



Healthwatch Lincolnshire

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

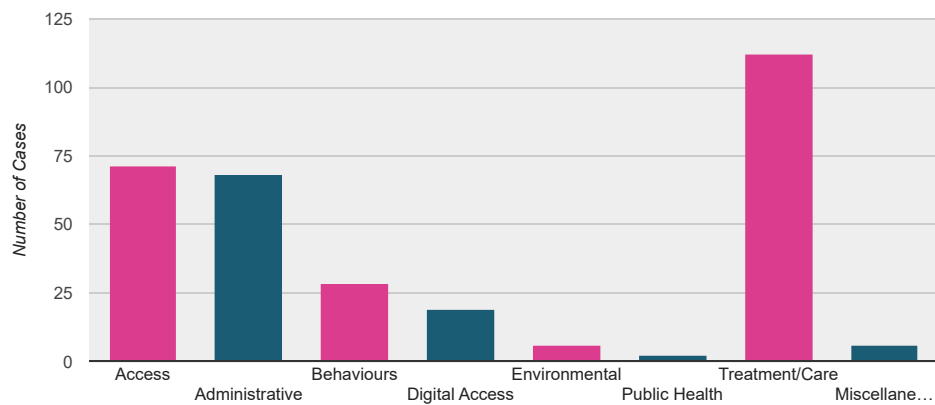
Healthwatch Lincolnshire Patient experiences: November 2025

Statistics

Total cases: 142

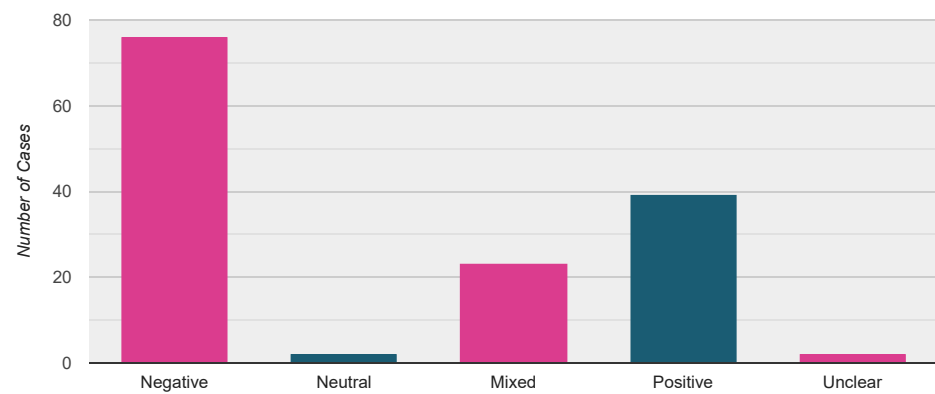
Cases responded to within 3 days: 142 out of 142 (100%)

Theme Areas



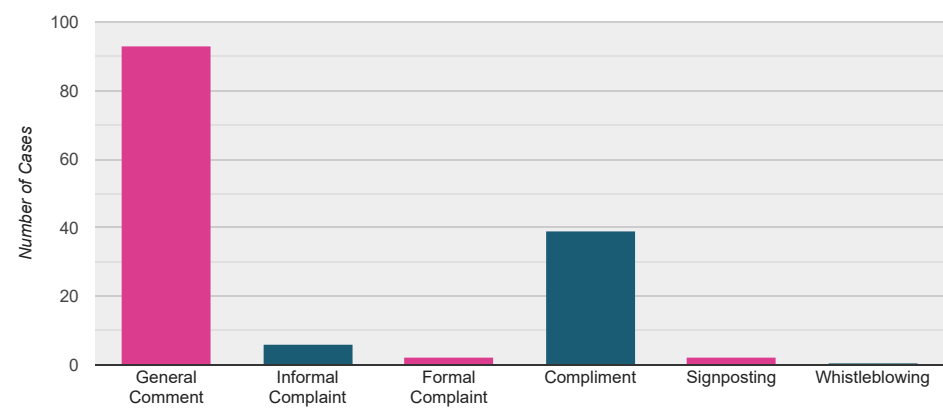
Theme Areas	Cases
Access	71
Administrative	68
Behaviours	28
Digital Access	19
Environmental	6
Public Health	2
Treatment/Care	112
Miscellaneous	6

Sentiments



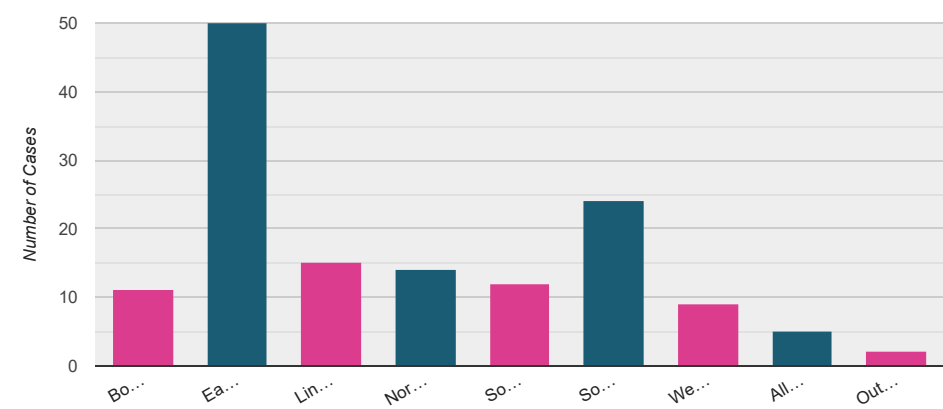
Sentiments	Cases
Negative	76
Neutral	2
Mixed	23
Positive	39
Unclear	2

Case Types



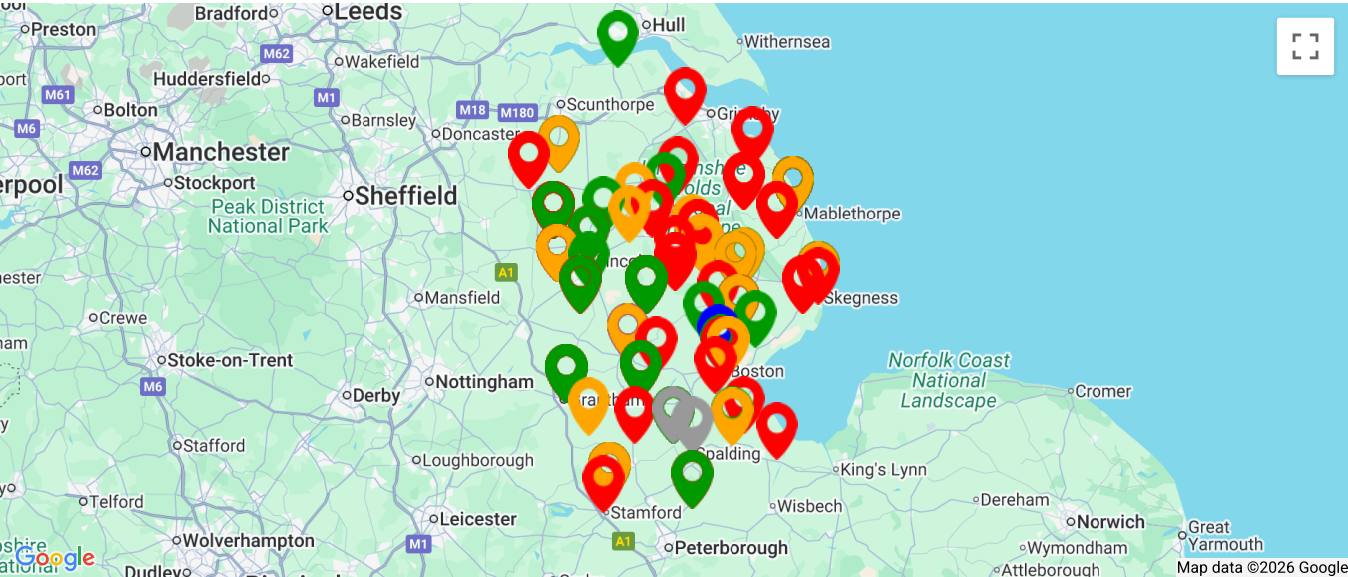
Case Types	Cases
General Comment	93
Informal Complaint	6
Formal Complaint	2
Compliment	39
Signposting	2
Whistleblowing	0

Areas



Areas	Cases
Boston District Council	11
East Lindsey District Council	50
Lincoln City District Council	15
North Kesteven District Council	14
South Holland District Council	12
South Kesteven District Council	24
West Lindsey District Council	9
All Areas	5
Out of Area	2

Map



Cases

Multiple Services

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

Area	Case Details
<p>Boston District Council x 2</p> <ul style="list-style-type: none"> • 1 x Formal Complaint • 1 x Compliment 	<p>Formal Complaint</p> <p>1. Case 15411 (14-11-2025)</p> <p>PCN: Boston</p> <p>Providers: For Information: Pilgrim Hospital, The Sidings</p> <p>Initial quick appointment with GP, who referred us to Specialist at local hospital. Short wait for appointment and quick diagnosis and MRI scan. Went downhill from there! GP didn't seem to receive letters from Specialist, medication, which once started cannot just be stopped, not put on prescription so ran out of medication which may have led to seizures, numerous phone calls and emails unanswered by GP until formal complaint made, even then took far too long. Eventually had repeat prescription but had to start the course again. Then new prescription only lasted 15 days and unable to order again for 20 days, second complaint finally got the prescription sorted so hopefully going forward all will be well.</p> <p>Notes / Questions No patient information provided.</p> <p>Compliment</p> <p>1. Case 15372 (10-11-2025)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS), Pilgrim Hospital, The Old Leake Medical Centre</p> <p>Information provided via State of Health and Care Survey.</p> <p>Urgent care, GP and Outpatient Department, very good. Very kind efficient staff, and informative.</p> <p>Notes / Questions No patient details provided</p>
<p>East Lindsey District Council x 5</p> <ul style="list-style-type: none"> • 4 x General Comment • 1 x Informal Complaint 	<p>General Comment</p> <p>1. Case 15449 (19-11-2025)</p> <p>PCN: Meridian</p> <p>Providers: East Lindsey Medical Group, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>I have recently experienced a breakdown after 7 years working with livestock and being subject to sexism and misogyny and witnessing animal abuse. I was at my lowest and I could not get help unless I said I was going to take my own life. I was also told I was overwhelmed and lonely and received no further help thereafter. I was about to lose my home, have friend and family problems, physical problems. I have given up and lost hope for any help. DWP stopped my benefits after I missed ticking a box. I had to eat dog biscuits for food. A lot of issues have happened since because I feel I have absolutely nobody to talk to and I don't feel part of society.</p> <p>Notes / Questions Healthwatch provided information on: - Citizens Advice to make an appeal; Food Banks; Social Prescribing information and LPFT PALs. Speak with GP</p> <p>2. Case 15459 (25-11-2025)</p> <p>PCN: First Coastal</p> <p>Providers: Pilgrim Hospital For Information: Merton Lodge (Alford) GP</p> <p>Patient contacted Healthwatch who has previously been supported by Healthwatch.</p> <p>Patient was informed that they needed to go to Leicester Hospital for stent, previously had been to Lincoln County Hospital. An appointment was arranged for last week and the Consultant stated they do not do stents at Leicester Hospital and would write to their GP. GP stated they would expedite as urgent to Pilgrim Hospital. Patient concerned as they hadn't heard anything from the hospital.</p> <p>Notes / Questions Healthwatch provided PALs information.</p>

3. Case 15410 (13-11-2025)

PCN: East Lindsey

Providers: Non-Emergency Hospital Transport (NEPTS) EMAS

Caller has accessed Healthwatch previously. Has multiple complex health problems and fits eligibility for Non Emergency Patient transport. At the beginning of this year had to attend for four appointments with the MS (Multiple Sclerosis) Nurse at Lincoln County Hospital because of transport turning up late, they were late for all four appointments, luckily the Nurse did fit them in to the Clinic. Recently they had a Gynaecology Outpatients Appointment at Lincoln County Hospital which they had waited 19 months for, transport did not turn up, though booked. Today they had an appointment at the Eating Disorder Clinic, at Lincoln County Hospital, this morning, says that transport did not turn up, was booked.

When patient rang the service to ask why this had happened, stated that there had been an accident, and the service had tried to ring mobile number but nobody picked up. Patient says that they never received these calls. Relies on this transport to go to all hospital appointments because of complex health issues and worries that does not find this service reliable to take them to the appointments they need for care and treatment.

Notes / Questions

Healthwatch contacted NEPTS as requested by patient consent given to share personal information

Provider Response

Response from Divisional Manager NEPTS : Sorry to hear this, I will pick this up and ask the team to make contact.

4. Case 15441 (18-11-2025)

PCN: First Coastal

Providers: Pilgrim Hospital, The Spilsby Surgery

My child has had real problems, they were waiting for results when the Surgery closed. They have now been given an "urgent" referral to the hospital. Urgent has been since October and the appointment is in January 26. Also has another child who is not in good health. Parent shocked at the length of the waiting time.

Notes / Questions

No patient details provided - at point of engagement, parent was provided with PALs information

Informal Complaint

1. Case 15350 (04-11-2025)

PCN: East Lindsey

Providers: Lincoln County Hospital

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

Spouse in January / February 2025 experienced problems, had an MRI which picked up problem, so Gastroscopy performed a couple of times, the last one patient found very painful. By March 2025 couldn't swallow and between March and June lost over 3 stone in weight. Attended GP, Urgent Treatment Centres and A&E but each time informed inflammation in throat, anti biotics and would go away.

