></p> <p>Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.</p>
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## Community Health Services

Area	Case Details
<p><b>Boston District Council x 1</b></p> <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 15322 (28-10-2025)</p> <p>PCN: Boston</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Person had some contact with OT in community health, but not heard anything since. Understands the difficulties around workload, but would appreciated some contact as to what if anything is happening.</p> <p><b>Notes / Questions</b></p> <p>Healthwatch provided PALs information, however person preferred Healthwatch to make contact on their behalf.</p> <p><b>Provider Response</b></p> <p>Healthwatch made contact with LCHS PALs regarding physio 28/10/25</p> <p>17/11/25 - Finally got a phone call from Occ Therapist now is offering to help us. They asked us to put spouse in the comfy chair for two weeks and then they would come over for a visit. Pleased to say week one completed successfully. (Including two whole days sitting out) Very pleased with progress so far considering how long they have been stuck in bed. So providing the Occ therapist turns up we might have a plan for the future.</p> <p>It is hoped the author has received a satisfactory outcome.</p>
<p><b>South Holland District Council x 1</b></p> <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul>	<p><b>General Comment</b></p>

	<p>1. Case 15301 (21-10-2025)</p> <p>PCN: South Lincolnshire Rural</p> <p>Providers: Millbrook Healthcare</p> <p>You as a organisation helped with sorting out my PWB (personal wheelchair budget) for the purchase of my manual wheelchair through Lincolnshire wheelchair service which I was very grateful for. Lincolnshire Wheelchair Service has now changed hands again to Millbrook Healthcare. I've just phoned up their helpline number as my self propelled shower chair that I rely on to go to the toilet and shower has a very wobbly wheel and seems dangerous. I explained this to the lady on the phone who said we aren't providing shower chairs currently. Shocking I don't actually need a new shower chair, I'm sure an engineer could just repair my wheel. Wondered if you could help with suggestions as to next steps I could take?</p> <p>I had an engineer from Lincolnshire wheelchair services come to see if they could repair the shower chair. He was unable to and said it's dangerous to use so don't use it. When I chased Millbrook regarding the visit from the engineer I was told that they couldn't issue me a replacement at this time with no timeframe given. They recommended getting in touch with local OT which I did through my doctors only to be told the same thing. I have been using the shower chair as I can't not as I rely on it to go to the toilet and shower. It's so disappointing these services simply aren't fit for purpose for people who need this help the most.</p> <p><b>Notes / Questions</b></p> <p>HW contacted Millbrook Healthcare as requested by patient , consent gained to share personal information.</p> <p>Patient update : I actually received my new shower chair yesterday from Millbrook.</p> <p><b>Provider Response</b></p> <p>Update from General Manager – Lincolnshire CES &amp; Wheelchair Services : I will investigate this and feedback.</p> <p>Update from General Manager - Lincolnshire CES &amp; Wheelchair :</p> <p>I have looked into the below concern; I can only find a CES engineer that attended not a wheelchair engineer. Following a visit on 24/09/2025 regarding the service user (S/U) with Client ID 200191050, our driver assessed a reported issue with a wobbly wheel on the shower chair. Upon inspection, it was determined that the fault lies with the wheel bearing. Unfortunately, the driver was unable to carry out a repair on-site and has recommended that the shower chair be replaced. It is presumed that the current model is an Etac shower chair. Additionally, the driver noted that the S/U has a static shower chair currently in situ. Should the S/U have contacted the Customer Service (CS) team since the visit, they would have been advised that, regrettably, no replacement shower chairs are available at this time. Hopefully, items should return to catalogue soon, if I can help with anything else, please let me know.</p>
<p>South Kesteven District Council x 2</p> <ul style="list-style-type: none"> <li>2 x Compliment</li> </ul>	<p><b>Compliment</b></p> <p>1. Case 15294 (21-10-2025)</p> <p>Providers: Bourne Health Clinic, Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Physiotherapy - Bourne Health Clinic</p> <p>Very pleasing information and made to feel welcome. Routine physiotherapy session</p> <p><b>Provider Response</b></p> <p>Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.</p> <p>2. Case 15292 (21-10-2025)</p> <p>PCN: K2 Healthcare Grantham and Rural</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Urgent Treatment Centre - Grantham</p> <p>Waiting time was very long, 3 hours. Treatment by nurses was good, Doctor was also very good. They sorted out my problem. Gave me a prescription to take to the pharmacy. Toilets were clean. Seating was okay. I was able to talk to the Doctor privately.</p>

## Primary Care Services

Area	Case Details
<p>Boston District Council x 1</p> <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul>	<p><b>General Comment</b></p>

	<p>1. <b>Case 15312 (27-10-2025)</b></p> <p><b>Providers:</b> Boots Opticians (Boston)</p> <p>Boots Opticians, Market Place, Boston</p> <p>Professionally conducted NHS test. Reception staff said the field of vision test unavailable due to machine not working.</p>
<p><b>East Lindsey District Council x 25</b></p> <ul style="list-style-type: none"> <li>• 19 x General Comment</li> <li>• 1 x Informal Complaint</li> <li>• 4 x Compliment</li> <li>• 1 x Signposting</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 15245 (14-10-2025)</b></p> <p><b>PCN:</b> First Coastal</p> <p><b>Providers:</b> Beacon Medical Practice</p> <p>Not been able to speak or have a GP appointment for seven weeks. One particular receptionist was very unhelpful and did not have any compassion. I feel that it is time that the GP get back to seeing face to face and not by a call that could be missed. Often the call back system does not work. Had to access the Out of hours clinic for support because I was not able to get an appointment. I have type 2 diabetes, insulin dependant and have not seen a diabetic nurse for 12 months. Even when I raised concerns that I could not get my blood sugar down, I was not treated as priority.</p> <p>2. <b>Case 15333 (31-10-2025)</b></p> <p><b>PCN:</b> First Coastal</p> <p><b>Providers:</b></p> <p><b>For Information:</b> Beacon Medical Practice</p> <p>It is impossible to get an appointment at the Doctors they have all been taken by 8.00am. I think we need to go back to a family Doctors as you could call any time of day and get an appointment on the same day.</p> <p>3. <b>Case 15336 (31-10-2025)</b></p> <p><b>PCN:</b> First Coastal</p> <p><b>Providers:</b> Beacon Medical Practice</p> <p>To get a Doctors appointment you have to start phoning at 08.00am, then it is a lottery. Sometimes my appointment is not an emergency just a routine appointment so why can't I make an appointment for another day after 10.00am. Its different when the Doctor wants to see you they can then make an appointment for you in a months time.</p> <p>4. <b>Case 15337 (31-10-2025)</b></p> <p><b>Providers:</b></p> <p><b>For Information:</b> Beacon Medical Practice, Hawthorn Medical Practice</p> <p>No NHS Dentist in Skegness. I have got to go to GP appointment on Thursday at Beacon Practice instead of Hawthorn Practice and I can't understand it.</p> <p><b>Notes / Questions</b></p> <p>No contact information shared</p> <p>5. <b>Case 15216 (03-10-2025)</b></p> <p><b>PCN:</b> First Coastal</p> <p><b>Providers:</b> Beacon Medical Practice Chapel St Leonards</p> <p>Cannot get home visits when needed despite being told we are down as needing them. Tried for over a week to get through on the phone without success, struggled to get to the surgery on foot at 7.20 a.m. The doors opened at 8 a.m to be told there were no Doctors there today only phone appointments where the doctor would triage patients. After a lot of explaining to a Doctor on the phone including asking for a visit we were told to go back to the surgery at 11.a.m to see a locum. I pushed my spouse down in their wheelchair at 10.40 which is no easy task. We waited till 11.30 only to see someone go rushing out of the door. We questioned the receptionist if that was who we were supposed to be seeing and when they had finished gossiping they said it was. They had not booked us in. We finally after much effort got a Doctor out the next day a locum who told us to go to A&amp;E .If we had transport we would have gone there in the first place. To make matters worse we found out that someone had said we did not get to see the doctor because we did not turn up. Disgusting trying to blame the patient for their mistakes.</p> <p><b>Notes / Questions</b></p> <p>Signposted patient to Practice Manager in the first instance. LICB feedback team, CQC, PHSO, NHS advocacy services</p>

6. Case 15225 (09-10-2025)

PCN: First Coastal

Providers: Hawthorn Medical Practice

You still can't book to see a GP on line and this is now the 9th October 2025. The only thing you can book is a flu jab. Last week in the afternoon I was 42 in the queue to the Doctors and it took 55 minutes to get to speak to someone. The service is still very poor here.

Trying to book a GP appointment we can't do it on-line only flu jabs and it's still very bad at 8 o'clock in the morning, when you do get an answer all the appointments have gone. Try tomorrow that's their answer. Now my medication has been stopped since September because I need to see someone for a review. The tablets are for my type 2 and high blood pressure and one which I have been on for 9 years. So I will just leave trying to get hold of the GP surgery.

**Notes / Questions**

Signposted to Practice Manager in first instance, if not resolved LICB feedback

7. Case 15244 (14-10-2025)

PCN: First Coastal

Providers: Hawthorn Medical Practice

Impossible to get to see a GP

8. Case 15270 (17-10-2025)

PCN: Meridian

Providers: Horncastle Medical Practice

They need to get back to seeing people face to face. They can't tell what is wrong with you over the telephone. I can't explain things as well over the phone as I can face to face. I don't like these video calls either.

**Notes / Questions**

No contact information provided.

