



Healthwatch Lincolnshire

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

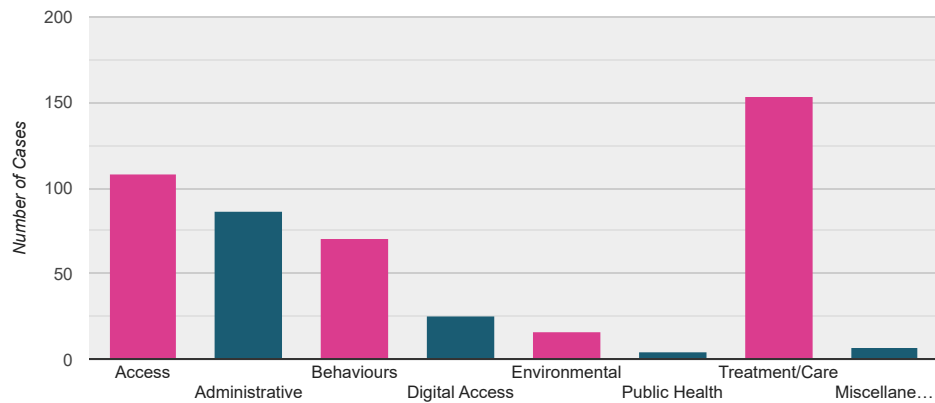
Healthwatch Lincolnshire Patient experiences: December 2025

Statistics

Total cases: 189

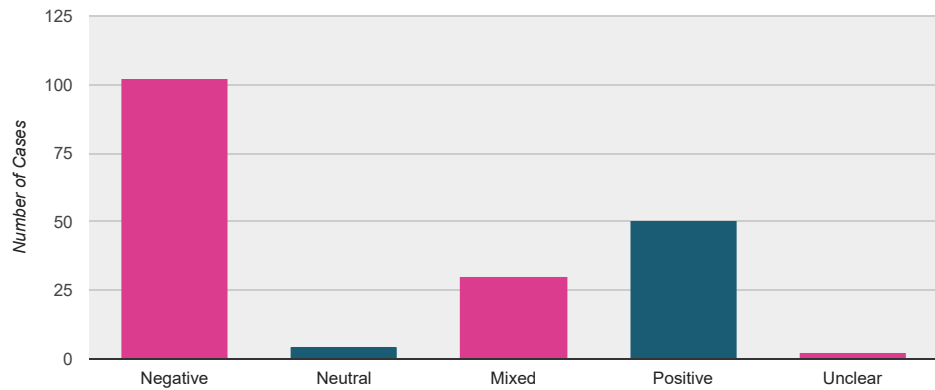
Cases responded to within 3 days: 189 out of 189 (100%)

Theme Areas



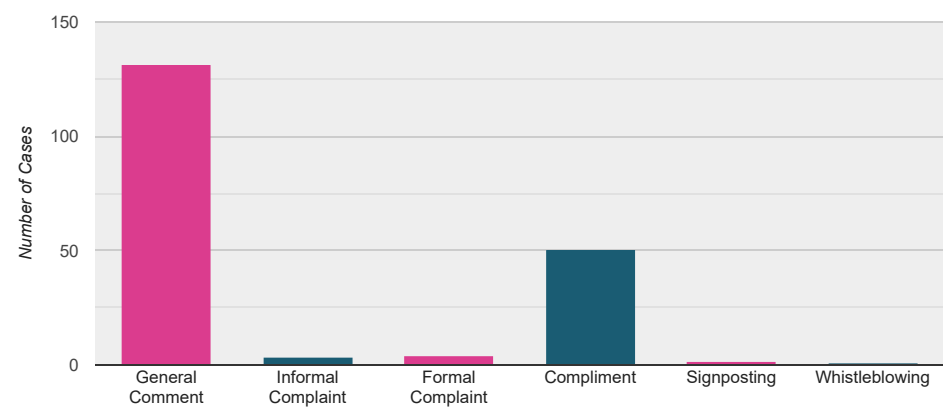
Theme Areas	Cases
Access	108
Administrative	86
Behaviours	70
Digital Access	25
Environmental	16
Public Health	4
Treatment/Care	153
Miscellaneous	7

Sentiments



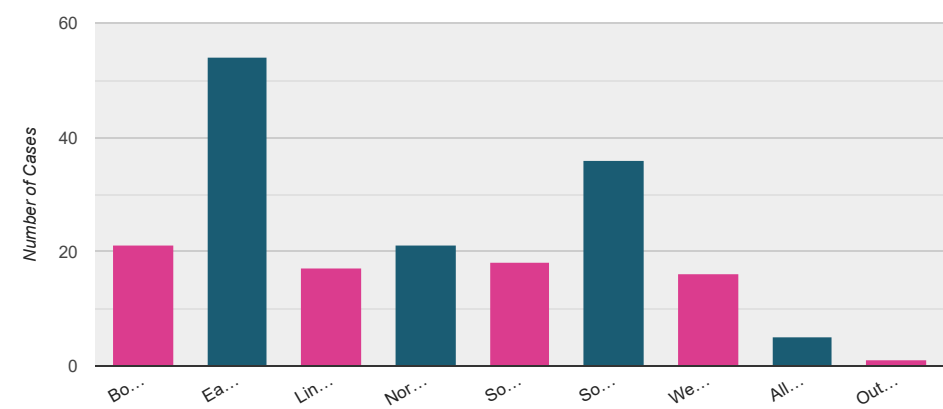
Sentiments	Cases
Negative	102
Neutral	4
Mixed	30
Positive	50
Unclear	2

Case Types



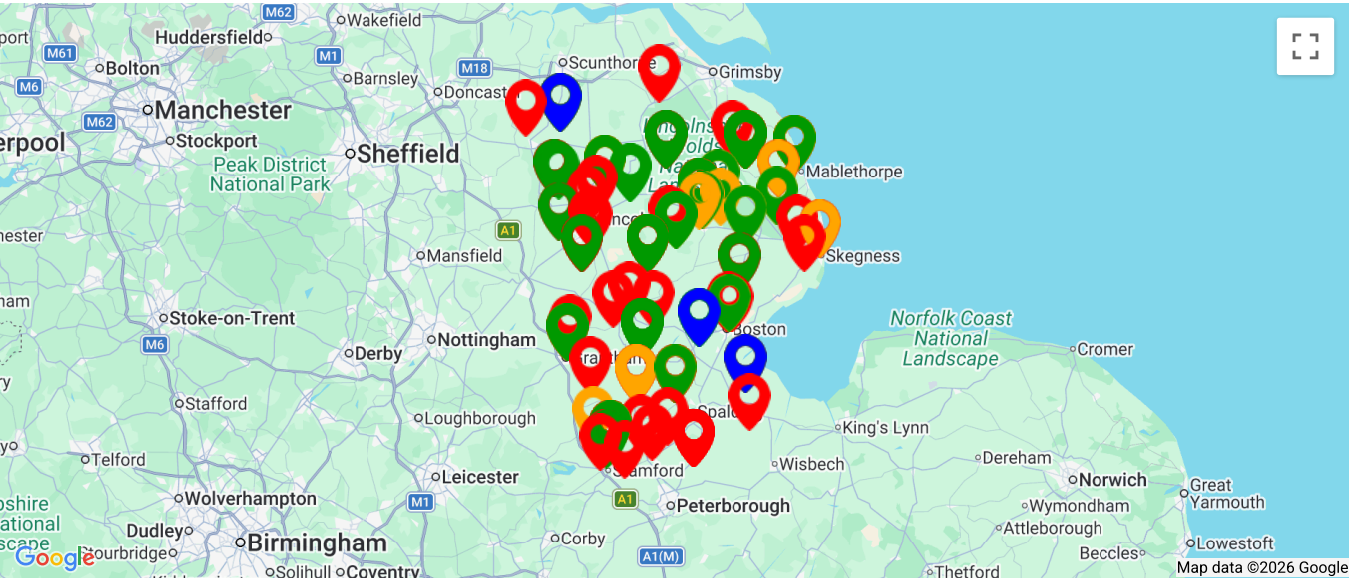
Case Types	Cases
General Comment	131
Informal Complaint	3
Formal Complaint	4
Compliment	50
Signposting	1
Whistleblowing	0

Areas



Areas	Cases
Boston District Council	21
East Lindsey District Council	54
Lincoln City District Council	17
North Kesteven District Council	21
South Holland District Council	18
South Kesteven District Council	36
West Lindsey District Council	16
All Areas	5
Out of Area	1

Map



Cases

Multiple Services

Area	Case Details
<p>Boston District Council x 4</p> <ul style="list-style-type: none"> • 2 x General Comment • 2 x Compliment 	<p>General Comment</p> <p>1. Case 15510 (04-12-2025)</p> <p>Providers: For Information: Integrated Care Board Dental, Lincolnshire Integrated Care Services (ICS/ICB), Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Information provided via State of Health and Care Survey.</p> <p>In Boston no dental or mental health facilities. No care available, Boston is teaming with toothless and mentally challenged victims.</p> <p>Notes / Questions</p> <p>No patient details provided</p> <p>2. Case 15506 (04-12-2025)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS), Lincolnshire Integrated Care Services (ICS/ICB), United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT</p> <p>Healthwatch Volunteer went to the LSS (Lincolnshire Sensory Service) Drop In session yesterday in Boston and they shared the following from the community: "I was made aware that the deaf community are struggling to see a Doctor as their contract with the TOP agency has not been renewed by the health department. This is a very important player, they send the interpreters with the patient to help to communicate with the doctors and healthcare staff. Now they have no means to explain what is the reason why they go to see a doctor.</p> <p>They told me the deaf community is very angry. They would like to express their feelings about the situation."</p> <p>Notes / Questions</p> <p>Healthwatch asks the question: what organisation has been commissioned to provide interpreters for the deaf community when accessing health services. What has been put in place as this disadvantages this community from accessing health care services.</p> <p>Provider Response</p> <p>LICB response : The Translation and Interpreting Service with DA Languages (Dals) has been providing registered patients at the 81 General Practice (GP) surgeries and Enhanced Access Hubs located throughout Lincolnshire with the following services, since 1st November 2025 having taken over this service from previous providers:</p> <ul style="list-style-type: none"> a) Face-to-Face (spoken word) b) Face to Face and on demand British Sign Language (BSL) and ancillary services c) On demand and pre bookable Telephone Interpretation d) Document Translation and ancillary services e) On demand and pre bookable Video Interpretation <p>All GP practices will have received welcome pack information for Dals and the offer of staff training webinars ahead of the new service being launched and we would therefore encourage sensory impaired patients accessing the Lincolnshire Sensory Service Drop in sessions to request BSL support via their GP practice, who will be able to arrange interpreting services on their behalf, either in advance for pre-bookable appointments or on demand if any urgent appointments are arranged.</p> <p>ULTH response : Within both LCHS, LPFT and ULTH we use Silent Sounds for sign languages interpreters. If this relates to GP practices we are unsure who they use.</p> <p>Compliment</p>

1. Case 15675 (24-12-2025)

Providers:

For Information: East Midlands Ambulance Service NHS Trust (EMAS), Pilgrim Hospital

Information provided via State of Health and Care Survey.

I did not need to wait long for an ambulance, nor for assessment at A&E. I was x-rayed and diagnosed with hip fracture and admitted. Good standard of care following admission and wait for surgery was not too long. I was well cared for and helped by Physiotherapy and moved to a smaller hospital where I was well cared for, supported and prepared for discharge. On discharge I was provided with a good package of preparation for managing independently.

Notes / Questions

No patient details provided

Provider Response

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

2. Case 15637 (15-12-2025)

PCN: Boston

Providers: Kirton Medical Centre, Lincoln Co-op Chemists Ltd (Kirton), Pharmacy, United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT

Information provided via State of Health and Care Survey.

Kirton Medical Practice, Louth Hospital, Kirton Pharmacy

Access to each of these was very timely (perhaps due to the nature and urgency of my symptoms), straight to the relevant professionals who were all extremely professional, thorough and compassionate during a worrying time.

Some difficulty in trying to contact the endoscopy department to make appointment, as required by the letter (could never get through) and information regarding preparatory medication could perhaps be simplified for those with lower health literacy. Results were slow and some confusion about where these would be sent and how I could access these.

Access to pharmacy was for my child, this was so much more convenient and efficient than trying to access primary care for a relatively mild issue. Very grateful for this service and the ability for them to prescribe antibiotics for certain conditions.

Notes / Questions

No patient details

Provider Response

ULTH response : As per Healthwatch supplied for information only, due to lack of detail, but will be shared with relevant departments.

East Lindsey District Council x 8

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

General Comment

1. Case 15500 (03-12-2025)

Providers:

For Information: Community Volunteer Car Service, United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT

Information provided via State of Health and Care Survey.

I had to travel to Boston (or Lincoln) which necessitated using the excellent Volunteer Community Car Service which caused great anxiety as I hate relying on someone, and dislike being driven.

There was no changing room, and had to undress in the room with the radiographer, distressing for me, and I can imagine it being traumatic for some people.

Provider Response

ULHT response : As per Healthwatch supplied for information only, due to lack of detail, but will be shared with Radiology.

2. Case 15657 (18-12-2025)

PCN: First Coastal

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

I have had chronic diarrhoea since Jan 2025. The first time the Doctor did the tests they were lost between the Doctors and the Hospital. The second tests identified that I had IBS (irritable bowel syndrome) and I was put on a waiting list to be seen, not sure which, I didn't hear anything for 2 months, but I was recommended to take some tablets without seeing anyone at the hospital. After 12 months I went to see the Doctor again in the last few weeks. The Doctor has run more tests and once again asked for an urgent appointment. I am thinking of going privately. I did try to before but I got to the wrong place/department.

I am not having a good day today. I am in pain. This has impacted my life all of this year. I get out when I can. There is a new GP who is very good. The first one I saw was pathetic. I am impressed with the new one. After I got the the first Doctor told me I should take the tablets to do with the bile acids. I think this was the wrong thing to do. I have had 24 hours of diarrhoea at times. I have to plan what I do around where there are toilets nearby. I can't go on the bus. I have not been to Lincoln in ages. I know where all the toilets are in Horncastle. I found it very dismissive that my referral was marked urgent and they decided they don't need to see me any more. I think when your GP asks for an urgent appointment you should be seen.

All of the hospitals, Gastroenterology, is a problem being seen, apparently very poor when you are seen there. I know I need to go back. My family tell me to, but it is so difficult, and with Anima I give up. I am told that I should get a first appointment at the hospital in May 2026.

I am happy with the new Doctor and have them down as my preferred Doctor. I saw them earlier in the year for a problem I had with my spine and they were brilliant. They are empathetic and know my history.

Notes / Questions

No personal contact details provided.

Provider Response

ULTH response : We apologise for this experience but without details we are unable to investigate further, but the comments will be shared with Gastroenterology.

3. Case 15651 (18-12-2025)

PCN: First Coastal

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

For Information: Lincolnshire Community Health Services NHS Trust (LCHS), The Spilsby Surgery

Outpatients appointments are taking an incredible amount of time. I have waited for one and a half years to see a Rheumatologist, one year to see a Cardiologist and many more! As a disabled patient with multiple severe medical conditions, this is just unacceptable. I have moved to Lincolnshire from London. The care and waiting lists in London are infinitely better. There shouldn't be a postcode lottery in this day and age! Also, my GP Surgery (with whom I've had 5 different GPs in the space of 2 years because they keep leaving) closed without a moments notice! I struggled without medication, pharmacy and home nursing services.

Notes / Questions

Signposted to LICB feedback

Provider Response

ULTH response : Thank the author for sharing their experience and it is suggested they contact PALS for further investigation.

4. Case 15517 (04-12-2025)

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

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

Information provided via State of Health and Care Survey.

Waiting a year for an ADHD assessment for my child and then a further year for the results is not ok! Children need help sooner in school, them not having the results sooner and being able to access the help they need is affecting their education and their wellbeing and this is all down to the NHS failing them!

Notes / Questions

Signposted to LICB, CQC, PHSO

5. Case 15543 (05-12-2025)

Providers:

For Information: Pilgrim Hospital

Information provided via State of Health and Care Survey.

Had another examination with a Doctor and they found another problem. The previous two appointments have found issues and all were different. Results are not conveyed to the patient at the appointment but one is told in a doctors letter which arrives some weeks later. This does not give one chance to discuss the findings. GP doesn't feedback either when asked for explanation.

Notes / Questions

Signposted to PALs, LICB

Provider Response

ULTH response : As per Healthwatch supplied for information only, due to lack of detail.