Patient became so unwell, spouse contacted NHS 111, who arranged for patient to go to A&E at Lincoln County Hospital, was triaged into A&E. This was a Thursday morning, and by the following day mid afternoon was eventually seen by a Dr, again inflammation of throat antibiotics would be prescribed. Spouse would not accept this and insisted that patient be seen by an ENT Consultant, where they performed a small procedure and instructed the staff that the patient had breathing compromises and was taken to theatre that same day, where tracheotomy was performed. The patient was in for 80+ days and during which time they had, a heart attack, stroke, pneumonia and sepsis. Was at one point in a diabetic coma due to no medications being given.

Patient was discharged into a Care Home in Scunthorpe, as all the other homes in Lincolnshire that had tracheotomy training were unable to take as full to capacity. Whilst in the home, there was a clear pathway to follow. Spouse often received phone calls as the staff were not sure how to clear tracheostomy with suctioning equipment.

Patient was admitted to local hospital twice due to not being correctly managed. The Sister of the ward went mad and stated not going back to that home, this was during a conversation with the Care Home Manager at the time, on loud speaker. Patient was admitted for a further 5 weeks in this hospital.

CHC (Continuing Health Care) as patient was in hospital, withdrew funding and informed spouse to clear the room of all patients belongings. Spouse did this, then a few days later realised that there were some items of clothing missing, made contact with the home, who stated they could be dropped off at the house as on route to a staff members home. The items dropped off were not the items of clothing mentioned to the home, but some other items, so still not got these (shirts and leggings).

Scunthorpe Hospital were fabulous and on discharge, spouse stated they would not put in another care home, but would care for patient in their home, spouse had some training so they were confident in managing tracheostomy.

Spouse felt they had to fight for everything, a bed, support at home, although no daily support is given, it is all on the spouse to do. Has Nurse come in from time to time, but would like a 24/7 contact number should anything go wrong, as currently, if anything does go wrong, they get patient into the car and take them to Lincoln Hospital A&E, this of course is not ideal and could be dangerous, takes equipment in the car and stops with hazard lights on, as and when needed. Is under Consultant at Lincoln Hospital. Would also like to know how to get an alarm i.e lifeline alarm.

Notes / Questions

Healthwatch provided:- Hospital complaints, Care Home Complaints; CQC; Advocacy; telecare alarms; wellbeing service; connect to support and Tracheostomy Support Group.

Healthwatch raised 24/7 support in a ICB meeting, and HW to make contact with named person - completed on first week of November.

Healthwatch referred to the neighbourhoods team with consent from patient and carer.

Provider Response

ICB : So there are no community tracheotomy care services in Lincolnshire however tracheotomy care sits under the acute services and there should be a named consultant in charge of the patients care pathway and support should come from their team i.e. training for tracheotomy care and how to access urgent support if needed.

Healthwatch asked the Hospital PALs team for information, who provided Atos information.

Healthwatch also asked the respiratory team under LCHS

Lincoln City District Council x 5

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

General Comment

1. Case 15474 (28-11-2025)

Providers:

For Information: Lincoln County Hospital

Information provided via State of Health and Care Survey.

My relative was admitted and didn't get discharged in a timely way due to them not being able to access transport or the skills needed to move them. They had three nights stay post being medically fit and I am confident the cost to both the tax payer and my relative didn't stack up. This was something that wasn't necessary.

Notes / Questions

No patient details provided

Informal Complaint

1. Case 15409 (13-11-2025)

PCN: Lincoln Healthcare Partnerships

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

I have to say nothing has gone well. I am writing to you after being pressured by a friend to do so. I have not written to you sooner as I have lost faith in the NHS. Last November I slipped on my stairs and landed heavily on my right leg, I did not appreciate what I had done to my knee until it started to keep me awake at night. I contacted my GP who did not see me but sent me to Physio. At the beginning of December 2024 I had to work from our Boston office, which is a 50 min drive. I had to go into the main office which is up 2 flights of stairs. When I tried to go back downstairs, I could not move, lift, weight bear on my right leg as the pain was so intense. (I have never felt pain like this before). I thought the pain would go off, but it didn't, my colleagues were immensely helpful. I took an anti-inflammatory which at the time did nothing, I did not know if I was going to faint or be sick due to the extreme pain. After an hour my colleagues managed to get me down the stairs in an evac chair, another colleague had to drive me back to Lincoln and helped me to my house.

I made a further e-Consult where I was given a further physio appointment and told if it happened again, I was to ring 999. I had to ask for pain killers and again my knee was not looked at by a GP. At the end of December 2024 I drove to Grantham, again my knee went and I got stuck in the Garden Centre again not able to move my knee etc. The first aider was extremely helpful and said they had something similar they said I would probably be able to drive but could not guarantee if I would be able to get out of the car at the other end. They were quite right, when I got home, I could not get out of the car due to the pain. I reluctantly did as I was told to do and rang 999. I was told that they were unable to get to me (which I expected) but someone would get back to me with further advice in about 20min. No one called me back and after sitting in the car for an hour I decided to try and get to my house as I had pain killers and anti inflammatory medication there. It took me approx 30min to do a usual 1 min walk to my house.

While I was on leave, I started to do my own research as to what was going on with my knee as the pain was nothing like I had experienced before (I have arthritis, crepitus and chondromalacia patella). After my research I made a guess that I had torn my cartilage in my knee and that both inappropriate physio and driving would aggravate this.

I again completed an e-Consult and had to demand to see a GP, (demanding an appointment is not in my nature). I eventually saw a GP who said that I had probably torn my cartilage and that I was not to drive for more than 20 min at a time. They also sent me for an MRI.

I had a further Physio appointment, and the Physio told me to do no more than sit on something high and dangle my leg for traction. I was to call them in a couple of weeks when the results were due. On the second week of Feb 2025 I called the Physio who said they could give me the results of the scan. They said I did have a cartilage tear and moderate to severe arthritis and they felt that it was time that 'something' needed to be done by a Specialist. The Physio advised that I ask my GP for a knee support which was helpful but I am now unable to wear as I have become allergic to the sticky stuff on the support.

It took a further 6 weeks for my GP to look at the scan again. I was not offered a face to face appointment. I was contacted by the admin at the surgery to ask if I wanted further Physio !!!! or an appointment to see a specialist. I refused Physio and asked to be referred to a specialist. I was eventually given an appointment at the hospital for the beginning of May 2025 this was cancelled, and a new date was given for the end of July 2025.

During the time from the first incident up until now my knee has caused issues at least once a month. I now use a stick and have crutches one in the car and one at home. I have had a fit note for work to restrict my driving to no more than 20 mins which has caused difficulties. I have not been able to travel other than by public transport.

I have had to crawl on my hands and knees back into the house when my knee has given out on me when I have been in the garden on at least 3 occasions. The last occasion being in July. I live on my own and have no family or extended family for support.

I eventually saw a Consultant at the end of July 2025 at Lincoln County Hospital. I unfortunately did not find this consultation helpful in any way. I felt that I was wasting the Consultants time. They said in their opinion that the pain in my knee was due to the arthritis and not the tear in my cartilage. They did not offer any alternative to a knee replacement. Their comment was 'you don't want a knee replacement yet do you. The answer to which was no ! I asked them what I should do about driving, they said take a paracetamol before driving. At this point I felt like crying, they started giving me an analogy about potholes in the road and how it would damage a car further which is what had happened to my knee! By this point I knew I was not going to get any further assistance.

When I left, I felt dismissed and even wondered if my scan had been looked at. I just wanted to cry as I felt that I had not been listened to by anyone and the difficulties I had, not believed or minimised. I felt that I was no further forward with no advice or support.

After this appointment I paid for an ultrasound scan for peace of mind, the Clinician that I saw said that it may not show anything as the injury may be deeper than the scan could show. They were right, however the questions they asked and the advice they gave was invaluable.

They asked what I had been offered by the hospital in terms of physio, knee support, arthroscopy a

further scan, steroid injection etc to see if the tear had healed each question I had to reply no to. They said I needed a second opinion.

After all of this I have lost faith in the NHS and did not appreciate how broken it was. I have not felt listened too and wasting medical staff's time. If I had the money I would pay to see a specialist. I am now 60+ years of age and I still have some years left to work. I live on my own and have no family support. I feel that I have to do my own research and try to do what is best for me, I was hoping for assistance but have received very little.

Notes / Questions

Signposted to Practice Manager at GP Practice, LICB feedback, CQC, PHSO , NHS Advocacy.

Formal Complaint

1. Case 15355 (06-11-2025)

PCN: Lincoln Healthcare Partnerships

Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health), United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT

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

In October 2017, my relationship with the NHS changed overnight after I voluntarily sought mental health treatment for trauma/Obsessive Compulsive Disorder(OCD). I disclosed sensitive information which was voyeuristically plastered all over SystemOnline without redactions. I was falsely "diagnosed" after only one unstructured assessment that lacked informed consent.

Despite 'diagnosis', the Psychiatrist failed to record this, and a second Psychiatrist retracted it in full in November 2017. I was warned that I would be 'monitored for traits' like a suspect or involuntary patient. My records were falsified to fabricate an image of chronic instability and interpersonal dysfunction. Debt and poor finances were fabricated. I was described as having a "long history of counselling", I had only three CBT sessions.

Trauma was minimised, trivialised, or omitted. NHS Clinicians ignored and invalidated my disclosures with cold demeanours. They did not record my parent's double life, minimising it into 'parents divorced'.

Subsequently, I have been subject to healthcare discrimination. I was forced into unwanted, harmful group therapy that implied I was abusive, manipulative, and an attention-seeker. Prior to mental health treatment for trauma from 2017 to 2021, I had a well-documented decade-long history of genuine physical health issues that began in childhood. From 2017, Lincolnshire Partnership Foundation Trust (LPFT) Clinicians rewrote this into a "'long history of health anxiety", "preoccupation with health", "thinks they have health problems", and "no health problems".

This led to total systematic denial of physical healthcare that persisted long after my NHS mental health treatment ended without conflict in 2021. One GP wrote a retaliatory clinical entry that was a preposterous caricature entirely inconsistent with all other entries, "burst into anger and screamed that they are not a psychiatric patient... overwhelmed by their emotions... says I am treating them horribly like everyone else... known to psychiatry".

I persisted in spite of discrimination, and was eventually diagnosed with joint hypermobility syndrome, early-onset osteoarthritis, fallen arches, a bunion, thumb ligament damage, and gastroparesis. However, none of these diagnoses led to care. I have been unable to work since April 2025, despite years of my best unsupported efforts which only made me more unwell.

At the end of June 2025, these failures culminated in a serious consent breach and assault during an invasive endoscopy at Lincoln County Hospital, causing internal injury, severe psychological trauma, and ongoing barriers to accessing healthcare. This incident was only possible because my trauma history was minimised, dismissed as "attention-seeking", or recorded with victim-blaming. Every emotion was described as "emotional instability" or "inability to control emotions" whilst every opinion was described as "argumentative" or "agitated and emotional". I was even described as "hysterical".

Years of dehumanising and misogynistic language led to the Clinician performing the endoscopy, dismissing my emotions, pain, and explicit withdrawal of consent. The reason for the procedure was "anorectal pain" complicated by further risk factors of my hypermobility, trauma history. Yet no sedation was discussed, and no chaperone was to be found. The procedure continued through dangerous, excruciating pain that felt as though I were being torn apart. Hypermobility is a risk factor for endometriosis, uterine prolapse, and abdominal hernia, none of which had been ruled out despite consistent symptoms. They endangered my life.

Before the procedure began, I was distressed due to the Clinician being unexpectedly of not the same gender as myself. Clinician did not communicate or seek informed consent. They spread my buttocks in a sexualised manner. I was not warned that the procedure could cause pain. I felt violated, re-traumatised, degraded, and scared. I cried out, "Hold on that's way too painful please can you just stop now".

They continued wordlessly for several more minutes and manoeuvres. I became very distressed, the pain continued to build, and I felt that my organs were inadequately protected. The combination of pain, fear, sexual re-traumatisation, and humiliation was uniquely destructive to my wellbeing, causing ongoing PTSD.

Clinician wrote the contradictory, "procedure ended due to patient discomfort... no pathology, refer back" on my paper copy of the report. They did not upload it to SystemOne line. Dismissing my real, excruciating, physical pain as "discomfort" this highlights how my emotions and experiences are dismissed as over reactions.

