



## Healthwatch Lincolnshire

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

# Healthwatch Lincolnshire Patient experiences: January 2026

## Statistics

**Total cases:** 181

**Cases responded to within 3 days:** 181 out of 181 (100%)

## Theme Areas

Theme Areas	Cases
Access	96
Administrative	101
Behaviours	73
Digital Access	25
Environmental	14
Public Health	8
Treatment/Care	155
Miscellaneous	7

## Sentiments

Sentiments	Cases
Negative	92
Neutral	2
Mixed	37
Positive	50
Unclear	0

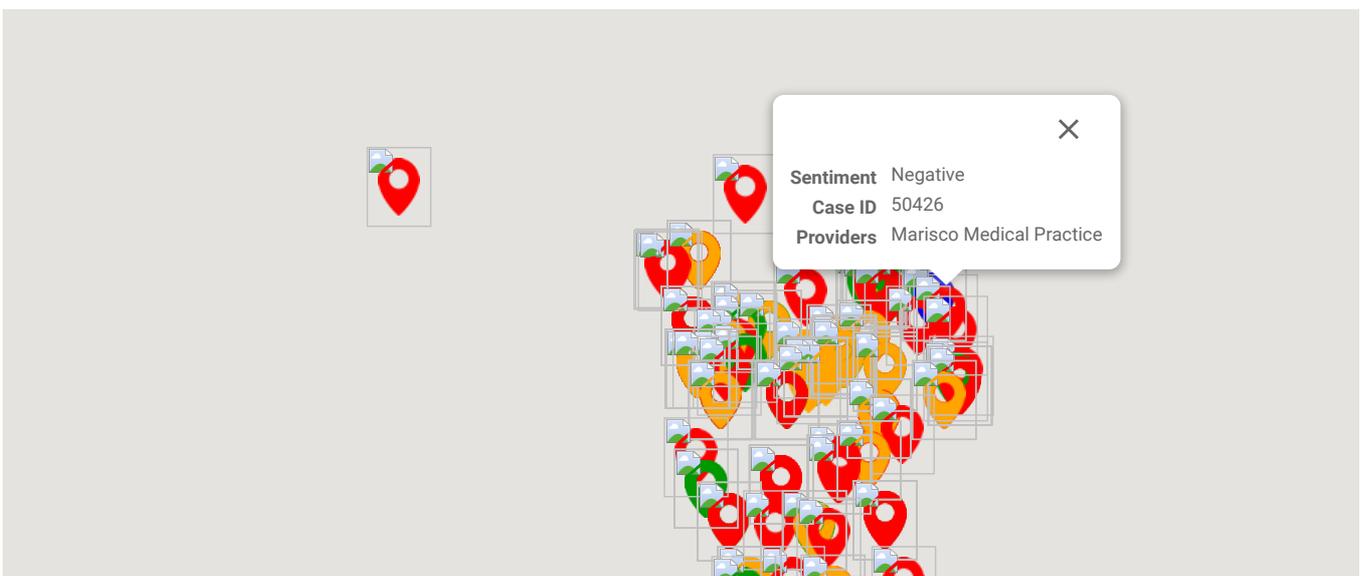
## Case Types

Case Types	Cases
General Comment	122
Informal Complaint	6
Formal Complaint	3
Compliment	50
Signposting	0
Whistleblowing	0

## Areas

Areas	Cases
Boston District Council	11
East Lindsey District Council	60
Lincoln City District Council	21
North Kesteven District Council	19
South Holland District Council	14
South Kesteven District Council	15
West Lindsey District Council	28
All Areas	8
Out of Area	5

## Map



## Cases

### Multiple Services

Area	Case Details
<p><b>Boston District Council x 5</b></p> <ul style="list-style-type: none"> <li>• 4 x General Comment</li> <li>• 1 x Compliment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 15685 (07-01-2026)</b></p> <p><b>PCN:</b> Boston</p> <p><b>Providers:</b> United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT  <b>For Information:</b> Community Diagnostic Centre Skegness, Kirton Medical Centre</p> <p>Individual advised to contact Healthwatch by Carers First. Individual has Primary Multiple Sclerosis (MS) and is a wheelchair user their carer is their partner. Partner in November had chest pains and what was thought was a angina attack. Seen at Skegness Community Diagnostic Centre and had heart CT scan and ECG which confirmed that they needed cardiac stents. Were referred to Cardiology Consultant and Cardiology Practitioner who stated that would need stents before Christmas have still not received an appointment. Couple getting concerned , did contact PALs by phone , no response to date , need to be able to put plans into place because of partners MS, while carer has stent procedure and recovers.</p> <p><b>Notes / Questions</b></p> <p>Discussed role of Healthwatch. Has had no response from PALs or Cardiology concerned about carers health and the need to make plans while procedures take place.</p> <p>Patient and spouse consent for personal information to be shared with PALs.</p> <p>LICB feedback information given.</p> <p><b>Provider Response</b></p> <p><b>PALs response :</b> I spoke to them yesterday and opened a Pals case for them yesterday morning. I am unsure why they have said we did not respond as we did, I am waiting for a response from the team before I can update them.</p> <p><b>Patient contacted HW :</b> Now have dates for the procedure.</p> <p><b>Practice Manager at Kirton Medical Centre response :</b> wanting patient details so that can investigate further.</p> <p>Patient contacted declines to share personal information with Practice Manager at present as dates for procedures imminent. Will get in touch with Practice Manager if need anything further.</p> <p>Practice Manager informed that declines to share personal details.</p> <p>2. <b>Case 15853 (28-01-2026)</b></p> <p><b>Providers:</b> East Midlands Ambulance Service NHS Trust (EMAS), Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health), Lincolnshire Police</p> <p>Local resident shared that they had been in their local Pub before Christmas and a very distressed and agitated individual came into the Pub and was shouting "help me, help me !" The people in the Pub went quiet and seemed alarmed and frightened, the individual also shouted that they had banged on the doors of lots of properties locally and no one had answered. The local resident who had some mental health first aid training got the individual sitting down and calm and then asked how they could help. The individual said that they had been recently released for a mental health section placement in Grantham and they were in the village as they had a relative there. They said that they were on lots of psychiatric medication and and taken cocaine.</p> <p>They continued to be agitated and said that they were not allowed to see their children and were desperate and demanded to see them. Local resident called Ambulance service but were told that an Ambulance was not available for at least 2 hours, advised to call Mental Health Crisis Team, which they did, and the response was that because individual had taken drugs they would not see them. Local resident was shocked by this and responded that what did they do now as the individual remained agitated and distressed and needed help.</p> <p>They were told to ring the Police. Local resident called the Police who attended which made the individual more agitated. Police called Ambulance service to attend promptly. Ambulance and paramedics arrived and put the individual in the back of the Ambulance. When local resident tried to explain to the Paramedic who they were and what had happened, the Ambulance door was shut in their face and told they were not needed. Local resident very upset and frustrated that agencies did not want to help this individual when in a mental health crisis, disjointed response from all agencies. That they had kept the situation and the individual safe for the last 3 plus hours and were rudely treated by the Ambulance crew. This has put them off completing any further mental health training that they were going to do. The local resident went to the Accident and Emergency at the local hospital later that evening as was so worried about the individual and their family, spoke to Police who then performed a wellbeing check on individual and family members.</p>

### 3. Case 15744 (14-01-2026)

**PCN:** Boston

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

#### **Information provided via State of Health and Care Survey**

In November I visited my GP (Parkside surgery) as I have been having increasing problems controlling/dealing with my existing and new onset symptoms. They recommended I self-refer to Lincolnshire Talking therapies as I had already had my antidepressant medications increased less than a month prior to this and also had my anxiety medications cut down by another medical provider and they didn't know what they could do further other than pass me on to someone else so I'd be their problem.

After referring myself, going through the Talking Therapies assessment and having my case discussed in their MDT, it was determined that they had no treatment pathway they could offer me and they discharged me back to the GP with no plan or help other than phone numbers for the Crisis team and such. Again I was shafted to be someone else's problem, but I was stuck in the system of no one wanting to deal with me, so I was left feeling that GP only cared enough to pass my care along and Talking therapies didn't care unless I fit into their preprepared patient treatment boxes.

I called my GP in early December and asked for how to refer myself to their Mental Health liaison due to experiencing increased mental health issues and after going through the "system" again and being shafted for not requiring a simple solution. I was very vulnerable and was popped onto the list for a call back from the on-call doctor. They called back and went through things with me and while on the phone to them I had a full emotional breakdown. They "empathised" and said that they would contact their Mental Health liaison, and I should expect to hear back from them by the following Wednesday. Mid December and unfortunately, I am still waiting for that call. I have had multiple emotional breakdowns since, am no longer compliant with my medication and one of those new symptoms I mentioned was self-harm. Overall, I would rate the Mental Health support/cover and care around Lincolnshire as atrocious at best and disturbingly negligent at worst. For all my GP knows, I could be dead right now.

#### **Notes / Questions**

No patient details provided

### 4. Case 15816 (22-01-2026)

**Providers:**

**For Information:** Pilgrim Hospital

#### **Information provided via State of Health and Care Survey.**

In a mental health crisis staff didn't really seem like they had any training, triggering me talking about my children while I'm suicidal. Not the best care I've had. The ambulance people were amazing. I did leave A&E due to being left hours and not seeing the mental health team I was very irritable sat in a room with people around me.

#### **Notes / Questions**

No patient details provided

#### **Provider Response**

ULTH response: Thank the responder for their feedback but without additional details we are unable to investigate further and assure them that the information has been passed onto the relevant teams.

### **Compliment**

#### 1. Case 15686 (07-01-2026)

**PCN:** Boston

**Providers:**

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

My elderly relative became unwell and could not get out of the chair on a day before a Xmas bank holiday. An emergency ambulance was called and arrived within 20 minutes. The Paramedics were kind caring and professional. They helped my relative onto the toilet safely and back to the chair and completed a full assessment finding that they had a very high temperature, were dehydrated and had limited mobility because of pain and lack of mobility in their legs. An infection was suspected. They stayed at the property for a couple of hours trying to stabilise them. Because of a consistent high temperature and the lack of mobility, age and underlying medical conditions they were taken to A&E at Pilgrim Hospital for further assessment. At A&E they had bloods, urine tests, which showed they needed IV fluids and antibiotics. These were given in the waiting room. Offered and had tea and sandwiches. They continued to have their observations taken. They also had a chest x-ray and a head CT scan. The conclusion was that they had an infection and were given a prescription for further antibiotics. They were in A&E for about 7 hours, all staff were professional and care given was good, investigations were done quickly and reported and acted on in a timely fashion which meant that my relative was able to go home in the early evening, medication was able to be collected and given, and get back home to be looked after. Because of this early intervention it has meant that my relative has seemed to get better and on their feet quicker, thank you.

#### **Provider Response**

ULTH response : Thank the responder for their feedback but without additional details we are unable to investigate further and assure them that the information has been passed onto the relevant teams.

- 4 x General Comment
- 2 x Compliment

1. **Case 15803** (22-01-2026)

**Providers:**

**For Information:** Bobs Brainwaves Charity, Lincolnshire County Council - Adult Social Care, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health), The Elms Care Home

My spouse has been in a Care Home since August 2025 . They went to Tanglewood at Horncastle initially but they couldn't cope with them. It all came to a head one time when spouse was so angry. I rang the Emergency Social Services line and they said ring the Police. I didn't want to do that . A relative talked them down over the phone instead. I have had to access Social Services and that's been quite complicated.

I've talked to a dementia support group and the information was useful and there were loads of contacts in the pack which was good and very helpful.

The Dementia Home Team were very helpful. Good advice and came out to see us at home and stayed in touch for a month or two.

The Elms, Louth, I didn't like it but apparently it is the best facility in Lincolnshire. It looks run down. It's upsetting. My spouse has been in someone else clothes when I visit. But apparently that was because I didn't give enough of them for my spouse to wear. The staff are brilliant and caring. It is one of the smaller homes which I think is better. It is 15 miles away from where I live. I can't always go, anyway they get upset when I leave. I've been affected this week by the weather to get there. The building is rundown and smelly.

**Notes / Questions**

No patient details provided

2. **Case 15805** (22-01-2026)

PCN: East Lindsey

**Providers:**

**For Information:** Horncastle Medical Practice, Pilgrim Hospital, Queen's Medical Centre (Nottingham)

I've had cancer of the scalp without going into too much detail it is rare so its been complicated. Once I got into the system it was ok. My old GP , sometime ago lost the results. I'm with Horncastle Medical Group now and they are brilliant especially the Nurses.

I've been with Pilgrim Hospital and Nottingham for follow up recently and another Trust, and the admin is difficult because it is across three different Trusts. I felt I was doing the care coordination, not them. It would have been helpful to have a support person.

**Notes / Questions**

No patient information supplied.

**Provider Response**

ULTH response : Thank the responder for their feedback but without additional details we are unable to investigate further and assure them that the information has been passed onto the relevant teams.

3. **Case 15797** (22-01-2026)

**Providers:**

**For Information:** Lincoln County Hospital, Lincolnshire County Council - Adult Social Care, Louth County Hospital

I was taken to Louth Hospital and then Lincoln County Hospital because of having a stroke. They sorted things out and on medication now to stop it happening again. After I had my stroke I was referred to the wellbeing team. But I was discharged without a Care Plan.

**Notes / Questions**

No patient contact details provided.

**Provider Response**

ULTH response : Thank the responder for their feedback but without additional details we are unable to investigate further and assure them that the information has been passed onto the relevant teams.

#### 4. Case 15677 (05-01-2026)

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

Urgent Care Louth/Virtual Fracture Clinic

I am contacting you on behalf of my elderly parent. They attended Urgent Care in Louth after a fall. They received x-rays and were advised they had broken their wrist and leg. They were sent home with a Velcro boot made for a giant dinosaur and a Velcro wrist guard and were told they would receive a telephone call from the Virtual Fracture Clinic in seven working days.

On the afternoon of the last day of the seven working days (the day before Christmas Eve) a withheld number rang the landlines for 4 rings. My parent had been sitting by the phone all day but had just nipped to the toilet. No voicemail message was left, no further attempts were made to ring and it was from a withheld number so they neither knew who was calling nor could call back. I visited my parent on Christmas Eve and they told me about the missed call. Parent didn't want to chase it up as firstly they didn't know if you had rung and had no way of contacting you.

I am a Social Worker so I am used to advocating for others. My parent is no shrinking violet but they had no faith that someone from a Virtual Fracture Clinic could offer any guidance or support over the phone. I encouraged parent to call their GP on Christmas Eve which they did to chase you up. The receptionist said they had no contact details for the Virtual Fracture Clinic, however, I looked them up online and found a number for the team in Grantham. I gave them a ring and spoke with a helpful secretary who said the team "has been trying to ring you." I don't think someone letting a landlines ring for 4 rings is "trying to ring you." Why did they not call my parent's mobile? Why not call back later in the day or Christmas Eve? Common sense would say that someone with a broken leg may not be able to get to a phone quickly so staff should look at inventive ways to communicate with patients. Why wasn't a voicemail message left and text sent asking parent to contact them? Why wasn't my parent given the contact details for the Virtual Fracture Clinic at Louth Hospital? I was able to book my parent in for a face to face appointment at Lincoln Hospital this coming week. No-one said at Louth Hospital that they would have a face to face follow up, merely a telephone call from a virtual clinic. This is poor communication.

My suggestion to you is that a leaflet is provided to patients at Urgent Care to tell them the next steps and provide a phone number for them (or their family) to chase you up when they have not received contact from you. Also, please use common sense when choosing which boot to give people and not just based on shoe size! They are clearly designed by men for men so care needs to be taken that equipment provided is fit for purpose.

#### **Provider Response**

LCHS response :Thank you for the suggestion regarding providing contact details for the fracture clinic. This is a clinic not administered by LCHS but this should really be no barrier to providing contact information. We are working with our partners in orthopaedics to improve the pathway and the connectedness between when a patient is first seen and when they are followed up. This is a suggestion we will explore because as you explain not everyone is immediately available or they are a person who benefits from support from others. This sort of patient/ carer feedback is so important to help us continually improve our service. With regards to the boot provided post attendance at the UTC. Unfortunately it has to be that size to provide adequate support and protection to a persons fracture. We appreciate it is difficult to get about in but the alternative could be no weight bearing at all and not all of our patients would be able to support themselves through crutches alone. Controlled weight bearing is also helpful to recover but requires the right sort of support which results in the 'boot fit for a dinosaur' as you point out! I hope that your parent has recovered somewhat and continues on the mend.

#### **Compliment**

##### 1. Case 15841 (27-01-2026)

**PCN:** First Coastal

**Providers:** Marisco Medical Practice

**For Information:** Diana, Princess of Wales Hospital (Grimsby)

Patient around Christmas time, had a number of medical concerns they were trying to manage themselves. Getting worse, so made online contact with GP practice, 2 hours later patient received a call to go in and see Nurse Practitioner, who made a referral to Grimsby Hospital to their Consultant and arranged for a further appointment the following day to go through other concerns/conditions.

Patient received an appointment in a couple of days for hospital, where they were given an injection for their condition and a follow up in 3 months time. Patient over the moon with the treatment from GP Surgery and Hospital.

##### 2. Case 15698 (13-01-2026)

**PCN:** East Lindsey

**Providers:** Lincoln County Hospital, Lincolnshire Community Health Services NHS Trust (LCHS)

From Veterans Club

Patient had recently had tests in Louth Hospital after bowel home testing came back abnormal. Then had colonoscopy in Lincoln County Hospital, all within 2 weeks, very good, everyone was super efficient and patient felt looked after very well.

#### **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 4

- 3 x General Comment
- 1 x Informal Complaint

### General Comment

#### 1. Case 15826 (23-01-2026)

PCN: Lincoln Healthcare Partnerships

**Providers:**

**For Information:** Brayford Medical Practice

**Information provided via State of Health and Care Survey**

My diabetes is at last receiving some attention, by the Lincoln County Hospital Doctor. The Diabetes service at the Brayford Surgery that I have had for the last 4 years since I arrive in Lincoln was poor. My greatest problem however was the administration of the NHS Repeat Prescriptions app. Whoever is managing this for me is all too often preventing me from receiving tablets that I have been prescribed. The system is arranged so that all too often although I may have run out of a certain medications I am prevented from getting replenishment. I then resort to the practice's web site, which fortunately comes up with the goods. The end result for me is unnecessary annoyance.