9. Case 15272 (17-10-2025)

PCN: Meridian

Providers: Horncastle Medical Practice

I am a professional and have a accountancy and computer background. Family members with jobs in the medical services. I have concerns regarding the Anima system. We used to have AskMyGP system which was clear and direct. Now we have anima . I call it by another name, a rude name. It is not simple to use. There are a lot of triage questions. If you are sick and unwell, trying to negotiate, it is not user friendly. It is a "pigs ear". Bright people I know can't use it. If you are sick and unwell it is not patient friendly.

I understand that it is important to triage. But can't expect people to address the systems, not the treatment provided. Anima is difficult to complete when unwell. It is not humane. Anima is geared up to systems and not the patient. Don't get me wrong it is a good GP Practice very professional staff. But the systems need to be more patient friendly. Anima is difficult to use even for a professional. I always phone.

I don't want to rubbish them that would be naughty and unkind to staff. But Anima is overly complicated. Bring back AskMyGP. The system should be customer based. In my view it is a good Practice, very professional.

**Notes / Questions**

No personal contact details provided.

10. Case 15273 (17-10-2025)

PCN: Meridian

Providers: Horncastle Medical Practice

I was invited to the Practice for a COVID and flu jab. Staff appeared in the waiting room to call me in saying " Quick, quick, I've only got 2 minutes." This again is computer generated. Had to make 2 arms available all the while I heard "come on I only have 2 minutes". I'm a healthy 80 year old, not sure how others might struggle and would get on.

**Notes / Questions**

No personal details provided.

11. Case 15334 (31-10-2025)

**Providers:**

**For Information:** Integrated Care Board Dental

There are no NHS dental Practices in Skegness which means people like me have to travel or take their own teeth out. I have a cardiac condition, osteoarthritis, fibromyalgia, COPD. All this causes anxiety and depression. I can't travel unless my husband is available, and he works. We are getting Universal Credit top ups so we can't afford to go private. I need dentures and a regular dentist because I have cardiac issues.

**Notes / Questions**

No contact details provided.

12. Case 15246 (14-10-2025)

**Providers:** The Spilsby Surgery

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

Spilsby surgery

Closed without notice 29/09/2025.

Doctors try to diagnose over the phone. Incorrect diagnosis twice now

In house pharmacy

Poor service . Prescription not ready . Incorrectly made up. Not ready when promised, requiring 4 visits, this occurred over the last 4 months.

Long queues when collecting very disorganised.

Nothing ever gone well in last two years.

**Notes / Questions**

Healthwatch provided Practice Manager or ICB information

13. Case 15331 (31-10-2025)

**Providers:**

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

Since I'm not bed bound none of the health services will come out and see me. But without a carer to take me I can't get to appointments so I'm housebound. My care company can't take me to the appointments as they don't have the right insurance.

**Notes / Questions**

No contact details provided.

14. Case 15212 (01-10-2025)

PCN: First Coastal

**Providers:** Marisco Medical Practice, The Spilsby Surgery

Local resident of Mablethorpe concerned that had heard from a friend that Spilsby Surgery had closed with no warning and that friend was unable to get medication from dispensary there and this was life and death situation. No transport to collect medication. Wanting to know what was going to happen to all the people in Spilsby who were without medical care, lots of the patients elderly , vulnerable with many medical conditions who would get very sick if no access to care. Thinks this is shocking and unacceptable.

Feels like the on-line access and triage systems at own Marisco Practice in Mablethorpe where 50/60% of patients have not got access to on-line services and do not know how to use them is also shocking and feels that this is ignoring and leaving particularly elderly people on their own and waiting to die.

**Notes / Questions**

Patient asks about the exclusion of elderly people in relation to access to medical care when they do not have the access and do not know how to use online services and is concerned about how many people will die because of this.

**Provider Response**

Healthwatch provided information provided by the ICB to this patient about Spilsby Surgery and how to get medication if necessary.

The surgery has since re-opened on 6 Oct.

15. Case 15286 (20-10-2025)

PCN: First Coastal

**Providers:** Marisco Medical Practice

Nothing went well. The GP would not even consider helping my spouse who suffers from dementia.

**Notes / Questions**

Healthwatch provided Practice Manager and Carers First information.

16. Case 15317 (20-10-2025)

PCN: East Lindsey

Providers: The Coningsby Dental Practice

Silver St Dental Practise Coningsby

My dentist was prompt at initial treatment but I felt railroaded to take the private route. Having initially said all my teeth had to come out, now they are being Conservative and pushing a deep clean, which I had and in more discomfort than ever. Will be pushing for the extractions originally recommended a year ago.

17. Case 15234 (10-10-2025)

PCN: East Lindsey

Providers: The New Coningsby Surgery

Our practice was taken over by the Welby Practice 6 years ago. To the present day we do not know our Doctors name or what they look like. Any time I have been to the surgery I have seen a nurse practitioner, an ambulance medic or a nurse for blood tests or asthma clinic. The time I was told I needed a blood test I got a date for 7 weeks later,

**Notes / Questions**

Signposted to Practice Manager in first instance, LICB feedback.

18. Case 15230 (10-10-2025)

Providers: The North Thoresby Surgery

I received a message on the NHS App advising that I would receive a phone call from the Doctor regarding a Cardiology letter, at a specific time late afternoon onwards today. The phone call came early, but this wasn't an issue as I was in a position to talk. The doctor started the conversation with "What did I want help with". I advised that the surgery had wanted to contact me regarding the Cardiology letter. The doctor then told me what was in the letter (I had also received a copy earlier) and then didn't offer a way forward despite me still having an issue. After much prompting by me, I am now awaiting a phone call about an ECG holder. I expect advise and caring from a doctor, not an effective brush off.

19. Case 15233 (10-10-2025)

PCN: First Coastal

Providers: The Surgery Stickney

It's impossible to get an appointment.

**Notes / Questions**

Signposted to Practice Manager in first instance if not resolved LICB feedback

**Provider Response**

We offer pre-bookable appointments and on the day appointments. We also have extended access appointments with LADAMS. Once we have reached a safe working capacity we recommend patients attend UTC if they feel they condition is urgent.

**Informal Complaint**

#### 1. Case 15285 (20-10-2025)

**PCN:** First Coastal

**Providers:** The Surgery Stickney

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

Requested ultrasound to examine thyroid having had serious issues with regulating my hypothyroidism. The report showed half had gone, which I knew as nodules had been removed. The rest was very small and heterogenous. I emailed the practice for an explanation of what that meant, as the scheduled appointment to follow up wasn't for some weeks. Then when I checked my appointments it had been made with another doctor, one that had been dismissive of my thyroid illness anyway, not the one requesting the ultrasound.

I complained in a letter. Got a reply telling me what their complaints procedure was, then another letter asking to put my complaint under certain headings. Did that. The reply stated that a message was left in doctors' notes to say "No Concerns" It wasn't conveyed to me and anyway is dismissive and lacks compassion. My reply has been drafted but not sent. Have also sent a letter to our local MP, re the terrible treatment the NHS offers thyroid patients.

#### Notes / Questions

Healthwatch provided ICB information.

Healthwatch asks - how are complaints processed and responded to.

#### Provider Response

**GP Surgery** - As soon as a complaint is received a holding letter is sent, along with a complaints leaflet to the patient outlining the complaints process. We then carry out an investigation of the complaint. In this instance the complaint was vague so we contacted the patient to clarify a few points. We then responded with our findings.

### Compliment

#### 1. Case 15297 (21-10-2025)

**PCN:** First Coastal

**Providers:** Beacon Medical Practice

My experience is of a telephone GP appointment to review my HRT medication. Getting an appointment involved phoning in the morning and then waiting for my allotted time. The GP called on time, listened to my queries, checked my prescription and risk/benefit of continuing.

My experience is in the area (menopause advisor) was knowledgeable by the GP. The whole experience was positive, I felt that the GP listened to me and my reasoning and the outcome was as I desired.

#### 2. Case 15275 (17-10-2025)

**PCN:** Meridian

**Providers:** Horncastle Medical Practice

**For Information:** Boots Pharmacy (Horncastle), Pharmacy

Find Horncastle GP are fine. I send in my repeat prescriptions and then Boots text to say it is ready and I collect it all ok and it works fine. When I see the Doctor, they make my next appointment for me for the next time. It's for an ongoing condition. I usually have this system rather than phoning or going online.

#### Notes / Questions

No contact details provided.

#### 3. Case 15232 (10-10-2025)

**PCN:** First Coastal

**Providers:** Hawthorn Medical Practice

Called at 8am, call back received at half an hour later, got a face to face appointment for an hour after that, great service.

#### 4. Case 15274 (17-10-2025)

**PCN:** Meridian

**Providers:** Horncastle Medical Practice

Had chest pains, went to see GP. They told me should have dialled 999. I said there is a junior Doctors strike. Dr examined me and heard ruckling in chest and prescribed antibiotics. Had an ECG while there. Extremely professional approach. Treatment also professional and got results and something to alleviate the problem.

#### Notes / Questions

No personal details shared.