Formal Complaint

1. Case 15607 (11-12-2025)

PCN: East Lindsey

Providers: Lincoln County Hospital, Lincolnshire County Council - Adult Social Care, Lincolnshire Integrated Care Services (ICS/ICB)

Subject: Urgent Patient Safety Concerns – Unsafe Discharge Lancaster Ward,

Dear Healthwatch Team,

I am contacting you to request urgent advocacy and escalation support in relation to the unsafe hospital discharge of my spouse, from Lincoln County Hospital on the first week of December 2025.

My spouse has Normal Pressure Hydrocephalus and is awaiting urgent VP shunt neurosurgery under Sheffield. Their mobility and cognition are severely impaired. Despite this, they were discharged home without a confirmed safe care plan, and without clarity of who is clinically responsible for monitoring their condition.

Since discharge there have already been:

- Three serious care incidents, including a fall requiring ambulance attendance
- Explicit written denial of ongoing clinical oversight from Lincoln Hospital
- Escalating concerns from the D2A team that my spouse is not safe at home

Important context:

- They require two-person assist for all transfers
- I am physically unable to assist and have been instructed not to
- There are long periods without toileting access due to care gaps
- Care support beyond 14 days remains unplanned and undefined

I am deeply worried that without immediate advocacy, that they may suffer a catastrophic and preventable injury.

I am requesting that Healthwatch:

1. Support urgent escalation with Lincoln County Hospital and Adult Social Care
2. Help ensure a *safe interim care setting* is found while my spouse waits for surgery
3. Address the governance failure surrounding this discharge

Attached for reference:

- Timeline of safety incidents
- PALS written responses confirming withdrawal of responsibility

Thank you for your help at this critical time

Also attached file email from and to Lincoln hospital

Updated Incident Timeline

Discharged home from Lancaster Ward, Lincoln County Hospital. Ambulance crew who brought spouse home expressed immediate concern, reporting they were “shocked” they had been discharged and advised I contact the hospital.

Immediate professional concern that discharge was unsafe

D2A (Discharge 2 Assessment Team for Lincolnshire Community Health Service) initial assessment (D2A attended and began arranging additional equipment and visits). D2A staff confirmed concerns about my spouses mobility and cognition and also said should not have been discharged to home care.

D2A flagged that my spouse may not be safe at home without robust support.

Fall during transfer while D2A/carers were assisting (first recorded transfer fall).

Demonstrates unsafe manual handling risks despite trained staff present.

Second fall during transfer while being moved by care staff.

Repeated safety incidents—clear evidence home setting is unsafe.

Serious fall from specialist bed (the specialist bed supplied for my spouse). Emergency ambulance called to assist.

Significant incident with potential for major injury; urgent escalation required.

D2A manager escalated safety concerns and began trying to secure an interim bed in a community hospital due to unsafe home situation. Advised late PM their request had been turned down

D2A requested urgent alternative placement.

Lincoln Hospital replied (written) indicating my spouse had been discharged and that they considered the matter closed / no longer their responsibility.

Hospital statement conflicts with frontline clinical concerns and ongoing safety incidents.

	<p>Ongoing: D2A continue to provide support, bring equipment and attempt placement; D2A concerns persist through out. Family remains responsible for much of practical care.</p> <p>Continued safeguarding risk: long gaps between help, no named clinical monitoring, repeated incidents already recorded.</p> <p>Notes / Questions</p> <p>Signposted : What Healthwatch Can and Cannot Do, LCC Adult Social Care and Safeguarding Team, NHS advocacy Service, CQC, PHSO, LCHS PALs, LICB feedback</p> <p>Provider Response</p> <p>ULTH response : The ward responded to a PALs complaint back in December which addressed the issues outlined in the email and we also held an MDT for discharge on the ward where spouse attended on behalf of their partner. Partner's wishes were to return home from hospital with a relevant package in place and had capacity to make that decision.</p> <p>Compliment</p> <p>1. Case 15634 (15-12-2025)</p> <p>PCN: East Lindsey</p> <p>Providers: Lincoln County Hospital, The Wragby Surgery</p> <p>Information provided via State of Health and Care Survey.</p> <p>Very responsive GP appointment resulting in Gastrointestinal (GI) referral for gastroscopy. Received call from hospital 30 mins after I got home from GP appointment. Appointment offered within two week pathway timescales.</p> <p>Provider Response</p> <p>ULTH response: Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.</p> <p>2. Case 15526 (04-12-2025)</p> <p>PCN: East Lindsey</p> <p>Providers:</p> <p>For Information: Lincolnshire County Council - Adult Social Care, Pilgrim Hospital, The New Coningsby Surgery</p> <p>Information provided via State of Health and Care Survey.</p> <p>Currently under the care of Pilgrim Hospital Eye Clinic for cataracts and Macular degeneration. Being treated for depression at Coningsby Surgery with good effect. Currently have had a lot of in-put from East Lindsey Adult Social care team organising aids for my disabilities e.g. grab rails about the house. Under pillow smoke alarm as I have hearing difficulties and helped in other ways.</p> <p>Notes / Questions</p> <p>No patient details provided</p> <p>Provider Response</p> <p>ULTH response : Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.</p>
<p>Lincoln City District Council x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 15508 (04-12-2025)</p> <p>PCN: Imp</p> <p>Providers:</p> <p>For Information: Lincoln County Hospital, Minster Medical Practice</p> <p>Information provided via State of Health and Care Survey.</p> <p>My child has been prescribed medication by Outpatient Consultant and GP won't monitor observations whilst medication are stabilised. I have had to take child to Outpatients to get these done as no shared care in place. Consultant is writing to GP to amend this but doesn't help family or child who has difficulties going out.</p> <p>Notes / Questions</p> <p>Signposted to Practice Manager at GP, LICB, PALs</p> <p>Provider Response</p> <p>ULTH response : It is hoped the author contacted the departments provided and received a satisfactory outcome.</p>
<p>North Kesteven District Council x 5</p> <ul style="list-style-type: none"> 4 x General Comment 1 x Compliment 	<p>General Comment</p>

1. Case 15539 (05-12-2025)

Providers:

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

Information provided via State of Health and Care Survey.

Poor at Grantham as they would not help me due to not having carried out my surgery on a fractured ulnar and radius, but very good at Lincoln County Fracture Clinic

Notes / Questions

No patient details provided

Provider Response

ULTH response : As per Healthwatch supplied for information only, due to lack of detail, but will be shared with Orthopaedics.

2. Case 15549 (05-12-2025)

Providers: Lincolnshire Community Health Services NHS Trust (LCHS)

For Information: Lincoln County Hospital

Information provided via State of Health and Care Survey.

I keep getting fobbed off. Was referred years ago (pre-Covid) for exploration of effects of silent reflux, had a brief examination of throat and was referred for Speech and Language Therapist input as it was affecting my voice. The only contact I've had since is one letter earlier this year asking me if I still wanted to be 'on the list', the answer is of course yes because the problem has not gone away. I am still waiting.

Notes / Questions

No patient details provided

Provider Response

LCHS response: As per Healthwatch supplied for information only, due to lack of detail, but will be shared with Speech & Language team.

3. Case 15598 (10-12-2025)

PCN: South Lincoln Healthcare

Providers: Lincoln County Hospital, The Surgery Washingborough

Information provided via State of Health and Care Survey.

Good care as a sinus day case procedure, although it took 3 years to achieve, years waiting for replacement surgery. Poor treatment from Haematology now getting worse just phone appointments.

The worse thing is waiting over 3 weeks for a GP appointments even though asking for any Doctor not a specific one.

Notes / Questions

No patient details provided

Provider Response

ULTH response : As per Healthwatch supplied for information only, due to lack of detail, but will be shared with Haematology.

4. Case 15601 (10-12-2025)

PCN: South Lincoln Healthcare

Providers: The Heath Surgery (Bracebridge Heath)

For Information: Lincoln County Hospital

Information provided via State of Health and Care Survey.

Diagnosed with Diverticulitis 4 years ago and despite many requests to GP for a referral have only recently been seen by a Dietitian (i.e October this year). The Dietitian was extremely helpful and made several recommendations to help myself and also to GP. The GP seems to have ignored their recommendation and when I requested an appointment to discuss the situation with a GP was told no appointments were available. Eventually a phone call appointment was arranged which lasted about 10 minutes and it was obvious from the call that the GP had neither looked at my medical notes, nor, in my opinion read the Dietitian's letter of recommendations. In fact, they didn't seem to know why they were ringing me and I had to explain why I had wanted a face to face appointment. The whole experience was very unsatisfactory and has left me in limbo yet again, not knowing what the next move, if any, will be. Apart from the Dietitian everything I have learnt about Diverticulitis has been through my own research and with the help and support of my spouse.

Notes / Questions

No patient details provided

Provider Response

ULTH response : As per Healthwatch supplied for information only, due to lack of detail, but will be shared with Dietetics.

Compliment

1. Case 15507 (04-12-2025)

Providers:

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

Information provided via State of Health and Care Survey. Ambulance, A&E, Community Rehab Service, GP, Social Care

As a Parkinson Disease sufferer I had an accident over 6 weeks ago which resulted in an A&E admission, overnight stay, and community rehab service providing therapy and care support services. These services were exceptional and one thing it demonstrated amongst many other positives was our reliance on overseas workers who played a significant part in my care and treatment, and this should be acknowledged rather than the negative comments about the role that immigration plays in our society currently.

Notes / Questions

No patient details provided

Provider Response

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

South Holland District Council x 4

- 4 x General Comment

General Comment

1. Case 15533 (05-12-2025)

PCN: South Lincolnshire Rural

Providers:

For Information: Lincolnshire Community Health Services NHS Trust (LCHS), Long Sutton Medical Centre, Queen Elizabeth Hospital Kings Lynn

Went with painful ankle as had a fall previous evening. Sent away as 'just bruised'. After going for X-Ray 5 days later at Johnson Hospital, after chasing up referral. I was told initially 2 weeks and had to go to Kings Lynn, as GP couldn't refer to Spalding! I had actually a broken heel bone and now in plaster for 6+ weeks.

Notes / Questions

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

2. Case 15605 (10-12-2025)

PCN: South Lincolnshire Rural

Providers: Lincolnshire Community Health Services NHS Trust (LCHS), The Deepings Practice

Information provided via State of Health and Care Survey.

Deepings Practice/ Lincolnshire Community Continence Service

I first saw my GP about my continence problems in February 2013, since then I have really struggled with it constantly getting worse, but have had little support from my GP and the Community Continence Nurses letters appear to have just been filed rather than acted upon. I was finally referred to the hospital Urology Department this year - some 12 years later! They were appalled that I had not been referred sooner. They immediately identified that my main problem is that my bladder is not fully emptying and I am now going to have to be started on a programme of Intermittant Self Catheterisation, however I am currently too sore for this to even be commenced. The hospital also identified that I need some oestrogen supplements but the GP prescribed some ointment which it turns out due to my other health conditions I shouldn't use. I am waiting for further advice from the hospital.

Notes / Questions

No patient details provided

Provider Response

LCHS response:- We are really sorry to hear that you have had some challenges around your continence care, we are in the process of looking at our services and referral processes to support our patients better. If you would like us to look into your case further then please can you contact named person and it can be looked into individually and more feedback given.

3. Case 15487 (01-12-2025)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Compression socks. Could you please assist me in finding some assistance in getting my compression socks on and off or point me in the right direction. My location is Holbeach. I am 75 years old, over weight, and have other medical conditions.

Notes / Questions

Healthwatch suggested speaking with their GP Practice, also provided SPA Community Nursing details

	<p>4. Case 15576 (08-12-2025)</p> <p>Providers: Queen Elizabeth Hospital Kings Lynn, Sutton Bridge Medical Centre Sutton Bridge Medical centre, Queen Elizabeth Hospital Kings Lynn</p> <p>I have had to borrow money to pay for a private dentist as I can't get NHS one. Getting to see a doctor is almost impossible. My outpatient appointment at my local hospital had to be changed several times as I live in a rural area and had problems getting to and from the hospital. The staff were fantastic when I did attend.</p>
<p>South Kesteven District Council x 4</p> <ul style="list-style-type: none"> 4 x General Comment 	<p>General Comment</p> <p>1. Case 15667 (19-12-2025)</p> <p>Providers: For Information: East Midlands Ambulance Service NHS Trust (EMAS)</p> <p>Information provided via State of Health and Care Survey.</p> <p>I required a blood test for confirmation of no heart attack. Although living close to Grantham Hospital it was expected that the ambulance take me to Lincoln County just for a blood test.</p> <p>Notes / Questions</p> <p>No patient details provided</p> <p>2. Case 15588 (09-12-2025)</p> <p>Providers: Peterborough and Stamford Hospital</p> <p>Information provided via State of Health and Care Survey</p> <p>Stamford Hospital phlebotomy service.</p> <p>I had to join a queue with in excess of 40 people ahead of me. After waiting one and three quarter hours outside the building in the cold I was finally seen. The phlebotomist seemed dispirited but still managed to deal with me in a friendly and professional manner.</p> <p>Notes / Questions</p> <p>No patient details provided</p> <p>3. Case 15640 (15-12-2025)</p> <p>Providers: Peterborough and Stamford Hospital</p> <p>Information provided via State of Health and Care Survey.</p> <p>Stamford Hospital phlebotomy service.</p> <p>Blood Test in Stamford queuing for 2 or more hours . Patients from far and wide . Skegness and Leicester why is this happening. It's absolutely ridiculous to expect 92 year old to stand for over 2 hours to get a blood test.</p> <p>Notes / Questions</p> <p>No patient details. Several comments in relation to this service.</p> <p>4. Case 15655 (18-12-2025)</p> <p>PCN: Four Counties</p> <p>Providers: Peterborough and Stamford Hospital</p> <p>I have had good care from Stamford Hospital, but there are two problems that impact me</p> <p>The first is the wholly inadequate car parking. Like many users I arrive at least an hour prior to my appointment and cruise around looking for a space. That only makes matters worse, as I might be occupying one for 29 minutes longer than necessary (I have never spent less than 30 minutes cruising round).</p> <p>Secondly the otherwise useful blood test drop in service has two issues. Firstly they cannot access the requested tests on their computer, we have to go to hospital reception and get the forms printed out, then the waits can be a couple of hours. This also leads to blocking of car parking spaces for an extended period. The site is overcrowded, and yet bits of it continue to be sold off. This is bonkers.</p> <p>Notes / Questions</p> <p>Signposted to PALs Peterborough and Stamford Hospital</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 15616 (12-12-2025)</p> <p>Providers: For Information: Lincoln County Hospital, Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Information provided via State of Health and Care Survey.</p> <p>Waited over a year for Consultant appointment and was rushed in and out in 10 mins being told "there is nothing wrong with you" and same problems still exist. GP practice changed appointment which I had waited 3 weeks for, into telephone consultation when I had been referred by male Doctor to female Doctor for intimate examination , clearly cannot be done over the phone ! Then when asked about test results told they were all normal. I had already checked on NHS App and one of three was abnormal. Was just brushed aside.</p> <p>Notes / Questions No patient details provided</p> <p>Provider Response ULTH response : As per Healthwatch supplied for information only, due to lack of detail.</p> <p>Compliment</p> <p>1. Case 15671 (19-12-2025)</p> <p>PCN: East Lindsey</p> <p>Providers: For Information: Lincoln County Hospital, Market Rasen Surgery</p> <p>Information provided via State of Health and Care Survey.</p> <p>I was seen by a GP within an hour of contacting them and sent to A&E with a letter where I was seen within around 20 minutes.</p> <p>Notes / Questions No patient details provided</p> <p>Provider Response ULTH response : Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.</p>
<p>All Areas x 2</p> <ul style="list-style-type: none"> • 1 x General Comment • 1 x Signposting 	<p>General Comment</p> <p>1. Case 15643 (16-12-2025)</p> <p>Providers: Lincoln County Hospital, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Inpatient care/General inpatients. Community Mental Health Team (CMHT) and specialist MH services. Home care/domiciliary care including personal assistants and personal budgets. Lincoln Hospital</p> <p>Ask for help and getting help. I feel like just a number and that is all we are. That is how the NHS see all of us. Can't be seen that at home, the one at home needs help so that care for them too.</p> <p>Notes / Questions Healthwatch requested further information, no further information provided to date.</p> <p>Signposting</p> <p>1. Case 15665 (19-12-2025)</p> <p>Providers: For Information: Millbrook Healthcare, United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT</p> <p>Colleague from Veteran organisation wanting information about wheelchairs. Veteran had been discharged from hospital following a stroke and needed a wheelchair, not given one or any information about how to get one.</p> <p>Notes / Questions Healthwatch provided information and signposted to appropriate organisations.</p> <p>Provider Response ULTH response: It is hoped the author contacted departments provided and received a satisfactory outcome.</p>