**Notes / Questions**

No patient details provided

#### 2. Case 15692 (09-01-2026)

PCN: Imp

**Providers:**

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

I have Inflammatory bowel disease ( IBD ) , when I had a flare up I could speak to the IBD nursing team to get advice, for additional medication, this team no longer exists. I get a telephone call once a year from Gastroenterology Consultant, the condition is progressive, my condition is not being managed. I have been directed to support groups, these are not medically trained people. The groups often give individual accounts of what helps them, it's anecdotal and should not replace the advice of medical specialists.

My GP is fabulous, they referred me for physio for my hip. The booking process for this referral is flawed , you can only ring between certain times and not on a Friday. I work away, I can not ring at those times I am often travelling. I have tried to ring, attempts now number 72, always the same message, we are busy , phone back at a less busy time . There is no opportunity to leave a voicemail, there is no email contact . I have now been unsuccessfully unable to book an appointment for 6 weeks. I rang the reception at my doctors and asked what I could do , they said just keep trying.

**Notes / Questions**

Signposted to Practice Manager in the first instance, if no resolution LICB feedback team, PALs Lincoln County.

**Provider Response**

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

#### 3. Case 15815 (22-01-2026)

**Providers:**

**For Information:** Lincoln County Hospital

**Information Provided via State of Health and Care Survey.**

In January 2025 I attended Lincoln Hospital A & E with chest pains that my GP said had to be dealt with by A&E. I waited for 27 hours to be admitted to a ward so I could have a stent inserted and had to wait for 3 days for that operation.

**Notes / Questions**

No patient details provided

**Provider Response**

ULHT response : Thank the responder for their feedback but without additional details we are unable to investigate further and assure them that the information has been passed onto the relevant teams.

### Informal Complaint

	<p>1. <b>Case 15840</b> (27-01-2026)</p> <p><b>Providers:</b> Lincoln County Hospital, Lincolnshire Community Health Services NHS Trust (LCHS) Urgent care and Accident and Emergency, Lincoln county hospital</p> <p>Child brought in by ambulance, following being hit by a car. After four hours condition not checked. Asked for a review as symptoms worsened. 30 mins and still not seen. Symptoms not improved, asked to be seen by someone, anyone to assess as symptoms worsened. 40 minutes after asking to be re-assessed by Urgent Care Practitioner, who previously authorised and gave pain relief, without assessment or seeing patient assessed, decided no longer fit for urgent care criteria and moved referral to Emergency Department. Still did not order an x ray.</p> <p>Got informed then that as wait in Emergency Department was two hours longer, would have to wait to be seen, despite Urgent Care saying situation worse and needed to be seen. Asked again for someone to order x-ray or assessment and do something since patient feeling loss of sensation in leg, not present on admission, to be told we had been triaged by one set of staff but Urgent Care said we hadn't. Insisted someone review patient as symptoms worse ie, leg numb and cold since admission but no plan to assess if limb had lost blood supply following being hit by car.</p> <p>As transferred to actual Accident and Emergency, examined by a nurse, observations not normal, stated no paper work had been completed correctly and was concerned no assessment had been done since ambulance crew had admitted patient over 4hrs previously. Seen by A&amp;E Doctor who was surprised no observations done and arranged x-ray. Personally took patient to x-ray. Informed A&amp;E staff of return from x-ray and requested pain relief, which doctor had prescribed.</p> <p>Sometime later another A&amp;E Doctor called patient, still awaiting pain relief, to exam room. Asked if had x-ray results. Doctor ignored this. Doctor commenced physical exam, I asked again if they had seen x-ray result. Was told I was being disrespectful for asking and Doctor left saying I was rude, because I asked again what results were. Apparently Doctors ignoring questions is OK, but asking questions is disrespectful. Another Doctor appeared to explain procedures, but still refused to say what results were. These procedures imply that each patient has to be seen by multiple Doctors as they not only not trust their own Clinicians judgment but to dare ask for information is rude. Particularly as I have taken 3 family members to this hospital and two have had diagnosis missed, including stroke.</p> <p><b>Notes / Questions</b> Healthwatch provided Hospital Complaints information and CQC</p> <p><b>Provider Response</b> ULTH response : requesting patient details ULTH response : It is hoped the author contacted the relevant departments and received a satisfactory outcome.</p>
<p><b>North Kesteven District Council x 1</b></p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 15765</b> (15-01-2026)</p> <p>PCN: South Lincoln Healthcare</p> <p><b>Providers:</b> <b>For Information:</b> Lincoln Co-op Chemists Ltd (Washingborough), Pharmacy, The Surgery Washingborough</p> <p><b>Information provided via State of Health and Care Survey.</b></p> <p>Waiting months for Hospital appointments, waiting weeks for GP appointments, can never get to see the Doctor you want to see, weeks for blood tests. Pharmacy very slow at dispensing medication have to wait a week after ordering then queue in the shop to be served as very small.</p> <p><b>Notes / Questions</b> No patient details provided.</p>
<p><b>South Holland District Council x 2</b></p> <ul style="list-style-type: none"> <li>• 2 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 15688</b> (08-01-2026)</p> <p>PCN: South Lincolnshire Rural</p> <p><b>Providers:</b> <b>For Information:</b> Fitzwilliam Hospital, Lincolnshire Integrated Care Services (ICS/ICB), Sutton Bridge Medical Centre</p> <p><b>Information provided via State of Health and Care Survey.</b></p> <p>Lincolnshire ICB have forced a minimum waiting time for surgery of 48 weeks in direct conflict with the government/NHS of a maximum of 18 weeks. My GP service does not offer an online system of booking appointments nor have they allowed patients full access to records.</p>

2. **Case 15702** (13-01-2026)

**PCN:** South Lincolnshire Rural

**Providers:** InHealth , Peterborough and Stamford Hospital

I was first prescribed hearing aids around 2008 at Torbay Health Authority. My GP practice supplied batteries. After moving to a village near Peterborough, my new GP (Deepings Practice) referred me to Peterborough City Care Centre who have kept an eye on me and my hearing aids ever since. I request replacement tubing and batteries by email to INHEALTH. Following an ear infection in 2022 my hearing deteriorated and my GP referred me to ENT. I was seen 12 months later (NW Anglia Foundation Trust)! New hearing aids supplied 2.5 years ago, 2023. Now waiting for a check/repair/tweak as I am not hearing as well as I was. Is it me or the aids? Once I am seen I get good care so I don't want to go private but it's a long wait eg I have been told I won't be reassessed until 2027!

**South Kesteven District Council x 6**

- 4 x General Comment
- 2 x Compliment

**General Comment**

1. **Case 15754** (15-01-2026)

**PCN:** Four Counties

**Providers:**

**For Information:** Fitzwilliam Hospital, Lakeside Healthcare Stamford (St Mary's and Sheepmarket)

Patient contacted Healthwatch as has been referred by GP to Fitzwilliam Hospital at Peterborough for knee replacement Surgery as a NHS patient. Very happy with GP as very professional, kind and gets referrals done in timely fashion. Surprised how quickly got appointment and assessment by Consultant at Fitzwilliam Hospital. Patient has got nickel and titanium allergy which has caused problems with operations previously and has had a horrendous experience in a London hospital when undergoing surgery. Consultant at Fitzwilliam was professional and kind and did discuss allergy issues, but has never looked after anyone with titanium allergy before. Following Consultation patient rung at home by Consultant at home and allergies discussed again . Consultant did discuss that if patient so worried that they did not go ahead and have knee replacement. This is not an issue for the patient needs knee replacement. Patient in their eighties, has had falls and has no local family support , but leads a full life ,has friends locally, drives and volunteers, has a stair lift installed, and does not want to loose this quality of life , and does want a knee replacement. Has researched allergies and knee replacements online.

**Notes / Questions**

Patient signposted back to GP for further discussion about NHS Right to choose and second opinion ? LICB feedback re second opinion/right to choose.

2. **Case 15755** (15-01-2026)

**PCN:** Four Counties

**Providers:**

**For Information:** Lakeside Healthcare Stamford (St Mary's and Sheepmarket), Peterborough and Stamford Hospital

Patient discussed experience of having blood tests at Stamford Hospital over the last few months. Phlebotomists though very busy and overworked , professional and have expertise, and procedure quick and efficient. The problem is with the wait for this service has had up to 3 hour plus wait and talked to people waiting who had travelled miles and had long waits. Patient last time they needed bloods refused to go to Stamford because of the wait last time. Bloods done at Surgery ,not so proficient procedure, took 3 attempts to get blood, this has never happened before , and bruised on both arms, not happened before at Stamford.

3. **Case 15757** (15-01-2026)

**Providers:**

**For Information:** Peterborough and Stamford Hospital

**Information provided via State of Health and Care Survey.**

Stamford Hospital for Blood Tests

Staff are always wonderful and patient but I have to take more than an hour off work every month to take my parent there and for my own blood test every couple of months. Queuing including older people queuing outside, we wait in the car but other older people waiting outside plus risk of infections from being in crowded space. Concerned re parent as they are elderly.

**Notes / Questions**

No patient details provided

#### 4. Case 15767 (16-01-2026)

PCN: South Lincolnshire Rural

##### Providers:

**For Information:** Peterborough and Stamford Hospital, Queen's Medical Centre (Nottingham), The Deepings Practice, The Spire Hospital Peterborough

I have had chronic back issues for years, combined with acute flare-ups of debilitating pain. My first back surgery in 2012 (decompression and Coflex Spacer inserted at L4/5). I stopped smoking at this stage. I did return to work briefly but it became obvious that with the strength of medication plus medication for Rheumatoid Arthritis and Fibromyalgia, I was unable to cope with work even with reduced hours so took ill-health retirement. From then until now I have had 8 separate referrals to different pain clinics, only ever had limited physio, breathing exercises and pelvic floor exercises, but that's a separate complaint entirely. I have had very limited mobility since and after being very active before 2012, could do very little exercise and gradually put weight on. In 2014 we moved from Cambridgeshire to Lincolnshire and registered with our local GP Practice. Having had a remarkable GP in Brampton, I was faced with GP who hardly spoke to me, just focused on their computer screen and referred me straight away to (my then 3rd) Pain Clinic saying they were the only people who could vary out a medication review for my pain. Luckily, that GP went on maternity leave and didn't return. I was allocated a new GP. At that time I was still seeing my Rheumatologist every 3 months at Hinchingsbrooke Hospital in Huntingdon. I'd worked my way through all the DMARDS (Disease-Modifying Anti-Rheumatic Drugs), all of which I had to stop taking due to unpleasant side effects. The only thing that brought any relief and a few weeks of respite from my pain were 3-monthly intramuscular injections of Depo-Medrone steroid injections. I was aware of the risks but for even the short periods of being pain free, the risks were worth taking. My GP Practice even agreed, at one stage, that one of their GP's could administer the injections every 6 months so I didn't have to travel to Hinchingsbrooke. This abruptly stopped when that particular GP retired and I was told nobody else could do them. Then I was told that LICB ( Lincolnshire Integrated Care Board ) would no longer consider these injections. I reverted to my 3-monthly trips to Hinchingsbrooke Hospital.

In April 2020 (during Covid) my back seemed to spontaneously collapse with a popping noise and I was doubled over with pain and was intermittently urine incontinent. I was already aware of the urgency of seeking medical attention should I suspect Cauda Equina but didn't think it was that. My GP, over the phone, diagnosed a pulled muscle and prescribed Diazepam. My concern was that the Coflex Spacer had moved or I'd had another prolapsed disc. Eventually, I contacted 111 and was told to go to A&E at Peterborough Hospital. Unfortunately, this was on a Friday. They did an MRI and admitted me. Eventually, I was told as there are no neurosurgeons based there, it would be Monday before the results would be seen at Addenbrooke's. After a previous bad experience in Peterborough Hospital I discharged myself. Once home, I contacted The Spire Nuffield Hospital for an appointment with a Consultant. Consultant saw the MRI and said it was a prolapsed disc and they would fit me in privately ASAP for micro decompression surgery as the NHS waiting list could be up to 3 years. This was done in September 2020 as a day case. Unfortunately, when I came round from the anaesthetic I was in a great deal of pain, with a headache and a lump on my back. The surgeon was called, they rushed in (dressed in sports gear and carrying a hold-all) told the Nurse to apply a pressure bandage to my back, said the headache was a normal side effect, told me the operation had taken much longer than expected due to a large amount of scar tissue from my previous operation (insinuating the previous surgeon had left a mess and querying the use of the Coflex Spacer which was still in place) and rushed off. I had to stay overnight but didn't see them before I was discharged. I'd been given a printout of exercises to do by a Physio who had looked at my wheelchair and 'joked' I wouldn't be needing that again and I'd be skipping out of the hospital when I left.

In early December on my way to my follow-up appointment in the car, my phone rang offering me an appointment just before Christmas for the operation I'd just paid £3,000+ for. Not feeling too happy, still in pain, with an ever growing lump on my back I saw the Consultant. I told them I still couldn't do the exercises due to severe pain, back spasms and cramp. They suggested that I saw Doctor, a Pain Specialist who could give me some injections in my spine (anaesthetic/steroid) which should numb the pain and enable me to exercise. I never had any further contact with them and I was told by LICB that they could not fund these injections.

If nobody could help, it was obvious to me that I had to carry on helping myself.

I had nagging hip pain and booked myself in to see a local osteopath. As I sat on the edge of the bed they asked if I'd always had scoliosis. I said I didn't know I had scoliosis. They traced my spine and said that there was also a rotation. I said I was told that it was inflammation caused by my surgery. They seemed surprised. I then decided to see a chiropractor who said they could do a series of x-rays which would show the extent of my curve. They also told me that a full body brace should stop any deterioration. With fibromyalgia I can't even wear tight clothes let alone a rigid plastic body brace costing over £5,000.

Next, I sought a second opinion, privately, from an orthopaedic surgeon at The Fitzwilliam Hospital. They asked for a repeat MRI and booked a follow up. Looking at my MRI they said was like looking at the back of a 90 year old. They were unsure what the operation had actually done as I had no discs in my lumbar spine at all, just gas. They said it could be completely reconstructed with rods and screws but only if my bones were strong enough and there would be no guarantee of me being any better off, even if I survived the operation. They did suggest I see a Pain Specialist and I made a private appointment to see them. They said they couldn't believe I'd been left so long with a back in this state and said they would see me on the NHS the next week for spinal injections. They completed the paperwork there and then went to book a day to do them. They returned looking very apologetic. As soon as my details had been put into the computer, I was rejected because I have a Lincolnshire postcode and LICB do not do spinal injections. I was aware that if I was not able to do anything about this even after getting in touch with LICB, I was heading rapidly downhill. I had bought a TENS machine, a course of Chair Yoga (caused cramping), a course of Tai Chi (caused body spasm down right side), a lightweight rollator (with seat also converting to a wheelchair), exercise bands. I attended hydrotherapy weekly in Peterborough until the pool sprung a leak and it closed permanently. Any form of exercise caused fatigue. I contacted the ME Association and spoke to a Practitioner. They suggested I get a

diagnosis as it sounded as though I had ME, maybe caused by my back spontaneously collapsing in April 2020, the sudden and ongoing pain almost affecting me like PTSD alongside all my other conditions (including very sensitive hearing, sensitivity to light, different tastes etc) the nearest place was Grantham. I did get my GP to refer me and they immediately got a response that they couldn't see me because I hadn't got a diagnosis! I spoke to my Rheumatologist about this and they said that it was a clear case of ME as far as he was concerned and he would put the diagnosis on my records. On a good day I can sit in my recliner, my 2nd (another necessary purchase because I can keep changing my position) with a heat pad on my back on top of a folded duvet which cushions the ever increasing hump on my back. I can type on my phone using one finger as long as I can rest my eyes and keep putting drops in them or lose my concentration due to brain fog.

On bad days, it usually means I've had a shower or attended a dental or hospital appointment or travelled any distance in the car the day before, I may sleep for most of the day.

At my last appointment with my new Rheumatologist, they suggested I see the pain clinic! I resisted the temptation to scream at them but said I was in no state to sit through group sessions about the biopsychosocial model, Mindfulness, pacing myself, breathing etc then spending the next two days in bed too exhausted to do anything. I said I would be prepared to see a Pain Consultant only. I did get an appointment to see the Consultant that previous Consultant had referred me to in December 2020. I attended the appointment at Peterborough Hospital, explained that I had been stuck in a hamster wheel for 5 years and asked them what I should do. They said I should complain to everyone who will listen, which I've done on numerous occasions. I haven't learnt that nobody listens.

I was also urged to see a Scoliosis Specialist. There are none in Lincolnshire. I thought I could choose where to go but I can't do that because I live in Lincolnshire. Nobody has helped me navigate the nightmare that is the EACH system. I eventually spoke to them on the phone and was given a choice of hospitals. One only did small joints, one was for sterilisation. Evidently EACH had never heard of Addenbrooke's it wasn't on their list. I could go to Stanmore, too far, which left me with Queen's Medical Centre in Nottingham. Still too far but I went on their waiting list. My appointment came up for early December and we left at the crack of dawn, not knowing the parking situation etc. I booked in at the clinic reception and was sent straight for an x-ray. I then went back to wait at the clinic. I was told when I first arrived that the Consultant usually arrived early and if someone was waiting they would see them straight away. It became clear all was not well after waiting over an hour. The Sister came over and said they were sorry but the Consultant was in Switzerland at a conference and I would receive another appointment.

I got another appointment on 2nd January. This time I actually saw them but only as they were scurrying off to the operating theatre. I shouted across the crowded waiting area, 'they are not going to see me again, are they?'

No, they were not but a replacement was on their way. I eventually got to see the Consultant who asked me if I was aware of what the operation entailed to which I responded that I didn't want an operation, I needed anaesthetic/steroid injections or denervation. They agreed that, due to my age, this might be the better option and they would certainly book me in for injections. I haven't had an appointment through as yet.

I've been told to say that I'm depressed. Things will get done if you say you're depressed.

I'm not depressed. I'm angry, frustrated, annoyed, feel invisible but I suppose when you're over 70, nobody really cares any more. I've reached the stage where I don't expect anything to go right. I don't expect my GP to care. I don't really ever want to see them again to be honest. I'd like to change my GP Practice but that won't happen. We could move house I suppose but are there any guarantees anything will be better anywhere else?

I would mention all the problems I'm having with cataract surgery but I've run out of steam.

#### Notes / Questions

Signposted to what Healthwatch can and cannot do, NHS Advocacy , CQC, PHSO, PALs QMC

### Compliment

#### 1. Case 15728 (14-01-2026)

**Providers:** Grantham + District Hospital, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)

#### Information provided via State of Health and Care Survey

Dependant was admitted after taking an Ibuprofen overdose and abnormal blood results potentially linked to this. From the start to the end the care was exceptional, person centred care. The Mental Health Practitioner from the Mental Health Liaison Team was fantastic, as was the Student accompanying them. The inpatient ward was clean appeared well run however, staffing was lacking and patients often waited over 5 mins for call bells to be answered.