### Signposting



	<p>1. Case 15236 (10-10-2025)</p> <p>PCN: K2 Healthcare Sleaford</p> <p>Providers: Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>My parent lives in Tattershall Lincs and has been barred from their surgery in Tattershall. Unfortunately they are extremely unwell and has been in hospital for six weeks. I have contacted a few surgeries around the area and they all say that they are out of their jurisdiction. Please can you help me find them one as I'm struggling.</p> <p><b>Notes / Questions</b></p> <p>Information provided on locating a GP Surgery</p>
<p>Lincoln City District Council x 4</p> <ul style="list-style-type: none"> <li>• 2 x General Comment</li> <li>• 1 x Formal Complaint</li> <li>• 1 x Compliment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 15256 (14-10-2025)</p> <p>PCN: APEX</p> <p>Providers: Birchwood Medical Practice</p> <p>I rang up and got a same day appointment at a different site. Friendly introduction "Hi,I'm **** " Went downhill from there because they were so stressed &amp; rushed. I didn't feel listened to they were running late &amp; obviously needed to get me out as quickly as possible, which I understand, but I felt ill. They seemed to have made their mind up about my diagnosis prior to me getting into the room (based I assume on my very brief telephone conversation I had with reception). They didn't ask why I was there, just dived in. I don't believe they meant to come across in this way, but it was actually rude &amp; unprofessional. I could tell by their tone &amp; body language ....hurry up! I left upset &amp; not confident that I have been give the care I deserve.</p> <p><b>Notes / Questions</b></p> <p>No patient details provided</p> <p><b>Provider Response</b></p> <p>Apex patient who attended our surgery for an acute hub appointment. We will discuss this as a team and ensure that all staff are aware.</p> <p>2. Case 15313 (27-10-2025)</p> <p>Providers: Pharmacy</p> <p>111- GP out of hours and Pharmacy opening hours</p> <p>I telephoned 111 at 7:30am this morning (Sunday) to be given an out of hours GP appointment at 7:30pm in Lincoln County Hospital. After I was seen and told that I had a chest infection (I am asthmatic) I was then told that I couldn't have antibiotics until tomorrow as there isn't a pharmacy open. I now have another night ahead of chest pain, coughing and breathlessness.</p> <p><b>Notes / Questions</b></p> <p>No patient details provided</p> <p><b>Formal Complaint</b></p>

	<p>1. Case 15220 (09-10-2025)</p> <p>PCN: Imp</p> <p>Providers: Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Healthwatch copied into complaint made by a patient and their partner relating to attending an appointment Glebe Park Surgery in late September. The Police were called to this incident. Previously a patient at Newark Rd Practice the couple were removed from this practice. They feel that this was illegal and discriminatory and have made a formal complaint to the ICB and PHSO.</p> <p>Summary of incident by patients.We are making a formal complaint regarding Glebe Park Surgery, Lincoln, for serious contractual breaches, discrimination, and unsafe handling of patients, and failure to provide medications on removal if a patient, as we were not. Not able to get medication.</p> <p>When Glebe Park reported us for removal late September 2025, they:</p> <ul style="list-style-type: none"><li>• Did not issue patients heart medication needed and other medications.</li><li>• Failed to provide patients repeat prescriptions (patient is a pensioner, disabled ,wheelchair user, and undergoing treatment for breast cancer), and other problems and uses morphine.</li></ul> <p>This has left patient without continuity of care. Partner only received one medication until medication was reissued today by another GP Practice under the Special Allocation Scheme, ignoring all other medications. Under NHS GP contract rules, practices must ensure 28 days' medication is issued upon removal. Glebe Park's actions created an unnecessary and dangerous risk to patients health.</p> <p>Patient is also under special medication for hospital monitoring by GP also.</p> <p>Contradictory registration status Glebe Park's receptionist told us by telephone that we were not registered patients. If that is true:Glebe Park had no right to remove us or refer us to the Special Allocation Scheme.They therefore made false representations to NHS England and the police.</p> <p>If instead we were registered, they failed in their legal duty to provide continuity of care and medication. Either position is a breach of their obligations. This is a legal breach and legal action and complaints should now be raised for putting patients at risk and telling lies to the NHS&gt; obtaining money by false practice is fraud.</p> <p>Abuse and discrimination. At the meeting on September 2025, staff were abusive when we requested reasonable adjustments under the Equality Act 2010 and NHS Accessible Information Standard. Instead of complying with their duties, they treated us with hostility, then fabricated allegations. We reported them to Lincolnshire Police, who issued us a disability hate incident reference .You have a complaint about this now.</p> <p>False allegations and referral to police.</p> <p>We have since been informed that Glebe Park made allegations to NHS England and the police which are untrue. This has resulted in us being wrongly placed on the Special Allocation Scheme, 23 miles away, despite both of us being disabled wheelchair users. Does not understand why on scheme</p> <p>Complaints that organisations did not use ACIS ( Accessible Information Standards) as requested by patients.</p> <p>Notes / Questions</p> <p>Patients in process of ongoing formal complaints with GP Practice, ICB, NHS England, PHSO.</p> <p>Compliment</p> <p>1. Case 15249 (14-10-2025)</p> <p>Providers: The Surgery Washingborough</p> <p>Always reply promptly to electronic messaging. They listen and are prepared to discuss options.</p>
<p>North Kesteven District Council x 7</p> <ul style="list-style-type: none"><li>• 4 x General Comment</li><li>• 1 x Informal Complaint</li><li>• 2 x Compliment</li></ul>	<p>General Comment</p>

1. Case 15261 (14-10-2025)

PCN: South Lincoln Healthcare

Providers: Navenby Cliff Villages Surgery

I used to say how lucky I felt to be at this practice but in the last year or 2 it's slowly declined.

It used to be so easy to access, I could either send a message online and would receive an email response (perfect with my work schedule) or a phone call if needed with next steps; or if I needed to be seen I could call up and be put on the triage list.

Now since the government changes it's impossible for me to access the practice unless I book 1-2 days off work.

They no longer accept any clinical queries online, which as a disabled person who struggles with phone calls and also works 9-5 has made it almost impossible for me to contact them. It usually takes me on average 45 mins to get through on the phone which I don't have the time to do during the working day. So I now can only contact the practice if I book a day off to try and reach them and then usually more time to go and see them. Not great when I have complex and potentially life threatening conditions.

They're also making mistakes that never would have been made under previous doctors. I was supposed to be referred for a kidney/ bladder scan over 6 weeks ago - the referral was never sent but now due to the change in system I have no way to follow this up.

Notes / Questions

No patient details provided

2. Case 15250 (14-10-2025)

PCN: APEX

Providers: Richmond Medical Centre

Twice I have been referred to the same day emergency care at our local hospital. Both for breathing problems due to asthma not being controlled. Also was referred twice to urgent surgical care due to gall bladder issues before and after op.

3. Case 15278 (17-10-2025)

PCN: APEX

Providers: Richmond Medical Centre

I have very little confidence in my GP surgery. I have been misdiagnosed on two separate occasions and it seems that each visit to the surgery results in a blood test, the result of which I have to check online as I have no further contact from them. There doesn't seem to be any interest in finding out what might be a problem in the absence of anything showing on the blood test. I don't think I have actually, in the six years I have been with this surgery, seen my named doctor. I had a bad reaction to the COVID vaccination in May 2024 and still cannot eat certain fruits since then, but, apart from yet another blood test, have been unable to get anyone to listen to me. Consequently I have turned down further vaccinations. I can't seem to get any information about the RSV (respiratory syncytial virus) vaccination and so, as per the above, had decided not to risk that one either.

Notes / Questions

Signposted to Practice Manager in first instance if no resolution PHSO details.

4. Case 15262 (15-10-2025)

PCN: K2 Healthcare Sleaford

Providers: Ruskington Medical Practice

Struggle to get appointments and struggle to be heard when I do get an appointment.

It is exhausting trying to get the GPs to listen.

Notes / Questions

No patient details provided

Informal Complaint

1. Case 15227 (10-10-2025)

PCN: K2 Healthcare Sleaford

Providers: Sleaford Medical Group

Getting an appointment is very difficult the queues on the telephone line are very long by the time you get to the front of it your told to call back because they have no slots .I've been waiting 3 weeks for a letter so carers can administer oxygen to my child, letter still hasn't been sorted. When letters come in from hospital Consultants it is taking over 3 months and a lot of chasing up before anything is sorted my child had to wait 3 months before their epilepsy medication was changed it took 7 months for them to action a referral they have got worse.

Notes / Questions

Signposted to Practice Manager in the first instance if not resolved LICB feedback.

Compliment

	<p>1. Case 15279 (17-10-2025)</p> <p>PCN: K2 Healthcare Sleaford</p> <p>Providers: Billinghay Medical Practice</p> <p>My GP Practice has, overall been very good with me. Over 9 years. I have had phases over the years when I have needed them and even more so in the last 3 years. They are always quick to respond after 'AskMyGP' and do listen and act accordingly. I feel very lucky.</p> <p>Notes / Questions</p> <p>No contact provided</p> <p>2. Case 15257 (14-10-2025)</p> <p>PCN: K2 Healthcare Sleaford</p> <p>Providers: Ruskington Medical Practice</p> <p>Whole team from reception to doctor and dispensary really friendly, helpful and listened</p>
<p>South Holland District Council x 9</p> <ul style="list-style-type: none"> <li>• 7 x General Comment</li> <li>• 2 x Compliment</li> </ul>	<p>General Comment</p> <p>1. Case 15308 (21-10-2025)</p> <p>PCN: South Lincolnshire Rural</p> <p>Providers: Abbeyview Surgery</p> <p>Poor surgery. Drs appear to have poor knowledge &amp; lack compassion.</p> <p>Notes / Questions</p> <p>No patient details provided</p> <p>2. Case 15226 (09-10-2025)</p> <p>PCN: South Lincolnshire Rural</p> <p>Providers: Holbeach Medical Centre</p> <p>I have received quite poor health care from this service since moving to the area. They have made mistakes with medication, ignored my concerns during pregnancy which resulted in hospital admissions now post delivery they make it difficult to get appointments for my baby and myself. It's led to me not wanting to seek help with my health care needs as I feel I'm not listened to or it's too much to ask for an appointment.</p> <p>Notes / Questions</p> <p>No patient details provided</p> <p>3. Case 15235 (10-10-2025)</p> <p>PCN: South Lincolnshire Rural</p> <p>Providers: Holbeach Medical Centre</p> <p>Really I want to ask a question which is very important to us but to tell it correctly I need to sit with someone 50+yrs married and 8 years in Holbeach nearly the end over this medical system need someone with open constructive mind to advise or even listen, prepared to travel to the nears ears at the time.</p> <p>Notes / Questions</p> <p>Signposted : What Healthwatch can and cannot do, LICB, CQC, PHSO and Advocacy.</p> <p>4. Case 15264 (16-10-2025)</p> <p>PCN: South Lincolnshire Rural</p> <p>Providers: Holbeach Medical Centre</p> <p>My relative has varicose ulcer. They contacted Holbeach Medical Centre for an appointment on the first week of October. A doctor called, asked to send photos, and then offered to do a referral. With no immediate help or prescription. I questioned what to do in the meantime and all they got were strong painkillers?!</p> <p>I called yesterday to check if the referral was done. No referral done. The excuse was they have a lot of referrals to get through and it could be another week.</p> <p>Notes / Questions</p> <p>Does not want Healthwatch Lincolnshire to email me about advice and information,</p>