Community Health Services

Area	Case Details
Boston District Council x 1	General Comment

<ul style="list-style-type: none"> • 1 x General Comment 	<p>1. Case 15672 (24-12-2025)</p> <p>Providers: For Information: Millbrook Healthcare</p> <p>I still have an NHS medical bed which wouldn't stay pumped up, so I phoned Millbrook, (very reluctantly from previous problems in the past). They said phone the District Nurse, which I did. They said it would be quicker to get a new replacement mattress then get the one I had repaired. So Millbrook delivered one late afternoon the same day. The delivery driver asked if I had a carer who could put the new one on the bed and pump it up, I said no so they put it on the bed and said it will take from 20 to 40 minutes to pump up When I went in to the bedroom later there was a strong smell, so I wonder if it is a refurbished one and the smell was either the repair material or urine because it had not been cleaned properly from previous use? We have now wiped washed and steamed it with a slight improvement regarding the smell.</p> <p>Notes / Questions Signposted back to Millbrook Healthcare contact details given</p>
<p>East Lindsey 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 15582 (09-12-2025)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Patient contacted Healthwatch and left a message. Is a heart failure patient and their concern is regarding the Nurse who is coming out to see them today and hasn't had any confirmation from them.</p> <p>Notes / Questions Healthwatch on contacting the patient, they informed us that they had also been in contact with LCHS, who had now confirmed Nurse would be with them this afternoon and a time was provided.</p> <p>2. Case 15666 (19-12-2025)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS) For Information: Louth County Hospital</p> <p>Information provided via State of Health and Care Survey.</p> <p>Actual hospital service is OK, but this hospital is beyond the area I can reach by public transport and my treatment prevents me from driving.</p> <p>Notes / Questions No patient details provided</p> <p>Provider Response LCHS response: As per Healthwatch supplied for information only, due to lack of detail.</p> <p>Compliment</p> <p>1. Case 15624 (12-12-2025)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS) For Information: Louth County Hospital</p> <p>Information provided via State of Health and Care Survey.</p> <p>Louth Urgent Treatment Centre</p> <p>Seen treated and discharged with care advice within 2 hours.</p> <p>Notes / Questions No patient details provided</p> <p>Provider Response LCHS response : Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.</p>
<p>North Kesteven District Council x 2</p> <ul style="list-style-type: none"> • 2 x Compliment 	<p>Compliment</p> <p>1. Case 15519 (04-12-2025)</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>Lincoln County, Urgent Treatment Centre</p> <p>Triaged on arrival immediately. Waited 10 mins before being see by UTC (Urgent Treatment Centre) staff who were pleasant and kind. Waited 2 hours for blood results (as expected) seen again and reviewed thoroughly. Prescribed antibiotics and given the drugs straight away. Advised that could return if needed.</p> <p>Notes / Questions No patient details provided</p>

	<p>2. Case 15523 (04-12-2025)</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>My spouse attended the Out of Hours Emergency Care at Grantham as they had a red and inflamed leg. We were seen within minutes of arrival and then had bloods taken. An hour later we saw a Doctor who prescribed antibiotics and they even went to the pharmacy themselves to fetch them. That was exceptional service as we were in and out of the hospital in one and a half hours.</p> <p>Provider Response</p> <p>LCHS response : Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.</p>
<p>South Holland District Council x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 15512 (04-12-2025)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS) For Information: Johnson Community Hospital</p> <p>Information provided via State of Health and Care Survey.</p> <p>Johnson Hospital UTC (Urgent Treatment Centre)</p> <p>I waited 4 hours to see a Doctor at the Urgent Treatment Centre. I had a bad toe infection, the Doctor told me after a 50 seconds consultation that nothing they could do!!!! I had to borrow antibiotics from family to sort the problem, or, I would have lost my toe or foot!! Appalling.</p> <p>Notes / Questions</p> <p>No patient details provided</p> <p>Provider Response</p> <p>LCHS - Awaiting a response</p>
<p>All Areas x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 15557 (05-12-2025)</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>Child diagnosed with dyspraxia and no support available</p> <p>Notes / Questions</p> <p>No patient details provided</p> <p>Provider Response</p> <p>LCHS response : As per Healthwatch supplied for information only, due to lack of detail, but will be shared with Speech & Language team.</p>

Primary Care Services

Area	Case Details
<p>Boston District Council x 4</p> <ul style="list-style-type: none"> 2 x General Comment 2 x Compliment 	<p>General Comment</p>

1. Case 15492 (02-12-2025)

PCN: Boston

Providers: Greyfriars Surgery

Patient who is vulnerable and has experienced problems this afternoon accessing their medication. Has mental health issues, short term memory loss, dyslexia, and not able to go out of house this has been ongoing for a long time.

Patient commented they had contacted the prescription line at the surgery and felt disrespected, the person asked the patient, 'do you work here?' and felt this was rude, patient is losing confidence in the surgery. Patient has 1 outstanding medication of inhaler, which has not been provided in the last couple of months, and nearly running out. Directed to take as and when needed.

Patient did try the surgery phone line to try and speak to you, but was in a long queue, so made contact with us instead.

Notes / Questions

Signposted to Practice Manager at Surgery. Patient requests that HW contacted Practice Manager as requested by patient.

Provider Response

I have been spoken with by one of my nurses this afternoon as the patient called back to speak to them about their inhalers. They are going to contact them as they have had their inhalers and the issue is the frequency of requesting, I have asked if the nurse can complete a care plan to try and control the requests with the patients short term memory loss. I will speak to the staff member who spoke to the patient regarding the comments as this was not reported to me, I do apologise about that. Thank you for raising this with me I will inform our respiratory nurse when they contact the patient.

2. Case 15495 (03-12-2025)

PCN: Boston

Providers: Kirton Medical Centre

In line with just about every other GP surgery, it can be tricky to get an appointment. I realise that they put extra staff on the phones, and have an online alternative, but getting an appointment that day is still a pinch-point.

I have had a much better experience than some of my friends, probably as my visits have often been ongoing issues, with repeat visits rather than multiple one offs. It is the first appointment that is the hardest to get.

Notes / Questions

No patient details provided

Compliment

1. Case 15496 (03-12-2025)

PCN: Boston

Providers: Kirton Medical Centre

My most recent experience is getting the flu jab. This went like clockwork. In and out very quickly, never felt the needle go in, charming Nurse with a good manner. Such vaccines are not rocket science, but are the nuts and bolts of healthcare. First line healthcare stops problems before they start.

The surgery did this very well, although the clinics seemed to be far apart in timings.

Notes / Questions

No patient details provided

2. Case 15497 (03-12-2025)

PCN: Boston

Providers: Kirton Medical Centre

Last year I had a carbuncle in the middle of my back. Because of the location, it was virtually impossible to dress it myself. The surgery and a particular member of staff, Nurse Practitioner, expressed and dressed it twice a week. It was a slow progress and the continuity of care with the surgery was a vital step in my recovery.

Although I did also receive care from the district nurse clinic in Boston, I discontinued this because there were too many cooks involved in my boil. There were various options available for treatment, possibly avoiding surgery, but the best solution was by the familiar faces in the GP surgery who were great.

Notes / Questions

No patient details provided

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

1. Case 15662 (19-12-2025)

PCN: East Lindsey

Providers: Boots Pharmacy (Horncastle), Horncastle Medical Practice

For Information: Pharmacy

Confused about a monthly repeat prescription and each time get an email request saying "action required, need more information in order to complete my request". I log back into Anima and it says "2 no further action required" and that prescription is issued and gone to the pharmacy. Often I know that its been processed already because Boots Pharmacy Horncastle have sent a text to say they have got it. Not sure why this happens on Anima. One request came back with a note saying needed a face to face appointment and to confirm the appointment given. I couldn't find a way to reply to the message or the appointment given. I looked at all the tabs about the appointment invite, upcoming and cancelled appointments and no information. Then I got a Boots Pharmacy text to say they had the prescription. So confusing, when Anima did this at first I worried what was wrong. Anima is now open for longer hours. That is useful and is less of pressure to get request done by a certain time or miss the boat again for another day. I always get a Boots Text to say they have received the prescription, very useful, in the circumstances, but don't always get the text to say the medication is ready to be collected. So I just go in after a reasonable time to collect it.

Notes / Questions

No personal information provided

2. Case 15646 (16-12-2025)

PCN: Meridian

Providers: East Lindsey Medical Group

Patient is rather anxious and disappointed, they attended for a blood test on 14 November, these came back as abnormal and needed to be redone, so they had them redone on the 20 November, the Nurse stated to check the APP for the results. Patient did this the following day (21 November) in the afternoon. All 3 results stated abnormal, however patient is unsure why/what and has not heard anything from the surgery.

They did call the surgery on the 2 December and asked to speak with the Practice Manager, where the person who took the message, said they would put a call back in, the patient still hasn't heard anything to date.

They are quite worried about why abnormal results, and nothing has been provided by the surgery, like they mentioned, they are not clinical so does not understand what is needed.

They also mentioned that they had been referred to Louth Hospital for an endoscopy and had this a couple of weeks ago, but they still have the same symptoms and unsure what is happening next, should they have been contacted? is anything needed? is there a follow up process.

Notes / Questions

At the patients request Healthwatch made contact with the Practice Manager, Healthwatch not had any response to date.

3. Case 15661 (19-12-2025)

PCN: Meridian

Providers: East Lindsey Medical Group

The Wolds Practice

GP Practice has changed a lot, but still very good compared to other surgeries. You can get appointments and you can get referrals. Harder to get face to face appointments, its more online now. My biggest complaint is there is no connection between NHS Departments. They all have separate Apps which don't connect. I get emails from lots of different places its confusing. Trying to keep track of 5 altogether. I don't have complex needs but it is still confusing.

Notes / Questions

No personal information provided.

4. Case 15515 (04-12-2025)

PCN: First Coastal

Providers:

For Information: Hawthorn Medical Practice

Information provided via State of Health and Care Survey.

The blood pressure machine was totally inaccurate. Practice didn't seem to care. By telephone practice prescribed medication to lower blood pressure. 24 hour blood pressure monitoring by Boots showed drugs not needed. No confidence in GP Practice !

Notes / Questions

No patient details provided.

5. Case 15538 (05-12-2025)

PCN: First Coastal

Providers:

For Information: Hawthorn Medical Practice

Information provided via State of Health and Care Survey.

Firstly I had to queue up outside in the freezing cold. I got there at 7.30am with 2 people already queuing. By the time it got to 8 o'clock they must have been 18 people waiting mostly elderly, unbelievable. Then I managed to get an appointment just after 9am so went and came back. There was only 2 Doctors on and a Diabetic Nurse. The Surgery was empty. I thought why. I understood that surgeries were supposed to start putting appointments on the Doctors website?

6. Case 15664 (19-12-2025)

PCN: Meridian

Providers:

For Information: Healthwatch Lincolnshire, Horncastle Medical Practice, Woodhall Spa New Surgery

Follow up from previous experience shared by individual at Engagement. That parent had COVID jab given at Woodhall New Surgery, they then had a reaction to this they followed advice given on a previous occasion and requested to see GP. GP refused and directed patient to local Pharmacy. Patient moved to an alternative GP Practice, where they are getting on ok now.

However, if they stop using the creams prescribed to treat the rash caused by the COVID Jab on their back, it comes back and there is still an obvious reaction to the jab. Relative is happy to hear that Healthwatch Lincolnshire are visiting the library at Woodhall.

Notes / Questions

No personal contact information provided.

7. Case 15659 (19-12-2025)

Providers:

For Information: Horncastle Dental Surgery (Fenn, Mornoy + Robinson), Integrated Care Board Dental

My Dentist only works one day a fortnight. So I have ups and downs with it. I can't get an appointment. The Dentist Surgery is open 5 days a week but my Dentist is the only one I can see. So I have to wait a long time for an appointment. The Receptionists are good. We can't afford private as there is no NHS there. It's a financial thing now we are on a pension. Treatment can cost thousands. Going to try somewhere else. Hoping to go to Coningsby Dentist as has NHS patients if our application is accepted.

I had a problem and after lots of arguing I did manage to get to see another dentist at the Dental Practice in Kordell. The Dentist we see is OK, it's just the lack of availability. I asked them about teeth whitening as they have got discoloured as I have got older. They didn't seem very bothered and just said it's a lot of work. I don't think they wanted to do it.

Notes / Questions

No personal information provided.

8. Case 15556 (05-12-2025)

PCN: East Lindsey

Providers:

For Information: Horncastle Medical Practice

Information provided via State of Health and Care Survey.

The big issue affecting this interaction is all about the method of arranging an appointment. This now has to be done online, but if you are going to enforce online appointment operations then you should firstly run computer training courses for your patients, simply because not all of us are fully computer literate. Then, and even more importantly, it should be possible to enter the website at all times in order to book an appointment. What the heck is the point of making an online appointment system, but then apply restrictions to the opening times for the booking service. This is a totally unacceptable practice.

Notes / Questions

No patient details provided

9. Case 15658 (19-12-2025)

PCN: East Lindsey

Providers:

For Information: Horncastle Medical Practice

Horncastle Medical Centre is very patchy, lots of contradictions. Have to keep chasing up and checking things. Different people send and say different things and give different messages. I'm ok with Anima, it does work well for me.

Notes / Questions

No personal contact details provided.

10. Case 15620 (12-12-2025)

Providers:

For Information: Integrated Care Board Dental, JDSP Dental T/A Winsover Dental Care

Information provided via State of Health and Care Survey.

First the dentist cannot speak good English, very heavy handed no good doing impressions for dentures they were a really bad fit so I could not wear them. Dentist sent a referral to somewhere but haven't heard anything. But I must say the receptionist does a wonderful job .

Notes / Questions

No patient details provided

11. Case 15630 (15-12-2025)

PCN: Meridian

Providers: James Street Family Practice

Fat shaming by Practice Nurse despite being diagnosed with lipodema and lymphoedema. Severe Myalgic Encephalomyelitis (M.E.) and Fibromyalgia for over 40 years, condition and severity not understood and refuse to accept I'm housebound because I attend (but struggle mightily to do so with days, weeks or months of ill health resulting from the immense effort), hospital appointments for heart/digestive/lung and spinal conditions. Suspect I've had seronegative Rheumatoid arthritis (RA) for decades (all conditions I live with associated with RA), but have not yet had positive diagnosis or treatment.

Notes / Questions

No patient details provided

12. Case 15527 (04-12-2025)

Providers:

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

Information provided via State of Health and Care Survey.

Access to orthopaedic support. Prime ministers promise to forces veterans for receiving medical care that they need. Although I did suffer spinal issues during the earlier years of my 25 years Military career, caused by regular lifting of extremely heavy equipment, without training, (especially during a time when long periods were spent in and out of barracks exercises, training to repel the potential invasion from Eastern Germany,(as was), where with today's Health and Safety legislation, those practices would not be tolerated today.

If you wished your career to progress in terms of promotions, or even being retained in the Military, the one thing you did not do, was to allow your medical concerns to interfere with your working role, plus having to pushing yourself to a level where you could maintain a minimum acceptable level of fitness, even if experiencing great discomfort, to achieve that required level.

Notes / Questions

No patient details provided

13. Case 15602 (10-12-2025)

PCN: First Coastal

Providers: Marisco Medical Practice

Information provided via State of Health and Care Survey.

I was not informed prior to the changes in the way you asked for an appointment.

Notes / Questions

Healthwatch asks - how were patients informed of any changes?

14. Case 15518 (04-12-2025)

PCN: Meridian

Providers:

For Information: Marsh Medical Practice

Information provided via State of Health and Care Survey.

Visited a GP spoke to Doctor they said book another appointment to see them in 7 days time spoke to receptionist, reception said no appointments for 17 days, what is a patient supposed to do in this situation.

Notes / Questions

Signposted to GP Practice Manager in first instance, if no resolution LICB feedback info given,

15. Case 15600 (10-12-2025)

PCN: Meridian

Providers: Marsh Medical Practice

Information provided via State of Health and Care Survey.

I simply want a B12 check. Need to see a Doctor to OK this. 2 weeks to get an appointment to talk about it, then appointment cancelled and new one made 3 weeks later. Test okayed another 2 weeks wait. Test done and results came through in 3 days but NOW a 2 week wait FOR A PHONE CALL TO DISCUSS THINGS!!! All I want is B12 check!!!!!!!!!

Notes / Questions

Healthwatch provided information to contact Practice Manager

16. Case 15621 (12-12-2025)

PCN: Meridian

Providers:

For Information: Marsh Medical Practice

Information provided via State of Health and Care Survey.