My dependant had great, empathetic care and was kept informed about the treatment plan throughout. They were discharged with a follow-up appointment at the SDEC (Same Day Emergency centre) for bloods. This was a fantastic service and even though the wait was over 6 hours for blood results to come back the care was exceptional. I wish to thank everyone from NHS 111 Option 2 service, Grantham Hospital, LPFT mental health trust and my dependants GP surgery for their efficient care, kindness and understanding throughout.

#### 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.

2. Case 15725 (14-01-2026)

**Providers:** Peterborough and Stamford Hospital

Stamford Minor Injuries - triage and X-Ray.

I was dreading taking my child with Learning Disabilities and Autism to the MIU ( Minor Injuries Unit ) on a January Monday morning, fearing crowds of people and long waiting times (something my child would find more difficult than your average person, and by extension so would I as their carer).

However the waiting room at 9.15am had only 3 people ahead of us, the Clinician assessing my child was very understanding, the X-Ray service was nearby and again very efficient, and the same clinician read the X-Ray and communicated the results simply and clearly. We were in and out in under an hour. It was my child's first experience of an "Emergency" service and it will help us immensely in times to come when they may need to re-visit such a service.

West Lindsey District Council x 4

- 4 x General Comment

**General Comment**

1. Case 15844 (28-01-2026)

**PCN:** Trent Care Network

**Providers:** Cleveland Surgery, Lincoln County Hospital

State of trying to get some medical attention.

Patient was seen by Nurse Practitioner (who is no longer at the practice) who made various promises then disappeared so we had to see another Nurse Practitioner (NP) in late October, who did finally refer them to hospital, the Gastro Intestinal Unit. However as a result of a positive NHS bowel screening ( FIT ) test they were internally transferred to the colorectal unit where they had a CT scan, (early November) endoscopy and colonoscopy, (mid November). This proved to be clear, which was a relief, though it did reveal undigested food in their stomach and this was 12hrs after they had last tried to eat anything. But instead of putting them back to Gastro the hospital discharged them back to the GP, big mistake.

It took several days for me (as a relative) to discover this as of course Cleveland Surgery just shelved the information and did nothing with it. After discovering this I rang the Surgery and asked if they could please re-refer them back as a matter of urgency (NP original referral had been for urgent expedite) They said not without seeing a Doctor. I asked could we see the Nurse Practitioner, they said probably not. It took a further 7 days to get an appointment at the surgery (end of November) with a Doctor we had never seen before and will never see again, so when they asked what we wanted we had to explain all over again.

One of my complaints was that clinicians (other than the first NP) had no idea how to deal with a patient with ADHD and Autism. This Doctor proved my point, as not surprisingly, due to the situation and having to start from scratch yet again, patient had a melt down and this Doctors way of dealing with it was to eject them from the Surgery. As we were going through the door I did manage to get them to agree to do the referral.

We waited patiently, though we had hoped for an appointment before Xmas, but to no avail and the Christmas and New Year break got in the way so in the first week of January I rang the Gastrointestinal Unit to learn that though the referral had been received, it had been put through as routine so patient was on a 40 week wait. I asked what I could do and explained about the colorectal session and despite a sympathetic ear was told an expedite had to come from the Surgery. So I got back in touch with the Surgery on the referrals line and asked what was going on and could they change the referral to expedite and could the Nurse Practitioner please do it if they had been told of the debacle following their original referral in October. I was told the expedite had been put through on Nurse Practitioners request.

A week later I rang the GI unit again to learn it had not been received so I rang the Surgery again. I was told it would be put through again (on a different system). I have today learnt from the hospital that the expedite request was received mid January but due to the consultant being "away" it was actioned to the hospital lists until 23rd Jan at which point there will be a 4 week wait, so we expect to get an appointment sometime around the end of Feb. For a referral that was first put through in October for a young patient who is so ill that they are wasting away is awful. As an example between a few days in mid January they threw up 6 times after trying to eat, let alone suffering from the severe cramping pains whilst trying to eat.

We have been trying to get relatives situation recognised and treated seriously for over a year and because of these cock ups and delays we are still waiting, while they suffer and continues to lose weight, now around 54kg.

**Notes / Questions**

Signposted to LICB, what Healthwatch can and cannot do, NHS advocacy

**Provider Response**

**ICB response :** can you ask for consent from this person to share their grandchild's details with the ICB?

**ICB response :** ICB colleagues have discussed this again this morning, please would you be able to ask the practice to provide you with a response in the first instance and provide patient details if they need them providing you have consent to share with them directly also.

**PM response :** I am a little confused by the initial complaint as I was under the impression that the ICB had already looked into this case. I'll give you a chronological order of events. **PM response :** I will drop Grandparent an email.

**ULHT response:** Thank the author for their feedback and advise contact with PALS for further investigation.

## 2. Case 15786 (20-01-2026)

**PCN:** Imp

**Providers:** Lincoln County Hospital, Nettleham Medical Practice

For the past two years, my GP has been trying to get me an appointment with an endocrinologist who has some knowledge of thyroid resistance. The referrals are always rejected. I suspect this is because the endocrinologists are all specialists in Diabetes Care and know little or nothing about unusual thyroid issues. A previous GP started seven years ago trying to get me a referral. I saw an NHS endocrinologist who walked out stating, "your problems are beyond my field of expertise." Two private referrals were no more helpful.

The GP retired and I was left with no help. Five years later when I had deteriorated a lot another GP has tried to help me. I have been rejected five or six times by endocrinology departments and have not been able to see a specialist. A referral to Addenbrookes thyroid specialist team was also rejected - probably due to the service being closed down. It has resulted in my GP continuing to treat me as best they can but they are not qualified to treat me and I am entitled to better care than they are able to provide.

I am left constantly stressed and angry by endocrinologists stating, "patient is over medicated and must reduce medication." When they base this on a short referral note from my GP and have not bothered to contact me at all. Reducing medication makes me very ill indeed and causes many serious problems as I am thyroid resistant. Yet they are all willing to give their opinion as they have either never heard of resistance or know nothing about it. Why is there no one in England treating thyroid patients with unusual thyroid issues? How much longer do we have to go on suffering at the hands of endocrinologists that are forced to see thyroid patients when they have not got the knowledge to treat or help them? My complaint is not with the endocrine departments that have rejected me but with the fact that there is no one anywhere that is a Thyroid specialist specialising in thyroid problems in spite of the fact that the NHS recognises the condition and states it must be investigated if suspected. What it does not state is who one can turn to for such an investigation.

My GP at Nettleham surgery, is being very helpful. The endocrine department at Lincoln is staffed by diabetes specialists who refuse to see me but give the worst possible advice to me and my GP.

### Notes / Questions

Healthwatch provided information on Peterborough Hospital Endocrinology Team, or LICB

### Provider Response

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

## 3. Case 15718 (14-01-2026)

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

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

**Information provided via State of Health and Care Survey.**

Mental Health Services, Social Services, GP

I have an 18 year old close relative undergoing a mental health crisis at the moment. They were left in a state of psychosis over two years ago by CAMHS who decided to withdraw their services when relative told them through an advocate that they didn't want accessing or treating. They were delusional and unable to comprehend that they aren't behaving or thinking normally. Since this time I have struggled very much to cope with them at home but have been unable to obtain any support from anyone. I have tried contacting their GP, who is not our GP to be turned away by the receptionist telling me that the Dr will not hear my expressions of concerns for their patient.

Will only speak to the patient, which of course given that they still don't understand that relative is ill is useless. I contacted child services who only offered to contact their abusive parent who neither myself or relative are in contact with due to their behaviour. I tried to contact the local council but was blanked by them, I tried to contact mental health services to be told that they wont get involved unless relative has decided they need help. I contacted NOMAD to try to rehouse them as I cant cope with them to be told they are too high risk for them.

Nobody will help me and my wellbeing is suffering desperately and my home is being destroyed. In the past I even asked for help from the police but they would arrest them for assault call their other parent in to support and then release relative to the other parent and they would return relative to me immediately. I have no idea what to do now. Each service devolves responsibility to another service and nobody is willing to step up and help me or relative. As far as relative is concerned I am poisoning them and am evil and deserve whatever awful behaviour they decide to rain down on me on the day. I have no control of anything in my own home. Relative seems to think that bankrupting me bill wise is the way to go. They run hot water non stop for hours a day and puts all the lights on and put the heating on to over 30 degrees when I am not there and since I have to work full time and on call that is a lot of unsupervised time. I live in dread of my actual bills. I have no support, no family to help and its difficult to have visitors as relative makes things too awkward.

My home is 5 years old but I am ashamed to say that my kitchen and bathroom are trashed by them, they have destroyed all the furnishings in their room and their door, as they don't feel safe in the house with someone they feel is poisoning them and has tried to put many locks onto it. I feel like I am living in a never ending hell. My heart breaks for the loss of a child who was so lovely who is incapable of doing anything except inflict revenge on me for something I am innocent of. I would say that each service I have approached has felt vindicated in signposting me on and feels that this is helpful when it absolutely is not. None of these services are working well.

### Notes / Questions

No patient details provided

	<p>4. <b>Case 15813</b> (22-01-2026)</p> <p><b>PCN:</b> Imp</p> <p><b>Providers:</b> Lincolnshire Integrated Care Services (ICS/ICB), Nettleham Medical Practice</p> <p>Caller rang Healthwatch and is feeling very frustrated that wound care services have been removed from GP Practice. This has impacted an elderly relative who has had to travel to the Lincoln University Site for a wound dressing. They have complex underlying medical issues. Their mobility is restricted, parking is limited, travel time is an issue for early morning appointments. Caller accompanied relative to the appointment when asking about recent swab results were told by Practitioner that they were unable to see patient records from GP and would need to access registered GP for that information. Caller has 30 + years of District Nursing experience and finds that this process is not patient friendly, that the elderly population is growing in the City who have multifaceted issues, not holistic, no continuity of care, and deskilling of Practitioners in GP Surgeries. Feels that commissioners have been very short sighted about the health and wellbeing of vulnerable patients.</p> <p><b>Notes / Questions</b></p> <p>Signposted to LICB</p> <p><b>Provider Response</b></p> <p>ICB response from Head of Primary Care Operations and Delivery : wound care services were not removed from the practice, they made the decision to stop providing. Alternative provision was arranged and put into place by Heart of Lincoln Medical Group ( HLMG). The complaint should have been directed in the first instance to HLMG.</p>
<p><b>Out of Area x 2</b></p> <ul style="list-style-type: none"> <li>• 2 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 15839</b> (26-01-2026)</p> <p><b>Providers:</b> Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Patient registered with Hibaldstow GP Practice, but accesses Lincolnshire services, of Transforming Care etc. Dependent, 22 years old, has been given diagnosis of autism and was waiting for ADHD assessment. OT from transforming care had sent in a referral for ADHD in October last year. Parent has recently chased this to be informed that the service of 360 would not accept a referral from an OT, and this would need to come via the GP.</p> <p>On contacting the GP Surgery, they have requested that dependent has to have a face to face appointment, however the dependent will not go into the surgery due to OCD and previous experience. Parent really concerned that they would need to start again and lose the 3 months already waited.</p> <p><b>Notes / Questions</b></p> <p>Healthwatch Lincolnshire, provided information to speak with the ICB regarding ADHD referral, Practice Manager of surgery for appointment via phone for dependent. To complete the paperwork for dependent including the mix up re referral from OT and the wait, pass to GP to fill out their bits and then go through the process.</p> <p>Information also shared with North Lincolnshire Healthwatch with patient consent.</p> <p>2. <b>Case 15834</b> (26-01-2026)</p> <p><b>Providers:</b> Out of area</p> <p>Patient who lives in Scunthorpe and is registered with Church Lane Medical Practice. Has recently been diagnosed with Autism and is waiting for an ADHD assessment, has no support network, struggling to work and finds computer/online triggering so difficulty in using. ? raised over PTSD.</p> <p>GP not been helpful, wants support options and what to do to get this.</p> <p><b>Notes / Questions</b></p> <p>Made contact with North Lincolnshire Healthwatch to make contact with this patient</p>

## Community Health Services

Area	Case Details
<p><b>East Lindsey District Council x 3</b></p> <ul style="list-style-type: none"> <li>• 3 x Compliment</li> </ul>	<p><b>Compliment</b></p> <p>1. <b>Case 15749</b> (14-01-2026)</p> <p><b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p><b>Information provided via State of Health and Care Survey</b></p> <p>Urgent Treatment Centre (UTC) at Louth County.</p> <p>Unable to get an appointment at my GP practice after a couple of weeks of trying and chest infection worsening. I woke in the early hours of the morning and realised I was in trouble and needed help. I drove to the hospital as I wasn't fit to walk. Was seen and treated immediately and given medication and was back in my bed within the hour. Excellent service and staff.</p> <p><b>Notes / Questions</b></p> <p>No patient details provided</p>

	<p>2. <b>Case 15779 (20-01-2026)</b></p> <p><b>PCN:</b> First Coastal</p> <p><b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Continence Clinic Boston</p> <p>I had a very good experience when having an appointment at the clinic, the person I saw was very helpful and has got things moving for me.</p> <p><b>Provider Response</b></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>3. <b>Case 15852 (28-01-2026)</b></p> <p><b>Providers:</b></p> <p><b>For Information:</b> Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p><b>Information provided via State of Health and Care Survey.</b></p> <p>Urgent Treatment Centre - Skegness</p> <p>Quick and efficient service from reception to treatment. Can't fault them</p> <p><b>Notes / Questions</b></p> <p>No patient details provided</p>
<p><b>North Kesteven District Council x 1</b></p> <ul style="list-style-type: none"> <li>• 1 x Compliment</li> </ul>	<p><b>Compliment</b></p> <p>1. <b>Case 15720 (14-01-2026)</b></p> <p><b>PCN:</b> K2 Healthcare Sleaford</p> <p><b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p><b>Information provided via State of Health and Care Survey.</b></p> <p>Grantham UTC (Urgent Treatment Centre)</p> <p>Triaged and assessed quickly. Cannulated and bloods taken, kept informed of progress of tests.</p> <p><b>Notes / Questions</b></p> <p>No patient details provided</p>
<p><b>All Areas x 2</b></p> <ul style="list-style-type: none"> <li>• 2 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 15700 (13-01-2026)</b></p> <p><b>Providers:</b> InHealth</p> <p><b>For Information:</b> Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>InHealth - Audiology</p> <p>Very long waiting time for follow up/ face to face appointments. Only allow booking by telephone which isn't helpful if you have hearing impairment and further impaired hearing due to a faulty instrument you want repairing. WHY can't they introduce online booking?</p> <p><b>Notes / Questions</b></p> <p>No patient details provided</p> <p>2. <b>Case 15693 (09-01-2026)</b></p> <p><b>Providers:</b></p> <p><b>For Information:</b> Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Very long waiting time for follow up/face to face appointments. Only allow booking by telephone which isn't helpful if you have hearing impairment and further impaired hearing due to a faulty instrument you want repairing. WHY can't they introduce online booking?</p> <p><b>Notes / Questions</b></p> <p>No patient details provided.</p>

## Primary Care Services

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

1. **Case 15729** (14-01-2026)

**PCN:** Boston

**Providers:**

**For Information:** Greyfriars Surgery

Our GP is quick to answer problems left for them but it's hard to get an appointment to see someone face to face. You have to leave a message and wait for someone to come back to you to be told you will either get a telephone appointment ( normally the case) or a face to face appointment ( very rare to get).

**Notes / Questions**

Signposted to Practice Manager in first instance if no resolution may contact LICB customer care team.

2. **Case 15829** (26-01-2026)

**PCN:** Boston

**Providers:** Greyfriars Surgery

I can never get through to my Surgery to get an appointment. Several times I have been about 14th in the queue. Waited twice for 45 minutes to then be told all appointments gone and phone at 8am next day. Tried to do online and it says mailbox full, try next day. I despair to be honest.

**Notes / Questions**

No patient details provided

3. **Case 15709** (13-01-2026)

**PCN:** South Lincolnshire Rural

**Providers:** The Surgery Sutterton

No up to date diagnoses showing on record as not coded when moving surgeries.

Cannot see past diagnosis or encounters or test results inc bloods X-ray etc

**Notes / Questions**

Healthwatch suggested contacting the Practice Manager to discuss,

**East Lindsey District Council x 38**

- 26 x General Comment
- 1 x Informal Complaint
- 11 x Compliment

**General Comment**

1. **Case 15740** (14-01-2026)

**PCN:** First Coastal

**Providers:** Beacon Medical Practice

**Information provided via State of Health and Care Survey**

I've had the same problem for the last five years, I keep finding parasites I was treated with Mebondazol but this drug doesn't help, I have pains in my stomach and my side every day and no energy anymore, I keep going back but I think they're fed up with me and put it down to IBS.

**Notes / Questions**

No patient details provided

2. **Case 15791** (20-01-2026)

**PCN:** First Coastal

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

Patient on HRT and TRT (testosterone replacement therapy) had a recent consultation under the OoH (LADAMS contract) and the GP they spoke with for a medical review gave them very poor and incorrect information insisting that they needed a blood test and a prescription for medication that is given to transgender clients that is not suitable for them as a biological female. HRT and TRT are classed as red red in Lincolnshire. yet in other counties, ie Derbyshire classed as green and in Sheffield classed as amber, why is women's health so diabolical in Lincolnshire?

Patient had a Consultation with a Consultant in Sheffield to get a prescription that the GP could order for them. That consultant suggested that they could have gone to their nearest menopausal clinic (which do not exist in Lincolnshire!). There is one consultant at Pilgrim Hospital and the waiting list is over 12 months. GP surgery refused to provide the medications until they had, had a blood test, Sheffield Consultant has written to the surgery to state that the patient does not require a blood test for this medication, it would be pointless and to prescribe, which they still refuse to do.

Patient commented that most, if not all GP practices do not have someone trained in the menopause which is a gap in the health care system, why is this? Patient has now moved practices.

**Notes / Questions**

Patient now moved to another practice.

**Provider Response**

Patient update at new surgery - This morning I got a call from Dr . They had read the consultants letter. They said that I didn't need a blood test, and they were sorry that I had been upset. They also said I'm sending your prescription to your chemist now. I will put your HRT and TRT on repeat! An absolute star, and I told them so. I've had a terrible night trying to sleep and my blood pressure was high through stress. After talking to this Dr my blood pressure came right down. Does it take another female to look at the reasons???