5. Case 15251 (14-10-2025)

PCN: South Lincolnshire Rural

Providers: Littlebury Medical Centre

Two incorrect entries on my patient record. I have asked twice for them to be removed. They are still there.

Wrongly diagnosed with atrial fibrillation. Subsequent medication prescribed made me feel very unwell. Luckily the error was spotted by another GP in the practice. Poor communication generally.

**Notes / Questions**

No patient details provided

6. Case 15231 (10-10-2025)

PCN: South Lincolnshire Rural

Providers: Sutton Bridge Medical Centre

It's not normally a problem seeing someone when calling on the day as I can't get it online but to book a doctors appointment for a future date you're looking at 3 weeks+ and for blood tests very often they send you to Wisbech or Kings Lynn path labs as they never seem to have enough nurses to do the tests.

**Notes / Questions**

Signposted to Practice Manager in first instance if no resolution contact details for LICB feedback team.

#### 7. Case 15307 (21-10-2025)

PCN: South Lincolnshire Rural

Providers: The Deepings Practice

Unfortunately nothing is going well here, I've witness a poor service getting poorer through the years, to the point it's now impossible to get an appointment.

Online services are not offered to make appointments, despite the law.

I called their telephone number book an appointment, was before 8 am when they opened, there was no place on the queue of 30. Eventually got a place on the queue at 8:10 and received a call back by 8:45, just to find out I'd have to try again next day.

I'm a full timer worker that cannot do my job at the moment due to poor health but cannot be seen by the doctors.

It is utterly disrespectful with the population have to be disregarded like this to have basic services provided.

#### Notes / Questions

Healthwatch provided information on NHS App and enhanced access

#### Provider Response

Thank you for sharing this feedback. We are very sorry to hear about the difficulties encountered and appreciate you taking the time to raise your concerns with us.

We recognise how frustrating it must have been to experience delays and challenges in booking an appointment, particularly when feeling unwell. The practice continually reviews appointment availability and demand, and we are aware that the 8am phone queue can be difficult during busy periods.

To address this:

Appointment availability: The practice offers a mix of same-day (urgent) and pre-bookable appointments each day. The number of appointments available varies depending on clinician capacity, patient demand, and staff levels.

Urgent appointments: We hold a number of urgent, on-the-day appointments each day for patients who have an urgent clinical need. These are triaged by our trained reception and clinical staff to ensure the most appropriate care is provided. We also have on the day bookable face to face clinics.

Online booking: Patients can also book certain appointments online via the NHS App. We are continually reviewing our appointment options to make access easier and reduce the need to call at 8am.

We acknowledge the feedback regarding telephone consultations. While telephone appointments can be useful for many patients and allow clinicians to manage demand effectively, we recognise that some issues are best addressed face to face. We are continuing to monitor patient feedback and will take this into account when reviewing our appointment system.

We will ensure your comments are shared with the Practice Patient Participation Group (PPG) and our management team for discussion at the next meeting.

Once again, thank you for raising these concerns. We value patient feedback and are committed to improving access and the overall patient experience.

#### Compliment

##### 1. Case 15248 (14-10-2025)

PCN: Spalding

Providers: Beechfield Medical Centre

I am seeing a really great doctor at this surgery, who is patient, kind, and understanding.

##### 2. Case 15238 (13-10-2025)

PCN: South Lincolnshire Rural

Providers: Boots Pharmacy (Holbeach), Pharmacy

I was amazed at the expertise and efficiency of the Pharmacist. Their diagnosis was spot on and the medication prescribed worked a treat. There was no rushing with the consultation and I was made to feel very relaxed. The whole experience was very impressive.

## South Kesteven District Council x 5

- 3 x General Comment
- 2 x Compliment

### General Comment

#### 1. Case 15222 (09-10-2025)

PCN: Spalding

Providers: Beechfield Medical Centre

Relative of resident currently in Care Home in Spalding contacted Healthwatch. This resident has dementia. Issues in the family as another relative of the resident is documented as next of kin but this relative is now not in contact with resident as has been very hurt by residents behaviour. They are the ones who get all contact by GP about medication, care, etc. This has posed problems for the caller as they have Power of Attorney for Financial affairs and are now the only relative who has contact with care home resident, they visit the Care Home and see their relative even though they live a long way away.

This has posed problems as Care Home happy to have this relative as next of kin, but unable to sort out medication with Care Home. Residents GP Practice will not accept caller as next of kin or discuss any medical information with them. Care Home resident has dementia and not lucid for majority of the time now.

#### Notes / Questions

Signposted to ICB feedback re GP information provided about Power of Attorney for Health Matters. Adult Social Care for assessment.

#### 2. Case 15252 (14-10-2025)

Providers: Bourne Dental Practice , Integrated Care Board Dental

Good staff on reception and the dentists but they've gone nearly all private and getting appointments is very difficult. My parent aged in late 80's has had to wait 3 months for tooth removal of a rotten tooth. It's not good enough.

#### Notes / Questions

No patient details provided

#### 3. Case 15258 (14-10-2025)

PCN: K2 Healthcare Grantham and Rural

Providers: The Market Cross Surgery

My surgery used to be brilliant, then it sold out to a private company and the service has plummeted. You used to ring up give brief details and get passed to the triage system (which called you back). I was always called back the same day, often within an hour and was always happy with the outcome (anything from the nurse issuing a prescription to an appointment with a doctor.

Then an optional web form was introduced, it was quick and easy to complete, but most importantly it was optional. I used it when I felt it was the easiest option but still rang up when I felt I needed to.

After the sell out services started to be dropped, in fairness generally where the ICB weren't paying the surgery to do them, but the result for the patient was we couldn't get things done as we used to be able to. The dispensary (rural practice but it handled all medicines queries not just dispensing) started having staffing issues and random same day early closure or long lunch breaks.

A GP seems to have left the practice, no notice given but not now listed on the website. Random doctors seem to deal with enquiries, no consistency even for patients with multiple ongoing conditions.

Then capacity limits were placed on the online system, open until the slots had been used, or 4pm.

Then the user friendly form was changed to a long impersonal one that is harder to complete

Now the only way of submitting a medical request is through the online form. The longest I've waited for a response is 4 days, not even an acknowledgement that the request had been received.

#### Notes / Questions

Healthwatch asks - are patients unable to make contact via phone for appointments?

### Compliment

#### 1. Case 15315 (27-10-2025)

PCN: K2 Healthcare Grantham and Rural

Providers: St Peters Hill Surgery

Everything was great.