Needed to contact a doctor to re-authorise a medication. Asked near the start of a month and told no appointment slots left for that month.

Notes / Questions

No patient details provided

17. Case 15641 (15-12-2025)

PCN: First Coastal

Providers: Merton Lodge (Alford) GP

Information provided via State of Health and Care Survey.

Good except the wait at the desk in reception. Never an apology you can stand there for 10 minutes and everyone in the waiting room knows all your business

Notes / Questions

No patient details provided

18. Case 15585 (09-12-2025)

PCN: East Lindsey

Providers: The North Thoresby Surgery

Information provided via State of Health and Care Survey

Different doctor every time, not interested in big picture of health just individual symptoms - I feel lack of support and understanding of my condition

Notes / Questions

No patient details provided

19. Case 15587 (09-12-2025)

PCN: East Lindsey

Providers: The Wragby Surgery

Information provided via State of Health and Care Survey

I would usually rate every experience with my practice as very good. However on my last appointment I felt the Practitioner I saw did not listen to my concerns and was in a hurry to get me in and out of their office as quickly as possible. Their first words were to remind me that the appointment was only for ten minutes and I could only discuss one issue.

Informal Complaint

1. Case 15502 (03-12-2025)

PCN: East Lindsey

Providers: The Caistor Health Centre

Refusal of Treatment

Two Nurses at Caistor Medical Practice refused treatment to my spouse after they had an infection in their left breast after they had surgery.

Spouse was judged and refused treatment because they had breast augmentation abroad, surgery which had gone very well and had no issues with.

Spouse went to see the Nurse who then got a colleague to take a look. The second Nurse was judgemental, non-committal and they refused spouse any form of treatment. 111 referred my spouse back to the medical practice where a doctor also refused treatment.

Four days they were left without any form of treatment because of the refusal and the bias of the Nursing staff at Caistor Medical practice.

I took spouse to A&E at Grimsby where they were seen, examined and treated within 30 minutes, treated by a staff who could not believe that spouse had been refused treatment.

Caistor Nurses must have broken so many codes of conduct in their refusal, as they certainly ignored any duty of care, showing no compassion nor care.

Notes / Questions

Healthwatch suggested contacting the Practice Manager or the ICB to make a complaint

Compliment

1. Case 15554 (05-12-2025)

PCN: East Lindsey

Providers:

For Information: Binbrook Surgery

Information provided via State of Health and Care Survey.

The service from Binbrook is always a positive experience.

Notes / Questions

No patient details provided

2. Case 15558 (05-12-2025)

PCN: East Lindsey

Providers:

For Information: Binbrook Surgery

Information provided via State of Health and Care Survey.

The response to my online request was dealt with quickly and a referral made promptly .

Notes / Questions

No patient details provided

3. Case 15663 (19-12-2025)

PCN: East Lindsey

Providers: Horncastle Medical Practice

Great service at Horncastle Medical Centre. We came there from another Practice about 10 years ago we moved as we found it not very good and could not get to see a Doctor. Horncastle Practice was recommended.

At Horncastle you generally don't have to wait for weeks to see someone. It is usually the same day. The Receptionists are quite nice. Not had many problems with the Anima system as I did with AskMyGP. Anima has changed no longer the 8am cut off, it is open later so that's easier. I am a typist, but computers are confusing. I'm unsure of what I'm doing and reluctant to do the wrong thing.

Notes / Questions

No personal contact information provided.

4. Case 15537 (05-12-2025)

Providers:

For Information: Integrated Care Board Dental

Information provided via State of Health and Care Survey.

New NHS dental service locally after years of no NHS dentist within 20 miles.

Notes / Questions

No patient details provided

5. Case 15596 (10-12-2025)

Providers: The Coningsby Dental Practice

For Information: Integrated Care Board Dental

Information provided via State of Health and Care Survey.

I was able to have an NHS check up, but no idea what treatment is needed if any. I think I saw a dental therapist. Very nice and friendly but they didn't seem able to advise about treatment. They did an examination and took x-rays.

Notes / Questions

No patient details provided

6. Case 15529 (04-12-2025)

PCN: Meridian

Providers:

For Information: James Street Family Practice

Information provided via State of Health and Care Survey.

I requested a service and it was provided and ongoing.

Notes / Questions

No patient details provided

7. Case 15660 (19-12-2025)

Providers: Lincoln Co-op Chemists Ltd (Horncastle)

For Information: Pharmacy

Lovely staff at the Pharmacy. Get on OK and get items on time. If medication is not ready they explain why not and I can get them as soon as possible.

Notes / Questions

No personal contact information provided.

8. Case 15595 (10-12-2025)

PCN: Meridian

Providers: Tasburgh Lodge

Information provided via State of Health and Care Survey.

Requested an appointment one day, arranged for next day, seen exactly on time, very good consultation with follow up plan if required.

Notes / Questions

No patient details provided

9. Case 15552 (05-12-2025)

PCN: East Lindsey

Providers: The Wragby Surgery

Information provided via State of Health and Care Survey.

Flu jab - received invite and appointment, quick and efficient treatment.

Notes / Questions

No patient details provided

Lincoln City District Council x 6

- 5 x General Comment
- 1 x Compliment

General Comment

1. Case 15525 (04-12-2025)

PCN: Lincoln Healthcare Partnerships

Providers:

For Information: City Medical Practice (Portland)

Information provided via State of Health and Care Survey.

During the appointment I was only allowed to ask about one symptom. I was not even allowed to mention more than one. I have had periods where a few symptoms appear at the same time. So I thought that mentioning them all would help with a diagnosis. However since I am only allowed to mention one symptom at a time we have to go through tests for each symptom individually. Wouldn't knowing all the symptoms at once perhaps narrow it down a little?

It seems that in the process of trying to save time you are actually wasting more time as more appointments are needed per person. At this point I have given up and am just putting up with it, as chasing help is so long winded.

Notes / Questions

No patient details provided

2. Case 15553 (05-12-2025)

PCN: Imp

Providers:

For Information: Glebe Park Surgery

Information provided via State of Health and Care Survey.

It was great when I finally got to see my named GP. I then had to wait 2 weeks to have the blood taken before it could be tested!

Notes / Questions

No patient details provided

3. Case 15541 (05-12-2025)

PCN: Lincoln Healthcare Partnerships

Providers:

For Information: Heart Of Lincoln Medical Group

Information provided via State of Health and Care Survey.

Total lack of helping, failing to diagnose or treat anything, even ignore specialist advice/reports. Bad attitude, broken promises of callbacks etc. Very hard to get appointments, Anima does not work. Never see the same Doctor, all are locums. So do nothing too often no time to explain symptoms again and again, or make proper detailed notes. Cannot say anything good about them.

Notes / Questions

No patient details provided

4. Case 15642 (16-12-2025)

Providers: Integrated Care Board Dental

I don't have a dentist and now dare not see one as I can only imagine the cost. I lost a filling last year. I rang 111 to see if they could book me into an emergency dentist but they were unable to do this. I rang I don't know how many dentist practices and no one would see me.

I bought an emergency filling kit from the chemist, luckily it is still in place.

Notes / Questions

Healthwatch provided information on NHS Choices and NHS 111

5. Case 15573 (08-12-2025)

Providers: Lindum Medical Practice

Rude, condescending, No compassion, receptionists at this Medical Practice in Lincoln.

It is very frustrating when trying to find out any information about my health.

Notes / Questions

Healthwatch provided Practice Manager information

Compliment

1. Case 15622 (12-12-2025)

PCN: APEX

Providers:

For Information: Woodland Medical Practice

Information provided via State of Health and Care Survey.

Cross referred within practice leading to a positive diagnosis of an unknown issue.

Notes / Questions

No patient details provided

North Kesteven District Council x 9

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

General Comment

1. Case 15540 (05-12-2025)

PCN: Spalding

Providers:

For Information: Beechfield Medical Centre

Information provided via State of Health and Care Survey.

I got seen quickly and got an outcome I had hoped for.

However it can often take a long time to be seen by anyone due to shortage of appointments and/or not enough clinical staff. It can take even longer if you wish to see a GP .

Notes / Questions

No patient details provided

2. Case 15604 (10-12-2025)

PCN: South Lincoln Healthcare

Providers: Navenby Cliff Villages Surgery

Information provided via State of Health and Care Survey.

Unable to see a GP, saw a Nurse Practitioner instead who told me I need a blood test and I had to go to Urgent Treatment Centre (UTC). Went to UTC to be told 'No your GP needs to sort that'. Went back to the GP to be told by a rude receptionist, 'You have been told to go to UTC' I explained they would not see me, but they said 'Well we're not seeing you go back and refuse to leave until seen.' I went back to UTC who were not happy but booked me in, I waited 3 1/2 hours to see a doctor who said 'No you definitely need to go back to your GP as it is for them to sort out. I have since logged on to my GP records to see a rude entry by the Nurse Practitioner.

Notes / Questions

Healthwatch provided information on Practice Manager to raise a complaint.

Healthwatch asks - it states on your website that a phlebotomy clinic is held everyday by our Healthcare Assistants. Please note, for hospital blood test requests, the Lincoln Clinical Diagnostic Centre is available. However for this patient the blood test was requested by a Nurse Practitioner in-house and sent to UTC, not as directed CDC?

3. Case 15528 (04-12-2025)

PCN: K2 Healthcare Sleaford

Providers:

For Information: Sleaford Medical Group

Information provided via State of Health and Care Survey.

GP referred me to physio instead of surgery, my knee is worn out and damaged and has had many operations. I know a new knee joint is needed and physio will hurt with the cartilage missing in the middle of the joint. I have seen the x-rays and know my condition. I refused physio and as far as the GP is concerned that is the end of my treatment. I have put in a subject access request for all my records and x-rays from the hospital. I will then show to the Doctor and call them a liar and that my trust in them is gone.

Notes / Questions

No patient details provided

4. Case 15635 (15-12-2025)

PCN: South Lincoln Healthcare

Providers: The Branston and Heighington Family Practice

Information provided via State of Health and Care Survey.

Multiple issues,

1. Saw a locum Doctor whose advice was so bad I needed to complain, following appointment with a proper Doctor was good
2. reviews keep being repeated
3. repeat prescriptions stopped resulting in loss of medication despite telling the surgery 3 times

Notes / Questions

No patient details provided

5. Case 15638 (15-12-2025)

PCN: Trent Care Network

Providers: The Glebe Practice (Saxilby)

Information provided via State of Health and Care Survey.

The practice is no longer a welcoming, friendly place to go for help when you are unwell. My close relative needed an assessment and some stitches out after an accident overseas, they said they were too busy and had to go and wait at A&E for the stitches to be removed. At no point was there any effort to check they were OK. They had been spiked in a bar, were unconscious for 2 hours, had an opioid antidote and other medication and a 2 hour operation with a plastic surgeon on their ear after falling badly when they passed out.

We never use the Doctor and are a fit and healthy family. When we needed some support it was not there, After a very traumatic experience, surely relative should have been checked over as the overseas doctors requested? In addition, the overseas Doctor emailed after relatives return to the UK to check all was well from their recovery and the ear operation - 6000 miles away. I feel the Doctors surgery has lost its care and has just signs up saying about not abusing staff but they do not have a can do attitude and its just not modern efficient and caring , its like they go through the motions and tick a box. I as a parent went for a wellbeing over 55 check and the Nurse was hopeless ,kind but not asking anything really of use and just again ticked boxes. Customer service is not on their agenda and although I completely appreciate the challenges of complex cases ,they are not geared up for wellbeing just churning out medication and computer says no approach to life, not good and not impressed.

Formal Complaint

1. Case 15611 (11-12-2025)

PCN: South Lincoln Healthcare

Providers:

For Information: Lincolnshire Integrated Care Services (ICS/ICB), Navenby Cliff Villages Surgery

Patient discussed that has made a complaint to the Practice Manager at GP Surgery about the lack of communication and care and treatment in relation to their partners current problems with left and right arm. They had taken a written complaint to the Practice and marked it as Private and Confidential and for the attention of Practice Manager two weeks ago. Handed it to the Receptionist and asked for a written letter reply as documented in the complaint. Both of them have been registered at this Practice for many years. Concerned as not yet had a reply and partners condition as deteriorated, unable to move both arms.

Partner has already seen an Orthopaedic Surgeon in October who states that they need an urgent operation on one arm and carpal tunnel syndrome surgery on the other. Told to go back to GP for further referrals. One of the operations is due to having a flu vaccination in an arm which has never recovered and they can not now move. Partner did go to the GP in the middle of November with these problems and to ask about referral. Felt that locum GP that they saw did not look at them or introduce themselves, or listen to them, and referred them for nerve function that they have already had. Also want to make a complaint about this.

Patient has also contacted ICB feedback team and left contact details twice and concerned as nobody has got back to them.

Notes / Questions

Patient requested HW contact Practice Manager and LICB, Consent given to share personal information.

Provider Response

Practice Manager response : I am literally just responding to the patient. The nurse who performed the flu vaccination has been off and I need a clinician to review the orthopaedic matter but I have written the patient a full acknowledgement and I intend to speak to the nurse tomorrow and get a clinical opinion on the rest of their concerns either today or tomorrow.

Healthwatch informed the patient.

ICB response : I am sorry to hear of the concerns raised in relation to the patients and their GP practice. I do note that they have raised a formal complaint directly with the practice and they are the correct organisation to investigate and respond. I will share your email with the ICB's Primary Care team for their information however unfortunately to duplicate an investigation.

Compliment

1. Case 15536 (05-12-2025)

PCN: K2 Healthcare Sleaford

Providers:

For Information: Heckington Pharmacy Ltd, Millview Medical Centre, Pharmacy

Excellent GP Practice. Have always good, friendly service. No problem with getting an appointment and the Practice is very proactive. Local Co-op pharmacy also good. Timely prescription issues with text service to inform me when ready for collection.

Notes / Questions

No patient contact details provided.

2. Case 15592 (10-12-2025)

PCN: K2 Healthcare Sleaford

Providers: Millview Medical Centre

Information provided via State of Health and Care Survey.

I had a rotary cuff injury which seemed to improve and then got worse so I went on AskMyGP. Nurse rang back Thursday evening. Friday am: I received a call back with MSK appointment. Seen by midday and due to a cancellation 1st physio appointment at 2pm. Part luck but excellent service.

Notes / Questions

No patient details provided

	<p>3. Case 15669 (19-12-2025)</p> <p>PCN: K2 Healthcare Sleaford</p> <p>Providers:</p> <p>For Information: Millview Medical Centre</p> <p>Information provided via State of Health and Care Survey.</p> <p>Good. Prompt appointment on my GP site, called with an appointment within minutes of request.</p> <p>Notes / Questions</p> <p>No patient details provided</p>
<p>South Holland District Council x 11</p> <ul style="list-style-type: none"> • 7 x General Comment • 2 x Informal Complaint • 2 x Compliment 	<p>General Comment</p> <p>1. Case 15625 (12-12-2025)</p> <p>PCN: Spalding</p> <p>Providers:</p> <p>For Information: Beechfield Medical Centre</p> <p>Information provided via State of Health and Care Survey.</p> <p>They have yet again changed the system without warning, not sure how people without access to the internet manage. But you now have to fill out a form then submit and they will decide if you need to be triaged, only then will you know if you are going to speak to a Doctor or be seen. I found this very frustrating. I know here in Spalding we are very low on Doctors with an ever increasing population. I think this situation is going to affect many old people.</p> <p>Notes / Questions</p> <p>No patient details provided</p> <p>2. Case 15632 (15-12-2025)</p> <p>Providers: Integrated Care Board Dental, JDSP Dental T/A Winsover Dental Care</p> <p>Winsover Spalding Dentist, check up, 3 teeth to be removed and added to my denture, 18 month wait but I can have a check up in 6 months, I am not on benefits but can't afford to go private.</p> <p>Notes / Questions</p> <p>Healthwatch suggested contacting the Practice Manager</p> <p>3. Case 15524 (04-12-2025)</p> <p>PCN: South Lincolnshire Rural</p> <p>Providers:</p> <p>For Information: The Deepings Practice</p> <p>Information provided via State of Health and Care Survey.</p> <p>No appointments available on the day...end up going to UTC (Urgent Treatment Centre). Don't feel cared for or confident if there was an issue it would be dealt with swiftly enough, especially if it was something the UTC would deem as not urgent and I had no choice but to try to book an appointment there.</p> <p>Notes / Questions</p> <p>No patient details provided</p> <p>4. Case 15551 (05-12-2025)</p> <p>PCN: South Lincolnshire Rural</p> <p>Providers:</p> <p>For Information: The Deepings Practice</p> <p>Information provided via State of Health and Care Survey.</p> <p>I had a blood test in July for HBA1C (at Glington) and was subsequently told it had been lost and had to be repeated. Meanwhile, checking my online medical records. I found a whole battery of blood tests had been carried out because I was taking Methotrexate. I haven't taken that for 5 years. Had repeat of HBA1C (early November) and asked to ring the surgery to book an online appointment with the pharmacist. I checked my blood test results online and the only thing that seemed 'abnormal' might be low cholesterol. However, I was advised to take statins. When I asked why, I was told that they would benefit me. When I asked why, I wasn't given a clear answer. Perhaps it should be made clear that the GP gets an extra payment to put you on statins.</p> <p>Notes / Questions</p> <p>No patient details provided</p>

5. Case 15599 (10-12-2025)

PCN: South Lincolnshire Rural

Providers:

For Information: The Deepings Practice

It is vertically impossible to get an appointment at the GP Practice. I suffer with arthritis and was really struggling with pain. I spoke to a physiotherapist who sent a message to the GP that I needed stronger pain relief. I got a message from the surgery saying there was no appointments and I would be put on a list for next available appointment. I got an appointment 7 weeks later. This is a very scary thing when you suffer with chronic pain and no longer feel your GP surgery is there for you.