	<p>My multi-agency complaint (formally submitted in August 2025) regarding all of these systemic harms and safeguarding breaches has now been deliberately obstructed and fragmented by NHS bodies for three months. From mid July, I have repeatedly requested reasonable adjustments under the Equality Act 2010, data annotations under UK GDPR to correct inaccurate/harmful data, and safeguarded access to healthcare for the internal injury.</p> <p>My SARs (System Access Request) submitted to my GP and LPFT have been breached by two calendar months and one calendar month respectively. Every request has been evaded and ignored. I am concerned that the NHS may be concealing or destroying incriminating data. I have escalated to regulators such as the PHSO, ICO, CQC, and GMC. I contacted my MP who wrote to the Chief Executive of the ICB due to concerns regarding my welfare and the systemic issues.</p> <p>I contacted around forty solicitor firms. Despite multiple partners of well-respected firms confirming the merits of my case, none agreed to accept it due to perceived "complexity". I contacted PoHWER and VoiceAbility, who both refused to provide support and redirected me to one another in a loop.</p> <p>I respectfully request Healthwatch urgently:</p> <ul style="list-style-type: none"> · Intervene with external oversight of my multi-agency complaint (LPFT, GP, ULHT, ICB). · Advocate for immediate safeguarding measures, reasonable adjustments, and corrections of defamatory NHS records to prevent ongoing harm. · Escalate formally to NHS England, Lincolnshire Safeguarding Adults Board, and appropriate regulators (CQC, ICO, PHSO, GMC) due to institutional safeguarding breaches, systemic discrimination, and complaint obstruction. <p>Notes / Questions</p> <p>Signposted : What Healthwatch Can and Cannot do. Adult Social Care to raise a Safeguarding Referral if wants to. Police if feels assault taken place. LICB, PHSO</p> <p>Patient has already raised a formal complaint with, ULTH, LPFT, ICB, PHSO and contacted Voiceability. Also contacted local MP.</p> <p>Compliment</p> <p>1. Case 15364 (10-11-2025)</p> <p>PCN: Lincoln Healthcare Partnerships</p> <p>Providers: Brayford Medical Practice, Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Information provided via State of Health and Care Survey.</p> <p>Community Nurse was incredibly helpful, supportive and professional.</p> <p>Notes / Questions</p> <p>No patient details provided.</p> <p>2. Case 15363 (10-11-2025)</p> <p>Providers: Lincoln County Hospital, Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Respiratory virtual ward Lincoln, Lincoln ULHT respiratory care community team</p> <p>Twice on virtual ward, helped reduce hospital stay. Third time home monitoring meant avoided inpatient stay. The respiratory team are excellent, virtual ward, community support/advice and their rehab exercise class. They listen and agree plan of care which helps reassure immensely.</p>
<p>North Kesteven District Council x 1</p> <ul style="list-style-type: none"> • 1 x Compliment 	<p>Compliment</p> <p>1. Case 15418 (14-11-2025)</p> <p>PCN: K2 Healthcare Sleaford</p> <p>Providers:</p> <p>For Information: Heckington Pharmacy Ltd, Lincolnshire Community Health Services NHS Trust (LCHS), Millview Medical Centre, Pharmacy</p> <p>Information provided via State of Health and Care Survey.</p> <p>Visited podiatrist because of in growing toenails. They diagnosed heart missing a beat. Went to see GP and this was confirmed. Referred to Grantham Diagnostic centre for an ECG all in 10 days. New NHS hearing aids dispensed by Boston Health Centre . Had a cat bite went to Sleaford Surgery given a tetanus injection and antibiotic . Heckington Co-op pharmacy advises treatment and dispenses pills when available. COVID/ Flu jabs GP given at Surgery last month . All excellent services.</p> <p>Notes / Questions</p> <p>No patient details provided.</p>
<p>South Holland District Council x 2</p> <ul style="list-style-type: none"> • 2 x General Comment 	<p>General Comment</p>

	<p>1. Case 15356 (06-11-2025)</p> <p>Providers: Connect Health Services / Cora Health - Pain Management</p> <p>I spoke to a person on the phone about the pain I was in and both times I spoke to them I ended up in tears whilst on the phone because I didn't feel they understood how I was feeling. They basically told me there was nothing they could do as I was already doing everything they would offer and I would just have to accept that I would be in pain for life. They then said to ring back if I needed anything else. Which I haven't done because who wants to be told quite bluntly that you've got to accept you're going to be in pain for life.</p> <p>Notes / Questions</p> <p>Signposted to Connect Health /Cora pain management complaints details, LICB feedback</p> <p>2. Case 15460 (25-11-2025)</p> <p>PCN: South Lincolnshire Rural</p> <p>Providers: Gosberton Medical Centre, Peterborough and Stamford Hospital, Pilgrim Hospital</p> <p>I am writing to express my concern and frustration regarding the lack of coordination between various NHS departments, including GP practices and multiple hospital departments involved in my child's care.</p> <p>Currently, I am receiving letters, emails, and text messages from different departments, each with varying information and formats. This creates significant confusion, especially when we are waiting for several referrals and then receive multiple appointment notifications without clarity on what each appointment is for.</p> <p>When we call to confirm details, staff are often unable to explain the purpose of the appointment or provide clear guidance. This fragmented communication makes it extremely difficult to manage care effectively and adds unnecessary stress for patients and families.</p> <p>Why is there no coordinated approach across departments? A unified system or clearer communication process would greatly improve patient experience and reduce confusion.</p> <p>I hope this feedback is taken seriously and that steps are considered to improve coordination and communication across NHS services.</p> <p>Thank you for your attention to this matter.</p> <p>Notes / Questions</p> <p>No patient details provided</p>
<p>West Lindsey District Council x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 15403 (11-11-2025)</p> <p>PCN: Trent Care Network</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>For Information: Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Information provided via State of Health and Care Survey.</p> <p>Lincoln County Hospital UTC (Urgent Treatment Centre) very good. All Staff were excellent, waiting time was very long. There does not seem to be a lot of communication between test results and the receiving of them. The doctors and staff were very busy with 129 cases to be seen in UTC.</p> <p>This I feel is because GP's are not seeing patients at the same level as before COVID. At our Surgery there are never any appointments available and yet the surgery is empty of patients waiting. Something needs to be done about the GP's work pattern. (Trent Care Network PCN)</p> <p>Notes / Questions</p> <p>No patient details provided.</p>
<p>All Areas x 2</p> <ul style="list-style-type: none"> 2 x General Comment 	<p>General Comment</p> <p>1. Case 15347 (02-11-2025)</p> <p>Providers: East Midlands Ambulance Service NHS Trust (EMAS), Pilgrim Hospital</p> <p>1 hour ambulance wait for stroke! Paramedics excellent. Explained everything. Unlike Doctor at hospital who never said a word!</p> <p>Notes / Questions</p> <p>No patient details provided</p>

	<p>2. Case 15461 (26-11-2025)</p> <p>Providers: For Information: Lincolnshire Integrated Care Services (ICS/ICB), United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT</p> <p>Why am I unable to find out why my NHS referral has been rejected by a supplier just the words "contact GP ". No reply from GP or supplier!!</p> <p>Notes / Questions</p> <p>Healthwatch asks - how are patients informed of reasons of rejected referrals?</p> <p>Signposted to Practice Manager at GP Practice if no resolution LICB feedback team.</p>
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Community Health Services

Area	Case Details
<p>East Lindsey District Council x 2</p> <ul style="list-style-type: none"> 2 x General Comment 	<p>General Comment</p> <p>1. Case 15419 (14-11-2025)</p> <p>Providers: For Information: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Information provided via State of Health and Care Survey.</p> <p>Grace Swan Physiotherapy, Spilsby. Advice is always really helpful. It was a flying visit though because they were double booked .</p> <p>Notes / Questions</p> <p>No patient details provided .</p> <p>2. Case 15458 (25-11-2025)</p> <p>PCN: First Coastal</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Community Nurses Skegness</p> <p>My partner needed treatment for foot ulcers and referred to wound clinic. Their wounds improved significantly and cleared within six weeks when it was the same Nurse at each appointment.</p> <p>Notes / Questions</p> <p>No patient details provided</p>
<p>Lincoln City District Council x 1</p> <ul style="list-style-type: none"> 1 x Compliment 	<p>Compliment</p> <p>1. Case 15342 (03-11-2025)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>North Hykeham based Community Nursing team.</p> <p>The Community Nursing team are amazing. They come each week to flush my catheter and they do my catheter changes very regularly as I'm prone to UTI's I've met lots of the team and I've got nothing but positive feedback. Every person has been professional, kind and compassionate. I have a good chat and a laugh with them all which makes what could be a really uncomfortable experience pleasant. When my catheter expelled a couple of weeks ago I was so impressed that a nurse arrived within an hour of me calling, I was so uncomfortable in that hour however I'm so thankful that they were quick and I wasn't waiting for ages. I burned myself on the oven a few weeks back and the burn opened up and grease and dirt from my wheelchair was getting into the burn, when a nurse came to flush my catheter they put a dressing on the burn to protect it which I really appreciated. I had an issue where my catheter bag delivery was delayed and I didn't have enough night bags I called and asked what to do and they came round the next day with a paper bag filled with night bags, they even threw in some extra leg bags and flushes just to be safe! This team really do go above and beyond and treat patients with so much dignity.</p>
<p>South Kesteven District Council x 2</p> <ul style="list-style-type: none"> 1 x General Comment 1 x Compliment 	<p>General Comment</p>

	<p>1. Case 15429 (17-11-2025)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Bert House Engagement feedback</p> <p>Grantham Hospital Urgent Treatment Centre</p> <p>Audit on staff levels and footfall, am/pm and night -time. The waiting times are shocking and I would say cruel on the children, elderly, disabled and all those in pain. Poor access to find food and drinks at night and it was cold and draughty, with the electric doors opening and shutting constantly on a windy night, people were tired and cranky. It was a stressful situation made worse. The medical staff were lovely and professional, there was simply not enough of them.</p> <p>Notes / Questions</p> <p>No patient details provided</p> <p>Compliment</p> <p>1. Case 15380 (10-11-2025)</p> <p>PCN: K2 Healthcare Grantham and Rural</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Information provided via State of Health and Care Survey.</p> <p>Grantham Urgent Treatment Centre, very good. Got an appointment through NHS 111. Seen very quickly. Given antibiotics and tetanus jab for infected foot after standing on a nail.</p> <p>Notes / Questions</p> <p>No patient details provided</p>
<p>West Lindsey District Council x 2</p> <ul style="list-style-type: none"> • 1 x General Comment • 1 x Compliment 	<p>General Comment</p> <p>1. Case 15482 (28-11-2025)</p> <p>Providers:</p> <p>For Information: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Information provided via State of Health and Care Survey.</p> <p>I took my teenager child to the UTC as they had a foot injury. The booking in process was terrible. One long queue that blocked the entrance, with nobody at the other desks. This is apparently triage (care navigator?) but its hard to imagine a less efficient or patient friendly process. We were initially advised of a 2-3 hour wait. The waiting room was chaotic, with no sign of hospital staff to check that patients waiting were OK. Every few minutes someone would emerge and shout a name, most if the time nobody stood up in response. After about an hour I asked how much longer it would be, and was told 3-4 hours. My teenager is autistic and was getting more and more anxious so I said we would have to leave. I was then asked to return to the first queue to tell them we were leaving, which I refused to do. Overall, a very poor experience, but no different to any other time I've attended Lincoln A&E in the last few years.</p> <p>Notes / Questions</p> <p>No patient details provided</p> <p>Compliment</p> <p>1. Case 15393 (10-11-2025)</p> <p>PCN: Trent Care Network</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Information provided via State of Health and Care Survey.</p> <p>John Coupland Hospital , very good. X-ray to my hips done very quickly once I knew about it, I missed the text message with the link about the X-ray so had to phone up about it which was a bit confusing.</p> <p>Notes / Questions</p> <p>No patient details provided</p>

Primary Care Services

Area	Case Details
<p>Boston District Council x 5</p> <ul style="list-style-type: none"> • 3 x General Comment • 1 x Informal Complaint • 1 x Compliment 	<p>General Comment</p>

1. Case 15394 (10-11-2025)

PCN: Boston

Providers: Parkside Surgery

The GP I am registered with are currently not prescribing the Mounjaro medication at this time and it's doubtful that they will in the future. I desperately need to lose weight to enable me to have the operations that would give me a better quality life and take away the awful pain I'm in.

Despite being told that I need surgery on my spine, shoulder and knee, these operations cannot go ahead until my BMI is low enough. I've managed to lose over two and half stone quite quickly, however I've been stuck at this weight for some considerable time.

My Health and Wellbeing advisor agreed with me that my weight loss, or lack of it, isn't down to my diet but my immobility!!

To be told that the one thing that would help me is not available only makes my life worse, physically and mentally. Especially as I also suffer with high blood and Cholesterol levels.

Notes / Questions

Healthwatch provided information on ICB website regarding criteria for this medication. Also provided One You information for weight-loss programme. That the practice were offering this, however the criteria would apply.

Provider Response

Patient update : You said that Parkside Surgery are offering the Mounjaro injections, but I need to meet the criteria to do so. I made an appointment with my surgery. The doctor I saw informed me that although they are offering this medication but as you rightly said you have to meet the NHS guidelines, which are currently very strict down to funding.

I am annoyed with the person at the surgery who gave me the wrong information and will be speaking to someone in authority about this. Why they told me no, and not likely to do so next year, did upset me.

2. Case 15358 (07-11-2025)

PCN: First Coastal

Providers: The Old Leake Medical Centre

Unable to get treatment for cysts on face as only cosmetic, despite getting larger and causing depression.

Notes / Questions

No contact details provided.

3. Case 15385 (10-11-2025)

PCN: Boston

Providers: The Sidings

Information provided via State of Health and Care Survey.

Sidings Surgery good. Originally booked appointment online, explaining my preference for a certain Nurse Practitioner but ended up seeing another GP. Didn't help in the way I anticipated. Ended up going into reception to book 2nd appointment. They kindly put request through, including when I was on holiday... only to have someone offer me an appointment for when I was away! When I did then get given an appointment they ended up changing it due to staff training.

Notes / Questions

No patient details provided

Informal Complaint

1. Case 15346 (02-11-2025)

PCN: First Coastal

Providers: The Old Leake Medical Centre

GP services unable see my female doctor since April 2025. Spouse told over the phone by junior doctor to examine their stomach for bumps and told they probably have cancer and not long to live!!! this was over the phone by a doctor they'd never seen .

Notes / Questions

No patient details provided

Compliment

1. Case 15344 (03-11-2025)

PCN: Boston

Providers: Liquorpond Surgery

Great service, it was much easier to get an appointment not it's an online booking service and I was given 3 choices for the appointment. GP was great and listened to me.