3. **Case 15793** (21-01-2026)

**PCN:** East Lindsey

**Providers:**

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

I use the NHS App for repeat prescriptions. Goes through ok and medication is usually available, statins. Order goes to Boots at Horncastle and they text when it's received and again when it is ready. Saves wasting time as just go when they say when it is ready.

Got flu jab at Horncastle GP they seem to be ahead of others. GP at Woodhall Spa were short of flu jabs. I live at Woodhall Spa now but I have not changed my GP at Horncastle as they are more efficient from what I hear about Woodhall Spa Surgeries.

**Notes / Questions**

No patient details provided

4. **Case 15683** (06-01-2026)

**PCN:** East Lindsey

**Providers:** Broadway Dental Surgery, Integrated Care Board Dental

Broadway Dental Practice

Given fillings that were needed but no treatment for the broken teeth that are giving me pain.

Filling fell out 17 Days later.

Unable to obtain further treatment, still trying.

**Notes / Questions**

Healthwatch suggested to make contact with the Practice Manager of the practice, or NHS 111

5. **Case 15699** (13-01-2026)

**PCN:** Meridian

**Providers:** East Lindsey Medical Group, James Street Family Practice

Veterans Club

James Street GP Practice and East Lindsey Medical Group

Patients raised concerns with the new regime of booking appointments, they are ok with how to do it, but what about those who are unable to book online? Previously when patients were trying to book an appointment via phone, it was very difficult and could be in a long queue, only to be informed no appointments, try again tomorrow, which was very frustrating.

Now with online bookings it is good for those who can, but what about those who can't, especially those who have no-one to help them, are they just being left? Can patients still ring up to make appointments?

**Notes / Questions**

Please see questions raised by the group.

6. **Case 15784** (20-01-2026)

**PCN:** Meridian

**Providers:** East Lindsey Medical Group

I attended months and months ago asking to be referred to neurology at Hull. I've had recurring numbness in my left arm and hand. I've been on the waiting list and kept hearing pushed back. Anyway the day came on Wednesday 14 Jan for the appointment only to be told I should have had an MRI first and today was "a waste of time". I took the whole day off work and travelled from Louth to Hull. Consultant said we can't make a plan without it - now I've got to wait for a scan and wait again to be seen! Surely the GP would know I need a scan as the last one was 2024? I could have had that locally. Also the GP said I had pain in my right arm, it's only in my left.

**Notes / Questions**

Healthwatch provided Practice Manager information

7. **Case 15802** (22-01-2026)

**PCN:** Meridian

**Providers:** East Lindsey Medical Group

The Wolds Practice

I usually have to go to the Surgery in Louth. They are all joined up. It was good and I got the blood tests and check ups I needed and didn't need medication. But I was told I had high cholesterol, but I was told the wrong figure. The GP wanted me to go on statins. No way am I going on them. I was going to write and tell them they had got the figures wrong but I gave up.

The Doctor is only at Tetford once a week. I find communication with the Practice very difficult. Some parts of the service are good and other parts are more difficult.

**Notes / Questions**

No patient details provided

8. **Case 15800** (22-01-2026)

PCN: East Lindsey

**Providers:**

**For Information:** Horncastle Medical Practice, Lincoln Co-op Chemists Ltd (Horncastle), Pharmacy  
Co-op Chemists Ltd (Horncastle)

I saw they were doing free BP checks at the Pharmacy so I went in and had my BP checked. The person who took my BP said "Its a wonder your not dead ". I had a big coffee before the check so they suggested I went back in a few days without having a coffee first. It was much lower but not still not right. I was referred to the GP at Horncastle Medical Practice. I got a message from the Surgery to get a blood pressure machine and I had to take my BP twice a day . I found it difficult to put the cuff on one handed . So I found one in the Pharmacy that goes on your wrist. The Practice Nurse called 2 days after putting the readings in. They said BP was a bit high , but I am old and I do feel fine. The Nurse had spoken to the GP and I was put on a low dose of blood pressure tablets. That was in October 2025 and I'm still waiting for the medication. I went for my flu jab in October and was going to mention it. But it was so busy it was like a conveyor belt that I didn't bother. However when I got a lump they did act quickly then.

**Notes / Questions**

No patient details provided

9. **Case 15807** (22-01-2026)

PCN: East Lindsey

**Providers:**

**For Information:** Horncastle Medical Practice

GP Practice generally OK. Doctors and other Practitioners are very good when you see them. There are problems with the appointment system. It's been changed from AskMyGP to Anima. Anima means nothing to anyone, its Italian, its a bit hit and miss. For non urgent its two weeks to get an appointment. That's no good , you still want to be seen. For minor things it takes a while before.

10. **Case 15808** (22-01-2026)

PCN: East Lindsey

**Providers:**

**For Information:** Horncastle Medical Practice

You have to go on the phone to get an appointment. You can be there on the spot and you can't make an appointment. I don't use online services we are being forced to do things. We are losing our choices of independence. I get on well with the staff. My repeat prescription is on auto renew and I put in a paper copy and that works OK and I get medication on time.

**Notes / Questions**

No patient details provided

11. **Case 15856** (29-01-2026)

PCN: East Lindsey

**Providers:**

**For Information:** Horncastle Medical Practice

**Information provided via State of Health and Care Survey.**

I have had flare ups of two existing conditions this year. Firstly, it takes over two weeks to get an appointment. When I did get appointments, I didn't feel listened to. On the most recent one, the GP trainee sat chewing gum, insisting I had a different condition, despite me being seen previously by a consultant in this speciality. They are quick to refer to tertiary services when I feel they should be able to deal with some of these things themselves.

**Notes / Questions**

No patient details provided

12. Case 15697 (12-01-2026)

**Providers:** Integrated Care Board Dental, Park Dental Studio Skegness

Patient had called NHS 111 and was given an emergency appointment at Park Dental Studio, Skegness this morning. They were expecting to be covered by the NHS Band 2 at the most for this treatment today and was expecting a tooth to be extracted.

Dentist informed them that they could not do it under the NHS and that it would have to be done privately informing them that 3 other teeth would need to be sorted, as well as a clean. This would be at a cost of around £1000.00 which the patient does not have. On leaving without any treatment was informed by the receptionist that they will have to pay £27.50 – which they have refused to pay this as had no treatment only the “consultation”. The patient completed a “blue form” Patient contacted NHS 111 again to inform them of the experience, who provided Healthwatch Lincolnshire information.

Said that they were going to go to the Pharmacist to buy a dental repair kit until they could get it sorted as the nerve is causing them pain.

**Notes / Questions**

Healthwatch explained they would need to pay for the Band 1 at least as consultation had taken place.

Healthwatch provided alternative Emergency contact details and HC2 forms as patient is on Universal Credit & PIP

**Provider Response**

Patient update - Just to update you I've been to the dentist you recommended to me and had a full x-ray and my teeth looked at. I've got a bad infection in 2 teeth and need them surgically removed, I was not told anything about that at the other dentist and believe that is extremely dangerous and shows a lack of care .

13. Case 15777 (19-01-2026)

**PCN:** Meridian

**Providers:** James Street Family Practice

I am new to the area and joined this practice, since joining 18 months ago I still haven't met any of the Doctors only phone appointments.

**Notes / Questions**

No patient details provided

14. Case 15778 (19-01-2026)

**PCN:** Meridian

**Providers:** James Street Family Practice

GPs via phone call.

I have had an ongoing issue with my neck for over a year now. Initially saw physio at the surgery 3 or 4 times, had physio, osteopath, membership to gym and eventually saw a face to face GP, had lots of tests including MRI, x-ray and bloods etc. I was then referred to a consultant at the hospital, then onto the pain clinic. I found the pain clinic a bit unhelpful as they mainly deal with your mental health, this is not my issue. I was referred back to my GPs, after filling in a form in November, got a telephone appointment, the Doctor that phoned, unfortunately I could not understand what they said, I was given tablets, that turned out to be anti-depressants, with no follow up. I now have paid for a private physio. It's time we should be able to see face to face appointments rather than on the phone, very difficult.

15. Case 15837 (26-01-2026)

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

I have not had a COVID jab for 2 years. My district nurse leaves the wrong plasters for my bum. The district nurse dress my leg but the dressing falls off in 10 hours

I live 4 miles from Pilgrim and they sent a taxi 71 miles to get me home. I went for a eye test but the seat was not adjustable and I had to go again.

**Provider Response**

**LCHS response :** Thank you for telling us about your recent experiences. We are very sorry for the difficulties you've faced, including the missed COVID vaccination, problems with dressings, the long taxi journey, and the need to repeat your eye test. You shouldn't have had to deal with this, and we understand how frustrating this must have been. To make sure each of these issues is looked into properly, please contact our PALS team, 0300 123 9553 lines open 10.00-16.00 (Mon-Fri excluding bank holidays) or

Email: lhnt.LincsPALS@nhs.net

**Additional response from LCHS :** Thank you for taking the time to share your concerns, and I am very sorry for the experiences you have described. This is not the standard of care we expect to provide, and I appreciate you bringing these matters to my attention so we can address them properly.

**COVID Vaccination -**

You mentioned not having had a COVID-19 vaccination for two years. The District Nursing Service does not provide COVID vaccinations, and these need to be arranged through your GP surgery. If you need support contacting them or understanding what is available, we can help signpost you to the right place.

**Incorrect Plasters and Dressing Issues -**

I am sorry that the wrong plasters were left for you and that the dressing applied to your leg did not remain in place for the expected time. Your dressings should be appropriate for your needs and secure for longer than 10 hours. I will ask the district nursing team to review the products being used and ensure they follow correct assessment and selection guidelines. We will also arrange for a clinician to revisit you to reassess your skin, wounds, and the most suitable dressings.

**Transport Arrangements -**

The taxi situation you described is clearly unacceptable. Living four miles from Pilgrim Hospital should never result in a 71-mile taxi being used to return you home. I will raise this with Patient Transport Services to understand why this happened and ensure processes are followed correctly in future.

**Eye Test Experience -**

I am also sorry to hear that your recent eye test resulted in you having to return because the seat was not adjustable. This should have been considered during your appointment, and your comfort and accessibility should always be prioritised. I will share this feedback with the relevant service.

Please accept my sincere apologies for the inconvenience and distress these issues have caused. I would like to ensure we resolve everything properly for you. If you are willing, I can arrange a follow-up call to go through each concern in more detail and put an action plan in place.

Thank you again for bringing this to my attention. Your feedback helps us improve the service for you and others.

16. Case 15832 (26-01-2026)

**PCN:** East Lindsey

**Providers:** Lincolnshire Integrated Care Services (ICS/ICB)

I've only lived here for 18 months, I am registered with the local GP, but have not been to see them.

I'm not registered with a dentist, but I am hoping I can get an NHS Dentist. I do use Boots Pharmacy in Woodhall Spa, it's fine, sometimes they don't have what I need so I order on-line. They are friendly.

**Notes / Questions**

No patient details provided

17. Case 15679 (05-01-2026)

**PCN:** First Coastal

**Providers:** Marisco Medical Practice

Patient unhappy with the surgery. Patient keeps getting wrong medications that they state they don't need, police visit requested by GP surgery and ambulance. Has written letters to the surgery over the past 4 years and recently and phoned to request a call back from the Practice Manager, to date not had any response at all.

**Notes / Questions**

Healthwatch suggested contacting the surgery to speak with the Practice Manager, however, patient requested Healthwatch contact them on their behalf.

18. Case 15689 (08-01-2026)

PCN: First Coastal

**Providers:**

**For Information:** Marisco Medical Practice

**Information provided via State of Health and Care Survey.**

Note taking is woefully inadequate. Frequent mistakes and incorrect recording of symptoms. Things such as "no morning stiffness" when you clearly reported experiencing morning stiffness or "no rectal bleeding" when you did say that you often have rectal bleeding. Assumptions are often made. Answers recorded for questions that were never asked, such as "patient denies feeling suicidal", when you were never prompted to discuss those feelings.

**Notes / Questions**

No patient details provided

19. Case 15747 (14-01-2026)

PCN: First Coastal

**Providers:** Marisco Medical Practice

**Information provided via State of Health and Care Survey**

Having requested a doctors/nurse practitioners appointment last week for a leg wound which had turned nasty and was continuously bleeding and weeping, all I kept getting told was to contact the wound clinic, who couldn't help at all, so I went to Louth UTC who were excellent and took swabs for infection. They couldn't believe that the Marisco wouldn't see me.

**Notes / Questions**

No patient details provided

**Provider Response**

ICB response from Head of Primary Care Operations and Delivery : LCHS provide the service for Marisco the practice should have advised the patient how to access the LCHS service.

20. Case 15810 (22-01-2026)

PCN: Meridian

**Providers:**

**For Information:** Marsh Medical Practice

**Information provided via State of Health and Care Survey.**

If I can get an appointment, there is never a follow up. Do not contact you with test results. Send you incorrect information. Do not cross check medication interactions. Do not give pain relief. Do not refer for injections that Consultants did but tell you is now doctors responsibility. Are unaware of your important medical conditions when you see them.

**Notes / Questions**

No patient details provided

21. Case 15798 (22-01-2026)

PCN: Meridian

**Providers:**

**For Information:** Newmarket Medical Practice , Louth

They only do " ring on the day " appointments, you can't book in advance. Its difficult if you don't have transport . Why can't you book an appointment next Tuesday e.g for routine blood tests, then you can sort out transport or a bus. Going on a bus means you have a timetable when you can go to an appointment. So its difficult to get GP appointments. I miss the family Doctor when you went to the Surgery and sat in a queue and were seen. It worked and you didn't get all those missed appointments you get now. Not happy either that as a patient I have to ring to get results. The Surgery should contact the patient with results.

22. Case 15842 (27-01-2026)

PCN: Meridian

**Providers:** Tasburgh Lodge

I'm struggling to get an appointment, I think it's the receptionists. It depends who you get, some say 'no' all the time. I'm having an argument with them just now. I'm going home now to see if they've rung me back. But generally they are good and normally you do get an appointment. I feel some patients go when they don't need to and then people who need an appointment can't get one. But on the whole they are good.

**Notes / Questions**

No patient details provided

23. **Case 15849** (28-01-2026)

**PCN:** Meridian

**Providers:** Tasburgh Lodge

You can never get through on the phone, so I self-medicate. I complained once and was given an out of hours Doctor, I explained to them what happens, they said that's the second person who has told me the same thing. I don't need to go very often, but when I do, I want to be seen. I go to the Urgent Treatment Centre at Lincoln as I can be seen.

I don't have my own transport, so I rely on the bus. I've been going to Lincoln Urgent Treatment Centre (UTC) recently while the one at Pilgrim was being revamped. It's an hour on the bus, whichever one I go to, so I will go to either of these UTCs rather than the surgery.

**Notes / Questions**

No patient details provided

24. **Case 15756** (15-01-2026)

**PCN:** First Coastal

**Providers:**

**For Information:** The Spilsby Surgery

**Information provided via State of Health and Care Survey.**

The pharmacy is a shambles and some of the staff are not willing to assist elderly patients.

**Notes / Questions**

Signposted to Practice Manager in the first instance, if no resolution to contact LICB

25. **Case 15848** (28-01-2026)

**PCN:** First Coastal

**Providers:**

**For Information:** The Spilsby Surgery

**Information provided via State of Health and Care Survey**

I went and got blood tests, a "flu jab" and a cancer care review. It was mainly positive and my specific treatment needs were discussed in detail with the GP being very careful to respond to my specific needs post chemoradiotherapy treatment which had just finished. There was slightly too much emphasis placed on the GP's belief that I should engage with them by filling in a RESPECT form.

**Notes / Questions**

No patient details provided

26. **Case 15706** (13-01-2026)

**PCN:** First Coastal

**Providers:** The Surgery Stickney

My GP has had me recorded as having asthma and heart disease. I have neither. I think both of these have now been corrected, but not totally convinced. They had me down as a patient who agreed they could dispense for. I am a pharmacist and never agreed to that either, neither would I.

However I have had knee surgery 6 times and they only have 5 recorded

**Notes / Questions**

Healthwatch provided information to contact Practice Manager to get this information resolved. Also NHS APP information provided.

**Informal Complaint**

1. **Case 15745** (14-01-2026)

**PCN:** First Coastal

**Providers:**

**For Information:** Hawthorn Medical Practice

My spouse whose parents death from lung cancer is on their records visited Hawthorn Medical practice, Skegness, on the second week of November 2025 complaining of a 3- 4 week cough,chest pain, tiredness and lack of appetite. Prescribed antibiotics.

Returned to see another Doctor on the first week of December 2025 with the same complaint and in addition told the Doctor they were losing weight and sometimes coughing up blood, Doctor listened to their chest and told them don't worry, there is nothing wrong, adding that their own spouse had a cough for 3 months, and it would clear up by itself. Second week of December arrived in Thailand for our holiday the first week they had a coughing fit so I took them to a Thai hospital where they immediately became concerned, x-rayed, the following day had a CT Scan. On Christmas Eve they had a Bronchoscopy and a biopsy, confirmed lung cancer stage 4.

Had to make our own emergency repatriation due to the failure of Hawthorn Medical Practice to supply our travel insurance with their medical history to make sure it was not a pre-existing illness.

Amazingly on the first week of January they returned to Hawthorn Medical Practice to ask for a referral, saw the senior partner who said if they had been presented with those symptoms they would not have been over concerned due to them being only 45yrs, then they bizarrely stated you cannot inherit lung cancer.

Last Tuesday after a phone call we attended the new £15 million diagnostic centre ( half a mile from Hawthorn) x-rayed followed immediately by CT scan. Tomorrow we have an appointment at Lincoln Hospital in the morning.

**Notes / Questions**

Signposted to LICB complaints, CQC,PHSO, NHS Advocacy

**Provider Response**

Hawthorn GP Practice responded - we are anticipating a complaint from the patient.

**Compliment**

1. **Case 15804** (22-01-2026)

**PCN:** East Lindsey

**Providers:**

**For Information:** Boots Pharmacy (Horncastle), Horncastle Medical Practice, Lincoln Co-op Chemists Ltd (Horncastle), Pharmacy

Boots Pharmacy (Horncastle); Horncastle Medical Practice; Co-op Chemists Ltd (Horncastle)

Get on very,very well at Horncastle Surgery. I ring for an appointment or go in and make one. The car park is not very big so it is difficult to get in it.The Staff are very helpful . I have been with the Practice for 32 years. They are very friendly and they help you.

I used to take prescriptions to the Boots Pharmacy but I was upset sometimes when medication wasn't there. I find it easier to do it at the Coop in town now. They text me to say when its ready and that's useful.