How easy was it to access the help and support you needed? Very easy

How would you describe your experience of care? Positive



	<p>2. Case 15295 (21-10-2025)</p> <p>PCN: K2 Healthcare Grantham and Rural</p> <p>Providers: The Market Cross Surgery</p> <p>Doctors available and even visited home when patient too poorly to travel. Patient with slowness &amp; deafness of old age. Listened well to me as carer but always respected and gave dignity to my parents. Care was exactly as my parents wanted in their living will equivalent.</p>
<p>West Lindsey District Council x 5</p> <ul style="list-style-type: none"> <li>• 3 x General Comment</li> <li>• 2 x Compliment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 15253 (14-10-2025)</p> <p>PCN: Trent Care Network</p> <p>Providers: Caskgate Street Surgery</p> <p>My GP surgery has actually made my mental health worse over the last decade, make everything difficult even to the extent that I have had to come off medication due to the hard work getting it</p> <p><b>Notes / Questions</b></p> <p>No patient details provided</p> <p>2. Case 15287 (20-10-2025)</p> <p>PCN: Trent Care Network</p> <p>Providers: Cleveland Surgery</p> <p>We went to see one of the nurse practitioners a few weeks ago and they said they would take charge of grandchild's care personally as they had been mucked about by the system too long with no effective care or continuity. This we thought would be great and their first steps were to have a blood test. This was done and we saw them again when they put grandchild on some medication with another blood test to be had in a few weeks to check results and symptoms and decide next steps. The blood test was supposed to be this week and the appointment next Monday. The symptoms have not eased and in fact if anything got worse, now with bouts of throwing up.</p> <p>Encountering an issue with booking a blood test at JCH (John Coupland Hospital) no slots available until next week (after the appointment date) I rang the surgery to get advice to be told this nurse practitioner was ill and they were rescheduling their appointments for the next two weeks.</p> <p>Problem 1: They could find no record of the appointment next Monday</p> <p>Problem 2: Even if they could find an appointment they would send them to a locum who would have had no idea of Nurse practitioners care strategy.</p> <p>Problem 3: In light of this I asked could grandchild be given an appointment at some time with the other Nurse Practitioner, as at least they know them and is familiar with the care being provided.</p> <p>Problem 4: grandchild received an email later this morning giving them a telephone appointment for later this afternoon with a GP, who has no idea of the plan Nurse Practitioners are following and no idea as to why they requested the blood test/medication/blood test. I need to be with grandchild to discuss their physical issues because their ADHD/Autism/BPD issues make it really difficult for them to concentrate, answer questions or even answer them correctly.</p> <p>Adult Social Services are involved with a care plan for grandchild's needs and mental health.</p> <p>We need to see a Nurse Practitioner and I cant get back in touch. They have initiated a "call-back" system and I can only hope I get a call back before 4pm.</p> <p><b>Provider Response</b></p> <p>Patient update - rang back and "pushed" and we have an appointment, F2F with one of the nurse practitioners tomorrow ! What beggars belief is the fact that this took two phone calls and long waits in long queues to achieve this. Why couldn't it simply be done after the first one.</p> <p>Update - 27/10/25 - Last Thursday the pharmacist at Cleveland said they would reinstate sleeping meds. I am here at the Pharmacy where they are telling me they have nothing from the surgery and a call to the medication part of the phone menu at Cleveland has only resulted in the person on the phone saying they will put a query to the medication team. I am lost for words.</p> <p>Further update - 27/10/25 - has just had a text saying "You medication has now been prescribed, please allow 48hrs for it to be signed of etc etc " Would this have happened if we hadn't phoned????</p>

	<p>3. Case 15320 (27-10-2025)</p> <p>PCN: Trent Care Network</p> <p>Providers: Cleveland Surgery</p> <p>Out of curiosity adult grandchild, who has the NHS App on their phone, decided to just have a look to see if there was anything on it they hadn't be told. What they found has horrified me. Apparently the referral has been changed from the GI unit to Colorectal unit because they has had a positive FIT test and has now been ramped up for investigations due to possible bowel cancer !!!!! BUT no one has actually got in touch to tell them, even though the positive test has been resident with the doctor for several days. It took me phoning the hospital this morning and then both the person at the hospital; and me pushing the surgery.</p> <p>No, direct contact or information passed and if grandchild hadn't checked their App, out of curiosity, we would never have known about the FIT test results or that these were the reasons for moving from GI to Colorectal I am so angry I cant really put it into words.</p> <p>A phone call, email or even text would have sufficed, but considering the potential serious nature of the results and going forward, a phone call or Face to face should have been the appropriate response in my opinion.</p> <p><b>Notes / Questions</b></p> <p>Healthwatch asks - are patients not informed of any changes to referrals and reasons why? and how is this done?</p> <p><b>Compliment</b></p> <p>1. Case 15284 (20-10-2025)</p> <p>PCN: Imp</p> <p>Providers: The Ingham Surgery</p> <p>Booked for a steroid injection in my knee. Appointment was brought forward so barely any waiting at all.</p> <p>2. Case 15254 (14-10-2025)</p> <p>PCN: Imp</p> <p>Providers: The Willingham Surgery</p> <p>Excellent proactive Flu vaccine process</p>
<p><b>Out of Area x 1</b></p> <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 15259 (14-10-2025)</p> <p>Providers: Out of area</p> <p>Denaby Main Practice</p> <p>My parent passed away in July, the lack of care at the end of their life by their GP was atrocious from trying to sort pain relief to just to try and get a call back within surgery hours was a constant struggle only one phone number covering all 4 practices for appointments and enquiries there are other issues but I would like to say the NHS palliative care team and carers were exceptional and help my parent with care and dignity at the end of their life</p> <p><b>Notes / Questions</b></p> <p>Information sent to Healthwatch Doncaster as in their area. Family member informed.</p>

## Hospital Services

Area	Case Details
<p><b>Boston District Council x 3</b></p> <ul style="list-style-type: none"> <li>2 x General Comment</li> <li>1 x Compliment</li> </ul>	<p><b>General Comment</b></p>

## 1. Case 15314 (17-10-2025)

**Providers:** Pilgrim Hospital

50% of the lifts at Pilgrim Hospital, Boston, are out of order/service leaving just 2 accessible for this 9 storey structure.

Urgent action is required to rectify this appalling situation causing unnecessary delays and stress. How many staff hours are being wasted as they queue and wait?

I have personally endured 11 days of this mayhem. I understand parts from Germany will take 6 weeks. One could drive there and back in 2 days or receive an Amazon delivery in 24 hours.

The lifts are needed by in-patients on beds and wheelchairs being transported to theatres or for tests. By hundreds of staff from doctors to catering staff, nurses and physiotherapists. By admin staff with trolleys of files, estate workers with trolleys of tools, auxiliary staff transporting equipment to wards. Plus hundreds of visitors.

2 lifts are not enough. One if fearful what would happen should even one other fail.

All are enduring this like down trodden people of a down trodden town.

They need and deserve better.

### Notes / Questions

Healthwatch made contact with Patient Experience Department

### Provider Response

22/10/25 - Will escalate this for a reply

27/10/25 - We can confirm that there have been ongoing issues in recent months with the maintenance and upkeep of the lifts at Pilgrim Hospital, Boston, which has meant that periodically a number of lifts have been out of action. This is something that is cause of concern to us, as we fully appreciate the importance of these facilities for our patients, visitors and staff.

The ongoing maintenance of our lifts is managed by an external contractor, and therefore our Estates Leadership team has met with the lift contractor to escalate concerns in recent weeks. This has included reviewing performance against contractual obligations, including the obligation to hold critical spare parts to enable the lifts to be swiftly returned to service. The lift contractor has been asked to provide a recovery plan, and we also have progress review meetings in place where they are required to provide updates on the ongoing repairs.

It is also important to note that, due to the age and condition of some of the lifts across the Group, there is a capital replacement program for all lifts across the organisation, including two lifts at Pilgrim Hospital, Boston which are scheduled for replacement in the 2026/27 financial year. This will significantly improve reliability and reduce future risk.

We hope that this response provides you with some assurance that we take this matter very seriously with the aim of improving the overall patient experience

## 2. Case 15289 (21-10-2025)

**PCN:** Boston

**Providers:** Pilgrim Hospital

I needed to change an appointment that I had previously accepted on the online portal for Fracture Clinic at Pilgrim Hospital due to a change in circumstances.

The online portal does not have the facility to change or rebook the appointment. As I was at the Pilgrim Hospital yesterday for an early morning appointment I went to Outpatients appointment, no other patients were at the desk. and asked if it was possible to change the appointment at the desk, they politely said no and gave me the main number at Lincoln Hospital to change the appointment, they suggested I hurry up and try the number as soon as possible as the phone line had just opened.

I did this and was number 12 in the queue as I needed to do something else, I hung up, tried over the the next 2 days at different times of the day, number 41, 19, 20, in the queue! My elderly relative also has been trying for 2 days to change an appointment. I am trying again today and have already been on hold for 20 mins! I just wonder how many patients give up trying to do this and how many missed appointments and follow up treatments patients do not get and what impact this has on their medical conditions.

### Notes / Questions

**Patient asks:** how many patients give up trying to do this and how many missed appointments and follow up treatments patients do not get and what impact this has on their medical conditions?

### Provider Response

We are currently reviewing our communication processes and investigating ways to improve both appointment notification and response times for patients calling the outpatient telephone lines. We know this is an issue for our Trust and we are working with patient representatives and staff to shape our future ways of working, including exploration of innovative digital solutions to support better and more timely, responsive communication.

Compliment

	<p>1. Case 15290 (21-10-2025)</p> <p>PCN: Boston</p> <p>Providers: Pilgrim Hospital</p> <p>Physiotherapy Department at Pilgrim Hospital has been helping me , over the last 4 months , recover from an injury. I have found all staff, receptionists and Physiotherapists helpful, kind, and professional. Flexible appointments at times that I could attend , and travel to when relying on lifts . Physio app, and printed leaflets with exercises , helpful in my rehab and recovery. Sessions with physio also good and informative and reassuring, very personal service.</p> <p><b>Provider Response</b></p> <p>Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.</p>
<p>East Lindsey District Council x 6</p> <ul style="list-style-type: none"> <li>• 3 x General Comment</li> <li>• 3 x Compliment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 15265 (16-10-2025)</p> <p>PCN: First Coastal</p> <p>Providers: Lincoln County Hospital</p> <p>Patient contacted Healthwatch and stated that should have had a appointment for Cardiology in February 2025, feels that condition is getting worse. Not received any further appointments or reviews.</p> <p><b>Notes / Questions</b></p> <p>Signposted back to GP in first instance, PALs , LICB</p> <p><b>Provider Response</b></p> <p>Patient update : PALs finally got back to me and told me I was on the PBWL list.</p> <p>2. Case 15339 (31-10-2025)</p> <p>Providers:</p> <p>For Information: Pilgrim Hospital</p> <p>My previous experience with Boston Hospital eye department when I had cataract removal was excellent that was during the Pandemic. More recently in the middle of September 2025 I was referred for laser eye surgery by the Optician for a vision problem with both my retinas causing blurred vision and an inability to use my computer, read emails, kindle books, even using my banking app is a struggle. Even though urgent referral to eye department has been made the progress of this has been slower than it was previously.</p> <p><b>Notes / Questions</b></p> <p>No contact information given.</p> <p><b>Provider Response</b></p> <p>I can only apologise that this patient feels that their care has been slower than their previous appointment. We always endeavour to see our patient as soon as possible, but without knowing the individuals details, it is hard for me to comment specifically to this case.</p> <p>3. Case 15340 (31-10-2025)</p> <p>Providers:</p> <p>For Information: Queen's Medical Centre (Nottingham)</p> <p>This is ongoing care for macular degeneration which is a monthly appointment at QMC Hospital in Nottingham. As I live in Skegness a hospital car (private car) is organised to transport me to and from these appointments. I have not been referred to any sensory services so I am reliant on family and friends for support. I need transport at all times as I am no longer independant.</p> <p><b>Notes / Questions</b></p> <p>No contact details shared.</p> <p><b>Compliment</b></p> <p>1. Case 15277 (17-10-2025)</p> <p>PCN: Meridian</p> <p>Providers: Lincoln County Hospital</p> <p>Lincoln County breast unit. They are wonderful. I went 20 years ago for cancer on one side and then came back this year as it is in the other side. It's been an ongoing thing.</p> <p><b>Notes / Questions</b></p> <p>No contact details provided.</p> <p><b>Provider Response</b></p> <p>Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.</p>