Notes / Questions

Practice Manager in first instance. LICB feedback.

6. Case 15609 (11-12-2025)

PCN: South Lincolnshire Rural

Providers: The Deepings Practice

Patient discussed that is never able to get a appointment at the GP Practice. Today has completed an online submission with their symptoms, GP Practice saying no face to face appointments available. Patient asking why can't this be a telephone appointment, and then treatment could be prescribed. Has been to Pharmacy because of their age Pharmacist would not prescribe treatment. Says that GP Practice never have any appointments and will advise patients to go to Urgent Treatment Centres at Spalding or Peterborough. When they have discussed this with their local community, people have said always long queues at UTC at the Johnson Hospital and when they get to see staff member and asked what GP Practice registered, staff say "not that one again". No wonder emergency services are on there knees when you can't get an appointment at The GP Practice !

Notes / Questions

Signposted to LICB , CQC as requested by patient. NHS 111

7. Case 15639 (15-12-2025)

PCN: South Lincolnshire Rural

Providers: The Deepings Practice

Information provided via State of Health and Care Survey.

Getting an appointment is almost impossible. The first reaction is to send patients to A&E regardless of age or severity of condition. A&E cannot cope and ten hours waiting is normal. When you are an elderly person this is appalling.

There needs to be a doctor and nurses available to see people. Getting an appointment was not a problem before COVID because doctors went to work. Now all they want to do is sit at home and use the telephone. This approach is both inefficient and dangerous.

Notes / Questions

No patient details provided

Informal Complaint

1. Case 15485 (01-12-2025)

PCN: South Lincolnshire Rural

Providers: The Deepings Practice

Deepings Practice-appointment issues

Request for an appointment for a long standing undiagnosed health issue put me in a waiting list of just under 4 weeks. Day of appointment, (late November 25) I was told a phone call would be received between 0800-1300hrs but none received. Contacted the practice at 1315hrs to be told an attempt to call had been made on both provided mobile phone numbers, I usually carry 2x phones on 2x different networks for contact reasons. On this occasion (I was on holiday from work) I only had 1 phone on me and no missed calls were registered, other calls were successfully made and received between 0800-1300hrs. Other phone was checked and 1x missed call from the Surgery shown at 10.57hrs. Reception assured me the Doctor was aware of 2x mobile numbers to be called as on my notes and that a 2nd attempt using the 2nd number would be made. At 17.00hrs after no call I again contacted receptionist who told me the Doctor was "in my notes" so they sent an instant message requesting update, Doctor messaged the receptionist back saying I had to re-book, after waiting nearly 4 weeks for a call. I stated I wasn't happy about that and asked for the Doctor to re-book me for expediency and reduce further waiting time and was told I would receive a further call from the practice to update me. Nothing heard by 18.30hrs so I called reception again and got a recorded "we are closed" message. I cannot find any way to contact the Practice Manager to raise this issue despite the Health and Social Care Act 2008 Regulation 16 Requirement to provide a method to do so.

Notes / Questions

Healthwatch provided Practice Manager information

2. Case 15583 (09-12-2025)

PCN: South Lincolnshire Rural

Providers: The Deepings Practice

I had what I thought was a bartholin cyst, I contacted the GP on 4 occasions of which I got a phone call where I was given a week of antibiotics for a suspected infection although I had no symptoms of an infection.

I contacted NHS 111 where they wrote to the GP requesting they saw me within 24 hours of receiving the letter. I contacted them about this and they said they were at full capacity and to go to other services.

I ended up going to A&E and within 24 hours I had emergency surgery of which I had a General Anaesthetic for an abscess and haematoma which could of been fatal if was left. I have had serval stitches and now have a long recovery because I was neglected at my first point of call

Notes / Questions

Healthwatch provided information on making a formal complaint or ICB

Compliment

1. Case 15603 (10-12-2025)

PCN: South Lincolnshire Rural

Providers: Long Sutton Medical Centre

Information provided via State of Health and Care Survey.

As a carer, I have had a lot of contact directly with the practice over the past year. The reception team have been excellent at following up my numerous requests for various things. The GP involved, followed up quickly and came out at home with a positive, greenfly attitude. Overall very helpful in a difficult situation.

Notes / Questions

No patient details provided

2. Case 15530 (04-12-2025)

PCN: Spalding

Providers:

For Information: Munro Medical Centre

Information provided via State of Health and Care Survey.

Went as I was concerned about pain in knee, was given a check over and advised to go for an X-ray. Only had to wait a day for an appointment which considering it wasn't urgent was good.

Notes / Questions

No patient details provided

South Kesteven District Council x 23

- 17 x General Comment
- 6 x Compliment

General Comment

1. Case 15629 (15-12-2025)

PCN: South Lincolnshire Rural

Providers: Abbeyview Surgery

Appointment Limitation.

I would like to give feedback that the Abbeyview Surgery is limiting appointment booking only to online. I was turned down before from going in-person and said that all enquiries have to be made online. But as far as I know contractually they are required to provide multiple options like phone and in-person booking while they don't really do that.

Notes / Questions

Healthwatch provided ICB information.

2. Case 15597 (10-12-2025)

Providers: Bourne Dental Practice

For Information: Integrated Care Board Dental

I was a private dental patient and I told my Dentist that I was having problems with my wisdom tooth but they wouldn't take a look at it or take X-rays of my teeth to see what was the matter so just told me it was gum disease and that was it. I wasted £120 on having my teeth cleaned by them and put in a formal complaint against them. I went to a NHS Dentist closer to where I live now and they took an X-ray and said I have an impacted wisdom tooth and did an extraction of my tooth.

3. Case 15520 (04-12-2025)

Providers:

For Information: Integrated Care Board Dental, Stamford Dental Centre (Mr Saleem)

Information provided via State of Health and Care Survey.

Routine check up but reported that I had had to access emergency services over a bank holiday. This resulted in a tooth extraction . The emergency Dentist told me that the tooth had been overfilled and a large cavity undetected.

Notes / Questions

Signposted LICB feedback and GDC for complaints.

4. Case 15591 (10-12-2025)

Providers: Integrated Care Board Dental

Information provided via State of Health and Care Survey.

Cannot get registered with NHS Dentist for past six years

Notes / Questions

Healthwatch provided NHS Choices; NHS 111 and ICB feedback information

5. Case 15505 (03-12-2025)

PCN: Four Counties

Providers:

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

Information provided via State of Health and Care Survey.

When you finally get to engage with a Practitioner they are generally very good, but the scheme of making appointments via apps is baffling and I keep putting off doing it. I feel I would prefer to neglect my health then try to tackle the route to getting it sorted out, and from conversations I have I am not alone.

6. Case 15531 (04-12-2025)

PCN: Four Counties

Providers:

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

Information provided via State of Health and Care Survey.

Continual Anima requests, no help from GP. GP set up a telephone appointment but never rang, surgery was no help when I contacted them to report the Doctor had not contacted me for this appointment.

Notes / Questions

No patient details provided

7. Case 15561 (08-12-2025)

PCN: Four Counties

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

Called last year for an appointment to see a GP, directed to Nurse, as unable to move my shoulder for over a week. They weren't sure what it was if I should try and move it or put it in a sling to rest it. No treatment was offered.

After another week, I went to A&E in Peterborough, x-ray done and a fractured shoulder, I was advised by the GP Nurse not to bother wasting fracture clinic time and it would be a waste of their and my time, I went anyway. 1 steroid injection later, I was able to move my shoulder. The service I received from the surgery was none.

The situation to get an appointment is dire, I am not computer literate so find it almost impossible to make an appointment. They only seem interested in sending you to Peterborough Hospital or phone NHS 111

8. Case 15564 (08-12-2025)

PCN: Four Counties

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

Cannot get an appointment, cannot get a good call with someone, feels like I'm not taken seriously. Difficult to address embarrassing health concerns. Absolutley no idea how to us the onlie system.

Notes / Questions

No patient details provided

9. Case 15567 (08-12-2025)

PCN: Four Counties

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

I have no problem with the admin staff, but management and some of the GPs could do with a bit of refinement. Too many patients, not enough GPs, not enough time for phone assistance, not enough time for non computer users, my spouse will not even text people so has problems accessing Anima or any other online or app based care. I even have to do their NHS APP prescription orders as the surgery do not talk to patients.

Notes / Questions

No patient details provided

10. Case 15568 (08-12-2025)

PCN: Four Counties

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

Can never get appointments, 3 years I have been at this practice, and I have not seen a doctor. Mental Health Nurse useless, still can't register for the online service.

Notes / Questions

No patient details provided

11. Case 15569 (08-12-2025)

PCN: Four Counties

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

I went to Lakeside Healthcare because I had cut my leg, didn't seem very helpful. They seem to have got worse after COVID, it's hard to get an appointment and to see a GP, and they don't seem very interested in helping.

Notes / Questions

No patient details

12. Case 15572 (08-12-2025)

PCN: Four Counties

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

Information provided via State of Health and Care Survey.

Appointment with GP was positive, but no follow up at all and aftercare question via Anima very unsatisfactory.

Notes / Questions

No patient details provided

13. Case 15674 (24-12-2025)

PCN: Four Counties

Providers:

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

Information provided via State of Health and Care Survey.

After holding onto the phone until answered I then spoke to a Receptionist who couldn't access Anima (the computer program they have), so no appointments could be made and so had to try again today. After years of difficulty it's still happening. I do not want to do email.

Notes / Questions

No patient details provided

14. Case 15652 (18-12-2025)

PCN: Four Counties

Providers:

For Information: Lakeside Hereward Medical Centre

My GP Practice have fewer Doctors than a decade ago. They were taken over by a company called Lakeside who have lowered service standards and made it increasingly harder to see a GP. They introduced a web based service called Anima, which is usually turned off so making appointments is getting harder and harder. These days I only see Nurses and a Physiotherapist. They are helpful and professional, but it does feel rather like a rudderless ship. No-one seems to have oversight. Last time I had a blood test there was huge confusion about what the test was for. I had to tell them.

15. Case 15623 (12-12-2025)

PCN: South Lincolnshire Rural

Providers:

For Information: Littlebury Medical Centre

Information provided via State of Health and Care Survey.

Have never managed to see a GP. I have problems with blood pressure meds and cholesterol meds. I've given up now and have stopped all meds, if I could have an appointment to see a GP. I could have explained the problems fully, a brief phone call is no good.

Notes / Questions

No patient details provided

16. Case 15547 (05-12-2025)

PCN: K2 Healthcare Grantham and Rural

Providers:

For Information: St Peter's Hill Pharmacy, St Peters Hill Surgery

Information provided via State of Health and Care Survey.

Went to pick up meds 3 times for my spouse . Only to be told that they were not ready, on the 4th time they were done .

Notes / Questions

No patient details provided

17. Case 15534 (05-12-2025)

PCN: K2 Healthcare Grantham and Rural

Providers:

For Information: St Peters Hill Surgery

Harder to get seen and longer wait after the changes government made this year, intended to improve access to GP's. The practice does not allow appointments to be booked everything goes through online triage and you have no choice over when you are seen. Can wait as long as 14 days to be seen according to message received from them after contacting them this week.

Notes / Questions

No contact details provided

Compliment

1. Case 15562 (08-12-2025)

PCN: Four Counties

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

Very quick appointment with them. Efficient appointment and right questions asked.

2. Case 15565 (08-12-2025)

PCN: Four Counties

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

Nurse books as high priority and pre-booked appointment, since my accident where I cut my leg and it got infected. Odema and swelling - I find phone calls are hard. Dressings changed, and the nurse is lovely and supportive, I feel able to discuss my mental health concerns caused by my physical health. I feel grateful I'm able to talk to a female, and you can get help when needed.

Notes / Questions

No patient details provided

3. Case 15566 (08-12-2025)

PCN: Four Counties

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

I was seen or dealt with promptly over the phone and had a call back. I have had everything I have needed dealt with over the phone by the reception team, or been seen by a GP the same day.

4. Case 15570 (08-12-2025)

PCN: Four Counties

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

Flu jab,

Good swift attentions, pleasant staff.

	<p>5. Case 15656 (18-12-2025)</p> <p>PCN: Four Counties</p> <p>Providers:</p> <p>For Information: Lakeside Healthcare Stamford (St Mary's and Sheepmarket)</p> <p>I have recently been referred to the social prescriber for help and advice at the GP Practice. I am disabled a single parent and am struggling with some parts of my life. They have helped me with more information and what is available to me.</p> <p>Notes / Questions</p> <p>No personal contact details provided.</p> <p>6. Case 15593 (10-12-2025)</p> <p>PCN: K2 Healthcare Grantham and Rural</p> <p>Providers: Vine Street Surgery</p> <p>Information provided via State of Health and Care Survey.</p> <p>Fast response to questions, quick to address medication issues and make alternatives available, fast referral to other services.</p> <p>Notes / Questions</p> <p>No patient details provided</p>
<p>West Lindsey District Council x 10</p> <ul style="list-style-type: none"> • 5 x General Comment • 5 x Compliment 	<p>General Comment</p> <p>1. Case 15542 (05-12-2025)</p> <p>PCN: Trent Care Network</p> <p>Providers:</p> <p>For Information: Cleveland Surgery</p> <p>Information provided via State of Health and Care Survey.</p> <p>They keep emailing me telling me to book an appointment but they don't specify which condition it's referring to or with whom I should book.</p> <p>My last telephone appointment the Doctor who phoned me didn't even know what it was about!</p> <p>Notes / Questions</p> <p>Signposted to Practice Manager in first instance if no resolution LICB info given.</p> <p>2. Case 15631 (15-12-2025)</p> <p>PCN: Trent Care Network</p> <p>Providers: Cleveland Surgery</p> <p>My spouse and I moved to Morton just over two years ago and signed up with Cleveland Surgery. It is virtually impossible to get an appointment from this Surgery, as the AskMyGP service is frequently full or not available. I was recently sent a link to get a follow up telephone appointment about tests I had recently undertaken. When I clicked on the link it gave me four periods upcoming with every one I clicked on being fully booked! I replied to the email sent and received no response. I am very frustrated about the lack of service from this Surgery.</p> <p>Notes / Questions</p> <p>Healthwatch provided information to contact Practice Manager</p> <p>3. Case 15546 (05-12-2025)</p> <p>PCN: Imp</p> <p>Providers:</p> <p>For Information: Integrated Care Board Dental, Lincoln Dental Care (Newark Road, Lincoln), Nettleham Medical Practice</p> <p>Information provided via State of Health and Care Survey.</p> <p>"Good" as far as it goes, but NHS Dental Services at Lincoln Dental Practice seem to be hanging on a very thin thread and it seems they may be discontinued at any time.</p> <p>The routine stuff (blood tests, dispensary etc) at Nettleham Medical Practice tick over quite nicely, but "Doctors" (do they actually still exist?) whilst, I believe, are still available for the really serious stuff , are no longer available for advice and reassurance. Who can I see to discuss issues arising from "getting old" and find help in determining which issues are "serious" and which are simply "old age"? "Health Care Assistants" whilst as kind and helpful as they can be, simply aren't able to deal with these.</p>

4. Case 15501 (03-12-2025)

PCN: Imp

Providers:

For Information: The Willingham Surgery

Information provided via State of Health and Care Survey.

My recent 5 year review was good but even though I am long term D3 (Vitamin D) deficiency and use supplementation have tested as severely deficient, there was no mention of D3 deficiency during my review.

Why isn't D3 supplementation being recommended for all, particularly elderly and dark skinned people? At a sensible dose not 400iu!!