**Notes / Questions**

No patient details provided

2. **Case 15691** (08-01-2026)

**Providers:**

**For Information:** Broadway Dental Surgery , Integrated Care Board Dental

I have an NHS Dentist so all ok. I'm happy with how I am treated. I get regular 6 month appointments and able to book from one appointment to the next.

**Notes / Questions**

No patient contact details provided.

3. **Case 15806** (22-01-2026)

**Providers:**

**For Information:** Broadway Dental Surgery , Integrated Care Board Dental

I have taken my child to Woodhall Spa NHS Dentist. We got on fine. Friendly, helpful staff and we get text reminders which is good.

**Notes / Questions**

No patient details provided

4. **Case 15850** (28-01-2026)

**Providers:** Broadway Dental Surgery

I have an NHS Dentist, so all ok. I am happy with how I am treated. I get regular 6 month check-ups and I'm able to book from one appointment for the next one.

**Notes / Questions**

No patient details provided

5. Case 15799 (22-01-2026)

**Providers:**

**For Information:** Carholme Dental Practice , Integrated Care Board Dental

Dentist at Roman Wharf , Lincoln , have been with them for 20 years no problems, get on well. Nice staff and get check ups. Reception staff very nice too. Had to have an extraction which I was dreading. Got numbed up , waited in waiting room for it to work and then so good, so quick and it was done. Didn't feel or notice a thing.

**Notes / Questions**

No patient details provided

6. Case 15716 (14-01-2026)

PCN: Meridian

**Providers:** East Lindsey Medical Group

**Information provided via State of Health and Care Survey.**

A routine blood test was followed up by an appointment because the results were slightly outside range

**Notes / Questions**

No patient details provided

7. Case 15780 (20-01-2026)

PCN: Meridian

**Providers:** East Lindsey Medical Group

Newmarket Branch - Travel vaccinations.

Completed form in June 2025, contacted Christmas Eve afternoon by text asking for me to make an appointment with a nurse to discuss. An appointment was made, the nurse was very efficient, very informative and given injections I needed, as was my spouse. Advice received on private injections we may want to consider. Excellent service.

8. Case 15781 (20-01-2026)

PCN: Meridian

**Providers:** James Street Family Practice

The surgery were fantastic when I was diagnosed with cancer, from fast referral, quick biopsy and mental health support, they have been a key part of my recovery, physically and mentally.

9. Case 15783 (20-01-2026)

PCN: Meridian

**Providers:** James Street Family Practice

I had a personal problem I struggled to deal with mentally. I went on the online triage system in the morning and by the end of the day I had spoken to a GP, received great advice, prescriptions and a sick note. Excellent service.

10. Case 15833 (26-01-2026)

PCN: Meridian

**Providers:** Tasburgh Lodge

Get on very well, very good surgery. I usually book a phone call in the evening to get the call the next day. Friendly, behave like they know you, even if they probably don't, and are efficient. I use the pharmacy at the surgery and they are pretty good. Always been a good surgery. All the new housing is increasing the number of patients though.

11. Case 15857 (29-01-2026)

PCN: First Coastal

**Providers:**

**For Information:** The Spilsby Surgery

I feel I must share my feelings after an appointment this morning with a Doctor at Spilsby Surgery. How very refreshing to feel that a Doctor really cares about issues you are currently experiencing, with kindness and deep understanding and a very warm, caring attitude. The Doctor explained the next steps they were taking for me and the reason why with the possible outcome and further treatment, if required. Doctors like this seem very few and far between and I sincerely hope this Doctor is going to be a permanent resident at Spilsby surgery as their presence is an asset to the surgery.

**Notes / Questions**

I do not want Healthwatch Lincolnshire to email me about advice and information

Lincoln City District Council x 9

- 5 x General Comment
- 4 x Compliment

General Comment

1. **Case 15761** (15-01-2026)

**PCN:** South Lincoln Healthcare

**Providers:**

**For Information:** Brant Road Surgery

**Information provided via State of Health and Care Survey.**

Problem with seeing an actual Doctor. Plenty of appointments, but with Nurses/ some other health person. Doctors in short supply.

**Notes / Questions**

No patient details provided

2. **Case 15785** (20-01-2026)

**PCN:** South Lincoln Healthcare

**Providers:** Brant Road Surgery

Despite being with my surgery since 2002...when they definitely had my full records including the information about childhood illnesses, a stroke etc. Despite having treated me in those years for issues relating to the stroke and my high BP etc... they now have no records for me relating to any of that. They have a record saying I was born in 1970 and then a record from when I registered with them in 2002 then next record is 2007 saying I had high BP then, a record in 2013, 2022 and my records from now when they keep telling me I haven't had treatment or issues I have had because its not in their records. It is a genuine nightmare for me as an autistic person, they have no record of this despite me being diagnosed as a child with multiple health issues!

**Notes / Questions**

Healthwatch suggested raising with the Practice Manager, plus Advocacy information provided.

3. **Case 15723** (14-01-2026)

**PCN:** Imp

**Providers:** Glebe Park Surgery

**Information provided via State of Health and Care Survey.**

I have had a minor operation at Lincoln County Hospital by a very good doctor and nurse. The nurse gave me a letter to take to the surgery and to book an appointment with the nurse there after 7 days to have 4 stitches removed. I phoned the surgery the same day and was told they no longer did that there and I would have to go to somewhere much further away to have the 4 stitches removed.

Glebe Park Surgery have just had splendid new premises constructed. When they were in their old surgery they told the patients the new surgery would be able to offer more services. The surgery is within walking distance of our home or if we need to drive there is ample car parking. This is the second time during December we have been directed to surgeries several miles from home for simple treatment.

**Notes / Questions**

No patient details provided

4. **Case 15732** (14-01-2026)

**PCN:** Lincoln Healthcare Partnerships

**Providers:** Heart Of Lincoln Medical Group

**Information provided via State of Health and Care Survey**

Due to me receiving conflicting information my appointment itself was a waste of time and I needed to be referred to the hospital.

**Notes / Questions**

No patient details provided

5. **Case 15820** (23-01-2026)

**PCN:** Lincoln Healthcare Partnerships

**Providers:**

**For Information:** Heart Of Lincoln Medical Group

**Information provided via State of Health and Care Survey.**

I dropped off a prescription for my partner who I care for on a Tuesday and they did not get to it until the Friday, we missed 3 days of medication until the Pharmacy could get around to processing it for us. This was extremely stressful, I was informed I could not order tablets when I was down to 2 weeks I had to wait, this shows that this is 'not' working and is causing unnecessary stress on everyone.

**Compliment**

1. Case 15809 (22-01-2026)

PCN: APEX

**Providers:**

**For Information:** Boultham Medical Practice

**Information provided via State of Health and Care Survey.**

New online triage system for booking appointments is brilliant. Truly urgent needs can be prioritised and thus I'm happy to wait for an appointment for something that can wait. Appointments confirmed via text. New musculoskeletal clinic in surgery is great for quick in-house referrals. Excellent online repeat prescription system. Very supportive diabetes follow ups.

**Notes / Questions**

No patient details provided

2. Case 15825 (23-01-2026)

PCN: APEX

**Providers:**

**For Information:** Complete Dental Care, Lincoln Co-op Chemists Ltd (Skellingthorpe), Pharmacy, Woodland Medical Practice

**Information provided via State of Health and Care Survey.**

**Woodland Health Centre** - excellent care, especially the Receptionists BUT so difficult to get an appointment. You can phone each day at 0800 but I start work at 0800 and not able to use my mobile phone at work.

**Complete Dental Care** - good but expensive. We have a monthly payments dental plan but the cost is still high.

**Skellingthorpe Pharmacy** - excellent in every way. Helpful staff with a quick turn-around for repeat, and other, prescription medications.

**Notes / Questions**

No patient details provided

3. Case 15760 (15-01-2026)

PCN: Imp

**Providers:**

**For Information:** Minster Medical Practice

**Information provided via State of Health and Care Survey.**

I used the online system to explain my symptoms and self diagnosis following an internet search. The GP requested a photo then called me back the same day and provisionally confirmed the diagnosis. Shortly afterwards they called me in for an appointment to check (same day). This was useful as they had misunderstood which finger I was referring to. They didn't seem familiar with the condition but had checked with another doctor. No treatment was considered necessary but they said I could come back in a couple of weeks if it didn't heal. I also took the opportunity to ask about pain in my thumb joint and they referred me to the physiotherapist. I got an appointment about 2 weeks later.

**Notes / Questions**

No patient details provided

4. Case 15814 (22-01-2026)

PCN: Imp

**Providers:**

**For Information:** The Glebe Practice (Saxilby)

**Information provided via State of Health and Care Survey.**

Was able to get a same day appointment. Reassured my condition was not serious but MRI scan to be arranged

**Notes / Questions**

No patient details provided

**North Kesteven District Council x 7**

- 4 x General Comment
- 3 x Compliment

**General Comment**

1. **Case 15710** (13-01-2026)

**PCN:** K2 Healthcare Sleaford

**Providers:** Millview Medical Centre

**Information provided via State of Health and Care Survey.**

Well where do I start , my experience with Lincoln hospital was ok but could of been better, for various reasons, my issues are with my GP surgery and their lack of manners, professional behaviour, receptionist that are rude, don't know how to apologise when mistakes are made, Drs that are rude and dismiss what could be a serious medical issue, saying they tried to ring me when I had no missed calls, spoke to 111 who considered my issue was urgent, but had to wait for GPs to do something, 10 months on something was done, but only because another medical person picked up on it, luckily it was a good outcome but very stressful for myself and spouse for over a year.

Also no understanding for my spouses health issues autism and PTSD and family members with severe memory problems saying " when they realise they have a problem they will come and see me, won't they" no actually, then offered a pill because I broke down. Many other issues but I would be here for the next 24 hours. But I put all my issues with the GP down to my age, over 65 you become the forgotten.

2. **Case 15682** (06-01-2026)

**PCN:** K2 Healthcare Sleaford

**Providers:** Sleaford Medical Group

My close relative had ALL their medication stopped by their GP 5 months ago. They have recently been diagnosed with a pituitary cyst and had been too unwell to attend their July review. Relative had bloods done in August. Since then they have been begging and borrowing medication. Upon discharge from hospital I discovered this and spoke to the GP who STILL refused to issue meds without a review. The earliest phone review they could do was about 2 weeks later. I understand that for thyroxine you need bloods but surely it is dangerous to suddenly stop their sertraline which they have been on for years. I finally spoke to the practice manager who did sort it out quickly for me.

Their other medications are for ADHD and lansoprazole. In addition the GP had refused to issue morphine and laxido which relative should have been discharged from hospital with. Again the practice manager came to the rescue. This should never have happened especially when they suffer very poor mental health anyway.

3. **Case 15811** (22-01-2026)

**PCN:** K2 Healthcare Sleaford

**Providers:**

**For Information:** Sleaford Medical Group

**Information provided via State of Health and Care Survey.**

Difficulty getting appointment. Unable to speak to someone and instructed must use system connect online. 2 weeks before hearing a response.

**Notes / Questions**

No patient details provided

4. **Case 15707** (13-01-2026)

**PCN:** K2 Healthcare Grantham and Rural

**Providers:** St Johns Medical Centre

Nothing, I went on AskMyGP and requested a call, hours later I started to get text messages telling me to go back onto AskMyGP. The message from the GP was asking the same questions I had put onto my original request. Several messages later the GP still wasn't listening/understanding my responses.

**Notes / Questions**

No patient details provided

**Compliment**

1. **Case 15847** (28-01-2026)

**PCN:** South Lincoln Healthcare

**Providers:**

**For Information:** Bassingham Surgery

**Information provided via State of Health and Care Survey.**

I can get through on the phone and usually get an appointment when needed. Appointment times are pretty good, no long waiting room experiences. All the staff are friendly, helpful and knowledgeable. Referrals are timely. It's a lovely GP surgery.

**Notes / Questions**

No patient details provided

2. Case 15719 (14-01-2026)

PCN: South Lincoln Healthcare

Providers: Navenby Cliff Villages Surgery

Information provided via State of Health and Care Survey.

Saw my one year old child on the same day that the online request was made. Given a thorough assessment and wrote prescription for them for antibiotics in case their condition did not improve in the next few days.

Notes / Questions

No patient details provided

3. Case 15759 (15-01-2026)

PCN: APEX

Providers:

For Information: Richmond Medical Centre

Information provided via State of Health and Care Survey.

I rang towards the end of November and got an appointment early December about a personal issue the Doctor was very professional and made me feel comfortable about a situation I did not feel very comfortable discussing.

Notes / Questions

No patient details provided

South Holland District Council x 7

- 4 x General Comment
- 3 x Compliment

General Comment

1. Case 15838 (26-01-2026)

PCN: Spalding

Providers: Munro Medical Centre

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

My close relative had contacted the GP due to ongoing diarrhoea. They initially said relative could not come to the practice due to it being diarrhoea and possible infection risks however this continued for months and eventually they ended up in A&E very poorly due being unable to keep food down the persistent diarrhoea.

They were subsequently diagnosed with bowel cancer and sadly died 4 weeks later. I strongly believe that had the GP seen them instead of phone triage and antibiotics or changes to diet they would still be here today. I am disgusted and angry at how relative has been failed by the GP.

Notes / Questions

No patient details provided

2. Case 15801 (22-01-2026)

PCN: South Lincolnshire Rural

Providers:

For Information: Littlebury Medical Centre

Veteran rang and discussed that has issues with current GP Practice. Does have PTSD and these issues with GP have impacted this , does attend Veterans Group in Spalding once a week as has previously accessed Op Courage for support. In May suffered with a chest infection which did not resolve despite going backwards and forwards to GP over a two week period . Had to call an ambulance as felt very unwell taken by Ambulance to Pilgrim Hospital where stayed for 4/5 dys and was treated for pneumonia. Told by Paramedic if they had not called an ambulance would not be alive now.

Following on from this has had a constant issue with having a white tongue , blisters on gums and tongue and mouth , finding it difficult to talk and eat food. Was thought that this was thrush by GP and treated but kept coming back. Eventually GP took a swab and found to have staphylococcal infection and eventually got the right antibiotics to treat it. But once the antibiotics finish the symptoms come back again. So still has the same symptoms now , feels not listened to by GPs, having to explain all medical information when goes when it is on records, impacting mental health and the ability to eat and go out. Has had meetings with the GP Practice but nothing resolved. Does not want to change Practice as they are aware of mental health and PTSD diagnosis.

Notes / Questions

Signposted to LICB, CQC, PHSO, NHS Advocacy and the Armed Forces Community Directory

3. Case 15690 (08-01-2026)

**Providers:**

**For Information:** Opticians, Specsavers (Holbeach)

**Information provided via State of Health and Care Survey.**

Do not find the service provided by Specsavers as good as the NHS service was. They do not seem to have people with real experience to help with hearing problems. I was transferred from hospital based service and was reviewed and given different aids. Three years on I was tested again and told I had the wrong aids for the last three years! I have to travel about ten miles for service and batteries. An appointment for adjustments, maintenance etc takes around two to three weeks. Their seemed to be a lack of information about phones and Bluetooth compatibility. It was months before I discovered that I could have the hearing aids programmed to deal with different situations and didn't need to be via my phone which they said was incompatible.....not sure if that is true. Because there are really only two smartphone types i-phone and android!

I have had hearing aids for 20 years but felt I was being treated as if I was a beginner!

**Notes / Questions**

No patient details provided

4. Case 15694 (09-01-2026)

PCN: South Lincolnshire Rural

**Providers:**

**For Information:** The Deepings Practice

Have called for appointments on two occasions, once for myself for an eye infection and once for my as they have recurrent stomach issues. In my case I was called and sent photos in and told to go to another town for emergency care as they couldn't fit me in and in my child's case I was given a phone appointment 3 weeks from the date I called and told if it got any worse to go to the next town along for a walk in appointment.

**Notes / Questions**

No patient details provided.

**Compliment**

1. Case 15733 (14-01-2026)

PCN: Spalding

**Providers:** Beechfield Medical Centre

**Information provided via State of Health and Care Survey**

Beechfield Medical Centre are very supportive with myself and my spouse, the Receptionists are lovely and caring, the Nurses and Doctors are really good and lovely when you visit. Always clean centre.

2. Case 15684 (06-01-2026)

PCN: Spalding

**Providers:** Munro Medical Centre

After an appointment at hospital I was referred to my GP for new meds & told I would have to chivvy them up & get in touch after a week. 2 days later a message & meds would be ready to collect. This was followed up with a GP appointment.

**Notes / Questions**

No personal details provided

3. Case 15764 (15-01-2026)

PCN: Spalding

**Providers:**

**For Information:** Munro Medical Centre

**Information provided via State of Health and Care Survey.**

I went to have my annual flu vaccination. All easy to book and efficient at surgery with very little waiting.

**Notes / Questions**

No patient details provided

**South Kesteven District Council x 7**

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

**General Comment**

1. Case 15823 (23-01-2026)

PCN: Four Counties

**Providers:**

**For Information:** Lakeside Hereward Medical Centre

**Information provided via State of Health and Care Survey.**

I have lasting effects from chemotherapy. After investigations, the GP is not willing to advise any action, referring me to 'my oncologist' I don't have an oncologist, I have been discharged, because I had a complete response to treatment.

**Notes / Questions**

No patient details provided

2. Case 15737 (14-01-2026)

**PCN:** K2 Healthcare Grantham and Rural

**Providers:** The Market Cross Surgery

**For Information:** Pharmacy

**Information provided via State of Health and Care Survey**

Pharmacy constantly in disarray, closed, late, items missed off prescription. Locum doctors not turning up and spouse left waiting for an hour whilst they tried to find them. And on it goes....

**Notes / Questions**

No patient details provided

3. Case 15735 (14-01-2026)

**PCN:** K2 Healthcare Grantham and Rural

**Providers:** St Johns Medical Centre

**Information provided via State of Health and Care Survey**

Cannot get appointments in advance due to online booking system fills up too fast and will only do same day. No good for autistic people or working people to access services.

**Notes / Questions**

No patient details provided

**Informal Complaint**

1. Case 15845 (27-01-2026)

**PCN:** K2 Healthcare Grantham and Rural

**Providers:** Colsterworth Surgery

Patient has a number of health issues; mobility issues, frailty and on several medications, including sleeping tablets. A number of months ago carer called an ambulance as couldn't rouse the patient, (carer contacted the surgery who said to ring for an ambulance), paramedics arrived and by then the patient was awake, (carer then realised it was due to a reaction with some of the medication changes), paramedics looked over the patient methodically and were worried about a few of the drugs the patient was taking. Contacted the Surgery to discuss (with patients consent) and came back to the patient, to state that they were going to raise a formal complaint against the surgery. The following week or so, the patient required repeat medications, carer collected and when got them home, realised that 2 of their medications (including sleeping tablets) had been stopped and the ones that they had been informed would be stopped were present.