	<p>2. Case 15327 (30-10-2025)</p> <p><b>Providers:</b> <b>For Information:</b> Lincoln County Hospital</p> <p>After a 1 year wait I went to see a Consultant at Lincoln County Hospital at the beginning of September . I was advised that my heartbeat was slow at 30 bpm when it should be around 70 bpm. I was told that I must have a pacemaker fitted in order to regulate my heartbeat and that this was urgent. I had the pacemaker fitted 2 weeks later. The service was first class and the care was exemplary. The follow up after 6 weeks took place this week and was thorough, efficient , and reassuring. A truly life changing procedure for which I am extremely grateful. Well done the Cardiac Team at Lincoln. First Class service.</p> <p><b>Provider Response</b></p> <p>Thank you so much for taking the time to share your experience with us. We are delighted to hear that the care you received from the Cardiac Team at Lincoln County Hospital was first class and that the procedure has made such a positive difference to your life. Your comments about the consultant, the procedure, and the follow-up appointment are greatly appreciated. Feedback like yours means a lot to our team and reinforces our commitment to providing safe, efficient, and compassionate care to all our patients. We will ensure your message is shared with the Cardiac Team, who will be thrilled to know the impact their work has had. Wishing you continued good health and recovery. Please do not hesitate to contact us if you need any further support.</p> <p>3. Case 15255 (14-10-2025)</p> <p><b>Providers:</b> Pilgrim Hospital A&amp;E Pilgrim Hospital</p> <p>I went in with chest pains, I had an ECG, blood tests, chest x-ray and saw a doctor really quickly. In fact there was someone waiting for me as soon as I booked in.</p> <p><b>Provider Response</b></p> <p>Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.</p>
<p>Lincoln City District Council x 3</p> <ul style="list-style-type: none"><li>• 2 x General Comment</li><li>• 1 x Informal Complaint</li></ul>	<p><b>General Comment</b></p>

#### 1. Case 15242 (13-10-2025)

**Providers:** Lincoln County Hospital

A couple of weeks ago I got a call from the Orthopaedics waiting list to inform me that as my Consultants waiting list is so long they were transferring me to another list.

An appointment was made to see the new Consultant last Friday which I attended.

Although on the Thursday I received a call to say my original consultant had a cancellation and would I be available to have the knee replacement at Grantham in late October.

I said yes but had been told that I could not have the operation at Grantham. They asked who told me that and all I could think of was the hospital but it was the same department they were ringing from.

I was told they would call back but no one has as yet. If its going ahead I need to know so I can make arrangements.

Please remember I had already been told I had been taken off their list the week before.

I attended the appointment with the new consultant on the Friday. They do not wish to do the operation. They said knee replacements don't work and people are left in more pain. They said 10% go wrong with infections and fractures and said my risk is higher. They were going through many bad things that will happen.

I asked why the original consultant was happy to do it. They replied that that Consultant is superior to them.

I insisted I need it doing as my life has been impacted so badly for so long. They told me the pain is from my back. I have had previous spinal surgery and know which pain is from my back. I saw the spinal surgeon before I started this knee journey and they told me I need a knee replacement and the pain is from my knee not my back.

I am absolutely sick of all this. I am being being messed about and feels like at times lied to.

I very much took to the new consultant. They are a very kind person with time for their patients. I wonder how many knee replacements they have done and if it's their patients they have gone wrong for. Surely if knee replacements made people worse they wouldn't be done.

They are making another appointment for myself after giving me time to think about it. I have had years to think about it. I damaged my knee as a youngster and had three operations on it. It changed my path in life. I just want a life where I can walk. It comes across as Lincoln hospital have no idea what they are doing telling me I have been removed from a list then making an appointment for that same surgeon at a hospital they said I couldn't have it done at at the same time as making an appointment to see another Doctor who has no intention of doing it.

It's like I am on a roller-coaster. I need honesty.

#### Notes / Questions

Healthwatch suggested to make contact with Consultants Secretary, also PALs information provided.

#### Provider Response

Patient update - 19/10/25 - I now have a date for knee replacement mid November and pre-op late October.

Patient update - I had the pre op and did what you said, and explained how I was feeling, very understanding nurses, Thankyou for telling me to speak up. It really did help

17/11/25 - Unfortunately I am back to square one. I got as far as forms and blood test done. The surgeon came and after trying his hardest to put me off refused to do it.

He said knee replacements fail and people complain they are worse off. They said they would write to the main Consultant to ask if they would do it when this one was trying to put me off.

Healthwatch suggested to wait a few days, then if not heard anything, to make contact with the main consultants secretary to see if they had heard anything.

Patient - 18/11/25 That is a very good idea i did not think of, thankyou.

	<p>2. Case 15282 (20-10-2025)</p> <p><b>Providers:</b> Lincoln County Hospital</p> <p>My grandparent was left in A&amp;E for three days, was not provided a pillow for comfort as 'they are like gold dust' bearing in mind they are 84. They did a COVID test without informing us and told us 5 days later that they were COVID positive. We were visiting them unaware they had COVID without masks or any PPE.</p> <p>They then isolated them in a room even though they had already mixed with everyone in the ward. They put them in a room with no tv, no music, no sound at all. Every time we visited the bell was wrapped around the machines out of reach. My grandparent was always shouting for assistance but nobody attended to them. They were just left in a dark cold room for days by themselves. They then discharged home, with no equipment, no nebuliser and no carers.</p> <p><b>Notes / Questions</b></p> <p>Healthwatch suggested contacting PALS, information provided.</p> <p><b>Provider Response</b></p> <p>ULTH - It is hoped the author contacted PALS and received a satisfactory outcome and assure the information has been passed onto the relevant team.</p> <p><b>Informal Complaint</b></p> <p>1. Case 15217 (08-10-2025)</p> <p><b>Providers:</b> Lincoln County Hospital</p> <p>Parent and carer rang Healthwatch very concerned about their adult disabled child who has complex medical needs. Child is parental nutrition via a PEG device is nil by mouth. Parent feels like there has been a breakdown in communication with the Dietetics Department and the Manager . Issues over type of feeds and how many feeds their child's needs in relation to health issues. This is now causing weight loss and affecting health Parent does not agree with Dietetics decision re these feeds and care feels like there has been a breakdown in communication and trust.</p> <p>Parent saying now Dietetics Department will not speak to them or provide feeds for their child. Have been previous issues with Dietetics Department over types of equipment used for parental nutrition. Parent/Carer feels that this is the first time they have had difficulty with communication with a Dietetics Department as they have moved around the country previously and accessed multiple healthcare departments in many areas because of their adult child's needs.</p> <p><b>Notes / Questions</b></p> <p>Signposted to PALS , LICB feedback, parent considering calling Safeguarding Team at LCC if this continues and has a negative effect on carer's health.</p> <p><b>Provider Response</b></p> <p>24/11/25 - ULTH request to release pt details - HW asked the question 25/11/25 consent gained</p> <p>ULTH - It is hoped the author contacted PALS and areas provided and received a satisfactory outcome. Patient details forwarded to Dietetic department and contact made with parent</p>
<p><b>North Kesteven District Council x 1</b></p> <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 15326 (30-10-2025)</p> <p>PCN: K2 Healthcare Sleaford</p> <p><b>Providers:</b> United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT</p> <p>Person at engagement activity shared that partner is waiting for tests as they have been medically discharged from their employment (HGV driver). Have been referred to a cardiologist but still waiting for an appointment. When they chased up the appointment. The letter sent to them stated to call if they had not heard from them by a certain date, the member of staff was very dismissive of their call and not very helpful.</p> <p><b>Notes / Questions</b></p> <p>Signposted to PALS ULTH , CAB</p> <p><b>Provider Response</b></p> <p>It is hoped the author contacted the provided departments and received a satisfactory outcome - The letter is confirmation that we have received a referral but has come from the NHS, not one of our hospitals. Unfortunately demand is so high currently that we haven't yet been able to sort an appointment. People often call, as their letter advises, just to be told that they must continue to wait as there is nothing more we can do at this stage. We know this is frustrating for everyone involved. Our staff want to be helpful so are working hard to get through the backlog and get in touch with patients as quickly as possible.</p>
<p><b>South Holland District Council x 3</b></p> <ul style="list-style-type: none"> <li>2 x General Comment</li> </ul>	<p><b>General Comment</b></p>



- 1 x Compliment

#### 1. Case 15247 (14-10-2025)

**Providers:** Better Births - Lincolnshire Maternity & Neonatal, Peterborough and Stamford Hospital, United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT

Peterborough Hospital. Lactation consultant at Hinchingsbrooke recommended it because done and was excellent. Lincolnshire feeding team were excellent also

**What went well** - lactation consultant saw me in hospital, identified tongue tie and advised referral. Another Lactation consultant organised referral for tongue tie but recommended I go private for speed. Health visitor recommended feeding team visit me and they helped me with positioning

**Could have gone better** - midwives in the hospital and transitionary care disagreed and stopped the referral for tongue tie in hospital. Transitionary care and a midwife and a paediatrician also advised it wasn't the tongue tie, delaying it being sorted.