Also the last time I had a vaccination there was no informed consent. As a minimum this should consist of ingredients list for the vaccine and the absolute risk reduction percentage.

Notes / Questions

No patient details provided

5. Case 15532 (04-12-2025)

PCN: Imp

Providers:

For Information: The Willingham Surgery

Information provided via State of Health and Care Survey.

My latest encounter was following a prolonged period of illness (spanning approximately 2 weeks). I spoke to a different GP than my usual who tried to prescribe me a medication which had already been tried twice to no avail. This medication carried significant side effects and only when I questioned this, did the GP offer an alternative. I felt that they did not answer my original query in full and was left with further questions. I did however feel listened to and the GP safety netted me appropriately.

Notes / Questions

No patient details provided

Compliment

1. Case 15544 (05-12-2025)

PCN: Imp

Providers:

For Information: Nettleham Medical Practice

Information provided via State of Health and Care Survey.

I used their online service to request and appointment and I was sent a link with 2 hours to enable me to book an appointment for the following week as it was not urgent.

Notes / Questions

No patient details provided

2. Case 15548 (05-12-2025)

PCN: Imp

Providers:

For Information: Nettleham Medical Practice

Information provided via State of Health and Care Survey.

Physiotherapy service related to new diagnosis of arthritis in right knee. Accessed correct service required immediately online. Quick response and treatment plan with visits to another provider.

3. Case 15545 (05-12-2025)

PCN: Imp

Providers:

For Information: The Glebe Practice (Saxilby)

Information provided via State of Health and Care Survey.

Experience was very good. Largely due to the Doctor I saw. I always ask for them because not all doctors are as good. In the end it was not taken any further because the hospital waiting list was long and the systems stopped. My decision.

Notes / Questions

No patient details provided

	<p>4. Case 15668 (19-12-2025)</p> <p>PCN: Imp</p> <p>Providers:</p> <p>For Information: The Ingham Surgery</p> <p>Information provided via State of Health and Care Survey.</p> <p>Able to get appointments when needed, staff are friendly and helpful.</p> <p>Notes / Questions</p> <p>No patient details provided.</p>
	<p>5. Case 15670 (19-12-2025)</p> <p>PCN: Trent Care Network</p> <p>Providers:</p> <p>For Information: Trent Valley Surgery</p> <p>Information provided via State of Health and Care Survey.</p> <p>Amazing Doctor phoned to ask me to see them due to blood results, took time and patience to listen to me took blood for a new test, and arranged follow-up. Felt better just knowing my problem was being dealt with.</p> <p>Notes / Questions</p> <p>No patient details provided</p>

Hospital Services

Area	Case Details
<p>Boston District Council x 9</p> <ul style="list-style-type: none">9 x General Comment	<p>General Comment</p>

1. Case 15559 (03-12-2025)

PCN: Boston

Providers: Lincoln County Hospital, Pilgrim Hospital

Patient contacted Healthwatch as they had put in a complaint to Pilgrim Hospital and this was taking ages to get resolved, is supposed to be having a meeting but this is not forthcoming. This is around patient cancer care and the delays that occurred, ongoing treatment and options moving forward. Lack of communication to the patient and patient unable to make contact with their designated contact. Patient has requested a second opinion.

Patient was referred to Boston West Hospital by their then GP surgery, consultant stated they had been sent to the wrong hospital and needed to be in an acute setting, urgent referral then sent to Pilgrim Hospital, seen by same consultant, MRI and urgent biopsy referral to Lincoln Hospital in November 2024. Consultant there explained what was going to happen, patient placed in stirrups, patient was in pain when biopsies taken, consultant shouting at the nursing staff and was rushing. Raw pain and didn't give chance for the pain relief to work. Consultant had their coat on before the patient had been released from stirrups.

Early December 2024, results were back PSA 3.8 to keep monitoring, medications prescribed, but made heart beat quicker, so stopped.

Patient was informed that it was the lowest form of cancer that won't get worse and they would keep an eye on it. PSA in February 2025 was up to 26.4 urology referral to Pilgrim Hospital, seen by an oncologist, patient felt a second MRI should have been requested. By the end of June PSA was 28, patient queried if this could be an infection. Mid July, saw another Consultant at Lincoln, who apologised.

Urologist requested another MRI which was done, patient discussed at an MDT meeting and patient would be kept in the loop, however this failed to happen. August 2 weeks after the MDT meeting, patient still didn't know if cancer had progressed, then received a phone call (did not introduce themselves) to say they were from pre assessment and further biopsies would be required, patient asked questions, but the person was unable to answer. Later found out this person was a Dr.

Patient was provided with a named person whom they could ask questions of and get support, patient tried making contact, but was unable to contact them for 6 months.

Has now been referred to Charing Cross Hospital for biopsies and MRI.

Provider Response

ULTH response : asking if any patient details. Advised of last patient contact on 2/2/26 then declined.

ULTH response : I am sorry to hear you were unable to get in touch with your designated contact, I apologise for any distress this may have cause. Patients should be given a leaflet with a key workers name and contact details - office telephone number and email. As the nurses work across different clinics throughout their working day, the answer phone messages are checked and responded to when they are not in clinic, which we continually aim to check throughout the day. Without any patient information or details, I am unable to identify the allocated key worker to discuss directly, but incident will be shared with the team.

2. Case 15494 (03-12-2025)

PCN: Boston

Providers: Pilgrim Hospital

General Medicine Ward

I have been over the years in many hospitals and had a good service, but lately in the last couple of years, the wait time in A&E is ridiculous, it's many many hours and visiting Pilgrim last month was astounded. Auxiliary staff all crowding the corridors talking and congregating, it was messy and looked unclean and also there seemed to be a change in attitude towards 'not my job' mentally. It is disconcerting to see this change in the NHS.

Provider Response

ULTH response : As per Healthwatch supplied for information only, due to lack of detail, but will be shared with A&E.

3. Case 15498 (03-12-2025)

PCN: Boston

Providers: Pilgrim Hospital

Head and Neck Unit

I received two letters, one from Pilgrim Hospital and one from ULTH saying they had been unable to contact me and I was back on the waiting list. There had been no letter about an appointment, no message left on answerphone and no emails, so what effort did they make? I don't know what the appointment was for.

Notes / Questions

Healthwatch provided PALs information

Provider Response

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

4. Case 15499 (03-12-2025)

Providers: Pilgrim Hospital

I was admitted to A&E at Pilgrim hospital in June 2025. I did not get out of there until 12 hours later. There were people in their nightwear waiting for beds. Some had drips fitted, one old person had been in A&E for nearly 24 hours sat in a wheelchair with a drip. It was like a war zone. In July it was the same in SDEC (Same Day Emergency Centre) Dept. Just an extension of A&E really. Again like a war zone, people in their nightware some were trying to sleep laid across chairs. So were on breathing masks. Again like a war zone. Dreadful experience.

Notes / Questions

Signposted to PALs, LICB, CQC, PHSO

Provider Response

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

5. Case 15589 (10-12-2025)

Providers:

For Information: Pilgrim Hospital

Sitting in cold hard seats for 24 hours when your unwell. Not enough Staff , having to keep asking for medication as staff stood around. Keep reminding staff of CT scan , bloods etc , as you wait hours. Sat waiting 24 hours just given sandwich.

Notes / Questions

Signposted to PALs, LICB, CQC, PHSO

Provider Response

ULTH response : It is hoped the author contacted the departments provided and received a satisfactory outcome. The comments will be shared with relevant department.

6. Case 15628 (15-12-2025)

Providers: Pilgrim Hospital

Acute Paediatrics department, children and young persons clinic, Boston pilgrim hospital

Poor communication from the department regarding information on health records. Repeated inconsistencies, omissions and delays in providing requested information.

Use of inappropriate language by staff.

It will be good to have standard procedures in place for documenting patient information and responding to requests in a timely, transparent, accurate and appropriate manner.

I am yet to receive a satisfactory resolution.

Notes / Questions

No patient details provided

Provider Response

ULTH response : Information relating to access to patient record issues - contact ulth.accesstoinformation@nhs.net or pilgrim phone numbers are Monday and Tuesday – 01522 573249, Wednesday to Friday – 01205 445279

7. Case 15633 (15-12-2025)

Providers: Pilgrim Hospital

A&E

Crowded waiting area, 80+ people, zero patient dignity and infection control. Some extremely poorly patients left sitting on hard seats with drips attached, vomiting into vomit bowls sitting next to others. Only three working toilets available to both patients and relatives. Not cleaned regularly, urine on floor. Waiting times up to 20 hours for patients needing a bed. We spent 19 hours in total there for the first visit with the ill patient left sitting on a hard chair.

My elderly spouse was in extreme abdominal pain and vomiting. All visitors and staff handling the same half a dozen water jugs left on a trolley. Infection control zero. No nursing staff coming round to check everyone other than tending to the drips.

Had to return after 48 hours as spouse had contracted a secondary infection and had to be admitted. Hospitalised for 3 days as a result. Appalling service

Notes / Questions

Healthwatch provided PALs information

Provider Response

ULTH response : Thank you for sharing your experience, and we are truly sorry for the long and distressing wait you went through during such a vulnerable time. While your initial care was managed swiftly, it's clear that being left for long periods without observations or support, especially while feeling so unwell, was unacceptable and added to your discomfort and worry.

We appreciate your recognition of the staff and their efforts despite the pressures they were facing, and we are very sorry that the conditions and delays you encountered fell far short of what you should expect. Your feedback is important, and we will share it with the teams to help improve the experience for patients in similar situations.

Thank you again for taking the time to tell us.

8. Case 15645 (16-12-2025)

Providers: Pilgrim Hospital

Information provided via State of Health and Care Survey.

ENT - Congestion and blocked Left nostril since February. Have had 3 GP appointments and treatment offered has not resolved it. Sinus pain and constantly blocked. Referred to ENT end of August and no appointment sent. Letter stated if nothing by end of November to contact them. I did and still no appointment. This is impacting sleep, energy levels and causing a lot of stress as to the cause.

Notes / Questions

No patient details provided

Provider Response

ULTH response : As per Healthwatch supplied for information only, due to lack of detail, but will be shared with ENT.

9. Case 15647 (17-12-2025)

Providers: Pilgrim Hospital

A&E - It was a dreadful experience, 15 hour wait, people being treated and consulted in the middle of the waiting area amongst other things

Notes / Questions

No patient details provided

Provider Response

ULTH response : As per Healthwatch supplied for information only, due to lack of detail, but will be shared with A&E.

East Lindsey District
Council x 11

- 6 x General Comment
- 5 x Compliment

General Comment

1. Case 15618 (12-12-2025)

Providers: Diana, Princess of Wales Hospital (Grimsby)

Short Stay Ward

Carers First referred a Carer to Healthwatch because of their recent experience of a very negative, care experience at Grimsby Hospital on the short stay ward relating to care of their spouse. Spouse sadly died two weeks ago. Discussed that a few weeks ago had called an emergency Ambulance because spouse had a water infection. 2 paramedics and LIVES worker stayed at the property all day treating spouse giving antibiotics and monitoring condition. Carer says they could not fault the care given and this prevented spouse going into hospital at this time. The following week spouse fell at home and cut themselves badly and emergency ambulance took them to Grimsby Hospital.

Carer discussed failings in care following a four week admission to Grimsby Hospital. Spouse was initially admitted with a water infection, but their condition deteriorated and they died of pneumonia. Carer expressed feeling very let down by the care provided, explaining that during their daily visits around 11am they often found spouse's morning tablets still left on the table, with no one checking they were taking their medication. Carer stated that spouse was struggling to swallow, was not eating, and even when Carer brought yoghurts they continued to choke. Carer added that spouse had not eaten anything in two weeks and was only given a Fortisip drink once. Carer feels like because spouse was elderly they were just left.

Notes / Questions

Carer did not want any further information or Signposting at present time. Has Healthwatch Lincolnshire's contact details if needs any further assistance.

2. Case 15636 (15-12-2025)

Providers: Diana, Princess of Wales Hospital (Grimsby)

Information provided via State of Health and Care Survey.

Grimsby Hospital Same Day Emergency Care services

I arrived with a painful inguinal hernia and letter from my GP in the mid morning in mid November and eventually left just after 7.00 pm that day. I cannot fault the care I received but as of beginning of December I have still not received any follow up despite my discharge letter saying 'urgent outpatient appointment in 4-6 weeks to discuss inguinal hernia management'. How much longer should I wait to see when i might get an appointment? I can't sleep properly, I cant walk very far (and have my own plus other dogs to walk each day) without getting stitch or other pains, I can't lift my leg up to walk upstairs (my lounge kitchen area is upstairs. I would have expected contact by now to arrange an appointment for that 4-6 week window.

My GP says to try calling the hospital but there is no number to call so I don't know whether to call General Surgery or Colorectal or ? My GP has dispensed drugs that can become addictive and I don't want to be taking these for long but have no idea how long I am going to have to wait or who to contact.

Notes / Questions

No patient details provided

3. Case 15577 (09-12-2025)

Providers: Lincoln County Hospital

A&E - was requested to attend by Oncology Assessment Unit as they were about to close for the day. Arrived at a very busy department at Lincoln County Hospital early evening, and explained I had non-stop vomiting caused by chemotherapy.

Booked in swiftly, barely sat down, was called through to triage, and then taken straight through to an isolation room for immunocompromised patients.

Bloods taken, drips and medications put in place immediately to treat vomiting. Then left alone for 3-4 hours at a time without any obs from staff. Sat on the most uncomfortable chair for 16 hours still vomiting every 10-15 mins and felt utterly unseen, extremely ill and emotional. Told at 2am-ish that I needed to be admitted but I was number 42 on a list of patients needing a bed and there had been no free beds for 72 hrs.

The careful and swift management of my symptoms initially was fantastic. The facilities and lonely waiting for any news as appalling.

I could see periodically that staff were utterly overwhelmed, the 'inner' waiting room for treatment was rammed - and it was really tricky to negotiate other patients to get to the toilets.

How is it possible in the 21st century, and in a first world country, that we have come to this? There's nothing wrong with the workforce - when I saw them they were caring, compassionate and warm - or the systems in place - there's just not enough money being pumped into the NHS to provide adequate resources to enable staff to treat patients in a timely, efficient and humane manner.

Provider Response

ULTH response : Thank you for sharing your experience, and we are truly sorry for the long and distressing wait you went through during such a vulnerable time. While your initial care was managed swiftly, it's clear that being left for long periods without observations or support, especially while feeling so unwell, was unacceptable and added to your discomfort and worry.

We appreciate your recognition of the staff and their efforts despite the pressures they were facing, and we are very sorry that the conditions and delays you encountered fell far short of what you should expect. Your feedback is important, and we will share it with the teams to help improve the experience for patients in similar situations.

Thank you again for taking the time to tell us.

4. Case 15490 (02-12-2025)

PCN: First Coastal

Providers: Pilgrim Hospital

Waited 24 hours in A&E, had to keep asking for pain relief, staff ignored you. I was cold and wasn't well.

Finally got to Integrated Assessment Centre (IAC) where the Doctor took bloods, hit my nerve and messed up my thumb, palm and arm. It has been 6 weeks since I was in the hospital. I feel it was poor conduct with NHS, let alone a doctor.

Notes / Questions

Healthwatch suggested making contact with GP practice, also provided PALS information

Provider Response

ULTH response : It is hoped the author contacted GP practice and PALS receiving a satisfactory outcome.

5. Case 15550 (05-12-2025)

Providers:

For Information: Pilgrim Hospital

Information provided via State of Health and Care Survey.

My elderly parent went to hospital with a bump on their head. Yes parent has vascular dementia but they are not silly. Parent was sent to x-ray. 2 people approved them. That made them strange as they didn't know where they were. Nurse asked if there was anything wrong with them. I said vascular dementia. Which was on their notes. They were returned to the corridor where the main door kept opening and closing it was freezing.

They had a sleep, returned to x-ray where they had the wrong label so returned again to the corridor. Then they went again. Good job the Care Home where they are resident sent them with a drink and sandwich because no one cared enough to ask them. They were in a lot of pain. Which took them around 45 minutes to an hour to get pain relief. Was told to have that they would need another x-ray on their hip. Parent wanted to go to the loo. One member of staff said OK they took them on their own lifted them on their own and brought them back. But then they wanted to go again. Two Nurses were nearby I said my relative would like to go now. My parent is 90+ and they sang to one Nurse and they laughed at them.