Patient has been on this medication for sometime and to stop it straight away would be detrimental not only for their physical health, but mental health. Has tried other alternatives but nothing works for them. Has not had a good nights sleep since early December. Patient has been seen by Neurologist and been admitted to hospital on a couple of occasions.

Patient had an appointment with a different GP after talking things through they reinstated the sleeping tablets, patient after a month felt better than they had done for ages. Then they received a call from the main GP who stated that they had emotionally blackmailed the other GP into providing this medication and it was withdrawn. Not phased out, just taken off prescription.

Patient was due to have a medication review (only half completed as patient got upset and had to leave), so last week, was rebooked (only allowed with a particular Doctor) for a double appointment to go through the rest of the review and some other issues, patient requested that there was a chaperone in the room, along with the carer. No chaperone was provided. GP was unhappy that they felt a chaperone was required and stated that the patient was being aggressive and finished the appointment. Patient asked at reception to report this to the Practice Manager.

Patient and carer have lost all confidence in this practice and feels very let down, patient has lost over 5 stone in a short time. Has now left this practice and has had an appointment with the new practice who were shocked at their experience. Patient now feels listened to and understood, things have been explained to the patient and they were so nice.

**Notes / Questions**

Healthwatch provided patient with ICB information

**Compliment**

1. Case 15817 (22-01-2026)

**PCN:** K2 Healthcare Sleaford

**Providers:**

**For Information:** Billingham Medical Practice

**Information provided via State of Health and Care Survey.**

This practice is excellent and all work above and beyond. The care team try and fit in to suitable times around school especially. They will assess the situation and try to find solutions rather than sending the children to A&E.

**Notes / Questions**

No patient details provided

2. **Case 15750** (14-01-2026)

**PCN:** Four Counties

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

Anima works very well since introduction. Easy to get advice & appointment within a reasonable timescale where necessary. GP's all pleasant & extremely professional.

Phones are being answered quicker, although this could still be improved. Reception still patchy depending on who you deal with.

**Notes / Questions**

No patient details provided

3. **Case 15788** (20-01-2026)

**Providers:** Specsavers (Grantham)

**For Information:** Opticians

Specsavers, Grantham

Getting batteries and service is really easy, friendly, and timely. I'm not convinced I have the best aids available or that they are adjusted correctly. I still have major problems of conversations in busy environments.

**Notes / Questions**

No patient details provided

**West Lindsey District Council x 15**

- 10 x General Comment
- 5 x Compliment

**General Comment**

1. **Case 15681** (06-01-2026)

**PCN:** Trent Care Network

**Providers:** Cleveland Surgery

I have not been able to get my repeat prescription for insulin. This is not the first time. If you require a blood test, you can place your prescription, but they don't tell you they haven't sorted it until you go to try and collect your medication. Then, you find out they won't prescribe until you have a blood test. At no point do they tell you there is an issue, at no point do they let you know your medication won't be issued.

I have tried to book a blood test - the first available one is Jan 21st during working hours. The blood test is one I already did in October but they have lost the results. I went in today to collect my medication, they hadn't got it signed off despite having placed the script with them on the 17th December. They hadn't let me know there was an issue. I asked to speak to the in house pharmacist to get it sorted - they said they will 'try' and get one of the GPs to sign it today. The pharmacy have to order my medication in from Lincoln, so it won't be here until the 27th.

Communication is poor, treatment is poor, I do not feel safe in their care. I am type 1 diabetic and I now have to be unmedicated over Christmas because they won't prescribe my insulin.

2. **Case 15695** (12-01-2026)

**PCN:** Trent Care Network

**Providers:** Cleveland Surgery

I have been trying to get diagnosed with Endometriosis, but the GP's keep fobbing me off and don't care

**Notes / Questions**

No patient details provided

3. **Case 15763** (15-01-2026)

**PCN:** Trent Care Network

**Providers:**

**For Information:** Cleveland Surgery

**Information provided via State of Health and Care Survey.**

Failed to get a text with my booked appointment for holiday vaccines , chased them up and attended the appointment.

Very thorough and on time with appointment, pleasant experience. Was concerned that they had failed to send me the appointment and had to chase no wonder they have so many missed appointments

**Notes / Questions**

No patient details provided

4. Case 15854 (29-01-2026)

PCN: Trent Care Network

**Providers:**

**For Information:** Cleveland Surgery

**Information provided via State of Health and Care Survey.**

Almost impossible to get through on phone . AskMyGP App is closed early on a regular basis. They keep sending me text or message to have medication review when I had one in August . Also we sent in forms for insurance company as we had to cancel holiday due to a family crisis , adult child had breakdown . Told us we may have to wait 3-6 months for paperwork to be completed as Doctors will only complete as and when.

**Notes / Questions**

No patient details provided

5. Case 15742 (14-01-2026)

PCN: Imp

**Providers:** Welton Family Health Centre

**For Information:** Integrated Care Board Dental

**Information provided via State of Health and Care Survey**

Welton GP, general Lincolnshire Dentistry.

Welton GP I can hardly ever get an appointment and can never book one in advance. The Drs always state 1 issue per appointment, unwilling to listen to symptoms that could build a better picture. They do not do repeat bloods despite being advised to by pathology.

There are no dentists available in Lincoln for myself or my family and haven't been for years.

**Notes / Questions**

No patient details provided

6. Case 15792 (20-01-2026)

PCN: Trent Care Network

**Providers:** Lincoln Co-op Chemists Ltd (Gainsborough)

**For Information:** Pharmacy

Concerns raised about relative who has epilepsy and their medication is vital for them, but over the past few months Lincolnshire Co-op, on 15 Market Street in Gainsborough keep getting the medication wrong. They either do not turn up on time or there are important tablets missing. Close family member is at their wits end and really worried as they live so far away from their relative and wants to put things right for them. Relative is housebound and has dementia. The medications are required to be delivered on the Monday as the relative needs to start taking them on the Tuesday, this has often been missed since before Christmas.

The medication comes in a dosette box, and states on a slip that certain medications are within the box, however when the relative opens it to start taking, certain medications are missing. They understand that a staff member has left that used to do it and there were no problems then, however very concerned that possibly the correct training has not been provided for the current staff member. Has raised this in the pharmacy verbally.

**Notes / Questions**

Healthwatch provided information on Co-op Pharmacy Customer Care

7. Case 15715 (14-01-2026)

PCN: East Lindsey

**Providers:** Market Rasen Surgery

**Information provided via State of Health and Care Survey.**

Possible drug reaction, so no call from a GP, nurse, just a message from the pharmacist which isn't good enough.

**Notes / Questions**

No patient details provided

8. Case 15827 (23-01-2026)

PCN: Trent Care Network

**Providers:**

**For Information:** The Glebe Practice (Saxilby)

**Information provided via State of Health and Care Survey.**

Could only make appointment by filling out an on-line form that then has to be assessed to see if I'm worth having an appointment. Despite being in pain I then had to wait over a week for an appointment with a physiotherapist rather than a doctor.

**Notes / Questions**

No patient details provided

9. Case 15774 (19-01-2026)

PCN: Imp

Providers: The Willingham Surgery

Despite repeated appointments and requests for help with failing health, on-file test results that showed hypothyroidism were ignored for years until I was collapsed. I was told variously to "deal with it like everyone else" (no treatment), told I was mental and referred to psychiatry, but finally a different GP admitted that checking my records showed hypothyroidism and I was by then seriously ill.

This could have been addressed much earlier had GPs not gaslight and ignored me. NICE guidelines were not followed, retesting refused despite symptoms worsening, and the admin staff admitted that even though I had told them about new contact information, their systems don't talk to each other so reception had the correct data, but dispensary and all others didn't so important contacts were being sent to the wrong (and non-functional) phone number. It really beggars belief.

**Notes / Questions**

No patient details provided.

**Healthwatch asks - how are patient details updated with new information across the board?**

**Provider Response**

We are sorry to hear of these concerns, we would like to opportunity to look into these issues and address the situation, however this is difficult with anonymous information.

With regards to patient details being updated, all departments use the same one system, once patient details are updated, these details are stored and used by everyone using the system.

10. Case 15775 (19-01-2026)

PCN: Imp

Providers: The Willingham Surgery

My spouse was not told about having gallstones.

The gallstones are clearly seen in scans taken when concerns about excruciating pain were being investigated by hospital as they'd recently had a heart bypass.

Not telling them about their health situation resulted in unnecessary pain, and delay in appropriate treatment.

But there again, this surgery didn't tell me about my known hypothyroidism for years....so there's a bit of a theme going on here....

I left this surgery as they cannot be trusted.

**Notes / Questions**

No patient details provided

**Provider Response**

Response from Practice Manager : I appreciate the complaints are anonymous, however, is there any further information that can be shared to enable us to look into the issues raised?

Response from Healthwatch Lincolnshire : Practice Manager informed that no personal information shared and submitted via Healthwatch England platform.

**Compliment**

1. Case 15772 (16-01-2026)

PCN: Imp

Providers:

For Information: Nettleham Medical Practice

I had some healthcare concerns which I had put off asking for advice for rather naively being a Nurse. I decided to contact my GP via the online appointment service . To my surprise I was offered an appointment in person on the same day. I was listened to, chaperoned for a procedure and sent for bloods and further investigations. At all times I was treated with respect and courtesy. I felt that my journey through the health care system on this occasion was very timely, effective and empathetic. Many thanks to all of those involved.

2. Case 15731 (14-01-2026)

PCN: Imp

Providers: The Willingham Surgery

**Information provided via State of Health and Care Survey**

Very fast response to repeat prescription requests, lovely helpful staff, and smooth processes

**Notes / Questions**

No patient details provided

	<p>3. <b>Case 15752 (15-01-2026)</b></p> <p><b>PCN:</b> Imp</p> <p><b>Providers:</b></p> <p><b>For Information:</b> The Willingham Surgery</p> <p><b>Information provided via State of Health and Care Survey.</b></p> <p>Had sore throat, cough and tight chest for three days which got worse. Contacted surgery via AskMyGP late afternoon. Had a face to face appointment the following morning, by which time I had a raised temperature. Great consultation. Treated like an intelligent adult. Prescribed antibiotics and steroids. Great service meaning I can have had a Christmas not spent gasping and in pain.</p> <p><b>Notes / Questions</b></p> <p>No patient details provided</p> <p>4. <b>Case 15851 (28-01-2026)</b></p> <p><b>PCN:</b> Imp</p> <p><b>Providers:</b> The Willingham Surgery</p> <p><b>Information provided via State of Health and Care Survey.</b></p> <p>All the staff are fantastic. I can book an appointment easily and don't have to go to a hospital to see a physio or have heart checks done.</p> <p><b>Notes / Questions</b></p> <p>No patient details provided</p> <p>5. <b>Case 15727 (14-01-2026)</b></p> <p><b>PCN:</b> Imp</p> <p><b>Providers:</b> Welton Family Health Centre</p> <p><b>Information provided via State of Health and Care Survey</b></p> <p>Used the online form, had a quick response with an appointment same day. Seen about on time, had a comprehensive assessment and felt that the practitioner understood my problem. Provided with medication on-site which subsequently resolved my issue.</p>
<p><b>All Areas x 1</b></p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 15822 (23-01-2026)</b></p> <p><b>Providers:</b></p> <p>Staff are very helpful but the system is broken. Almost impossible to get a same day appointment. Doctors do not follow up negative tests. For example, I have had chest problems going back to May 25. Tests come back negative, Doctors does not follow up without prompting by me. Fed up with this so I have virtually given up. Another example, I have had an eye infection for ongoing for around a month. Can't see a doctor until 29th Jan 25.</p> <p><b>Notes / Questions</b></p> <p>GP Practice Manager , LICB, Pharmacy First</p>
<p><b>Out of Area x 3</b></p> <ul style="list-style-type: none"> <li>• 3 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 15751 (15-01-2026)</b></p> <p><b>Providers:</b></p> <p><b>For Information:</b> Out of area</p> <p>Littlefield GP Practice , Grimsby</p> <p>Over opinionated reception staff being allowed to put adverse comments on NHS file and also being awkward trying to get to see a medical professional. Also over opinionated doctors not prepared to refer to hospital/ Consultant/ Specialists without an argument or over protracted time frame. Refusing medication that Consultant advised because they don't believe in that form of treatment but don't list an alternative.</p> <p><b>Notes / Questions</b></p> <p>Information forwarded to Northeast Lincolnshire Healthwatch</p> <p>2. <b>Case 15769 (16-01-2026)</b></p> <p><b>Providers:</b></p> <p><b>For Information:</b> Out of area</p> <p>Woodfield GP Practice - Grimsby</p> <p>Audiologist requested referral to audiology at hospital They rejected it and no one told me and GP didn't query it I phoned to ask what was happening and GP spoke with me and said it should refer again GP surgery didn't process it I queried again and another GP appointment and total confusion as audiology apparently said I needed ENT referral Gp finally wrote to ENT and audiology asking for an explanation Still waiting more than 18 months after original request.</p> <p><b>Notes / Questions</b></p> <p>Sent to Northeast Lincolnshire Healthwatch</p>

3. Case 15861 (30-01-2026)

**Providers:**

**For Information:** Out of area

Parson Drove GP Surgery, Wisbech

My GP surgery is refusing to prescribe strong pain relief for my osteoarthritis and gtps. I understand they are under review but I've also found that they can issue them but only 30 days at anytime and a patient review must be done. I also booked my relative who has terminal lung cancer, they came away absolutely disgusted when they said I have a couple of problems I would like to discuss with you and the doctor replied with well I will only deal with one problem so you will need to rebook? Absolutely disgusting.... I understand they have time slots but they wasn't in there 5 minutes. And I also understand that the surgery and staff are at fault for being under the spotlight about over prescribing opioids, but people that are in genuine pain shouldn't be penalised for that reason.

**Notes / Questions**

Referred to Peterborough and Cambridgeshire Healthwatch

## Hospital Services

Area	Case Details
<p><b>Boston District Council x 3</b></p> <ul style="list-style-type: none"><li>• 3 x General Comment</li></ul>	<p><b>General Comment</b></p> <p>1. Case 15724 (14-01-2026)</p> <p><b>Providers:</b> Lincoln County Hospital</p> <p><b>Information provided via State of Health and Care Survey.</b></p> <p>Neurology</p> <p>I was waiting to be seen for approximately 17 months. I had a call from a London call centre offering me an appointment at Lincolnshire County Hospital - which does not exist. I challenged this and they told me that is the only information they had. I was lucky enough to get through to a ULTH neurology secretary who actually knew the location of my appointment.</p> <p>The neurologist was excellent, however their reflex testing was poorly carried out. During my appointment we discussed that at least 2 scans, CT/MRI had been misreported. The neurologist stated they would contact the radiology team to request a re-report, but I am yet to hear anything, 4 weeks later. I contacted PALS to make them aware of the poor service across ULTH, and I was asked what I would like them to do. That is not up to me, that is for them to advise me on. Radiology came back to PALS and said my scans were reported as per clinical indication, yet there is an obvious lesion on the scan, which has not been reported. My confidence in radiology further depleted. 4 weeks on, I still await my clinic letter, still have no diagnosis, and the query diagnosis I do have is very far fetched and not at all evidence based. Rather, guesswork.</p> <p><b>Notes / Questions</b></p> <p>No patient details provided</p> <p><b>Provider Response</b></p> <p>ULHT responses : Thank the responder for their feedback but without additional details we are unable to investigate further and assure them that the information has been passed onto the relevant teams.</p>

2. Case 15743 (14-01-2026)

**Providers:** Pilgrim Hospital

**Information provided via State of Health and Care Survey**

ENT

I was supposed to have a 6 monthly ENT check up, but I had to chase for an appointment after 12 months of not hearing anything. I had to continually chase until I finally received an appointment, almost 2 years late!

**Notes / Questions**

No patient details provided

**Healthwatch asks** - patients that have been informed they are due for appointments in a specific timeframe, are they not kept informed of options or appointments made for them?

**Provider Response**

ULTH response : Thank you for sharing this with us. We are sorry that you had to repeatedly chase your ENT review and that your appointment was delayed by almost two years. This is not the level of communication or continuity of care we want for our patients. Unfortunately with no patient details available we are unable to investigate this further. We are taking steps to improve this. In the coming months, we will be launching a new Patient Services Hub, which will provide a single point of contact for appointment queries and help prevent situations like this in future.

Further ULTH response : Thank you for raising this issue. Unfortunately, due to us having a high volume of patients waiting for our service, with a small number of clinicians available for speciality-specific patients/areas of care, this has resulted in a delay for patients waiting on the review list. Added to this issue, we are prioritising capacity for cancer and urgent patients. This is not the service we would advocate for our patients and are seeking ways to improve in order to ensure our patients are seen in a timely manner. We are pleased you were able to be given an appointment and sincerely apologise for the delay.

3. Case 15753 (15-01-2026)

**Providers:**

**For Information:** Pilgrim Hospital

**Information provided via State of Health and Care Survey.**

Diagnosed that need ankle replacement in 1 Aug 2024. Postponed operation. Have done pre op assessments. Appointments said to expect December 2025. Nothing. No communication.

**Notes / Questions**

Signposted to PALS, or LICB feedback team.

**Provider Response**

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

**East Lindsey District Council x 10**

- 9 x General Comment
- 1 x Compliment

**General Comment**

1. Case 15794 (21-01-2026)

**Providers:** Lincoln County Hospital

**For Information:** Connect Health Services / Cora Health - Pain Management , Royal Orthopaedic Hospital , Hertfordshire

My friend had a poor experience at Lincoln County Hospital when mostly on Orthopaedic Ward. They were on high doses of painkillers and was like a zombie. Mostly on Orthopaedic Ward but did get moved about. Had MRI scans and couldn't find anything. It wasn't in their bones and it was a soft tissue thing. Given no care plan except being sent to the Pain Clinic. The pain killers were not touching the pain they were in. Just said up the morphine. So I went with them and asked what the alternatives were. The Practitioner got very angry . I asked if they could see someone else as treatment wasn't working. I thought the Practitioner was going to get Security. Instead a Matron came and said they would get a referral for my friend. The Matron just touched my friends arm and said its alright.

They went to see a Specialist Doctor in London and it was a rare genetic condition for which they needed expert help. But they didn't want to look at options , just morphine which has a lot of side effects. My friend has weaned himself off it now. Once a month they go to the Royal Hertfordshire Orthopaedic Specialist and is now on no drugs. It was a terrible experience . Who makes sure it doesn't happen again.