(When it was looked at by a private tongue tie practitioner it was clear the midwives who advised it wasn't an issue hadn't had training in identifying whether it was properly. They just used one measure. Once the tongue tie was sorted, breastfeeding became possible. But I had to chase it and ensure it was sorted myself rather than believe the multiple midwives who advised against it.)

I needed to go privately as it had already taken 4 weeks to get it identified as the problem and would have taken another 6 weeks for NHS referral. I would have been sent multiple hours away.

Breastfeeding wouldn't have been possible if I couldn't have gone privately as it was so painful

#### Notes / Questions

No patient information provided

#### Provider Response

Thank you for taking the time to share your experience with us. We are truly sorry for the challenges and delays you faced in getting the support you needed. We understand how important timely and consistent advice is for parents, and we regret that this was not your experience. Please be assured that we will share your feedback with our midwifery teams, neonatal teams, and paediatric colleagues to help improve training and communication around tongue tie assessment and referral pathways. Your comments will be used to inform learning and ensure that families receive clear, consistent, and evidence-based support in the future. Thank you again for bringing this to our attention.

#### 2. Case 15329 (31-10-2025)

PCN: South Lincolnshire Rural

**Providers:** Hamptons Hospital, Peterborough, Lincolnshire Integrated Care Services (ICS/ICB)

**For Information:** Bourne Galletly Practice Team

Patient referred by Healthwatch Peterborough and Cambridgeshire as local Integrated Care Board would not take on issues that patient had raised about The Hamptons Hospital, in Peterborough as referred there by GP Practice in Lincolnshire. Original referring GP was The Deepings Practice, now registered with another practice.

Referred initially to Stamford Hospital for ENT consultation but this is not done there any more, so referred to The Hampton Hospital by GP. Has had a hearing test and MRI and blood tests before a Consultation with ENT Consultant. Has had results of hearing test, and MRI. Received blood test results in post, they were another patients results, with name and other identifiable details. When patient rang to tell the Hospital about this GDPR breach they felt fobbed off, they also wanted to find out if their blood tests were ok.

Patient then received a phone call from the hospital stating that there bloods were abnormal and they needed to go back to their GP. Patient rang the Hospital and spoke to a person in Risk Department, who did not seem to be taking them seriously, have made a complaint. Patient was told that Consultant would ring them and discuss results further and any other treatment. They are still waiting for this call. Have rung the hospital again this morning, made a complaint and asked for all further correspondence to be sent by letter and as a matter of urgency contact them about blood tests so that can access GP.

#### Notes / Questions

HW contacted LICB as requested by patient.

#### Provider Response

LICB response to patient: Thank you for your email received by the NHS Lincolnshire Integrated Care Board (ICB) Complaints and Customer Care Team on 20 October 2025, via Healthwatch Lincolnshire. As you have raised a complaint with The Hamptons Hospital, the ICB are unable to duplicate an investigation, or to reinvestigate. With your consent, I can pass your concerns to the hospital and ask that they make contact with you, or this can be done directly by email:

hello@thehamptonshospital.com

#### Compliment

	<p>1. <b>Case 15300 (21-10-2025)</b></p> <p><b>Providers:</b> Holbeach and East Elloe Hospital Trust</p> <p>After a stroke in May (and a bad experience at Peterborough Hospital, both in A&amp;E and the stroke ward as a result of overworked staff) my grandparent was transferred to Holbeach Hospital, This was amazing for their progress/rehabilitation, that was previously neglected on the ward and it was great that they could be transferred and stay free of charge, (it's normally a paid for service).</p> <p>Since returning home in August, there's been lots of information about home support / rehabilitation and caring services available to them.</p>
<p><b>South Kesteven District Council x 3</b></p> <ul style="list-style-type: none"> <li>• 2 x General Comment</li> <li>• 1 x Formal Complaint</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 15299 (21-10-2025)</b></p> <p><b>PCN:</b> K2 Healthcare Grantham and Rural</p> <p><b>Providers:</b> Lincoln County Hospital</p> <p>Cancer Services</p> <p>This is going back to 2018, no communication between different wards/services having to repeat my story.</p> <p><b>Provider Response</b></p> <p>We thank the author for their feedback and apologise for their experience and encourage them to reach out to their Clinical Nurse Specialist for any further support.</p> <p>2. <b>Case 15298 (21-10-2025)</b></p> <p><b>Providers:</b> United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT</p> <p>Paediatrics</p> <p>We see the paediatrician on a regular basis for 2 children. The service has always been good, but sometimes it is difficult to be honest about the extent of my children's needs as the children have to be present for the appointments.</p> <p>The children both have special needs and challenging behaviour but it would be detrimental to say all of this in front of the children.</p> <p><b>Provider Response</b></p> <p>Awaiting response.</p> <p><b>Formal Complaint</b></p> <p>1. <b>Case 15306 (22-10-2025)</b></p> <p><b>Providers:</b> Peterborough and Stamford Hospital</p> <p>Relative referred by Healthwatch Peterborough and Cambridgeshire as a Lincolnshire resident whose partner received care at Peterborough Hospital and has now sadly died. Healthwatch Lincolnshire has had contact with the family previously.</p> <p>My complaint has now been acknowledged by Peterborough City Hospital Complaints Team, and I have been given a response timescale all being well. In their communication , I was, once again, offered a mediation meeting with the Consultant. I declined this offer, as I experienced significant difficulty and distress when trying to arrange the previous mediation, having to chase different departments for a date and clear information about the process without success. I explained that what our family really wanted was answers to the questions we have raised, as we have been unable to properly grieve the loss of my spouse while these concerns remain unresolved. Once we have received the hospital's report, we will be in a better position to consider our next steps. I will, of course, keep you informed of any further developments.</p>
<p><b>Out of Area x 1</b></p> <ul style="list-style-type: none"> <li>• 1 x Signposting</li> </ul>	<p><b>Signposting</b></p> <p>1. <b>Case 15318 (27-10-2025)</b></p> <p><b>Providers:</b> Out of area</p> <p>Patient contacted Healthwatch Lincolnshire, however lives in Lancashire and their concerns relates to Scunthorpe Hospital.</p> <p><b>Notes / Questions</b></p> <p>Healthwatch provided information on Healthwatch Lancashire and if necessary Healthwatch North Lincolnshire. Patient happy with the information</p>

## Mental Health and Learning Disabilities

Area	Case Details
Boston District Council x 1	Compliment

<ul style="list-style-type: none"> <li>1 x Compliment</li> </ul>	<p>1. <b>Case 15291 (21-10-2025)</b></p> <p><b>PCN:</b> Boston</p> <p><b>Providers:</b> Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Did self referral to Talking Therapies, expected a long wait for assessment and any therapy. Pleasantly surprised that got appointment with one week for assessment, outcome of this was that needed to complete CBT programme with Practitioner support, again thought and told that there was a waiting list for this. Started CBT online with Practitioner support with the next two weeks. Talking Therapies staff, admin and Practitioners very good, and supportive. Received all online resources, letters in a timely manner, had contact information for service and other resources that I might need. Now feel so much better and have the online resources if I need to use them again and know the procedure if I need to use the service again.</p>
<p><b>East Lindsey District Council x 2</b></p> <ul style="list-style-type: none"> <li>1 x General Comment</li> <li>1 x Signposting</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 15288 (20-10-2025)</b></p> <p><b>PCN:</b> First Coastal</p> <p><b>Providers:</b> Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p><b>For Information:</b> Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Caller raised concerns that on appointment with a specific consultant with mental health, at the appointment there was a 1st year student taking notes, on receiving a copy, patient noted there were a number of mistakes, made contact with the secretary and was informed that the Dr would discuss this at the next appointment in 5 half months time, patient asked for this in writing, but has not been sent.</p> <p>Patient has been in contact with PALs who stated they had not forgotten them, but they had been busy.</p> <p>Patient then made contact with ICB feedback who have tried to do their best and were brilliant, but as yet not had any response.</p> <p><b>Signposting</b></p> <p>1. <b>Case 15221 (06-10-2025)</b></p> <p><b>PCN:</b> First Coastal</p> <p><b>Providers:</b> Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Caller informed that they would like to make a complaint relating to a specific Consultant. No name was given and very loosely indicated that the Consultant worked for LPFT. Caller was advised to contact either the Consultant Secretary or PALs Office at the corresponding hospital.</p> <p>Caller was not completely happy with the response given and advised that one of my colleagues (identified by name) would have been more helpful as they have had a similar complaint in the past but could not remember the name of the organisation who had helped in the past.</p> <p>They would not contact the secretary and had spoken to the PALs team (actual names of both LPFT PALs were mentioned) on past occasions and found them to be unhelpful.</p> <p>Caller was told that their request would be shared with colleagues of HWLincs/Healthwatch.</p> <p>Caller dismissed the response and said that they would find the necessary information from some other source.</p> <p><b>Notes / Questions</b></p> <p>PALs &amp; Medical Secretary information provided.</p>
<p><b>West Lindsey District Council x 1</b></p> <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 15280 (17-10-2025)</b></p> <p><b>Providers:</b> Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Community Mental Health Team (CMHT) and specialist MH services. Not enough access to CAMHS. Repeated referrals, repeated denials. Not enough crisis support. Crisis lines may be manned but access to trained staff takes too long. Medication availability for ADHD leads to mental health crisis. Help for parents who suffer mental health issues due to special needs children inadequate and respite help needed, not talking.</p>