I was cross because my parent is 90+, one of the Nurses asked my relative to get off the bed and go in the toilet. I said they had not walked since May as they had broken their hip. At 7.30am they put my relative in a room. My partner brought some sandwiches which because my relative was hungry. The Nurse said would you like a sandwich. They said you can go home your relative will have their x-ray and return to the Care Home. I did leave them. Which I later regret as they never got there till 12.45pm the next day. I don't think they give them any breakfast. Because I phoned up and the Nurse didn't know. Plus 2 more dementia patients were in there. One asked to go to the loo. No one took them. One they closed the door on them.

Notes / Questions

Signposted to PALs Pilgrim, LICB, CQC. PHSO

Provider Response

ULTH response : It is hoped the author contacted the departments provided and received a satisfactory outcome. We apologise for their experience but due to patient details and information unavailable we are unable to investigate further.

6. Case 15617 (12-12-2025)

Providers:

For Information: Pilgrim Hospital

Information provided via State of Health and Care Survey.

I attended Pilgrim A&E with fast Atrial Fibrillation at approx 8 pm. I was briefly seen after some time by a Doctor (I think). I received no treatment apart from having usual checks. I was there all night, no bed just a chair in the old waiting area. The place was freezing, heating not working. I had chest pain twice & although another patient tried to get help for me none was forthcoming. The nurse she reported to did not come to see me. I was seen eventually next morning at about 9 am & discharged. At other A & E visits I have been put on a drip & amiodorone administered. I am 83 and felt treatment was very poor.

Notes / Questions

No patient details provided.

Provider Response

ULTH response : As per Healthwatch supplied for information only, due to lack of detail, but will be shared with A&E.

Compliment

1. Case 15555 (05-12-2025)

Providers:

For Information: Lincoln County Hospital

Information provided via State of Health and Care Survey.

Visited with Family Member and was very impressed with care.

Notes / Questions

No patient details provided

Provider Response

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

2. Case 15575 (08-12-2025)

Providers: Lincoln County Hospital

Lincoln County Hospital radiotherapy and oncology unit.

Radiotherapy and chemotherapy treatment at Lincoln County Hospital was absolutely outstanding. Appointments very rarely ran late and were often early but always flexible and accommodating. The staff were genuinely amazing - from front reception to radiographers and radiotherapy nurses to oncology nurses - so warm, kind, professional and caring. They were able to anticipate what I needed before I'd even realised I needed support.

Provider Response

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

3. Case 15619 (12-12-2025)

Providers:

For Information: Lincoln County Hospital

Information provided via State of Health and Care Survey.

As a result of a referral by Lincoln County haematology department I was called in to have explained the problem with my kidney function. Time was taken to advise on possible future treatment.

Notes / Questions

No patient details provided

Provider Response

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

4. Case 15513 (04-12-2025)

Providers:

For Information: Pilgrim Hospital

Information provided via State of Health and Care Survey.

A Doctor who listened with empathy and tried their very best to give me some good advice and a follow up appointment.

Notes / Questions

No patient details provided

Provider Response

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

5. Case 15627 (12-12-2025)

Providers:

For Information: Pilgrim Hospital

Information provided via State of Health and Care Survey.

5-weekly infusion of Infliximab/ Remicade delivered promptly, effectively and in a caring, business-like manner.

Notes / Questions

No patient details provided

Provider Response

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

Lincoln City District
Council x 10

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

General Comment

1. Case 15488 (02-12-2025)

Providers: Lincoln County Hospital

Family member concerned about unsafe discharge, patient is currently on Neustadt-Welton Ward.

I am writing to you to express my concerns about relatives potential discharge home. They were admitted by ambulance to A&E on Friday late November after experiencing pain in their left leg along with weakness and swellings to their foot. They could not weight bear and remains unable to do so. After assessment from the stroke team, they had an MRI which showed something was 'not right' but no other explanation given.

Was then moved to the ward and is still awaiting a bed. They have been sleeping on a chair, which is not comfortable and is causing them additional pain.

Relative has been told that the plan is to discharge them, with a walker to mobilise.

My concerns are:

They live in a flat on the third floor with no lift in situ. How are they supposed to walk up the stairs when they cannot weight bear?

Has been told they will be given a walker, but they already have one, so how will this help?

I feel that an OT assessment should be completed prior to their discharge, as I am sure once they see the difficulties they will have to overcome. Also, in the event of a fire at the property, they would be unable to get out safely.

I feel that they are not investigating the problem. Their MRI did show something was not right, so I'd like to know if they have been referred to an orthopaedic or vascular surgeon? If not, why not?

If it is fluid causing the swelling, have they been put on medication for it?

I would like to know what is causing their problems and what plan is there to deal with it.

Relative is under a named gynaecology consultant for the last three years as they had what was told was a fibroid, which grew considerably and then we were told another Fibroid had grown attached to the original one. When they finally had surgery, they discovered one fibroid and a cyst and they had to remove their left fallopian tube and left ovary. After further investigation on what they removed, it was discovered they had ovarian cancer.

As I am sure you can understand, we struggle to have faith in the treatment as relative appears to be constantly 'fobbed off'.

Myself and my spouse have advocated for relative throughout their illness and to be honest, I am struggling to continue fighting for them.

I would very much appreciate your help in getting this situation resolved.

Notes / Questions

Healthwatch suggested to make contact with PALs

Provider Response

ULTH response : I'm very sorry that discharge plans were not adequately communicated with you, and that you felt your concerns were not being addressed. As a nursing team, on every admission to hospital we discuss living arrangements and how people are managing to try and foresee any issues, or support requirement that may delay discharge once deemed medically fit. I would hope this would be the case, however often arrangements cannot be organised until the patients are medically fit, as when acutely unwell they may not be able to demonstrate for example how they mobilise and therefore what support is required. We work closely on the ward with the therapy team including both physio and occupational therapy. I would always suggest the first person to raise any concerns to would be the nurse looking after your relative, as they will have accurate information on who they have been referred to or assessed by. If you still feel your issues are not being addressed then we always have a Nurse in charge or most days myself the ward sister is in, and is always available to voice concerns to. We always try to ensure discharges are as safe as possible, and through opening lines of communication between all parties this can help reassure you that we are also trying our best to advocate for your relative.

2. Case 15489 (02-12-2025)

Providers: Lincoln County Hospital

When I had my gallbladder operation, I told the surgeon I was a carer for my spouse, I was discharged the next day, no-one asked how I was going to manage.

Notes / Questions

No patient details provided

Provider Response

ULTH response : Due to lack of information we are unable to investigate further, but comments will be shared with Surgical team.

3. Case 15535 (05-12-2025)

Providers:

For Information: Lincoln County Hospital

Got told needed a bed and was getting one so to wait in A&E. 24 hours later still no bed but to wait for a bed. No one is going to keep waiting in that hell hole for a bed. The patients are being cared for by other patients and relatives of other patients. No staff anywhere to be seen. No observations being taken. Staff don't say a word even when ramming needles in someone arm. No respect no dignity no care whatsoever. Staff have no idea who their patients are. Lucky if get food or drink. 1 meal and 1 drink in over 24 hours. CQC need to shut this department down. Sorry to be blunt but it's a sh*t hole and a place where you will just die right in front of them and they won't care either. The staff have never heard of the word care so they have no idea what it means.

Notes / Questions

No patient details provided

Provider Response

ULTH response : Due to lack of information we are unable to investigate further, but comments will be shared with A&E.

4. Case 15571 (08-12-2025)

Providers: Lincoln County Hospital

Information provided via State of Health and Care Survey.

There are no spinal services at all at Lincoln, which has a severe impact on spinal patients, as like myself I have spinal cord compression and attend A&E, yet they do nothing at all regarding this. Sometimes the waiting times are abysmal and others it's not too bad.

Notes / Questions

No patient details provided

Provider Response

ULTH response : Due to lack of information we are unable to investigate further, but comments will be shared with A&E.

5. Case 15580 (09-12-2025)

Providers: Lincoln County Hospital

Emergency department (inc A&E)

Triaged appropriately, saw Dr soon after arriving at A&E. Had appropriate scans and tests run straight away and treatment begun within a couple of hours.

Patient was hypervigilant military veteran, recently diagnosed with terminal cancer, not yet started chemo or radiotherapy. Brought to hospital due to chest infection which had deteriorated to the point they were coughing up blood. They were kept in crowded seating area in A&E for 30 hours, during a heatwave, was not able to lie down and sleep or have access to fresh air, continuously surrounded on all sides by strangers. They received several doses of antibiotics by drip while being held in this area. Their stress levels escalated to the point where they had a seizure, and was then moved to another area of A&E where there were individual rooms with a bed they could lie down in. They were not admitted to an actual ward for another 15 hours. Remained in hospital for just over a week, was discharged in anticipation of the junior Dr's strike, had two falls at home and was returned to hospital by ambulance 36 hours later. Within 3 days, they then passed away.

Notes / Questions

No patient details provided

Provider Response

ULTH response : Due to lack of information we are unable to investigate further, but comments will be shared with A&E.

6. Case 15594 (10-12-2025)

Providers:

For Information: Lincoln County Hospital

Hospital discharge procedures. A few hours notice and my relative with a pituitary cyst , suspected pituitary apoplexy or Sheehan's syndrome and chronic symptoms was discharged with their cannula still in and a stash of morphine. Bear in mind they had sat in A&E for several days waiting for a bed watching people die, have heart attacks and seizures around them. They were told they could not see their test results but after I had gone mental these were finally given. Their cortisol was almost off the scale, their BP on several occasions had been 80 over 40 and other hormones at worrying levels. They were told they would see a pain specialist the next day but this was never written up and they were discharged anyway. No referral has been made to the pain clinic. They could not get them out quick enough. Absolutely appalling. I have previous formally complained about Lincoln and should anything happen now we will be suing.

Notes / Questions

Signposted to PALs, LICB, CQC, PHSO

Provider Response

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

7. Case 15491 (02-12-2025)

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

Patient asked, could you explain to me why all the Diagnostic Centres are being built where many of us are unable to access?

In the past I have been sent to the bottom of Great Northern Terrace, also Beever Street and New Boundary Street, in South Hykeham, none of which are on a bus route. Opposite the medical school on Tritton Road is a row of unused shops with car-parking on a good bus route, why couldn't this have been used?

The County Hospital seems to be used less and less. I am 88 years old, had a stroke last year which affected my leg, therefore cannot walk long distances anymore. This must be putting tremendous pressure on the NHS transport service. We want to be independant as long as possible, but it is being taken away from us.

Notes / Questions

Healthwatch sent letter with information for ICB/PALs and Voluntary Car Schemes/dialaride

Formal Complaint

1. Case 15504 (03-12-2025)

Providers:

For Information: Lincoln County Hospital

Information provided via State of Health and Care Survey.

Ongoing complaints still not resolved concerning death of service user where neglect by care provider was a factor.

Notes / Questions

No patient details provided.

Provider Response

ULHT response : As per Healthwatch supplied for information only, due to lack of detail.

Compliment

1. Case 15511 (04-12-2025)

Providers:

For Information: Lincoln County Hospital

Information provided via State of Health and Care Survey.

Quickly seen, sensitively and professionally handled, personalised care.

Notes / Questions

No patient details provided

Provider Response

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

	<p>2. Case 15581 (09-12-2025)</p> <p>Providers: Lincoln County Hospital</p> <p>A&E</p> <p>Couldn't of asked for a better experience. It was rammed yet staff still delivered best care possible !</p> <p>Notes / Questions</p> <p>No patient details provided</p> <p>Provider Response</p> <p>ULTH response : Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.</p>
<p>North Kesteven District Council x 5</p> <ul style="list-style-type: none">• 4 x General Comment• 1 x Compliment	<p>General Comment</p> <p>1. Case 15521 (04-12-2025)</p> <p>Providers:</p> <p>For Information: Lincoln County Hospital</p> <p>Information provided via State of Health and Care Survey.</p> <p>Good people working in a terribly organised system. Sent in by GP with specific need that needed to be met in secondary care. Completely ignored. Same story of telling 3 different people all the same details and then on to the next with nothing done. Could have been in an out nice and easy if they just read the detailed request from GP. Absolute nonsense.</p> <p>Notes / Questions</p> <p>No patient details provided</p> <p>Provider Response</p> <p>ULTH response : As per Healthwatch supplied for information only, due to lack of detail.</p> <p>2. Case 15590 (10-12-2025)</p> <p>Providers: Spa Medica - Ophthalmology</p> <p>Information provided via State of Health and Care Survey.</p> <p>Was expecting to have the operation which I was led to believe would take 10 minutes based on a friends identical experience. Had to wait 2 and a half hours only to have 'an inspection' and told I would have another wait of over a month. Not what I was led to believe. Had a depressing effect on me as it could be fundamental to me.</p> <p>Notes / Questions</p> <p>Healthwatch provided complaints information</p> <p>3. Case 15574 (08-12-2025)</p> <p>Providers: United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT</p> <p>People not being given Grantham Hospital when there are clinics being told they have to go to Lincoln or Boston</p> <p>Notes / Questions</p> <p>No patient details provided</p> <p>4. Case 15626 (12-12-2025)</p> <p>Providers:</p> <p>For Information: United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT</p> <p>Information provided via State of Health and Care Survey.</p> <p>Have been trying to get a diagnosis for shakes/ feeling loss in my hands for two years. Now I have been put on a waiting list for Neurology. At present I have been waiting a year, but have just been informed they are only up to processing September 2024 on the list. This has progressed by six months since April 2025.</p> <p>Notes / Questions</p> <p>No patient details provided</p> <p>Compliment</p>

	<p>1. Case 15614 (12-12-2025)</p> <p>Providers: For Information: Lincoln County Hospital</p> <p>Information provided via State of Health and Care Survey.</p> <p>I was admitted with a bowel blockage and needed to have abdominal surgery. The Nurses, Consultants and Healthcare Workers provided exceptional care throughout, although they did appear to be stretched. I found some patients to be less than respectful which made the professional's job more difficult.</p> <p>Notes / Questions No patient details provided</p> <p>Provider Response ULTH response : Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.</p>
<p>South Holland District Council x 2</p> <ul style="list-style-type: none"> 2 x General Comment 	<p>General Comment</p> <p>1. Case 15673 (24-12-2025)</p> <p>Providers: For Information: Lincoln County Hospital</p> <p>Transferred to Lincoln County Hospital with suspected hepatitis. Left in A&E for hours before being taken to a communal room, as no beds available on wards. Spent 3 nights " sleeping " in a chair, not being told what was happening, or if I would get a bed on a gastro ward, was a mixed gender room, and not frequently checked on by staff.</p> <p>Notes / Questions No personal contact details provided</p> <p>Provider Response ULHT response : Due to lack of information we are unable to investigate further, but comments will be shared with A&E.</p> <p>2. Case 15579 (09-12-2025)</p> <p>Providers: Peterborough and Stamford Hospital Peterborough City Hospital</p> <p>Departments don't talk to each other. Was sent to x-ray several times and then brought back onto ward because they weren't expecting me that day. Told I was being discharged but no-one told Fractures who came to tell me they were seeing me the next day. Had to wait a long time and so did transport, waiting for medication on discharge.</p> <p>Notes / Questions No patient details provided</p>
<p>South Kesteven District Council x 8</p> <ul style="list-style-type: none"> 6 x General Comment 2 x Compliment 	<p>General Comment</p> <p>1. Case 15493 (03-12-2025)</p> <p>Providers: Lincoln County Hospital</p> <p>NHS Medical records, SAR (Subject to Access Requests)</p> <p>Yesterday I got a call from a person about an issue accessing records. A person rang PIP to make a claim, they gave them a long list of information they needed to send with their application. All medical records and results, GP and hospital. From the time they had to post the form they were told they had a month to submit it with all the requested information. They put the subject access request in straight away, but received an email from Lincoln Hospital records, stating 'limited resource in the service' and they would be placed in a queue with the usual waiting time of a month, this would mean the application could exceed the time limit and could be rejected.</p> <p>I have tested this myself by putting in a SAR request myself.</p>

2. Case 15654 (18-12-2025)

PCN: Four Counties

Providers:

For Information: Non-Emergency Hospital Transport (NEPTS) EMAS

I was using patient transport (East Midland Ambulance Service) to access hospital services, but on four consecutive occasions they failed to arrive and I lost the appointment. I am on oxygen cylinders and that makes public transport and taxis impossible. I have to rely on relatives who are not always available.

Notes / Questions

Signposted to PALs EMAS

3. Case 15563 (08-12-2025)

PCN: Four Counties

Providers: Peterborough and Stamford Hospital

Orthopaedic

In general care is very good, it's just the waiting that seems to be too long. I'm due for an operation on my back where they said it would be 6 weeks, it's now 5 months, so that and communication could be improved.