Some health workers are so focused on one thing and don't look holistically. Its just drugs, the Pain Clinic just says take more drugs. If you take one drug for one thing, how it affects you, means you have to take another drug.

**Notes / Questions**

No patient details provided

**Provider Response**

ULTH response : Thank the responder for their feedback but without additional details we are unable to investigate further and assure them that the information has been passed onto the relevant teams.

2. Case 15730 (14-01-2026)

**Providers:** Lincoln County Hospital

**Information provided via State of Health and Care Survey**

I had an uterine artery embolisation in June 2025 at Lincoln County. I was admitted on the Branston Ward for an overnight stay (Planned) for observation and pain management. Overall my experience was good. The staff on the ward were lovely and helpful. The staff in the radiology department while doing my procedure were amazing and very reassuring as I was awake for this procedure, they kept me calm and as relaxed as I could be.

However post procedure, I was experiencing side effects from the Bolus Morphine (Nausea & vomiting) and decided to stop taking it as it made me feel worse. However, I was not administered an alternative painkiller until the next morning, leaving me in constant pain during the night. I was in so much pain and nausea I could not lay down or sit and the only thing I could do was and stand up and walk around the ward to ease the pain and nausea. Though the next morning, when the ward doctor on shift found out they were not happy and quickly prescribed me an alternative pain killer and managed to get a few hours of sleep during the morning.

I was delayed in being discharged as the discharge and prescription systems were down that day too.

**Notes / Questions**

No patient details provided

**Provider Response**

ULTH response : Thank the responder for their feedback but without additional details we are unable to investigate further and assure them that the information has been passed onto the relevant teams.

3. Case 15830 (26-01-2026)

**Providers:** Lincoln County Hospital, Pilgrim Hospital

MEAU LCH/A&E

My spouse has a severe kidney infection at the moment and is on MEAU (Medical Emergency Assessment Unit) Ward in Lincoln Hospital. They are going in the right direction now. They were moved from Pilgrim Hospital A&E after being taken there by ambulance. I saw their name on the discharge sheet and thought oh good, but it was because they were being transferred to Lincoln for dialysis as they have it at Lincoln Hospital but not at Pilgrim. Hopeful though they don't need it.

Spouse was taken in by ambulance at Pilgrim after waiting for 6 hours on the floor. They are worried because they also have an ear infection and lost their balance. But hoping they will be home in time for Christmas, but not sure they will be. The Doctors strike hasn't seemed to affect things, but the nurses are running around. I feel like spouse is getting the care they need. It's a worrying time for me, no one really asks how I am.

**Notes / Questions**

No patient details provided

**Provider Response**

ULTH response : Thank the responder for their feedback but without additional details we are unable to investigate further and assure them that the information has been passed onto the relevant teams.

4. Case 15773 (16-01-2026)

**Providers:**

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

Nurses no longer have a caring role. They go to University to learn and not learning on the wards. There is no help for patients to eat their food or liquids, they starve, get dehydrated and then food and liquids taken away. No-one looks after bedsores or soiled bed linen. We have had personal experience. Individually, there are some good Nurses. You need to look at the impact on patient care and what Nurses do. There are no Matrons anymore. There needs to be action. There is no connectivity, no interactions.

**Notes / Questions**

No patient information shared

**Provider Response**

ULTH response : Thank the author for sharing their feedback and due to no patient details available this cannot be investigated further, but information will be sent to relevant department.

5. Case 15736 (14-01-2026)

**Providers:** Pilgrim Hospital

**Information provided via State of Health and Care Survey**

The A&E department was busy and was noisy, filled with what staff called the regulars, while the staff did an amazing job, it didn't feel a nice place to be if you were a patient who had walked in.

**Notes / Questions**

No patient details provided

**Provider Response**

ULTH response : Thank the author for sharing their feedback and due to no patient details available this cannot be investigated further, but information will be sent to relevant department.

6. Case 15766 (15-01-2026)

**Providers:**

**For Information:** Pilgrim Hospital

**Information provided via State of Health and Care Survey.**

Treated well. Staff were very nice, and helpful. Negative was the waiting time from GPs appointment to actually seeing a consultant 18months.

**Notes / Questions**

No patient details provided

**Provider Response**

ULTH : Thank the author for sharing their feedback and due to no patient details available this cannot be investigated further, but information will be sent to relevant department.

7. Case 15836 (26-01-2026)

**PCN:** First Coastal

**Providers:** Pilgrim Hospital

Referral by Hawthorn Medical Centre to Boston Pilgrim Hospital Outpatients Gastroenterology

I have a clinically assessed urgent gastroenterology referral to Boston Hospital which I have been told, by outpatients, has a 9 month waiting list. My referral was late September 2025 and I still haven't had an appointment by late January 2026.

**Notes / Questions**

Suggested to make contact with GP Surgery and Hospital PALS

**Provider Response**

ULHT response : request for patient details to be shared.

HW: patient information shared as requested with ULH

ULHT response : The author has not contacted PALS, it is advised to contact for further investigation.

8. Case 15796 (21-01-2026)

**PCN:** Meridian

**Providers:**

**For Information:** Sheffield Northern Hospital

I have a spinal condition and had appointment to see Neuro Surgeon at Sheffield. Got halfway there and they contacted me to say the appointment was cancelled. There's something wrong with the admin.

**Notes / Questions**

No patient details provided

9. Case 15863 (30-01-2026)

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

My spouse is 100% wheelchair dependent. Whenever we need to attend A&E they are unable to examine them due to a lack of hoist. Would it be at all possible to budget for a ceiling hoist to be fitted in one examination room as I'm sure this issue is not unique to ourselves. We have always been impressed by the care and treatment given but usually end up in resuscitation as it is the only area that can cater for their transfer from wheelchair to bed.

**Provider Response**

ULTH response : Thank you for taking the time to share this with us. We are very sorry that your spouse has repeatedly faced difficulties being safely examined in A&E due to the lack of a suitable hoist. We understand how stressful and undignified this must feel, especially when it results in you being taken to resuscitation purely because it is the only area able to facilitate a safe transfer. This is not the experience we want for any of our patients or their families. Your suggestion about installing a ceiling hoist in one of our examination rooms is extremely valuable, and you're right that this need is unlikely to be unique. We have shared your feedback with the relevant clinical and estates teams so they can review this properly as part of our ongoing work to improve accessibility and safe patient handling across our emergency departments.

**Compliment**

1. Case 15782 (20-01-2026)

PCN: Meridian

Providers: Lincoln County Hospital

Haematology/Chemotherapy

The above wards could not have been any better, kindness and compassion, empathy and support during my treatment and beyond. Forever grateful for our NHS!

**Provider Response**

ULHT 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 7**

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

**General Comment**

1. Case 15703 (13-01-2026)

Providers: Lincoln County Hospital

Cardiology

Cardiology have already made one complaint had another appointment in early December once again was told they would write to my GP re Meds change and of course have not bothered to do so my experience of this department over the past 2 years can only be described as shameful.

**Notes / Questions**

Healthwatch provided PALS information

**Provider Response**

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

2. Case 15738 (14-01-2026)

Providers: Lincoln County Hospital

**Information provided via State of Health and Care Survey**

After emergency admittance which was good. Waiting 37 hours for a bed was a nightmare not wished to be repeated! Actual care by nursing staff was excellent.

**Notes / Questions**

No patient details provided

**Provider Response**

ULTH response : Thank the responder for their feedback but without additional details we are unable to investigate further and assure them that the information has been passed onto the relevant teams.

3. Case 15790 (20-01-2026)

Providers: Lincoln County Hospital

A&E

Better seating. Better food as occasionally giving a sandwich and biscuit is not good for a diabetic. Not having to wait over 44hrs for a bed after a heart attack. Not being treated in the waiting room. There was also a lovely person I was sat with in A&E who also was sat waiting for the same length of time who was 90yrs old which I found really upsetting.

**Notes / Questions**

Healthwatch provided PALS information

**Provider Response**

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

**Informal Complaint**

1. Case 15770 (16-01-2026)

**Providers:**

**For Information:** Pilgrim Hospital

Patient on orthopaedic ward at Pilgrim Hospital. The weekend service was abysmal. The patient in the next bed to me had sensitive , confidential information shared inappropriately. The bedpans they used were left full in the public toilet area for several days. My drip detached and the resulting blood and liquid stayed on the floor for several days. I was not allowed to take prescription medication.

**Notes / Questions**

Signposted to PALs Pilgrim, LICB, CQC, PHSO

**Provider Response**

ULTH response : requesting sharing of patient information. Patient consented.

ULTH response : The ward sister is saddened to read this feedback however is unable to respond about the confidential information as it's not clear what the nature was as sometimes in the ward rounds the consultants have to have discussions in a four bedded bay, but the ward sister cannot comment without further information .There are no public toilets on 5B and the deputy sisters and the ward sister do walk rounds every day and this involves checking the toilets and bathrooms for cleanliness and bedpans and toiletries, the ward sister apologises if there were any bedpans delayed in removal on that weekend but they would have not been there for several days as they would have then leaked as they can do within a few hours as they are pulp based. The housekeepers also clean the toilets twice a day and also escalate if there are any bedpans or concerns. The ward sister was there on the day of discharge and no complaints were made to them when they walked around about this matter as they would gladly have listened and addressed any issues . The ward sister also apologises if there was any leakage left from the intravenous drip as this should have been cleaned immediately if the Nurse had been made aware . The ward sister spoke to the nurse who discharged the patient in late November 2024 and no complaints or concerns were raised at that point either .

**Compliment**

1. Case 15676 (05-01-2026)

**Providers:** Lincoln County Hospital

Gratitude for great customer service

I wish to pass on my thanks to a named staff member based in Lincoln at the breast screening clinic as they called me a couple of weeks ago and left a message to ask me to get in touch regarding making an appointment. They were extremely efficient but also very friendly and I found them to be the same again when I needed to call them this morning. I also really appreciated the fact that they highlighted the fact that there was a possible error with my address and encouraged me to contact the GP to get this sorted. I was also impressed how soon the clinic was able to offer me an appointment. Many thanks!

**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 15758 (15-01-2026)

**Providers:**

**For Information:** Lincoln County Hospital

**Information provided via State of Health and Care Survey.**

I attended with chest pain from work on a Friday lunch time and was seen quickly and investigated. I was only in for 3 and a half hours before I was discharged.

**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.

3. Case 15704 (13-01-2026)

**Providers:** Spa Medica - Ophthalmology

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

Spa medica Newark

Cataract surgery at Spa Medica Newark. The wait between pre-assessment and surgery was long due to cross county NHS funding but the service there is excellent. Worth the wait.

**Notes / Questions**

No patient details provided

**North Kesteven District Council x 8**

- 6 x General Comment
- 1 x Formal Complaint

**General Comment**

1. Case 15721 (14-01-2026)

**Providers:** Grantham + District Hospital

**Information provided via State of Health and Care Survey.**

Grantham Gynaecology

Seen by a consultant had procedure done and told I would be seen again in two months, this was in March 2025, still waiting for appointment in Dec. I've called them and left messages, but still no appointments. Still in pain and worried.

**Notes / Questions**

No patient details provided

**Provider Response**

ULTH response : Thank the responder for their feedback but without additional details we are unable to investigate further and assure them that the information has been passed onto the relevant teams.

2. Case 15687 (08-01-2026)

PCN: APEX

**Providers:**

**For Information:** Lincoln County Hospital

**Information provided via State of Health and Care Survey.**

A&E

My 73 year old spouse had a fall at a sports centre and head butted the floor. I took them to Lincoln County Hospital. They were triaged quite quick. Then the wait ! A crowded A&E with people on drips waiting 44 hours for a bed. No dignity for them a lot sitting in chairs. Two people I spoke to had been there 24 hours and no chance of bed yet, 30 waiting for a bed. We were lucky as my spouse was allowed home after 7 hours.

**Provider Response**

ULTH response : Thank you for this feedback on your visit to the emergency department, we apologise for this experience. Work is ongoing to look at how we can reduce the long wait patients within the department to gain a better patient experience.

3. Case 15712 (14-01-2026)

**Providers:** Lincoln County Hospital

**Information provided via State of Health and Care Survey.**

Department of Diabetes at Lincoln Hospital

Follow up times vary and always see a different Dr. Waiting time at appointment was good. They had access to my continuous blood sugar readings but asked no other questions re my general health, exercise or eating habits. The consultation generally felt very negative and felt more like a number than a person who is trying to manage a long term health condition. You can contact specialist nurses for support but this is often over email and feel impersonal. It would be beneficial to agree goals and objectives of management and then review this every appointment rather than obsessing over the numbers. They often give a feeling that you aren't doing the right thing on purpose or trying hard enough.

**Notes / Questions**

No patient details provided

**Provider Response**

ULTH response : Thank the responder for their feedback but without additional details we are unable to investigate further and assure them that the information has been passed onto the relevant teams.

4. Case 15748 (14-01-2026)

**Providers:** Lincoln County Hospital

**Information provided via State of Health and Care Survey**

Epilepsy nurse services

The Epilepsy Nurse said they would send information about how to order a new prescription on the 9/12 and on the 22/12 we realised that they had gone on leave. This would've left us short over the seasonal season.

**Notes / Questions**

No patient details provided

**Provider Response**

ULHT response : Thank the responder for their feedback but without additional details we are unable to investigate further and assure them that the information has been passed onto the relevant teams and we are hoping they have since made contact with the epilepsy team.

5. Case 15771 (16-01-2026)

**Providers:**

**For Information:** Lincoln County Hospital

April 2025 I visited the A&E Department at Lincoln County Hospital with very bad abdominal pain. I had this for a day. The Doctor did not do any tests on me after waiting 6 hours. They sent me home with a prescription for antibiotics and said it was a urine infection. 24 hours later I had to call an Ambulance because I collapsed with the pain at home. I waited from the morning until Midnight for a scan which showed appendicitis.

They put me back in the waiting room again and by late afternoon the next day my appendix had burst. I spent 10 days in hospital and I was very poorly. I feel this could have all been avoided if they had operated earlier. It all had a knock on effect as I have SVT (Super Ventricular Tachycardia) and my heart troubles played up because I was so unwell. The Cardiologists also had to be involved with my care. The actual staff on Greetwell Ward though really looked after me.

**Notes / Questions**

Signposted to PALs Lincoln County Hospital, LICB, CQC, PHSO

**Provider Response**

ULHT response : It is hoped the author contacted the relevant departments and received a satisfactory outcome.

6. Case 15821 (23-01-2026)

**Providers:**

**For Information:** Lincoln County Hospital

**Information provided via State of Health and Care Survey.**

Referred from Doctors surgery to Lincoln County Hospital, Gastroenterology Department. I cannot get through to the department, constantly leave messages for a call back, on a weekly basis, and nobody responds. My situation has been on going since Nov 22 and it is affecting my quality of life.

**Notes / Questions**

No patient details provided

**Provider Response**

ULHT response : Thank the responder for their feedback but without additional details we are unable to investigate further and assure them that the information has been passed onto the relevant teams.

**Formal Complaint**

1. Case 15768 (16-01-2026)

PCN: K2 Healthcare Sleaford

**Providers:**

**For Information:** Lincoln County Hospital, Lincolnshire Integrated Care Services (ICS/ICB)

ENT

Extremely poor administration, inter trust problems, inability to contact anyone to help, Doctors and Consultants not reading histories. Had to put in a formal complaint to get resolution.

**Provider Response**

ULHT response: It is hoped the author received a satisfactory outcome from their complaint.

**Compliment**

1. Case 15831 (26-01-2026)

PCN: South Lincoln Healthcare

**Providers:** Lincoln County Hospital

Ophthalmology

I have had a vitrectomy and cataract operation. The Consultant and the whole team were excellent and very professional. My recovery was as expected and with no complications. I now need another operation on my other eye and will happily have it done because the first one went so well.

**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 5**

- 3 x General Comment
- 2 x Compliment

**General Comment**

1. Case 15714 (14-01-2026)

**Providers:** Grantham + District Hospital, Pilgrim Hospital

**Information provided via State of Health and Care Survey.**

Orthopaedics

Boston and Grantham Hospitals have delivered what they said they'd do.

My only complaint was after having a total knee replacement only been given three weeks of painkillers. Not having them for longer really was dreadful the pains I felt left me crying at night for many weeks after. Which spoilt my recovery time. I don't know why those in the know felt that three weeks was enough.

**Notes / Questions**

No patient details provided

**Provider Response**

ULTH response : Thank the responder for their feedback but without additional details we are unable to investigate further and assure them that the information has been passed onto the relevant teams.

2. Case 15696 (12-01-2026)

**Providers:** Lincoln County Hospital

Car Park

I took my friend for their chemotherapy appointment for prostate cancer. We got there around 9am. However, the car park was full. I was driving round and round the car park trying to find a space. I couldn't find a space so wanted to leave the car park but due to the queue of cars coming in I couldn't leave the car park. I managed to find somewhere to pull off in the car park safely out of the way of any cars or pedestrians. I saw the car parking attendant and asked if there was an overflow car park and they said no. However, I still got a car parking ticket. The parking situation at the hospital is awful. I had difficulties parking before when taking my spouse for an appointment. I can't imagine how stressful it is if it just you driving and going to your appointment.

**Notes / Questions**

No patient details provided

**Provider Response**

ULTH response : Thank the responder for their feedback but without additional details we are unable to investigate further and assure them that the information has been passed onto the relevant teams.

3. Case 15711 (14-01-2026)

**Providers:** Pilgrim Hospital

I have been waiting to have a biopsy on my tongue. I was told it had to be within a two week window, however, time passed and I didn't hear anything. I thought with it being near Christmas the waiting times might be different. I then got a call from the hospital asking why I hadn't been for my appointment, telling me it was important that I went for it but they hadn't let me know about my appointment! The clinic then admitted they had forgotten to let me know.

**Notes / Questions**

No patient details provided

**Provider Response**

ULTH : Thank the responder for their feedback but without additional details we are unable to investigate further and assure them that the information has been passed onto the relevant teams.

**Compliment**

1. Case 15734 (14-01-2026)

PCN: Spalding

**Providers:** Peterborough and Stamford Hospital

**Information provided via State of Health and Care Survey**

Peterborough Hospital, is an amazing hospital, the Doctors and Nurses are wonderful, the Oncology department is so lovely, the Receptionists are really helpful, they are like a family to us.