## Patient Transport

Area	Case Details
<p><b>East Lindsey District Council x 3</b></p> <ul style="list-style-type: none"> <li>1 x General Comment</li> <li>1 x Compliment</li> </ul>	<p><b>General Comment</b></p>

<ul style="list-style-type: none"> <li>1 x Signposting</li> </ul>	<p>1. Case 15271 (17-10-2025)</p> <p><b>Providers:</b> Lincolnshire County Council - Transport  <b>For Information:</b> Call Connect</p> <p>Individual a wheelchair user and the Call Connect bus cannot go down the road they live on to a collect them . They have to wheel to a collection point. However bus then goes down the road where the person lives. Driver would stop , but Lincolnshire County Council decide routes and pick up points.</p> <p><b>Notes / Questions</b></p> <p>No contact details provided.</p> <p><b>Compliment</b></p> <p>1. Case 15276 (17-10-2025)</p> <p><b>Providers:</b> Community Volunteer Car Service, Lincolnshire County Council - Transport</p> <p>I always use the voluntary car service for transport to my appointments at Lincoln County Hospital. It's always easy to book. I give them plenty of time and I ring the main office. They have 2 lines open and I get through ok.</p> <p><b>Notes / Questions</b></p> <p>No contact details provided. Unfortunately no indication of which area this relates to.</p> <p><b>Signposting</b></p> <p>1. Case 15267 (16-10-2025)</p> <p><b>PCN:</b> First Coastal</p> <p><b>Providers:</b> Lincolnshire County Council - Transport  <b>For Information:</b> Community Volunteer Car Service</p> <p>Individual wanting information about transport for their relative to an appointment in Nottingham.</p> <p><b>Notes / Questions</b></p> <p>Signposted to Volunteer car scheme in the Skegness area. Information given about help with travel costs to hospital appointments.</p>
<p>South Kesteven District Council x 1</p> <ul style="list-style-type: none"> <li>1 x Signposting</li> </ul>	<p><b>Signposting</b></p> <p>1. Case 15311 (22-10-2025)</p> <p><b>PCN:</b> K2 Healthcare Grantham and Rural</p> <p><b>Providers:</b> Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Family member ringing around trying to source a private ambulance for parent who is housebound to get them to their close relatives funeral. Will need to be able to support hoist as no mobility. Carers will go in and help to get family member to the door. Or a wheelchair that is comfortable enough to sit in for a period of time. Family member is doubly incontinent.</p> <p>Has made contact with numerous providers.</p> <p><b>Notes / Questions</b></p> <p>Healthwatch provided contact information of private ambulance services, also Red Cross for wheelchair hire if needed.</p>

## Social Care Services

Area	Case Details
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<p><b>Boston District Council x 1</b></p> <ul style="list-style-type: none"> <li>1 x Formal Complaint</li> </ul>	<p><b>Formal Complaint</b></p> <p>1. Case 15263 (16-10-2025)</p> <p>PCN: Meridian</p> <p><b>Providers:</b> Lincolnshire County Council - Adult Social Care, The Old Rectory (Stickney)</p> <p>Previous contact with individual who has partner in Care Home. Individual says that partner is being held in the Care Home against their will and this is depriving their liberty, they have Alzheimers Dementia. Their partner is very depressed and unhappy. Individual says that the system is broken. Has a Social Worker who is not any good, Safeguarding referral raised, nothing done in best interests of their partner. Have contacted local MP, PHSO, CQC, and the Head of Adult Social Care with no resolution. Lincolnshire County Council legal team involved, has a date for Court of Protection appointment. Individual feels like nobody is listening and feels all organisations are in it together, and Safeguarding concerns have been raised against themselves. Has now sort legal advice.</p> <p><b>Notes / Questions</b></p> <p>Signposted about what Healthwatch can and cannot do, Local Government and Social Care Ombudsman, NHS Advocacy, Carers First</p>
<p><b>East Lindsey District Council x 1</b></p> <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 15310 (24-10-2025)</p> <p><b>Providers:</b></p> <p><b>For Information:</b> Lincolnshire County Council - Adult Social Care, Sandpiper Care Home</p> <p>Worker from Carers First spoke with a Carer, caring for their partner who has a diagnosis of Dementia. Carer explained about partner's recent stay in Sandpiper Care Home for respite and what a horrible experience it was.</p> <p>Carer shared that when they went to collect their partner Carer says partner was wearing some pink glasses, for how long they do not know, and they still have not found partner's own prescription glasses they had not washed or shaved in seven days, they were sat in a pyjama top and someone else's trousers. Carer shared that a lot of partners other belongings went missing, thankfully they did find partner's photograph in somebody else's bedroom. Carer says that on arriving partner was given a room downstairs, and they were told that partner would be allowed outside, when Carer called the next day, partner had been moved upstairs as they said their partner had tried to get out. Carer explained that the Manager did not even speak to them or help them find their partner's things, but Carer did request they showered and dressed partner before they left. Carer says partner had their electric razor with them but when Carer asked where to plug it in, nobody knew, so how was partner expected to know. Carer said it wasn't a very good experience; the staff were lovely initially and looking round, but on picking up their partner they were very disappointed. Carer says they had rung prior to visit but Care Home were not happy when they turned up when they did. Carer said it was all very dirty. Carer also mentioned an issue with partner's medications, on going into the Home. Carer advised that partner did not have a full prescriptions for the stay but was reassured there was an in-house doctor. Carer explained that they then received a call to say that they Home had run out of medications, so they had to get partner's prescription from the Pharmacy meaning partner went without medication for a couple of days.</p> <p>Carer is unsure who they should speak to but is sure this is not an isolated incident, so wishes to share their experience with someone to ensure others are not suffering.</p>

## Other

Area	Case Details
<p><b>Boston District Council x 1</b></p> <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul>	<p><b>General Comment</b></p>

	<p>1. Case 15316 (27-10-2025)</p> <p>PCN: Boston</p> <p>Providers: Millbrook Healthcare</p> <p>NRS takeover</p> <p>Any news on the debacle of NRS takeover by another company.</p> <p>Millbrook Health Care do not have any facility to service or calibrate equipment. The Lincolnshire Area health Authority are well aware, so are Adult Social Services and a lot of other care services providers. I am a carer for my spouse and we have been waiting three weeks for someone...anyone, to come and service the hoist we have, because the carers will not use it if it is out of servicing/calibration.</p> <p>I have been on the phone to so many offices of one sort or another no one seems to be able to get the job done. The best help was the Community nurses hub, who pointed me in a certain direction which led to some useful conversation but no results. The amount of ex NRS equipment requiring service/calibration must be quite a substantial list. In the mean time my spouse is stuck in bed and unable to get into a wheel chair. (not pleased)</p> <p><b>Notes / Questions</b></p> <p>Healthwatch provided information on Millbrook Healthcare. New information was provided, Healthwatch made contact with the service re calibration of hoist.</p> <p><b>Provider Response</b></p> <p>28/10/25 Consent to release details provided and sent to Provider - Millbrook passed it onto ICES, 28/10//25</p> <p>17/11/25 - At long last the hoist was fixed.</p>
<p>South Holland District Council x 1</p> <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 15260 (14-10-2025)</p> <p>Providers: NHS 111 Service</p> <p>Out of Hours 111</p> <p>111 is useless. I don't understand the meaning of the operators when you can upload the questions to your website and we, the patients, can answer them. At the end of the day, the operators don't do anything else except reading them out and tick the boxes. Is like talking to a robot.</p>
<p>South Kesteven District Council x 1</p> <ul style="list-style-type: none"> <li>1 x Signposting</li> </ul>	<p><b>Signposting</b></p> <p>1. Case 15293 (21-10-2025)</p> <p>Providers: Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Person, looking for their NI number, trying to get PIP, but requires their NI number and doesn't know where to locate a copy.</p> <p><b>Notes / Questions</b></p> <p>Healthwatch provided information and website to locate NI number</p>

## Not Specified

Area	Case Details
<p>East Lindsey District Council x 1</p> <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 15269 (17-10-2025)</p> <p>Providers:</p> <p>Individual who attended engagement at Horncastle is starting a Bus Banking Hub. Adapting a double decker bus to include ramps for disability groups. Upstairs can be used for training. Upstairs will be fitted out as an office with heating , computers, WiFi . Would ask for a contribution to fuel and any photocopying etc. Is going to provide training at Stanhope Hall for computer use. Hoping to work along side Boston College. One of the main roles is suicide prevention have skills and experience in this area. Organisation is Action Awareness East Midlands.</p> <p>Also aiming to start a Volunteer Car service. Have a Volunteer Recruitment Event on 16th December 7.30pm- 8.30pm at Stanhope Hall, Horncastle. More info on their facebook and website.</p> <p>As an anti-bullying and suicide Charity also work with Alford Hub and help people with PIP and Universal Credit and benefits. Working with schools , Scouts, Guides on " Action Mail ". This is a letter writing for young people as loosing the skill and introducing a pen pal type project.</p>