4. Case 15653 (18-12-2025)

PCN: Four Counties

Providers:

For Information: Peterborough and Stamford Hospital

I have had reasonable care at Peterborough outpatients, but getting there is really stressful. The design of the site is appalling. There is not enough car parking, the road layout causes congestion and delays. The bus stop is about as far from the building as it is possible to get, far too far to walk if you have restricted mobility. We are not allowed to take hospital wheelchairs out of the building, and hence staff and volunteers cannot wheel us to the bus stop. On arrival there are frequently no wheelchairs available. The building itself is large and rambling, and there are long confusing corridors to negotiate. The Pharmacy is a joke. Hospital prescriptions can only be used at the pharmacy, and I have waited 5 hours for my prescription on more than one occasion. It would be so much better if we could take hospital prescriptions to any pharmacy, or have them posted.

Notes / Questions

Signposted to PALs at Peterborough Hospital, local ICB and Healthwatch

5. Case 15486 (01-12-2025)

Providers: Pilgrim Hospital

Patient has been under Ophthalmology department at Pilgrim Hospital. At last appointment, a couple of months ago, patient was advised to take some medications by the Consultant of Macushield, patient looked for these and sourced the medications as directed by the Consultant. Patient then received a copy of the report after the consultation and there was other information within, that had been discussed with the patient, patient wondered if they had got the incorrect patient as it stated, has informed the patient to stop smoking, patient has never smoked, some other information also within the letter/report. Made contact with the secretary and also spoke with GP surgery.

Patient has been taking the medications suggested for 21 days, and within days of taking it, suffered with severe headaches, no information leaflet within the box, so made contact with the secretary who suggested making contact with the Lincoln number (given), patient made contact with the number for Ophthalmology, who suggested they needed neurology not Ophthalmology, and didn't listen.

Patient also made contact with Opticians, GP and pharmacy who both stated no side effects. A friend looked on Macushield website where it stated at the bottom, if on blood thinners stop taking straight away. Patient is on blood thinners, no-one mentioned this, and the patient did ask if other medications they are on would make a difference.

Patient has tried to contact secretary again but unable to make contact, as they had stated they would contact them at the end of last week with an update. Patient has left a message with PALS.

Notes / Questions

Patient will contact Healthwatch back if not heard from PALS. Patient happy to contact PALS following Consultations yesterday. Contact numbers given.

Provider Response

PALS have now been in contact - sent to Complaints department.

02/12/25 - patient not heard anything, needs an update and possible referral to have an MRI - Healthwatch asked PALS for contact details of Consultants Secretary, which were provided and passed onto the patient

8/12/25 patient update - patient attended UTC at Grantham Hospital, where they were very good, had a CT scan no bleed, but concerned around the headaches, to get an Ophthalmology appointment, patient made contact and now has an appointment this week in Lincoln.

ULTH response : Thank you for sharing your experience, and I'm very sorry for the long waits and the confusion around your CT scan. Although you felt well treated by the staff, the delay between being told you needed imaging and actually receiving it — along with being told you'd been called when you hadn't — is unacceptable and understandably frustrating.

We appreciate your patience during such a pressured time, and your feedback will be shared with the teams so we can look into what happened and prevent this from happening again. Thank you for taking the time to let us know.

6. Case 15608 (11-12-2025)

Providers:

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

Since diagnosis 6 months ago of stage 4 clear cell renal cancer with multiple metastases. Due to massive delays at appointments the department have only just managed to get me my second round of immunotherapy. I should be on number 6. I was told with a successful treatment I may live for the 2 years, if treatment is not successful then it will be substantially less. I feel with the delays and totally seemingly chaotic booking system. I have lost a number of months off my life expectancy already.

Notes / Questions

Signposted to PALS & LICB

Provider Response

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

Compliment

1. Case 15522 (04-12-2025)

Providers:

For Information: Lincoln County Hospital

Information provided via State of Health and Care Survey.

Seen by excellent Consultant at appointment time stated.

Notes / Questions

No patient details provided

Provider Response

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

	<p>2. Case 15613 (12-12-2025)</p> <p>Providers: For Information: Lincoln County Hospital</p> <p>Information provided via State of Health and Care Survey.</p> <p>The Oncology Department have been brilliant everyone is very caring , thoughtful and helpful.</p> <p>Provider Response</p> <p>ULTH response : Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.</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 15503 (03-12-2025)</p> <p>Providers: For Information: Diana, Princess of Wales Hospital (Grimsby)</p> <p>Information provided via State of Health and Care Survey.</p> <p>Long delays between appointments, being sent for tests that should be done on the day, which delay things further.</p> <p>Notes / Questions</p> <p>No patient details</p> <p>2. Case 15578 (09-12-2025)</p> <p>Providers: Lincoln County Hospital</p> <p>Lincoln Hospital. 43 hours for my 88-year-old parent to get a bed. Most of that time they were sat in a chair in the waiting room. The staff were overwhelmed. They announced it was 10 hours to see a Dr and 40 hours for a medical bed. Four nurses for 80 patients and two staff taking blood.</p> <p>Provider Response</p> <p>ULTH response : Due to lack of information we are unable to investigate further, but comments will be shared with A&E.</p> <p>3. Case 15650 (18-12-2025)</p> <p>Providers: For Information: Lincoln County Hospital</p> <p>It was as OK as it could have been given the circumstances. I had a 10 hour wait due to pressures on staff and there being double the amount of patients that the unit should hold. I was treated well, however there was a very long delay between me being told I needed a contrast CT and it happening, the cannula was fitted quickly but the CT scan took a couple of hours wait. The A&E Consultant came out 3 times to ask if I'd been for the CT and was getting exasperated by the fact that I hadn't, in the end he took me to CT and told them to do the scan. Which they did immediately. They told him they had called me but they never did.</p> <p>Provider Response</p> <p>ULHT response : Thank you for sharing your experience, and I'm very sorry for the long waits and the confusion around your CT scan. Although you felt well treated by the staff, the delay between being told you needed imaging and actually receiving it — along with being told you'd been called when you hadn't — is unacceptable and understandably frustrating.</p> <p>We appreciate your patience during such a pressured time, and your feedback will be shared with the teams so we can look into what happened and prevent this from happening again. Thank you for taking the time to let us know.</p> <p>Compliment</p> <p>1. Case 15649 (17-12-2025)</p> <p>Providers: For Information: Lincoln County Hospital</p> <p>Patient attended Lincoln County Hospital dermatology Outpatient Clinic following referral from GP for skin cancer lesions on face. Attended 14 days following referral as per pathways. Called in early to see Consultant at Clinic which they were very happy with. Assessed by Consultant that they could have biopsy and surgery removed at the appointment. They expressed surprise but were really happy. In and out of Clinic with an hour, Very happy with this excellent speedy service.</p> <p>Provider Response</p> <p>ULTH response : Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.</p>

All Areas x 2

- 1 x Formal Complaint
- 1 x Compliment

Formal Complaint

1. Case 15648 (17-12-2025)

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

Formal Statement of Concern/Complaint - Healthwatch cc'd into email sent to Complaints Department ULTH.

On the first week of December at the weekend, my parent was taken to the Emergency Department at LCH following a fall the previous day. They reported significant pain and inability to weight-bear. promptly triaged, and an urgent X-ray was requested due to concerns of possible clavicle and femur fractures. Bloods were also taken. However, there was a four-hour delay in obtaining a trolley to transfer them to X-ray, despite repeated attempts by portering staff. Eventually, a member of staff who is also a friend sourced a trolley. During this time, they were in severe pain and only received a stat dose of IV paracetamol after the prolonged wait.

Thankfully, X-rays showed no fractures; pain was attributed to soft tissue damage and extensive bruising. Blood results indicated significant infection, their blood pressure was variable, and they were intermittently bradycardic, prompting a decision to admit them to a ward and request a senior medical review in the interim.

Key Failures and Impact on Care

- **Pain Management:**
No further analgesia was provided from Sunday afternoon until I escalated on the Monday morning. Medication had not been prescribed and required repeated chasing after an hour.
- **Monitoring and Observations:**
No observations were recorded after 22:40 on Sunday, despite bradycardia and low BP. The HCA (Health Care Assistant) who took their observations in the late evening stated they were concerned and going to escalate. Their condition deteriorated overnight. No one checked my relatives pressure areas.
- **Nutrition and Hydration:**
No food or hot drink was offered until 10:45 on Monday. Patients in the department, including those present for over 48 hours, were not routinely offered breakfast or a hot drink, this was mirrored on the Monday morning, after being told "we don't have enough HCA's on shift" I'm not sure it has to be a HCA's responsibility to meet basic care needs.
- **Mobility and Toileting:**
Insufficient wheelchairs were available. Staff were unavailable or delayed, resulting in my parent becoming incontinent multiple times. They were left on the toilet unattended, posing a high risk of falls. We also ended up toileting my parent stood up in a waiting room of other people which is undignified and unacceptable.
- **Medication:**
They did not receive critical prescribed medications during this period.
- **Communication and Review:**
No updates were provided. Despite escalating concerns, no senior review occurred. Promises to follow up on CT results and bloods were not fulfilled despite meeting with a senior member of staff who assured me they would chase. Staff were not aware of the plans for any patients.

Safeguarding Concerns Observed

- Elderly and vulnerable patients left on toilets for extended periods (over 40 minutes) despite call bells sounding.
- 1 vulnerable patient with dementia left the department and was not found for over 24 hours.
- Multiple patients not offered food or fluids who had been in the department for over 24 hours some approaching 48 hours.
- Requests for assistance repeatedly met with "will be with you in a minute," with no timely action.
- Distinct lack of clinical leadership which led to basic care needs not being met.
- The department phoned another relative asking where my parent had gone, they had not left the department nor the chair
- Ultimately patients were not in a place of safety, they were in fact placed in an environment that was to their detriment.

Consequences if Family Had Not Intervened

Without our advocacy, my father would have:

- Remained in significant pain without analgesia.
- Sat in their own urine/faeces, compromising dignity and infection risk.
- Been deprived of food and fluids.

	<ul style="list-style-type: none"> Experienced further deterioration unnoticed, placing him at serious risk of harm. <p>This environment was unsafe, failing to meet even the most basic standards of care. These issues represent serious safeguarding failures, compromising patient dignity, safety, and wellbeing.</p> <p>My parent deserves to be treated with dignity, respect, and appropriate clinical care, none of which were evident during this admission.</p> <p>As a Nurse who has worked in the NHS for over 25 years 7 witnessing the lack of care over 48 hours I felt embarrassed to work for the NHS and also ashamed of my profession.</p> <p>Whilst I fully appreciate that excessive waits for beds are the norm within ULTH, if the trust is going to use the department as a ward (which it is clearly doing) then the environment has to be resourced appropriately and safely managed.</p> <p>Desired Outcomes</p> <ul style="list-style-type: none"> A written explanation of what happened and why. Confirmation of actions taken to address the immediate risks and to prevent recurrence. An apology where appropriate, in line with Duty of Candour. Assurance that learning will be captured and shared across ED/acute services. <p>Thank you for your prompt attention to these serious patient safety and safeguarding concerns. I look forward to your acknowledgement and a full, timely response.</p> <p>Notes / Questions</p> <p>Signposted to NHS Advocacy, LICB, CQC, PHSO</p> <p>Provider Response</p> <p>ULTH response :It is hoped the authors complaint and contact with departments provided has received a satisfactory outcome.</p> <p>Compliment</p> <p>1. Case 15606 (11-12-2025)</p> <p>Providers:</p> <p>For Information: United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT</p> <p>Excellent informative care and support for a breast cancer diagnosis from mammogram through to diagnosis result.</p> <p>Notes / Questions</p> <p>No personal contact 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 15612 (12-12-2025)</p> <p>Providers:</p> <p>For Information: Out of area</p> <p>St Hughs Hospital, Grimsby</p> <p>Discharged from full knee replacement surgery in less than 20 hours despite telling hospital I lived on my own and no one to help me. I'm in my sixties was registered disabled (long before knee problem) and lived in an old cottage with a bedroom upstairs. Despite them knowing well in advance that I couldn't use a normal crutch or stick owing to a fused wrist that doesn't bend, they could supply no alternative. Was sent home with nothing to help me get in and out of bed, nothing to prevent pressure sores on my heel, nothing to aid me getting on and off the toilet, nothing to help me get dressed, put shoes on, washed or even something to eat or drink and if I could prepare something to eat or drink I had no means to get it to where I could sit to eat it. I qualified for someone to help me at home for up to six weeks but when I mentioned this I was ignored. The hospital totally failed in their duty of care towards me. Absolutely disgusted.</p> <p>Notes / Questions</p> <p>Forwarded to North East Lincolnshire Healthwatch.</p> <p>No personal contact information provided.</p>

Mental Health and Learning Disabilities

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

1. Case 15586 (09-12-2025)

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

Information provided via State of Health and Care Survey

CMHT Boston

No reasonable adjustment were made despite there being multiple requests from multiple agencies. No care was offered and grounds of discharge were used from another person's notes/file and contained factual mistakes that did not correspond to anything to do with my life or with what information was provided.

The practitioners did not access appropriate case notes and lied about it. One person was giving verbal information while turned with their back towards me and walking up the stairs which felt extremely dismissive, disrespectful and made engagement in contact impossible. No choice of engagement (face to face or MS teams) was offered. Their neglect led to further worsening of mental health and need for multi-agency engagement, which, I am sure is more wasteful and costly than if they did their job properly from the start and actually listen to myself or other professionals supporting me. Absolutely awful.

Notes / Questions

Healthwatch provided PALs information

Patient Transport

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 15560 (08-12-2025)</p> <p>PCN: Boston</p> <p>Providers: Non-Emergency Hospital Transport (NEPTS) EMAS</p> <p>Patient has been referred to Charing Cross Hospital, for biopsies and MRI, requires transport, has been informed that they would not fit the criteria for this. Has mobility issues, degenerative disc (spine) disease and requires a walking aid.</p> <p>Notes / Questions</p> <p>Patient request for Healthwatch to make contact with service.</p> <p>Provider Response</p> <p>Request to release patient details, consent gained and provided to NEPTS, one of the team would make contact with the patient to discuss.</p> <p>8/12/25 Patient update, now has an appointment at London at Wembley for MRI, no-one has been in contact as yet from provider. Healthwatch provided the contact details and information provided to the patient to state they had been in contact with us etc.</p> <p>9/12/25 - Patient update - I hope you are well just to let you know I managed to book transport for Sunday - Thankyou for your help,</p>
East Lindsey District Council x 1 <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 15514 (04-12-2025)</p> <p>Providers:</p> <p>For Information: East Midlands Ambulance Service NHS Trust (EMAS)</p> <p>Information provided via State of Health and Care Survey.</p> <p>Four plus hour wait for an ambulance to attend a broken ankle.</p> <p>Notes / Questions</p> <p>No patient details provided</p>
South Kesteven District Council x 1 <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 15610 (11-12-2025)</p> <p>Providers: East Midlands Ambulance Service NHS Trust (EMAS)</p> <p>Paramedics need experience to deal with people with addictions. I called 999 recently and the patient started to get aggressive and they walked out and left the patient who was very ill and needed help. I as a carer was left not knowing what to do next. The patient had not eaten for two weeks and not been out of bed for two week's and the Paramedics walked out and left the patient. I understand when people get aggressive its not acceptable but leaving someone who needs help is neglect, and I'm sure I will not get a response to this. Things need to change and people deserve respect.</p> <p>Notes / Questions</p> <p>Signposted to EMAS PALs</p>

Social Care Services

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 15509 (04-12-2025)</p> <p>Providers: For Information: Lincolnshire County Council - Adult Social Care</p> <p>Information provided via State of Health and Care Survey.</p> <p>Very negative, suddenly left without a Social Worker, where's the support ?</p> <p>Notes / Questions</p> <p>Signposted to LCC complaints and LGSCO</p>

Not Specified

Area	Case Details
East Lindsey District Council x 2 <ul style="list-style-type: none"> 1 x General Comment 1 x Compliment 	<p>General Comment</p> <p>1. Case 15615 (12-12-2025)</p> <p>Providers: For Information: Queen's Medical Centre (Nottingham)</p> <p>Information provided via State of Health and Care Survey.</p> <p>A ridiculously long way to travel from Alford. No information about why we needed to go other than a letter between 2 Consultants in technical terms so still don't really understand what's going on.</p> <p>Notes / Questions</p> <p>No patient details provided</p> <p>Compliment</p> <p>1. Case 15516 (04-12-2025)</p> <p>Providers: Pilgrim Hospital</p> <p>Information provided via State of Health and Care Survey.</p> <p>Boston Pilgrim Hospital very good.</p> <p>Notes / Questions</p> <p>No patient details provided</p>