- 26 x General Comment
- 2 x Informal Complaint
- 7 x Compliment

General Comment

1. Case 15436 (18-11-2025)

PCN: First Coastal

Providers: Beacon Medical Practice

This is in reference to my parent. It is mission impossible to book an appointment at this surgery. You can't book in advance, they assume you want a same day appointment, not always the case. So my parent just doesn't do it. They can't get up early enough because of an injury, to do the 8am rush, so when they do get in touch therefore there are no appointments left. Parent does not have a computer or a mobile to use the online system.

Notes / Questions

No patient details provided

2. Case 15354 (06-11-2025)

PCN: First Coastal

Providers: Hawthorn Medical Practice

In September I tried to put a repeat prescription to my Doctors but a note was put on my records that I needed an annual review. So after trying to phone my Doctors I gave up, so I have just stopped all my medication now. On my records I was due a blood test at the end of October this has now been amended to end of January 2026, no reason why. But this same surgery have phoned and text me about my flu jab but can't deal with the review on my medication, amazing! Why do doctors stop the medication? Am I now cured and don't need, Metaformin, statins and blood pressure tablets. Unbelievable service.

Notes / Questions

Signposted to Practice Manager in first instance if preferred not LICB feedback information given.

3. Case 15431 (18-11-2025)

PCN: First Coastal

Providers: Hawthorn Medical Practice

Years back now the Government in there wisdom said that GP patients must get an appointment the same day as they contacted the GP. So GPs in there wisdom said OK we will only give appointments for that day and if there is none left you will have to try the following day. In reality this means, if you are old really ill have a mental health issue there are two choices, queue up outside the medical practice at 7.30am in the cold and rain waiting for it to open at 8am and yes this is the most likely way to get an appointment or phone at 8am and be in a queue that could take up to a hour to reach the front. Yes there is a ring back service but there does not seem to be any logic to it. I have used that and it has been the middle of the afternoon before I got the call back. Clearly they must have been very busy and patients appointments are not a priority.

There are two computer systems in Lincolnshire and they are not joined up/compatible so 'stuff' gets missed. Not only are the systems not joined but nor is the medical practice. A real example.

I recently attended Dermatology and as a result they sent a request to the GP for some cream for my head. As requested I waited a few days and then went to the chemist to see if the doctor had issued the prescription, they had not. I phoned the Doctors and reception/admin said "oh yes" the letter is on the system I will send it to the Doctor. Perhaps possible skin cancer is of no consequence interest to the medical practice or the highly medical trained admin did not think it was worth bothering the Doctor with. I think different. I am fed up now why not meet up and talk about it.

4. Case 15423 (17-11-2025)

PCN: East Lindsey

Providers: Horncastle Medical Practice

Bert House engagement

Multiple people raised an issue of GP surgeries in Horncastle, requiring additional information and the only option is to log on to the internet, age and mental ability excludes these people unfairly. Commented they find some receptionist rude and dismissive when they are asking for help on this.

Notes / Questions

Healthwatch asks - how are patients informed of alternative options other than online?

Provider Response

I am unclear about what 'additional information' the user is referring. All of the reception team are aware that patients can contact the Practice by telephone or use Anima (online consultation tool) as the preferred methods of contact and for those who this is not easy for, they can attend in person. I will pass on to the team that they are seen as rude and dismissive, although I am surprised, as feedback for the team has recently been very complimentary.

5. Case 15435 (18-11-2025)

PCN: East Lindsey

Providers: Horncastle Medical Practice

Had to make contact with them lately. Was wary as everything is new since I went there last time. I got a telephone appointment with the GP, who had read my records and that was good as they knew what was happening. It went better than I thought. It's my first telephone appointment, it's not the same as actually seeing someone though.

What was going to happen was already decided really after trying physiotherapy and a referral was made, waiting now for the appointment with a Consultant.

The online system (Anima) is rubbish and it's not related to why I called them. So I could move on from some of the questions that were irrelevant or couldn't answer, I started putting a dot in the box, that way I could move on from one question to another, not great and I am used to computers.

Reference Anima and flu vaccine, I went to Boots pharmacy instead, because it was much easier and more straight forward than booking on Anima for the Surgery to do it.

Notes / Questions

No patient details provided

6. Case 15443 (18-11-2025)

PCN: East Lindsey

Providers: Horncastle Medical Practice

It's book online only, I use the library computers as I am not online at home. 8am is not convenient for everyone, I do think that needs to change.

I walked in to get an appointment and was told I needed to phone, so I got my phone out in reception and said I'll phone from here! they saw my point. You should be able to walk-in and make an appointment. As I protested, I can now do this, but they always push online. It dehumanises seeking help, and some people cannot cope with it and have to ask others to help. It is all done for the convenience of the corporation, not the patients.

The callback system is an improvement, it's good as you don't have to hang around on the phone.

Notes / Questions

No patient details provided

7. Case 15444 (18-11-2025)

PCN: East Lindsey

Providers: Horncastle Medical Practice

Anima online GP system is awful, I went in and told them that Anima is not good, I'm not that good on computers. Anima asks a lot of questions, it asks the same ones every time, like about your smoking etc, which are not relevant every time. The Doctors are very nice when you do see them and all the staff, like the Paramedic they have there now. It's getting too crowded, there are no more Doctors, yet more and more people in the area. They are not putting in extra services for all the new housing. I post my repeat prescription in the box at the surgery and I get on ok with that. Then it goes to the pharmacy where I get a text service, which I get on ok with.

Notes / Questions

No patient details provided

8. Case 15442 (18-11-2025)

PCN: East Lindsey

Providers: Integrated Care Board Dental

Getting an NHS dentist is a big problem. I was going regularly every 6 months, that was last in 2019, I moved up here from down south in 2020. Since then I cannot find an NHS Dentist, the one in Horncastle won't take me on as an NHS patient or a private patient. I've tried several times since I moved up here. They also want references from your previous Dentist (this was on their NHS website). I told previous Dentist I was leaving so there are no records there now.

Private dentistry is incredibly expensive, a friend recently had an implant and paid £5k. We badly need a 2nd dental practice in Horncastle, it is a large town, it's just not good enough. I will look at Lincoln or Boston to see if I can get one.

Notes / Questions

No patient details provided

9. Case 15481 (28-11-2025)

Providers:

For Information: Integrated Care Board Dental

Information provided via State of Health and Care Survey.

There are no local dentists taking NHS patients. Can not get to anywhere for emergency treatment as no transport.

Notes / Questions

No patient details provided

10. Case 15422 (14-11-2025)

Providers: Lincoln Co-op Chemists Ltd (Horncastle)

For Information: Pharmacy

Information provided via State of Health and Care Survey.

Had an insulin order in and took a week to come and I went in wasn't informed, staff were rude as well.

Notes / Questions

No patient details provided

11. Case 15428 (17-11-2025)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Bert House - Mens Mental Health / Depression

Person suffering with depression over child contact, has a residence order. 11 year old child spends time with parents as they choose, person supports this, other parent controls them and fails to communicate how the child is getting on, their needs, when they will see the child and is treated like an absent parent. Social worker is communicating with main parent and answers calls from this person but excludes parent from meetings. Feels they are being financially manipulated by main parent. Has asked GP for some support, is on medication. Parent stated they would prefer some emotional support rather than medications. Is getting support from a person who is in the same situation now and has similar interests.

Notes / Questions

No patient details provided.

12. Case 15389 (10-11-2025)

PCN: First Coastal

Providers: Marisco Medical Practice

Information provided via State of Health and Care Survey.

Unable to get a face to face appointment for 12 months. Also chronic disease results not explained by a clinician. This was done by brief few words in a text and referral to a website. Now we have treatments by text, and choose a treatment as to whether you can understand, do I need treatment or not? No direct advice, so will not bother to search through tons of research ?..Wait for next year annual chronic review, expect even less !

Notes / Questions

No patient details provided

13. Case 15399 (11-11-2025)

PCN: First Coastal

Providers: Marisco Medical Practice

Information provided via State of Health and Care Survey.

Marisco Medical Practice is poor. Once with the Doctor it was good but gaining access is impossible. Filling in requests for an appointment online, is hard you then have to wait for someone to call you you back. This means that you have to have either a mobile phone (and keep it with you all the time) or wait beside a landline until they call.

Notes / Questions

No patient details provided.

14. Case 15402 (11-11-2025)

PCN: First Coastal

Providers: Marisco Medical Practice

Information provided via State of Health and Care Survey.

Marisco GP Practice very poor. Lack of any proper pre bookable appointment system, like the dark ages. Line up outside at 07.45am to try and get appointment. Run for their convenience only. Never get to see a Doctor, even when face to face is requested.

Notes / Questions

No patient details provided

15. Case 15417 (14-11-2025)

PCN: First Coastal

Providers:

For Information: Marisco Medical Practice

Information provided via State of Health and Care Survey.

Difficult to get appointments, new system makes it too complicated and distant for elderly patients.

Notes / Questions

No patient details provided.

16. Case 15432 (18-11-2025)

PCN: First Coastal

Providers: Marisco Medical Practice

Local resident of Mablethorpe concerned that they had been trying to see a GP for quite a while, feels they need an MRI due to lower back pain getting worse. A couple of months ago, had been to see an out of hours GP on a Saturday at Ingoldmells. Patient also contacted NHS 111 who informed them to go to the Urgent Treatment Centre in Louth, which they did, arranged a taxi and then sat in the waiting area for 4 hours, when seen the Nurse said, not sure why you are here, you need to see your GP to make a referral for the MRI.

Notes / Questions

Healthwatch suggested contacting the surgery to see if a call back could be arranged to see if an MRI was required.

17. Case 15478 (28-11-2025)

PCN: Meridian

Providers:

For Information: Marsh Medical Practice

Information provided via State of Health and Care Survey.

I've had breast cancer , had part of breast removed . Didn't feel I needed a prosthesis. However 15 years later I definitely do as I'm very misshaped. I originally contacted surgery around May. Now end of November and still no closer to having this sorted . The worse part for me is , it was mentioned that they may have to send photos of my breasts to clinic . This is something I am really reluctant to do as I know the service isn't 100% secure.

Notes / Questions

No patient details provided

18. Case 15362 (10-11-2025)

PCN: East Lindsey

Providers: The New Coningsby Surgery

The New Coningsby Surgery

Repeated failures to abide by official NHS guidelines caused me to suffer a severe mental breakdown, being imprisoned in a mental health ward, and long term emotional scarring.

Notes / Questions

Healthwatch provided information of Practice Manager or ICB complaints

19. Case 15433 (18-11-2025)

PCN: East Lindsey

Providers: The New Coningsby Surgery

Medication review.

They wanted to give me some new medication, but I wanted a review first, I had to wait 8 weeks for an appointment and that was with the Pharmacist. I thought this was a long time to wait.

Notes / Questions

No patient details provided

20. Case 15434 (18-11-2025)

PCN: East Lindsey

Providers: The New Coningsby Surgery

Patient feels they are a waste of time. How can they make a clinical decision without seeing you. You can't answer the same on the phone and you don't get the prompts to discuss things that you would from a GP being in front of you.

They expect you to have everything ready to say in your head to tell them, but I don't always and a consultation feels different when you're in your own home, I feel it's not the right environment.

Notes / Questions

No patient details provided

21. Case 15420 (14-11-2025)

PCN: East Lindsey

Providers: The North Thoresby Surgery

Information provided via State of Health and care Survey.

The GP was explaining results over the phone but didn't have sympathy and just said wear and tear as if it didn't matter despite being in constant pain. I was made to feel like I have to just put up with it despite only being 60.

Notes / Questions

No patient details provided .

22. Case 15349 (04-11-2025)

PCN: First Coastal

Providers: The Surgery Stickney

Firstly I need to fill you in on background to this e-mail My apologies for being blunt!. Mid to late October I was thankfully 'sat' on the loo at home, having just finished operations when I decided to empty my bladder! upon which I had a resounding pain from that area which no doubt would have floored me IF I'd been stood up, I waited in agony, didn't move then suddenly my 'bladder' let go! Whereupon I saw blood as well as urine and was still in immense pain which thankfully receded. As I was in no position to flee to the A&E at that time. I decided to contact my GP who advised me to go to the Urgent Treatment Centre (UTC) at Boston. At that time I just wanted a record of what had happened . Taking action later. (My spouse had just gone away)

I'd happened to mention to a friend who works in a hospital in Birmingham what had happened and they persuaded me to at least ring 111, which I did. They took some notes, asked questions and advised that they could make me an appointment at the UTC, Boston Pilgrim for later that evening. That suited me as all our animals would be bedded down by then so I wouldn't put them at risk.

So I went in and was assessed and dealt with in 40 minutes from going in with a urine sample to heading out to Asda for antibiotics. Brilliant.

The fly in the ointment was that the Nurse Practitioner they said "I needed to get my GP to arrange for an ultrasound of my Kidneys" then remarked they were writing that in the notes that my GP would get in the morning.

I rang the surgery in the morning and told them what I'd been told to say and they said I needed an appointment to see the Doctor, face to face would be a while off and the closest **telephone** one was mid November! (Bearing in mind this was the mid to late October). I did NOT need Stickney Surgery to do ANYTHING PHYSICAL for me merely to arrange what the Nurse Practitioner recommended THEN act on the RESULTS!

As I wasn't very happy with the wait time to merely arrange a scan I asked to see the Practice Manager at Stickney who did show commiseration at what I'd endured I endeavoured to stress the insecurity that I was feeling that since the 'exploding Kidney stone' mid to late October, every time I went to pee was a new trauma and nothing was being done. They re-confirmed I couldn't be seen any sooner! Tonight I'm STILL four days away from EVEN speaking to anyone who can do anything! Oh how I wish the Nurse Practitioner could have booked me a scan at the time?