2. Case 15739 (14-01-2026)

**Providers:** Pilgrim Hospital

**Information provided via State of Health and Care Survey**

Urology team very professional friendly, explained everything, put me at ease. From consultant to nurses to appointments secretary. Everyone 100% care given

**Notes / Questions**

No patient details provided

**Provider Response**

ULTH response : Thank the responder for their feedback but without additional details we are unable to investigate further and assure them that the information has been passed onto the relevant teams.

- 1 x General Comment
- 1 x Compliment

1. **Case 15789** (20-01-2026)

**Providers:** Peterborough and Stamford Hospital

Peterborough City Hospital

Surgery on my ankle was abandoned when there was an issue with my heart. I was referred to cardiology and saw a consultant 6 weeks later. They sent me for a MRI on my heart in early October 2025. It is now 19 January 2026 and I have not had the result. My ankle op cannot take place until the surgeon is satisfied my heart can cope. I need the surgery because I am constantly in pain and take a lot of painkillers in order to cope with the pain. I can't walk very far at all.

**Notes / Questions**

No patient details provided

**Compliment**

1. **Case 15846** (28-01-2026)

**Providers:**

**For Information:** Grantham + District Hospital

Absolutely wonderful stay at Grantham Ward 1 for my knee surgery. This was my 2nd time in Grantham. The staff from walking in, to going to surgery are just lovely, patient, kind, caring staff and it's such a great atmosphere. They really seem like a small family who work really well together. Many thanks to my Nurse, just a lovely person who really cares about their patients.

**Provider Response**

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

**West Lindsey District Council x 7**

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

**General Comment**

1. **Case 15713** (14-01-2026)

**Providers:** Lincoln County Hospital

**Information provided via State of Health and Care Survey.**

A&E/rapid assessment and treatment

21.19pm Rang 111 with query re possible drug reaction. 30 minutes or so Clinician rang back, confirmed facts, confirmed emergency, rang for an ambulance. Priority, 20 minutes or so. Efficiently checked, confirmed necessary admission.

Admission to Resus. No waiting. Medic and nurses efficient.

Having resolved problem, confirmed we'd need to wait for test results before discharge.

**PROBLEM 1** - Department was very cold. Despite low outside temps air con was running, staff wearing fleeces confirmed had no control, always too cold. Bay opposite entrance door which opened frequently, admitting very cold night air. No spare flimsy blankets, no pillows. X-ray taken. Felt ill from cold. Used personal outdoor wear to supplement bedding.

Subsequently transferred to RAT (rapid assessment and treatment) department. Very cold, no spare blankets. No drink available except very cold water.

Staff vague re discharge/admission/need for echogram.

Offered breakfast 8am ish, first warm drink.

Subsequently seen by ? Dr/Consult and told could go home. Prescription issued for small quantity of medication to tide over until can be supplied by GP.

Nurses friendly but busy.

Finally sent home at midday.

**Notes / Questions**

No patient details provided

**Provider Response**

ULTH response : Thank the responder for their feedback but without additional details we are unable to investigate further and assure them that the information has been passed onto the relevant teams.

2. Case 15741 (14-01-2026)

PCN: Imp

Providers: Lincoln County Hospital

**Information provided via State of Health and Care Survey**

I have been waiting since July to get to the bottom of low oxygen levels and internal bleeding, this relates back to internal bleeding first starting in 2022 after a fall.

I have had to constantly chase and wait, undergo procedures I am not happy with (Endoscopy at Louth) just to avoid the cost of a pillcam or PET scanner.

I was referred for a General Anaesthetic (GA) after a second unsuccessful endoscopy, the GA has been cancelled as Grantham is not suitable to take me for the GA and now waiting for one at Lincoln or Boston.

I am having to work from home while this is on going.

Welton GP I can hardly ever get an appointment and can never book one in advance. The Drs always state 1 issue per appointment, unwilling to listen to symptoms that could build a better picture. They do not do repeat bloods despite being advised to by pathology.

**Notes / Questions**

No patient details provided

**Provider Response**

ULTH response : Thank the responder for their feedback but without additional details we are unable to investigate further and assure them that the information has been passed onto the relevant teams.

3. Case 15776 (19-01-2026)

PCN: Imp

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

I am not doing well on single treatment for hypothyroidism.

GP literally shrugs shoulders and laughs and claims to have referred to endocrinology at Lincoln Hospital. My treatment is not addressing symptoms, is only 62% of NICE guidelines, and increase in this is refused because of pituitary suppression even when on just over half necessary dose of levothyroxine. It seems clear I need different treatment, but primary care are blinkered and unaware and not allowed to do anything else than levothyroxine.

I have heard nothing about the claimed referral in 4 months.

I have asked the ICB (Integrated Care Board) for sight of the county policy for thyroid conditions - after being ignored twice, now all they have finally told me is that thyroid conditions are all primary care and covered under 'long term conditions'. But not provided me with that policy either.

This lack of thyroid policy seems to be in contravention of national expectations and Guidelines where unresolved symptoms despite primary care input should be referred to secondary care. The ICB has no policy that demonstrates following national protocols.

**Notes / Questions**

No patient details provided

**Provider Response**

ULHT response : Thank the responder for their feedback but without additional details we are unable to investigate further.

4. Case 15824 (23-01-2026)

Providers:

For Information: Lincoln County Hospital

**Information provided via State of Health and Care Survey.**

Very busy A&E( children's) no signage telling you wait times, not enough Doctors. However, my child deteriorated quickly and very good response by staff. The ward, caring staff but not seen by relevant Consultant or team just general Paediatrician which is difficult when suffering epilepsy seizures and don't no answers.

**Notes / Questions**

No patient details provided

**Provider Response**

ULHT response : Thank the responder for their feedback but without additional details we are unable to investigate further and assure them that the information has been passed onto the relevant teams.

**Informal Complaint**

1. Case 15678 (05-01-2026)

**PCN:** South Lincoln Healthcare

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

I am a disabled former frontline HCSW of 11 years. I am writing to log a serious concern regarding the treatment of victims of negligence by the United Lincolnshire Hospitals NHS Trust (ULHT) after the Trust has admitted liability.

**The Facts:**

The Trust, through NHS Resolution, formally admitted liability 12 months ago for my injury, confirming that their negligence caused my fractures to displace and resulted in Complex Regional Pain Syndrome (CRPS). Despite this clear admission of fault, the Trust and their legal representatives are currently refusing to release essential interim payments required for my medical assessments. As a Litigant in Person without adequate funds, I believe they are leveraging their financial power to delay my access to justice. Furthermore, they are refusing to provide reasonable adjustments for my disability during examinations.

**My Request:**

I request that this situation be recorded as a failure of the Trust's "Duty of Candour." They have admitted their mistake but are refusing to treat me fairly in the process of rectification. I ask for your support in requesting that the Trust explain why they are withholding crucial financial support from a disabled patient when they have already admitted to causing the injury.

**Notes / Questions**

Healthwatch provided information on what Healthwatch can and cannot do, also provided ICB and Advocacy information.

**Provider Response**

ULTH response : Author released their details, now awaiting a response.

**Compliment**

1. Case 15722 (14-01-2026)

**Providers:** Lincoln County Hospital

**Information provided via State of Health and Care Survey.**

Lincoln County Hospital - Gynaecology

I have vaginal bleeding nearly 30 years post menopause so was referred for cancer screening. The staff on Hemswell Ward were amazing and dealt with a very embarrassing situation calmly and with compassion dispelling my fears and anxieties. Since then, appointments for further treatment have been scheduled, every contact has been full of care and understanding.

**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.

2. Case 15855 (29-01-2026)

**Providers:**

**For Information:** Lincoln County Hospital

**Information provided via State of Health and Care Survey.**

Radiology

Appointment was on time despite notice apologising for possible delay due to inpatients and emergencies. Very professional staff who explained what was going to happen. Very discreet changing facility. Very aware of discreetly covering my body.

**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.

**All Areas x 2**

- 1 x General Comment
- 1 x Formal Complaint

**General Comment**

1. Case 15746 (14-01-2026)

**Providers:**

**For Information:** Lincoln County Hospital

Urology

I was seen in A&E (Accident and Emergency) initially by Specialist Nurse who suggested tests, including planning for an cystoscopy, after they were the third person to attempt inserting a catheter. They were excellent, but I was sent home before these were carried out by the A&E staff. The Specialist Nurse phoned us at home to ask why we had left and we explained. They said they would try to get things sorted for us but we heard nothing more.

A cystoscopy was arranged after 2 more A&E visits following with severe discomfort and bleeding. At the cystoscopy appointment I was told I didn't need one and to go home. Eventually, after asking the GP to ask for referral out of county, at the routine 3 month change of catheter appointment I was listened to by the Specialist Nurse who could see the catheter was difficult to insert.

The Specialist Nurse asked the Consultant if a cystoscopy could be done. This was arranged 16 weeks after the onset of the problem. The findings were, by this stage, chronic infection and prostatitis.

As I am due spinal surgery, the anxiety of perhaps not being well enough to have it, after being on the waiting list for 2 years, has affected my mental health.

I have also needed to stop immunosuppressant drugs for an auto immune disease to take the month of antibiotics I was prescribed post cystoscopy, so I am starting to feel their absence.

I feel if the retention had been managed better that tests would have revealed my problems earlier, treatment could have been faster and I may have been without a catheter by now. It's 22 weeks since my first visit to A&E the antibiotics have just finished and I don't know if I will get an infection again. I have an appointment in 3 months for a catheter change and I have asked if that could be a trial without catheter as I'm worried I will lose bladder control.

**Notes / Questions**

No patient contact details provided.

**Provider Response**

ULTH response : Thank the responder for their feedback but without additional details we are unable to investigate further and assure them that the information has been passed onto the relevant teams.

**Formal Complaint**

1. Case 15860 (30-01-2026)

**Providers:**

**For Information:** Lincoln County Hospital

Oncology

Rude Consultant who told my spouse that they were going to die as the hospital would not offer what treatment they needed. Consultant smirked as I asked questions. After PALs which was escalated to the complaints team, a new Consultant is much more positive.

**Notes / Questions**

No patient details provided

**Provider Response**

ULTH response : Thank the responder for their feedback but without additional details we are unable to investigate further and assure them that the information has been passed onto the relevant teams.

**Mental Health and Learning Disabilities**

Area	Case Details
<p>East Lindsey District Council x 2</p> <ul style="list-style-type: none"><li>• 2 x General Comment</li></ul>	<p><b>General Comment</b></p> <p>1. Case 15859 (30-01-2026)</p> <p><b>Providers:</b></p> <p><b>For Information:</b> Lincolnshire County Council - Adult Social Care, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Last time I had an assessment with the local mental health team. I was denied any support and palmed off onto social care. The impression I got was my mental ill health is my fault as I don't socialise enough.</p> <p><b>Notes / Questions</b></p> <p>Signposted to LPFT PALs, LICB, CQC, NHS Advocacy</p>

	<p>2. <b>Case 15819</b> (23-01-2026)</p> <p><b>Providers:</b>  <b>For Information:</b> Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p><b>Information provided via State of Health and Care Survey.</b></p> <p>No practical support for Neurodiversity e.g. ADHD and mild LD (learning disability) . Little to no support for ASC (Autistic Spectrum Condition) post diagnosis. Most staff have limited to no training around Neuro Diversity.</p> <p><b>Notes / Questions</b>  No patient details provided</p>
<p><b>West Lindsey District Council x 1</b></p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 15818</b> (22-01-2026)</p> <p><b>Providers:</b>  <b>For Information:</b> Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p><b>Information provided via State of Health and Care Survey.</b></p> <p>CAMHS no help whatsoever. Qualified people, granted, but no experience of living it every day. Long wait for appointments, then no help when you finally get one. Just an email to links of charities.</p> <p><b>Notes / Questions</b>  No patient details provided</p>
<p><b>All Areas x 1</b></p> <ul style="list-style-type: none"> <li>• 1 x Formal Complaint</li> </ul>	<p><b>Formal Complaint</b></p> <p>1. <b>Case 15828</b> (23-01-2026)</p> <p><b>Providers:</b>  <b>For Information:</b> Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>I am writing to share my recent experience of inpatient mental health care with Lincolnshire Partnership NHS Foundation Trust (LPFT), which I believe may be relevant to your role in gathering patient experiences and identifying systemic issues.</p> <p>During my admission under Section 2 of the Mental Health Act, I experienced difficulties relating to:</p> <ul style="list-style-type: none"> <li>- Access to PRN medication during escalating anxiety</li> <li>- Support for patient-led de-escalation</li> <li>- Restrictive responses despite non-aggressive behaviour</li> <li>- Decisions influenced by staff perception rather than objective risk</li> </ul> <p>I have raised these concerns directly with LPFT and escalated them to the Care Quality Commission. I am sharing my experience with Healthwatch to contribute to wider understanding of how restrictive practice and de-escalation are being managed in inpatient mental health settings.</p> <p><b>Notes / Questions</b>  Signposted to PHSO, LICB, NHS Advocacy, PHSO</p> <p><b>Healthwatch asks</b> - what training is completed to de-escalate behaviour</p>

## Social Care Services

Area	Case Details
<p><b>East Lindsey District Council x 1</b></p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 15843</b> (27-01-2026)</p> <p>PCN: First Coastal</p> <p><b>Providers:</b>  <b>For Information:</b> Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Parent is primary carer and unwell at present, cared for wondered if parent was admitted to hospital, how would they manage as parent supports cared for in so many ways, in getting them up, going to the bathroom, cooking and taking them out and about etc.</p> <p><b>Notes / Questions</b>  Healthwatch provided Carers First information to go through an emergency plan for the carer to be put in place.</p>
<p><b>All Areas x 1</b></p> <ul style="list-style-type: none"> <li>• 1 x Informal Complaint</li> </ul>	<p><b>Informal Complaint</b></p>

1. **Case 15680** (05-01-2026)

**Providers:** Continuing HealthCare

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

Decision of NHS Lincolnshire ICB dated 29 September 2025 that my parent no longer meets the criteria for NHS Continuing Healthcare funding, whilst residing in a care home, conditions not changed.

Appeal against your DST funding assessment decision in September 2025. While the tone of the letter is of course very serious, this is all a result of skipped procedure and failed obligations to a patient and your own governing regulations and law. No-one wants to write a letter like this at this time of year.

Nottinghamshire County Council has subsequently confirmed in writing that "Lincolnshire Social Services is the responsible authority.

In short: You are required to reinstate funding and make an arrears payment until a procedurally correct DST is conducted.

**Notes / Questions**

Next of kin copied Healthwatch into the correspondence, originals to CHC; ICB & MP

**Other**

Area	Case Details
<p><b>Lincoln City District Council x 1</b></p> <ul style="list-style-type: none"><li>• 1 x General Comment</li></ul>	<p><b>General Comment</b></p> <p>1. <b>Case 15787</b> (20-01-2026)</p> <p><b>Providers:</b> NHS 111 Service</p> <p>NhS 111 triage</p> <p>I was on the phone to an NHS 111 triage nurse discussing a patient with worsening symptoms of tonsillitis and a double ear infection. The person on the phone asked if we had any way of getting there ourselves, downplayed the distance to walk, asked if we had anyone to ask for a lift or for help and asked if we could get a taxi. The time of the call was 4am, and we live in a shared student accommodation building. We had no one to ask for a lift. They were insisting that we try to either walk, which isn't safe for someone with a double ear infection, and kept asking if we could not ask someone for money or a lift. With all due respect to NHS triage, asking 2 students questions regarding finances is not something I deem acceptable. The whole call frankly felt defective, as if we were being pushed aside or suggested anything and everything other than help. Eventually they told us that we had rang the non emergency line and not 999, which we were advised to do for this case. It felt like I, as an adult, was being told off for following the very advice I was given.</p>
<p><b>North Kesteven District Council x 2</b></p> <ul style="list-style-type: none"><li>• 1 x General Comment</li><li>• 1 x Compliment</li></ul>	<p><b>General Comment</b></p> <p>1. <b>Case 15705</b> (13-01-2026)</p> <p><b>Providers:</b> NHS 111 Service</p> <p>Phoned 111 in late December about a stomach problem and they advised me to go to the emergency centre at Grantham Hospital. Was seen by a doctor and given a prescription for antibiotics. The hospital pharmacy had shut so we came home with the prescription which said that it could only be dispensed by the hospital. I was desperate for the medication so we phoned 111 again and they said that Tesco pharmacy in Bourne could dispense the medication even though the prescription stated that we could only get it from the hospital.</p> <p>We drove to Bourne in the dark only to be told by the pharmacy that this was not the case and the only way they could dispense the medication was if a 111 doctor sent through an email to the pharmacy authorising the prescription.</p> <p>We went to our car and phoned 111 and explained the situation. It took some time before the person we spoke to understood the nature of the problem. They were also rather short with me on the phone as I was becoming increasingly distressed. They put in a request for a doctor to ring me. This was about 5.30pm on the evening of Saturday in late Dec. We decided to come home rather than wait. The call from the doctor finally came through at 4am the next morning when we were asleep.</p> <p>We appreciate your service is overstretched but please could you train your call centre staff not to send people to pharmacies to get prescriptions that can only be issued by the hospital. The pharmacist at Tesco said this is happening to them all the time.</p> <p><b>Notes / Questions</b></p> <p>No patient details provided</p> <p><b>Compliment</b></p>

	<p>1. <b>Case 15812</b> (22-01-2026)</p> <p><b>Providers:</b>  <b>For Information:</b> One You</p> <p><b>Information provided via State of Health and Care Survey.</b></p> <p>I was having pain and depression and joined the move more programme. It is wonderful that it is free to access and helped me to feel motivated to do more movement which helped my mental health and helped me to get fitter and stronger and reduce pain.</p> <p><b>Notes / Questions</b>  No patient details provided</p>
<p><b>All Areas x 1</b></p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 15835</b> (26-01-2026)</p> <p><b>Providers:</b> NHS 111 Service  NHS 111</p> <p>NHS 111 is a useful service and the staff are helpful but the use of automated services on the phone using menu selections is difficult for patients following strokes.</p> <p><b>Notes / Questions</b>  No patient details provided</p>

### Not Specified

Area	Case Details
<p><b>West Lindsey District Council x 1</b></p> <ul style="list-style-type: none"> <li>• 1 x Compliment</li> </ul>	<p><b>Compliment</b></p> <p>1. <b>Case 15762</b> (15-01-2026)</p> <p>PCN: Imp</p> <p><b>Providers:</b>  <b>For Information:</b> Nettleham Medical Practice</p> <p><b>Information provided via State of Health and Care Survey</b></p> <p>Caring and thorough. GP excellent as was physio, staff brilliant</p> <p><b>Notes / Questions</b>  No patient details provided</p>