Notes / Questions

Healthwatch provided ICB information.

23. Case 15390 (10-11-2025)

PCN: First Coastal

Providers: The Surgery Stickney

Information provided via State of Health and Care Survey.

Stickney Surgery - poor. I find the surgery very poor in respect of communicating internally and externally. Referrals have not been made in a timely manner resulting in delay in diagnostic procedures.

Notes / Questions

No patient details provided

24. Case 15439 (18-11-2025)

PCN: First Coastal

Providers: The Surgery Stickney

I get on fine. Never see a GP, always see the Nurse Practitioner, but they are fine. Wasn't too bad getting an appointment. Dealt with my problem and contacted me when they said they would. Happy, but would like to see a GP and have their reassurance.

Notes / Questions

No patient details provided

25. Case 15405 (11-11-2025)

PCN: East Lindsey

Providers: Woodhall Spa New Surgery

Information provided via State of Health and care Survey.

Bardney Surgery - good. I would say positive when I have been given a response to AskMyGP. Negative when having to wait for an appointment to have bloods taken. 3 weeks is too long. I travelled to Woodhall Spa Surgery to get this done quicker.

Notes / Questions

No patient details provided

26. Case 15414 (14-11-2025)

PCN: East Lindsey

Providers: Woodhall Spa New Surgery

Information provided via State of Health and care Survey.

Had a blood test and my arm was so bruised I could not move it properly or sleep well for 6 days. Not able to see a Doctor for concern. All communication done via internet and phone calls with surgery staff.

Notes / Questions

No patient details provided

Informal Complaint

1. Case 15463 (28-11-2025)

PCN: First Coastal

Providers: My Dentist Skegness

For Information: Integrated Care Board Dental, Pilgrim Hospital

Patient has dental abscess that feels could have been prevented and treated sooner by NHS Dentist. Has hernia operation cancelled today at Pilgrim Hospital as has swollen face and dental abscess and an active infection. Says has been previously to dentist wanting treatment and did show them date of operation, next appointment scheduled for 2 weeks. Has rang NHS 111 for emergency dental appointment nearest emergency appointment is in Sleaford.

Notes / Questions

Signposted back to Practice Manager at Dental Practice re urgent need for emergency treatment and that operation cancelled today because of this, NHS 111 emergency dental appointment, LICB complaint about dentist if needed.

2. Case 15445 (18-11-2025)

PCN: East Lindsey

Providers: Woodhall Spa New Surgery

My parent asked me to advocate for them and has given me their permission to talk about their experiences.

They have been treated very badly, last year they had a bad reaction to the COVID vaccination which triggered shingles. They are normally very fit and never get ill, so this was exceptional for them. It was sorted out. They were told if they had a reaction again they must see a GP and not to have a particular named COVID vaccine. My parent booked for their COVID vaccine again this year and went in October, it wasn't the named drug that they had previously, but a different make (Pfizer), however they were unwell again. A big rash all over their back, so tried to get a GP appointment promptly and they were told they would be triaged. The receptionist asked for a photograph, but they couldn't manage to take one of their back, so the GP refused to see them.

My parent then went in person to the Surgery to try and persist to be seen, named GP said they should go to the local pharmacy! The receptionist was lovely and this is no reflection on them and them being helpful, they did make contact with the GP on parents behalf when they were in there and explained the situation, the GPs response was 'that was last year' it's 2025 and a new regime, tell them to go to the local pharmacy. Parent was resistant to go to A&E, their back was on fire, it was bleeding and they were not sleeping.

They have now left the Surgery where they had been a patient for over a decade, now with an alternative practice and they have been brilliant. Has been seen by a GP who said they had had a massive reaction, and that parent needed strong anti-histamines, steroid cream and emollient cream. Has now received a good level of care. Parent has written to the Surgery but did say they didn't want to take it any further.

My parent was acting on the advice given to them previously by a GP, so it was shocking, upsetting and unacceptable. Parent lives on their own and they know this.

Notes / Questions

No patient details provided

Compliment

1. Case 15376 (10-11-2025)

PCN: First Coastal

Providers: Beacon Medical Practice

Information provided via State of Health and care Survey.

Beacon Practice - very good. Physiotherapist knowledgeable, friendly, helpful.

Notes / Questions

No patient details provided

2. Case 15391 (10-11-2025)

PCN: First Coastal

Providers: Hawthorn Medical Practice

Information provided via State of Health and Care Survey.

Hawthorn Surgery, Skegness, good. I went for an annual check-up for COPD. The nurse went through my notes and realised I have never had a spirometry test as it was cancelled due to COVID. They have now referred me for this test.

Notes / Questions

No patient details provided

3. Case 15440 (18-11-2025)

Providers: Spilsby Dental Surgery

For Information: Integrated Care Board Dental

Spilsby Dentist.

It's all private now, it was NHS up until a couple of years ago. They are good. When you go to an appointment they book in the next one. It's clean, staff are always lovely.

Notes / Questions

No patient details provided

4. Case 15373 (10-11-2025)

PCN: First Coastal

Providers: Marisco Medical Practice

Information provided via State of Health and care Survey.

Marisco extended hours service - Good. Telephone appointment leading to a face to face soon. Helpful Dr but needed a face to face as couldn't understand all the problems.

Notes / Questions

No patient details provided

5. Case 15357 (07-11-2025)

PCN: First Coastal

Providers:

For Information: The Spilsby Surgery

Following sudden closure of my local Surgery, when it reopened my cancelled appointments were put in place very quickly.

Notes / Questions

No contact details provided.

6. Case 15378 (10-11-2025)

PCN: First Coastal

Providers: The Surgery Stickney

Information provided via State of Health and care Survey.

Stickney surgery - good, found one of the Practice Nurses was very professional.

Notes / Questions

No patient details provided

7. Case 15401 (11-11-2025)

PCN: East Lindsey

Providers: The Wragby Surgery

Information provided via State of Health and care Survey.

Wragby GP Surgery - very good. Called with a query regarding a prescription. As always the receptionist was friendly, helpful and knowledgeable.

Notes / Questions

No patient details provided

Lincoln City District Council x 5

- 4 x General Comment
- 1 x Compliment

General Comment

1. Case 15375 (10-11-2025)

PCN: Lincoln Healthcare Partnerships

Providers: City Medical Practice (Portland)

Information provided via State of Health and Care Survey.

Portland Medical Practice - very poor. I no longer even bother trying to get an appointment with a GP because it takes weeks and when you DO speak to a doctor they seem to do the bare minimum, at best.

Notes / Questions

No patient details provided

2. Case 15469 (28-11-2025)

PCN: Lincoln Healthcare Partnerships

Providers: City Medical Practice (Portland)

Information provided via State of Health and Care Survey.

Unable to contact surgery on the telephone at any time during the day, always around number 15 in the queue. Have not seen a GP for years, diagnosed with arthritis by Nurse Practitioner, who seem to do GP role.

Notes / Questions

No patient details provided

3. Case 15416 (14-11-2025)

Providers:

For Information: Integrated Care Board Dental, Lincoln Dental Care (Newark Road, Lincoln)

Information provided via State of Health and care Survey.

Had filling which dropped out after 2 weeks.

Notes / Questions

No patient details provided

4. Case 15477 (28-11-2025)

Providers:

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

Information provided via State of Health and Care Survey.

Information related to GP and ULHT . They ignore disabled people and staff tell lies and abuse patients and don't use aids and ignore laws and make the patient as the bad person.

Notes / Questions

No patient details provided

Compliment

1. Case 15421 (14-11-2025)

PCN: APEX

Providers:

For Information: Birchwood Medical Practice

Information provided via State of Health and care Survey.

Got a same day appointment, arrived early and was seen early. Dr was very helpful and kind and efficient.

Notes / Questions

No patient details provided.

North Kesteven District Council x 7

- 5 x General Comment
- 2 x Compliment

General Comment

1. Case 15468 (28-11-2025)

Providers: Bassingham Surgery

For Information: Integrated Care Board Dental

Information provided via State of Health and Care Survey.

It is extremely difficult to get an appointment and what puts me off is having to disclose to the Reception what the issue is. This makes it very difficult to raise issues which are personal or embarrassing. It is even worse in person because then I am standing in a waiting room talking about my issue and everyone can hear. Surely that is a breach of privacy and it feels incredibly off putting explaining things to an admin person in public. Then trying to book an appointment over the phone is impossible. It is like playing Russian roulette. No wonder things become severe and end up in A&E! Why can't we do online appointment bookings and enter info discreetly and then Reception or someone can discreetly do triage??

Re dentist - I use a private dentist that I pay fully for and even then it seems impossible to get an appointment within a 2 year period and it is a concern because if the government changes the indefinite leave to remain conditions why would medical staff come to this country?

Notes / Questions

Healthwatch provided information on Accux which is an online tool for patients to use should they wish.

2. Case 15396 (11-11-2025)

Providers: Treeline Dental Lincoln

For Information: Integrated Care Board Dental

Information provided via State of Health and care Survey.

Treeline Dental Practice - Lincoln. Very poor. I was a NHS patient on their books, and had to re-schedule 2 appointments, which I attended, due to work commitments and was informed that I had been removed from their "Books" because I had cancelled appointments. I have since found it near impossible to find an NHS Dentist near my Home Address. When I questioned why I had been removed, the telephone operator, simple said it was non negotiable and was all my fault for cancelling, but when I attempted to explain reasons for re-scheduling, the operator simply ended the call.

Notes / Questions

No patient details provided.

Healthwatch asks - why would a patient be taken off the list for the reasons patient has mentioned?

3. Case 15395 (11-11-2025)

PCN: Imp

Providers: Navenby Cliff Villages Surgery

Information provided via State of Health and Care Survey.

Cliff Villages Medical Practice - poor. Lost prescription, long time to answer the phone, long queues at reception to speak to someone, send incorrect 'missed appointment' text messages, some staff have a not so nice attitude, GP never looked at me during a consultation had their back to me looking at computer.

Notes / Questions

No patient details provided

4. Case 15400 (11-11-2025)

PCN: K2 Healthcare Sleaford

Providers: Sleaford Medical Group

Information provided via State of Health and care Survey.

Sleaford Medical Group - poor. Just getting an appointment is hard so a lot of the time I don't bother, plus when I got to see the nurse, if my answers didn't match their boxes to tick, they weren't interested.

Notes / Questions

No patient details provided

5. Case 15453 (24-11-2025)

PCN: K2 Healthcare Sleaford

Providers: Sleaford Medical Group

Information provided via State of Health and care Survey.

Sleaford Medical Group - Challenging to get an appointment - online systems are hard to access and staff unhelpful. Practice has no other way to make an appointment other than online. Can wait up to 15 days for a response to online queries and appointment requests. Results not followed up or shared. Generally inefficient.

Notes / Questions

No patient details provided

Healthwatch asks - are patients provided with alternative ways to make contact if needed, if so how is this relayed to patients?

Compliment

1. Case 15369 (10-11-2025)

PCN: South Lincoln Healthcare

Providers: Church Walk Surgery (Metheringham)

Information provided via State of Health and Care Survey.

Church walk surgery - very good. Always dealt with in a friendly and professional manner.

Notes / Questions

No patient details provided

2. Case 15388 (10-11-2025)

PCN: South Lincolnshire Rural

Providers: Church Walk Surgery (Metheringham)

For Information: Pharmacy

Information provided via State of Health and Care Survey.

Metheringham GP's Church Walk and Pharmacy. In both cases very empathetic, friendly, understanding and clear.

Notes / Questions

No patient details provided

South Holland District Council x 6

- 2 x General Comment
- 3 x Compliment
- 1 x Signposting

General Comment

1. Case 15483 (28-11-2025)

PCN: Spalding

Providers:

For Information: Beechfield Medical Centre

Information provided via State of Health and Care Survey.

Very poor unhelpful response to request for an appointment whilst in the surgery, told to go home and look on line to book an appointment.

Notes / Questions

No patient details provided

2. Case 15464 (28-11-2025)

PCN: South Lincolnshire Rural

Providers:

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

Information provided via State of Health and Care Survey.

Booking appointment almost impossible to see GP with in days .

Notes / Questions

No patient details provided.

Compliment

1. Case 15383 (10-11-2025)

PCN: Spalding

Providers: Beechfield Medical Centre, Bourne Dental Practice

For Information: Integrated Care Board Dental

Information provided via State of Health and care Survey.

Beechfield GP Practice and Bourne dental Practice - very good. High standard of care and good quality care.

Notes / Questions

No patient details provided

2. Case 15476 (28-11-2025)

PCN: South Lincolnshire Rural

Providers:

For Information: Gosberton Medical Centre

Information provided via State of Health and Care Survey.

Always easy to see and the online triage works perfectly.

Notes / Questions

No patient details provided

3. Case 15480 (28-11-2025)

PCN: Spalding

Providers:

For Information: Munro Medical Centre

Information provided via State of Health and Care Survey.

Exceptional care received. I, unfortunately have required their services over the last few months, for an unexpected illness. I have received nothing but personalised dedicated care and attention.

Appointments were easy to obtain, easy access on the phone and online. Care Navigation staff are extremely helpful and knowledgeable, which meant I did not trouble a clinician unnecessarily. I have received a clear and concise treatment plan. I have been given all the relevant red flag and signposting treatment. I cannot praise the Munro team enough.

Notes / Questions

No patient details provided

Signposting

1. Case 15407 (12-11-2025)

Providers:

For Information: Integrated Care Board Dental

Are there any dentists taking on NHS patients in Spalding.

Notes / Questions

Signposted to emergency Dental care - [Dental Care - Lincolnshire ICB](#) or call NHS 111. NHS Dentist in their area. LICB feedback and Customer Care.

Signposted about what Healthwatch can and cannot do, to LICB about previous dentist and PALs at Pilgrim re Orthodontic Department issues.

HW signposted to NHS Advocacy service and Community Specialist dental service.

Provider Response

Patient update : I am sorry you cannot help as it was you who originally pointed me in the direction of my last dentist who has now struck me off because of the ill health they caused. And the lack of compassion and service of Boston Pilgrim Orthodontics Department.

HW actions: Signposted about What Healthwatch Can and Cannot do, LICB about previous dentist and PALs re Orthodontic Department Pilgrim.

South Kesteven District Council x 15

- 10 x General Comment
- 5 x Compliment

General Comment

1. Case 15379 (10-11-2025)

PCN: Four Counties

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

For Information: Pharmacy

Information provided via State of Health and Care Survey.

Lakeside Surgery and Boots Pharmacy - poor. Had an ear infection . Took 10 days to see the nurse . Antibiotics not available anywhere . Took 8 days ringing to finally get the antibiotics.

Notes / Questions

No patient details provided

2. Case 15456 (24-11-2025)

PCN: South Lincolnshire Rural

Providers: Bourne Galletly Practice Team

Information provided via State of Health and care Survey.

GP Bourne Galletly - poor. Difficult to get to see anyone, they do it all on the phone or text apart from Nurses.

Notes / Questions

No patient details provided

3. Case 15446 (18-11-2025)

PCN: K2 Healthcare Grantham and Rural

Providers: Colsterworth Surgery, Integrated Care Board Dental

Colsterworth Medical Practice. Can't get a dentist.

It would be better if I could find a dentist. If my GP cared and if 111 didn't just refer me to the hospital, not even the nearest one.

Notes / Questions

Healthwatch provided information on NHS Dentists; NHS 111; NHS Choices etc. To speak with Practice Manager for any concerns relating to GP Surgery.

4. Case 15479 (28-11-2025)

PCN: K2 Healthcare Grantham and Rural

Providers:

For Information: Glenside Country Practice

Information provided via State of Health and Care Survey.

Fast response to enquiry made online. No GP appointment as I had asked, but a Physio appointment as yet to take place.

Notes / Questions

No patient details provided

5. Case 15387 (10-11-2025)

PCN: Four Counties

Providers: Stamford Dental Centre (Mr Saleem)

For Information: Integrated Care Board Dental

Information provided via State of Health and care Survey.

Stamford Dental Care - Very late going in. Dentist was training a student how to take x-rays but I never got my proper inspection. It was similar the time before also.

Notes / Questions

No patient details provided

6. Case 15471 (28-11-2025)

Providers:

For Information: Integrated Care Board Dental, Market Street Dental - Gainsborough

Information provided via State of Health and Care Survey.

It is a long way to travel for a short appointment, and expensive. Lives in Grantham

Notes / Questions

No patient details provided

7. Case 15367 (10-11-2025)

PCN: Four Counties

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

Information provided via State of Health and care Survey.

The Stamford Surgery (Lakeside). Very poor. Consultation fine. Advised blood test. Results requiring explanation. Prescription X2 given. No follow up to see how meds working etc.

Notes / Questions

No patient details provided

8. Case 15370 (10-11-2025)

PCN: Four Counties

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

Information provided via State of Health and care Survey.

Lakeside Stamford - very poor. Wanted some blood tests. Told I needed telephone appointment. First one with my preferred Doctor 2 months wait, with a different Doctor, a month wait!! Not acceptable.

Notes / Questions

No patient details provided

9. Case 15455 (24-11-2025)

PCN: South Lincolnshire Rural

Providers: The Deepings Practice

Information provided via State of Health and care Survey.

Deepings Practice - poor. Long waiting time for appointments, difficult to get face to face appointment, always only phone appointment offered as first option, even for physical issues, terrible experience when it comes to mental health, menopause and dealing with child with special needs and suicidal thoughts. Not very confidential as name displayed on the board in Waiting Room and other people can overhear conversation in reception Area. Have to explain health issues to receptionist, so can be uncomfortable everyone else is hearing it.

Notes / Questions

No patient details provided

10. Case 15475 (28-11-2025)

PCN: K2 Healthcare Grantham and Rural

Providers: The Market Cross Surgery

Information provided via State of Health and Care Survey.

Completed an online form requesting a GP appointment for a non-urgent matter, received an electronic notification later the same day for a telephone appointment in 4 working days time. Perfectly satisfactory. Call took place as scheduled, didn't feel rushed, felt listened to and happy with next steps. Unfortunately the pharmacy at the same practice is very slow in fulfilling requests for repeat medication, often taking in excess of a week (currently request 8 days and still waiting). Always seems very disorganised, don't always receive text messages when medication is ready for collection.

Notes / Questions

No patient details provided

Compliment

1. Case 15374 (10-11-2025)

PCN: South Lincolnshire Rural

Providers: Bourne Galletly Practice Team

Information provided via State of Health and care Survey.

Galletly Practice Bourne - very good. Care and support provided by kind, respectful skilled student Doctors and GP.

Notes / Questions

No patient details provided

2. Case 15470 (28-11-2025)

Providers:

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

Information provided via State of Health and Care Survey.

The Practice utilises Anima system which generated an interview with a Advanced Nurse. Organised an x-ray, blood tests and medication on same day.

3. Case 15371 (10-11-2025)

PCN: K2 Healthcare Grantham and Rural

Providers: St Peters Hill Surgery

Information provided via State of Health and care Survey.

Very good. Things do now always go to plan, and I understand the pressure that GPs are under, but the admin/support/reception service is very good, and I do not envy their jobs! Well done.

Notes / Questions

No patient details provided

	<p>4. Case 15345 (03-11-2025)</p> <p>PCN: K2 Healthcare Grantham and Rural</p> <p>Providers: The Market Cross Surgery</p> <p>Efficient, friendly, sympathetic but still professional. Drs listened to my elderly parent but also to me as carer without undermining their dignity or autonomy. Easy to get appointments and phone service worked well. Nurses brilliant, cheerful and helpful.</p> <p>Notes / Questions</p> <p>No patient details provided</p> <p>5. Case 15467 (28-11-2025)</p> <p>PCN: K2 Healthcare Grantham and Rural</p> <p>Providers:</p> <p>For Information: Vine Street Surgery</p> <p>Information provided via State of Health and Care Survey.</p> <p>My AskMyGP request was responded to quickly. I had a face to face appointment booked on the day. They monitored my progress till the issue was resolved.</p> <p>Notes / Questions</p> <p>No patient details provided.</p>
<p>West Lindsey District Council x 4</p> <ul style="list-style-type: none"> • 3 x General Comment • 1 x Compliment 	<p>General Comment</p> <p>1. Case 15448 (19-11-2025)</p> <p>PCN: Trent Care Network</p> <p>Providers: Caskgate Street Surgery</p> <p>Patient received a message from GP surgery to go for blood tests, this is due to some medication they are taking and need to keep an eye on. When they got there, no blood tests were done, but a medication review. Still no blood tests.</p> <p>Notes / Questions</p> <p>Healthwatch whilst at the Outreach centre, provided information to make contact with the surgery to see if they should be having a blood test done.</p> <p>2. Case 15447 (19-11-2025)</p> <p>PCN: Trent Care Network</p> <p>Providers: Integrated Care Board Dental</p> <p>Patient commented last year they had pain and swelling on tooth, not registered with an NHS Dentist as unable to get one, is on benefits but not in receipt of HC2 certificate as didn't know if they qualified. Made contact with a few in the Gainsborough area, but unable to get an emergency appointment, contacted NHS 111 who provided details of one in Scunthorpe, but patient unable to get there.</p> <p>Patient in the end, pulled out the offending tooth themselves, however still in pain and unable to eat on that side and thinks there is an exposed nerve, but not sure.</p> <p>Notes / Questions</p> <p>Healthwatch whilst at the Outreach centre, provided emergency contact details for local NHS Dentist, where the patient made contact there and then. Now has an appointment at 3pm today</p> <p>3. Case 15351 (04-11-2025)</p> <p>PCN: Trent Care Network</p> <p>Providers: The Glebe Practice (Saxilby)</p> <p>Glebe surgery Saxilby</p> <p>My spouse had a triple A open surgery and after being in ICU (intensive Care Unit) for four days then 2 days on a ward was discharged with the scar covering to be done by GP surgery on the Tuesday or at the latest Wednesday we rang on the Monday said 'no appointments you will have to take them to accident and emergency', my spouse couldn't even get into clothes, I told the surgery how dangerous after this operation to be sat waiting in A&E would be impossible, receptionist told me 'we have no appointments' so I rang a number on the county council website, they told me to go back tell them they was obligated to do it, to cut a long story short, they wouldn't do it, put it on Facebook and got help then they had on their notes that my spouse had a Varicose vein op instead of heart operation in separate incident and even after being told it was wrong but it in their phone records.</p> <p>Notes / Questions</p> <p>Healthwatch provided information for WoundCare and Practice Manager information</p> <p>Compliment</p>

	<p>1. Case 15368 (10-11-2025)</p> <p>PCN: Imp</p> <p>Providers: Nettleham Medical Practice</p> <p>Information provided via State of Health and Care Survey.</p> <p>Nettleham medical practice - very good.</p> <p>Notes / Questions</p> <p>No patient details provided</p>
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Hospital Services

Area	Case Details
<p>Boston District Council x 3</p> <ul style="list-style-type: none"> 2 x General Comment 1 x Compliment 	<p>General Comment</p> <p>1. Case 15352 (04-11-2025)</p> <p>Providers: Pilgrim Hospital</p> <p>Pilgrim</p> <p>I am on two waiting lists and each of them is over a years wait. This is too long</p> <p>Notes / Questions</p> <p>No patient details provided. No detail of which clinics.</p> <p>2. Case 15462 (26-11-2025)</p> <p>PCN: Boston</p> <p>Providers: Pilgrim Hospital</p> <p>Patient is waiting for a shoulder replacement, has had all the necessary tests and scans, now been over 18 months, is in a lot of pain, and their quality of life is worsening. Lives on own, not sleeping due to the pain, finding things difficult. Has spoken with their GP and told they will just have to wait. Has been informed they are on the list but could be a long time. Patient thought they had contacted PALs when calling Healthwatch.</p> <p>Notes / Questions</p> <p>Healthwatch provided PALs contact details</p> <p>Compliment</p> <p>1. Case 15452 (24-11-2025)</p> <p>Providers: Pilgrim Hospital</p> <p>Information provided via State of Health and care Survey.</p> <p>Boston Pilgrim Hospital Royle eye department, Very good. Treatment very professional, tells you everything they are doing.</p> <p>Notes / Questions</p> <p>No patient details provided</p>
<p>East Lindsey District Council x 7</p> <ul style="list-style-type: none"> 4 x General Comment 3 x Compliment 	<p>General Comment</p> <p>1. Case 15359 (07-11-2025)</p> <p>Providers:</p> <p>For Information: Lincoln County Hospital</p> <p>My relative was admitted to A&E recently, a previous experience some years ago prompted me to write a journal regarding their experience. I wrote this because they are disabled and non verbal. I am their close relative and Lasting Power of Attorney. I stress this was shared for positive reasons not a complaint. Following my journal I was approached Head of Patient Care. We had a meeting where I was promised changes for patients, specifically for disabled persons. Sadly, their recent visit can be categorised as the status quo has been maintained, still to the disadvantage of patients. Very disappointed & frustrated.</p>

2. Case 15398 (11-11-2025)

Providers: Lincoln County Hospital

Information provided via State of Health and Care Survey.

Lincoln Hospital Neurology - very poor. We attended a neurological appointment. The scans were 5yrs out of date because they were taken at Grimsby Hospital and these hospitals don't communicate with each other. This meant the latest scans needed for a diagnosis (and taken in October) were unavailable for the Professor to study !!

Notes / Questions

No patient details provided

Healthwatch asks - are scan results not requested prior to patients appointments, so it is not a wasted appointment for patients and Consultants

3. Case 15366 (10-11-2025)

PCN: First Coastal

Providers: Pilgrim Hospital

Information provided via State of Health and care Survey.

Boston A&E

Very poor. I waited over 15 hours in A&E with what my GP thought was corda equina which is potentially a medical emergency. I was totally disregarded by the triage doctor, sent for an x-ray and told by the radiographer that I couldn't have one as I "wasn't a trauma patient" I saw really old and unwell people sitting for hours in chairs in the waiting room with drips and being given medications, one person sat next to me being interviewed by a doctor and being asked about how many times they had their bowels open and what it was like! I could go on and on about the total indignity but there was also incompetence, people calling patients for scans/bloods etc when they had already had them done.

I have worked as an NHS registered nurse for the majority of my life but this experience (my only A&E visit in 40+ years) has left me ashamed of the NHS. I will never attend Boston A&E again.

Notes / Questions

No patient details provided

4. Case 15438 (18-11-2025)

Providers: Pilgrim Hospital

Cardiology

During the last 2 years I have had spells in hospital relating to Atrial Fibrillation (AF), they sorted me right out, but the food is vile, I just couldn't eat it. I lost 2 stone in a couple of weeks 'wonderful diet'! I didn't have much of an appetite, but visitors brought in things for me.

Notes / Questions

No patient details provided

Compliment

1. Case 15437 (18-11-2025)

Providers: Pilgrim Hospital

Dermatology

Fantastic. Analysed the problem, no waiting, get done quickly, there and then. This is in relation to a skin cancer problem I have had.

Notes / Questions

No patient details provided

2. Case 15377 (10-11-2025)

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

Information provided via State of Health and care Survey.

Ophthalmology, very quick, polite knowledgeable Doctor.

Notes / Questions

No patient details provided

3. Case 15426 (17-11-2025)

PCN: East Lindsey

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

Although I live near Boston, I was given an appointment for MRI at the Lincoln Diagnostc Centre for early morning last week. The centre was lovely, staff very friendly and all in all very happy with the service provided. Just would have preferred 15 minutes to Pilgrim, rather than over an hour to Lincoln, but not a problem. I think as my postcode has LN in it, they assumed I live near Lincoln. Never assume.

- 3 x General Comment

General Comment

1. Case 15384 (10-11-2025)

Providers: Lincoln County Hospital

Information provided via State of Health and care Survey.

Lincoln County Hospital A&E - very poor.

I had an operation at Kings Mill Hospital. I was discharged at 10pm. I arrived home at 11.30pm. I didn't even get out of my wheelchair van as I had a haemorrhage on the drive. By midnight I was in Lincoln A&E.

I had just woken up from a general anaesthetic and was bleeding everywhere. I felt really awful and was made to wait before being seen. A support worker grabbed my arm and took blood without even speaking one word to me. Another member of staff came in and made the support worker move out of the way which meant the needle moved out of the vein and hurt. They didn't tape it down but why are staff coming and going while people are taking blood?? The only reason I was seen after that was because I started spraying blood up the walls and all over the floor. It was three hours before I was given a cannula even though I'd lost loads of blood. Another support worker grabbed my arm for a cannula and they didn't say a word either! Not their name, what they were going to do or why or not even a hello.

I was given blood clotting IV medication but I even had to wait for that! Kings mill had just looked at my buttocks as I'm in a wheelchair and they said that they were red and needed to keep off them. I spent 24 hours sat in my wheelchair on them and now one has broken skin. How is this even allowed to happen! I couldn't get my usual medication or my usual Oxycodone. They were giving me liquid and I had to fight for that and it wasn't my usual dose. The way the staff get around patients that are upset is they accuse them of being argumentative. Then they can get away with saying the patient is the bad person and not them. What they don't know is that I was a Nurse for 28 years and know that the way they're treating people in there is absolutely wrong.

I had just had an anaesthetic and there was no taking that into account or that I shouldn't be sitting on my bum. My observations were taken twice in 24 hours even though the doctor asked them to take it several times more but no one did. I told them my watch had been alarming for 80 minutes that my heart rate was 150. They agreed they had found it high too and for staff to keep taking it but no one did. My oxygen sats were alarming 92% but no one cared. I ended up self discharging as I was promised a bed two days running but never materialised. I can't sit in my wheelchair for two days on sore buttocks. I had run out of my own Oxycodone tablets too which I'd had to take the whole time I'd been there.

Whilst I was there I saw a Nurse lifting a patient into a wheelchair using another unrelated PATIENT for lifting help. Since when did it become acceptable to use patients as lifting help for other patients? The patients and relatives are providing the care in A&E not the staff. Even the tea and food trolley. If they can avoid you and give you nothing they will. They have a tick chart but if someone is missed off who cares because they didn't. I'd had no drink because I was NBM since 7am for an operation. I got nothing from the first two trolleys so didn't get a drink for over 24 hours. I cannot believe I'm having to write again that A&E have been worse than poor.

No one wants to go there and be treated like a doormat. It's only luck that someone hasn't died in that waiting room because it's not due to care as there isn't any whatsoever. You have disguised a very bad ward as a waiting room and it needs shutting down.

Notes / Questions

No patient details provided

2. Case 15451 (24-11-2025)

PCN: APEX

Providers: Lincoln County Hospital

I have just been informed, and I wonder if you are able to assist some patients who are currently in the Surgical Admissions Lounge. There is no heating in this area, only 1 small oil filled heater, the room is cold and so are the patients.

By all accounts this has been like this for a week - is there anything that is being done about this please, for the patients? is there a timeframe?

Notes / Questions

Healthwatch made contact with the Hospital to see what is happening

Provider Response

The ward and facilities have been working on this already and pals have been informed that this has partly been resolved and they are working on it. No timeframe, that I would be made aware of.

	<p>3. Case 15473 (28-11-2025)</p> <p>Providers: For Information: Lincoln County Hospital</p> <p>Information provided via State of Health and Care Survey.</p> <p>The appointment got booked in relatively quick, and went early as they requested I came day earlier due to cancellations. The people were nice, but the experience left me feeling a bit emotionally conflicted, as I went to GP for pain in breast who then identified a small lump. The specialist who saw me at the clinic couldn't find anything when they checked, but basically dismissed me by not providing me with an ultrasound to double check nothing was wrong. He put my pain down to other things. So I felt relieved in the moment because a healthcare professional said there was nothing wrong, but afterwards I questioned their practice and whether or not they should have actually just done an ultrasound, which I did ask about, to give me peace of mind.</p> <p>Notes / Questions No patient details provided.</p>
<p>North Kesteven District Council x 5</p> <ul style="list-style-type: none"> • 2 x General Comment • 3 x Compliment 	<p>General Comment</p> <p>1. Case 15427 (17-11-2025)</p> <p>PCN: K2 Healthcare Sleaford</p> <p>Providers: Grantham + District Hospital</p> <p>Ambulatory (SDEC Same Day Emergency Centre)</p> <p>Excellent Doctors, Nurses and receptionists. But you go in and wait for a blood test, you get the blood test then wait another 2 hours for the results. You then wait hours to see a Doctor. If they told you how long the wait was, you could, as I did on the 2nd visit, to go to Asda and do some shopping and fill car with petrol etc. Then go for a meal in the canteen and sit outside in the sun and read my book in peace.</p> <p>My long days in hospital were less stressful and I got things done, instead of being bored and with blood clots in my leg it was dangerous to be sat on an uncomfortable chair for hours.</p> <p>The only thing offered to eat in the waiting area were biscuits or sandwiches made with margarine, which I am allergic to, so being able to go to the canteen on site was necessary for me.</p> <p>2. Case 15484 (28-11-2025)</p> <p>Providers: For Information: United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT</p> <p>Information provided via State of Health and Care Survey.</p> <p>Referred from Lincoln to Boston for laser eye treatment. Carried out in June, very efficient and effective, but follow up appointment at Lincoln advised at one week and 6 weeks to check eye pressures and progress. Appointments not yet received. Have had pressures checked by optometrist.</p> <p>Notes / Questions No patient details provided</p> <p>Compliment</p> <p>1. Case 15397 (11-11-2025)</p> <p>Providers: Lincoln County Hospital</p> <p>Information provided via State of Health and Care Survey.</p> <p>Lincoln County Hospital A&E - good. Relatively quick and good service. I was in and out which was fine with me but understand others may have wanted a more in-depth service.</p> <p>Notes / Questions No patient details provided.</p> <p>2. Case 15404 (11-11-2025)</p> <p>Providers: Lincoln County Hospital</p> <p>Information provided via State of Health and care Survey.</p> <p>Lincoln County Hospital - very good. Ophthalmology outpatients - booking in system worked well, staff friendly and efficient, waiting time minimal - various tests carried out efficiently with clear explanations of what was happening and why - longer waiting time to see the doctor, but it was lunchtime by then and an apology was given for the wait.</p> <p>Notes / Questions No patient details provided</p>

	<p>3. Case 15454 (24-11-2025)</p> <p>PCN: K2 Healthcare Sleaford</p> <p>Providers: Lincoln County Hospital</p> <p>Information provided via State of Health and care Survey.</p> <p>Lincoln County Hospital - very good. I was put on the 2 week pathway with a cancer scare. Thankfully after a couple of procedures everything came back clear.</p> <p>Notes / Questions</p> <p>No patient details provided</p>
<p>South Holland District Council x 2</p> <ul style="list-style-type: none">• 1 x General Comment• 1 x Informal Complaint	<p>General Comment</p> <p>1. Case 15425 (17-11-2025)</p> <p>Providers: Pilgrim Hospital</p> <p>Pilgrim Hospital - Discharge</p> <p>Treatment ok. The problem is that they were discharged to a Care Home, discharge notes for the Care Home stated they were mobile, that was definitely not the case, they are immobile and incontinent, which as you can imagine was a great shock to the Care Home, as they do not cater for that type of resident.</p> <p>Update - My elderly friend had been sent an appointment by post for a head scan, they had previously been in hospital and they did a scan, was moved into a Care Home, (care home was told they were mobile! which wasn't the case) the Care Home arranged transport to the hospital, picked up at 9.30am.</p> <p>When they got to the hospital they were told they didn't need the scan as it had already been done while they were an inpatient, my poor friend had to wait until 4pm to go back. They were hungry and felt nauseous, and found it very upsetting. What a waste of time and money for the NHS.</p> <p>Notes / Questions</p> <p>Healthwatch provided PALs information</p> <p>Informal Complaint</p>

1. Case 15450 (24-11-2025)

PCN: South Lincolnshire Rural

Providers: Peterborough and Stamford Hospital

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

Partner of the patient made contact as patient lives in Lincolnshire.

Diagnosed earlier this year with prostate cancer, suggested hormone therapy, and radiotherapy to be given in August, then 3 months later patient was suffering with chronic back pain, saw the consultant who stated it was probably related to their job and muscle pain, no scan referred for, just see how it goes.

Patient then had bleeding when urinating within a week after seeing consultant. As they were down south they were taken to Barnett A&E in London, where they diagnosed a blood clot, sent to Royal Free hospital Urology Department and in hospital for over a week trying to sort this out. Was discharged and came home to Lincolnshire.

Patient was ok for a couple of weeks then admitted to Peterborough Hospital as bleeding again, where flushing therapy via a catheter was completed. Partner and patient asked whilst in hospital if it could be related to the cancer and asked if the Consultant would speak with their oncology consultant. 2 days later they were admitted again as the same had happened, Urology would do a procedure to clean out the prostate, it was then that they spoke to Oncology Consultant, a scan was done and it was then that the patient was informed the cancer had spread to other areas of their body. Could now not have radiotherapy, but chemotherapy would be needed.

Patient was still having constant blood clots and palliative care suggested pain management control to sort out the clots. A double nephrostomy was completed, which did seem to sort out the blood clot problem as well.

Patient stated chemo and was to have 6 sessions every 2 weeks, 1st time one of the nephrostomy tubes came out, which was dealt with in a timely manner, 2nd time the nephrostomy tube came out, the patient was informed to go to A&E, after hours in there waiting, they needed a bed, no beds so couldn't have the 2nd part of chemotherapy due to the tube being out, so went home.

A second scan was arranged so they could do a more targeted approach, however the scan date was cancelled by the hospital and another date provided for December, patient and partner spoke with Oncologist, who got a scan date for before the original date, has now been completed and are having the results today.

Patient is in a lot of pain, each time the patient complains about their back pain, they just update their medications. Patient is constantly, unable to eat, sleep and the pain is getting worse, has no quality of life. Partner has seen that there are other treatments such as an injection into the back to relieve the pain, or targeted radiotherapy in the back, but no one is listening to them. It is effecting the patients mental health. Partner also mentioned, that they had been informed that the hospital doesn't have enough money for everything!.

Notes / Questions

Healthwatch provided Complaints information, LICB, CQC and Advocacy

South Kesteven District Council x 6

- 4 x General Comment
- 2 x Compliment

General Comment

1. Case 15360 (10-11-2025)

Providers: Grantham + District Hospital

Grantham Hospital - X-ray department

Appointment for scan cancelled 1 hour before due, record noted DNA---did not attend-- makes it look like my fault-- next appointment 4 weeks later-why? should have been 1st in queue and should not record DNA when hospital cancel.

Notes / Questions

Healthwatch provided PALs information

Healthwatch Asks - Why would a patient be classed as DNA when it was the hospital that cancelled?

2. Case 15381 (10-11-2025)

Providers: Lincoln County Hospital

Information provided via State of Health and Care Survey.

Lincoln Hospital - poor. My spouse had a phone appointment with the Consultant, and subsequently received via a message that another appointment with a different Consultant with no explanation.

After trying to phone many times (leaving messages which were not responded to) they eventually managed to speak to an admin person, they learnt that their Consultant was away, and their care was transferred to another consultant. It seems the admin is not working well at all.

Notes / Questions

No patient details provided

3. Case 15457 (18-11-2025)

Providers: Lincolnshire Integrated Care Services (ICS/ICB), Peterborough and Stamford Hospital
Stamford Hospital - Phlebotomy (blood tests)

Information sent to Healthwatch via facebook downloads.

- I was there this morning, it's my 3rd day to get a blood test, it's crazy busy. Very difficult when you're working shifts and nights trying to get a test that's needed.
- People coming from far and wide to this service, which makes it difficult to access for all. Apparently people are coming to Stamford from as far away as Boston & Leicester Staff extremely busy, it's not their fault, just too many people. Why are GP Surgeries not doing it any more?
- The whole thing is outrageous, to save the Surgeries more money and push the costs and inconvenience onto the patients. Why should people have to take hours off work for this, what about those who don't drive. Myself I have to take a 2 bus journey each way to Stamford. It makes me so angry. Just more hoops that we as patients are made to jump through.
- I attended the blood test centre at Stamford Hospital this morning at 8.15am was 49 in the queue. I think there were 3 phlebotomists on duty and they were super kind and efficient but totally over worked. I noticed that 3 cubicles were not being used and it was obvious that more staff are needed.
- An appointment system would be good as some people can no longer get tests due to work and time taken to get bloods taken. Now they have the new day care centre building up and running maybe relocate to there?

Notes / Questions

Healthwatch asks - why are so many patients being sent to get blood tests at this hospital, are surgeries no longer doing these small tests? is there somewhere closer patients can access?

Provider Response

ICB response : Lincolnshire ICB is currently reviewing the existing commissioning arrangements for Phlebotomy services at Stamford Hospital. We are actively working with both NWAFT and local GP practices to ensure that the future model for Phlebotomy services offered in the area is sustainable whilst continuing to meet the needs of the local population.

4. Case 15465 (28-11-2025)

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

This might be of interest, with so much travel to hospital and clinic appointments over the past few of months I asked if I was eligible to claim any travel costs back, they said yes as I get PIP etc, so I applied over a month ago. I got it returned as they now want each trip individually claimed for. 6.5 hours later I had all the information they needed, it's not straightforward for a patient to know who is referring you once you attend hospital, I foolishly put down my Doctor and their address, wrong, but sometimes it was, sometimes it went back to my GP to them put in the referral and sometimes it was a Doctor in the hospital referring me to a different Doctor or Department in that hospital or to another Hospital or Clinic or x-ray Clinic or MRI centre etc , 316 miles to and from Hospitals and Clinics and Screening Scanning centres, and the form I was originally given was for in-house payment i.e a hospital Bursary Office which I don't think exist any more, so those first lot of forms didn't have a section to fill in your payment details , all a bit of a faff and pretty much impossible for someone with dementia or other issues.

Notes / Questions

HW asks : How do patients claim for travel costs to and from appointments, particularly if they have multiple appointments and visits to different sites, and do not know who referred them and which Consultant/Specialists patient they are, if there are no travel offices at Hospital sites if they do not have online access ?

Provider Response

Response from ULTH access to information to patient : We currently have limited resources in the service which is impacting our ability to respond in a timely manner as we would like. All new requests while logged and a reference number provided at that point. We would ask that you allow up to 5 working days prior to chasing (please use reference number provided in all follow up enquiries). If not provided as part of requests, information can be found at <https://www.ulh.nhs.uk/patients/our-commitment/health-records-access>

We apologise in advance for any inconvenience and please be assured we are working to improve our position.

Compliment

	<p>1. Case 15382 (10-11-2025)</p> <p>Providers: Peterborough and Stamford Hospital</p> <p>Information provided via State of Health and Care Survey.</p> <p>Peterborough City Hospital - very good. Immunotherapy BCG treatment.</p> <p>Notes / Questions</p> <p>No patient details provided</p> <p>2. Case 15386 (10-11-2025)</p> <p>Providers: Peterborough and Stamford Hospital</p> <p>Information provided via State of Health and care Survey.</p> <p>Peterborough Hospital A&E - very good. Staff very friendly and thorough, seen, treated and out within a couple of hours.</p> <p>Notes / Questions</p> <p>No patient details provided</p>
<p>West Lindsey District Council x 2</p> <ul style="list-style-type: none"> 2 x General Comment 	<p>General Comment</p> <p>1. Case 15392 (10-11-2025)</p> <p>Providers: Lincoln County Hospital</p> <p>Information provided via State of Health and Care Survey.</p> <p>Hospital inpatient (day treatment or overnight)</p> <p>Lincoln County Hospital - poor. Spouse taken into hospital but staff only interested in trying to get us together to sign DNR and were very persistent and upsetting. Found another patients drugs in spouses locker, no action taken. Staff no interaction on ward, won't make eye contact or speak even when doing things to patient. One member of staff kept using wrong name despite being told twice! Found the whole experience very traumatic and frightening.</p> <p>Notes / Questions</p> <p>No patient details to see which ward.</p> <p>2. Case 15408 (13-11-2025)</p> <p>PCN: East Lindsey</p> <p>Providers:</p> <p>For Information: Lincoln County Hospital</p> <p>Mens Surgical Ward</p> <p>I recently had to undergo Surgery. I was booked in by a Nurse who did not greet me, did not look at me at all during taking my details and concentrated totally on the Computer. Even on completion they did not look at me when I was told to go and sit in the waiting area until being called.</p> <p>During my short stay on the ward there were occasions when Nurses would undertake tasks on me without informing me what was being done. Eventually I learnt to ask.</p> <p>On one occasion I was asleep during the late morning and found that I was surrounded around my bed by 5 Doctors who were discussing my case and prognosis . I was not consulted until I asked, just before they moved on to the next patient . Had I not asked I believe I would not have been spoken to.</p> <p>Communication with patients is vital for reassurance during a very stressful time and needs to be emphasised to all staff.</p> <p>My general treatment and subsequent visits have been superb and during these times I can only praise the aftercare of the Nursing staff.</p>
<p>All Areas x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 15415 (14-11-2025)</p> <p>Providers:</p> <p>For Information: Lincoln County Hospital</p> <p>Information provided via State of Health and care Survey.</p> <p>Dreadful, two other patients notes included in my records, staff unprofessional in conduct, poor communication and homophobic and patient blaming, threatening and bullying behaviour and falsifying records.</p> <p>Notes / Questions</p> <p>No patient details provided.</p>
<p>Out of Area x 1</p> <ul style="list-style-type: none"> 1 x Compliment 	<p>Compliment</p>

	<p>1. Case 15365 (10-11-2025)</p> <p>Providers: Hull Royal Infirmary</p> <p>Information provided via State of Health and care Survey.</p> <p>Neurologist telephone appointment. Very good at Hull Royal Infirmary, it is what I had hoped for.</p> <p>Notes / Questions</p> <p>No patient details provided</p>
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Mental Health and Learning Disabilities

Area	Case Details
<p>East Lindsey District Council x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 15413 (14-11-2025)</p> <p>Providers:</p> <p>For Information: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Information provided via State of Health and Care Survey.</p> <p>Constant cancellations, discharged from CPN (Community Psychiatric Nurse) even though I still self harm and have constant battles.</p> <p>I believe knowing that I can pay for private counselling led to discharge, even when I still feel I need support with life, medication and self harm .</p> <p>Notes / Questions</p> <p>No patient details provided</p>
<p>All Areas x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 15361 (10-11-2025)</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Community Mental Health Nurse</p> <p>When I was becoming ill, I needed my community mental health nurse to listen and take appropriate action, instead of waiting weeks to refer me to a consultant for medication review, by which time its too late and I'm very poorly.</p> <p>Notes / Questions</p> <p>No patient details provided</p>
<p>Out of Area x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 15472 (28-11-2025)</p> <p>Providers:</p> <p>For Information: Out of area</p> <p>Information provided via State of Health and Care Survey</p> <p>NAVIGO Mental Health Services</p> <p>I self referred at the end of September and had an initial virtual assessment and I am still waiting for support with no updates.</p> <p>Notes / Questions</p> <p>No patient details provided</p>

Patient Transport

Area	Case Details
<p>All Areas x 1</p> <ul style="list-style-type: none"> 1 x Compliment 	<p>Compliment</p> <p>1. Case 15412 (14-11-2025)</p> <p>Providers:</p> <p>For Information: East Midlands Ambulance Service NHS Trust (EMAS), Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Information provided via State of Health and Care Survey.</p> <p>Called ambulance out to elderly parent from start to finish care was amazing could not fault NHS all brilliant.</p> <p>Notes / Questions</p> <p>No patient details provided</p>

Social Care Services

Area	Case Details
Lincoln City District Council x 1 <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 15343 (03-11-2025)</p> <p>Providers: Fosse Healthcare UK, Lincolnshire County Council - Adult Social Care</p> <p>Fosse healthcare were horrendous, I was previously with a reablement company and am now with another provider so have a good comparison.</p> <p>Management agreed to care plan from social services and promised me certain call times however the carers would come at random times making it impossible for me to have plans. Most carers were very unprofessional and lacked training eg tugging on my catheter where it came out of my urethra, shaking my catheter, using gloves that were ripped, or that had dropped on the floor, carers would wear hoodies and sometimes earphones. They would rush meaning things wouldn't always get done as I don't always remember specific tasks.</p> <p>One carer asked me if I was on my period because they can smell it, which wasn't pleasant. Carers would enter my room and start pulling my clothes off without saying a word. A carer told me that they had a catheter for 2 days when they were pregnant so knows what it's like and that I should get it removed and wear a pad - I have urinary retention. My social worker sent my logs to them weekly which they didn't respond to, we had a meeting scheduled which they cancelled the day before as they had new service users who needed care plans doing, a week went by and no attempt to reschedule was made so I contacted CQC with concerns they called me within an hour of the CQC making contact requesting a meeting for the next day.</p> <p>I was told by the manager that they would have a meeting with all of the carers who were bad (30 carers roughly, with 4 carers excluded) and let me know the outcome - no further communication was made. I am now with a new company and have not had any of the issues I previously encountered.</p>
South Kesteven District Council x 1 <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 15406 (11-11-2025)</p> <p>PCN: K2 Healthcare Sleaford</p> <p>Providers: Lincolnshire County Council - Adult Social Care</p> <p>Caller from LPFT Governor and Dementia Champion, called with regards to a 93 year old person who has been diagnosed with dementia, lives on own with no family or friends close by. Was in hospital earlier this year, then into respite until able to go home. Has a carer and social worker involvement. No longer understands finances and will go from their home in Great Hale to the Co-op in Heckington, walking. Often with incorrect footwear or clothing.</p> <p>Has been picked up before by several people on route back, which could be dangerous as doesn't necessarily know these people. Fear that person may go outside late in the evening for a walk and not know how to get back, as does wander and forgets where they are supposed to be, gets regularly confused. Villagers worried about their safety. Don't think they are eating properly, but believes they tell carers they are.</p> <p>Person has made reference to others that they want to go into a home as feels it's time.</p> <p>Provider Response</p> <p>11/11/25 Healthwatch tried to make contact with Social Worker - message left</p> <p>Update 11/11/25 - Spoke with Social Worker, who is aware of all mentioned and there are things in place. Carers 3 x a day who take person to get monies once a week, can use the bus and Social Worker will make contact with GP surgery. Person has stated they do not want to go into a home and are quite happy where they are. Social worker has constant feedback from carers how things are going and visits periodically. No concerns.</p>

Other

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

	<p>1. Case 15424 (17-11-2025)</p> <p>PCN: Boston</p> <p>Providers: Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Patient has a rare condition which means they suffer with benign lumps all over their body, which require removing surgically. Each time a new one appears it takes months to get sorted out as GP needs to request funding for, which slows down the process for the patient and makes their quality of life harder. Did make a formal complaint and had a face to face meeting with the Integrated Care Board, where they stated a pathway would be sorted in the next 3 weeks, this was over 6 months ago and nothing has changed. Has another 4 lumps appear in this time.</p> <p>GP has been brilliant as has the Consultant. All concerned are frustrated in that they cannot move forward in accessing a dedicated pathway for the patient.</p> <p>Notes / Questions</p> <p>Patient requested Healthwatch contact the ICB, Healthwatch also suggested PHSO and local MP</p> <p>Provider Response</p> <p>ICB - Part of the challenge has been, due to the complexity, it does not sit with one speciality/consultant and to ensure patient safety is maintained we need to ensure what is agreed is appropriate. Whilst the main condition this patient has is rare, we need to ensure what is implemented would be appropriate for anyone else with the same condition therefore we need to ensure the contract/commissioning pathway that is agreed is appropriate and robust as well. I am sorry that this is taking longer than we had hoped but we do continue to explore possibilities and different avenues.</p> <p>Information relayed to the patient.</p>
<p>North Kesteven District Council x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 15430 (17-11-2025)</p> <p>PCN: K2 Healthcare Sleaford</p> <p>Providers: NHS 111 Service</p> <p>NHS 111</p> <p>When in extreme pain, vertebrae collapse and trapping of nerve and blood vessels, I called NHS 111 and asked for a paramedic and morphine, they wanted to send an ambulance, I said no I am not tying up an ambulance for a few hours when I could get a lift. I was finally given an appointment at Grantham Urgent Treatment Centre (UTC) for 8pm, it was gone midnight before I was given adequate pain relief and then sent home.</p> <p>A paramedic would have saved hundreds of pounds and saved me a 54 mile journey and hours of pain. This has happened before only in Norwich for the other times. NHS 111 need to listen to the caller and trust that they know what they need and work with them to save NHS costs.</p>
<p>South Holland District Council x 1</p> <ul style="list-style-type: none"> 1 x Compliment 	<p>Compliment</p> <p>1. Case 15348 (03-11-2025)</p> <p>Providers: NHS 111 Service</p> <p>111 option 2 Lincolnshire</p> <p>My mental health was deteriorating and 111 option 2 is part of my safety plan. I spoke today to a named person. Who took the time to reassure me and explain things to me. They brought me back to a calmer me</p>

Not Specified

Area	Case Details
<p>South Holland District Council x 1</p> <ul style="list-style-type: none"> 1 x Signposting 	<p>Signposting</p> <p>1. Case 15353 (06-11-2025)</p> <p>Providers:</p> <p>For Information: Lincolnshire Community Health Services NHS Trust (LCHS), Lincolnshire Integrated Care Services (ICS/ICB), Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health), Pharmacy, United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT</p> <p>CAB Advisor from Spalding contacted Healthwatch about a client that they had seen who were looking for information. They are a qualified Doctor, moved from the Ukraine 3 years ago. They are struggling to find employment. They have recently updated their CV and also are improving their English in an attempt to be more employable. They are qualified to work in a pharmacy.</p> <p>Notes / Questions</p> <p>Signposted to NHS jobs, LPFT, Cooperative pharmacy job websites.</p>

