



Healthwatch Lincolnshire

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

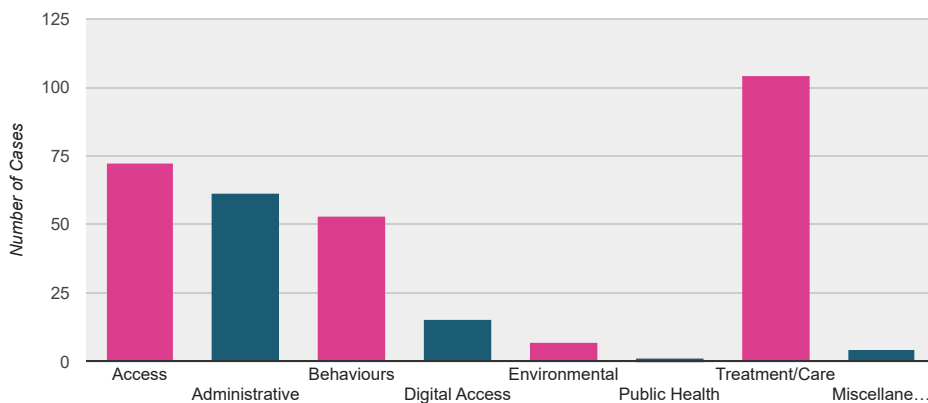
Healthwatch Lincolnshire Patient experiences: February 2026

Statistics

Total cases: 126

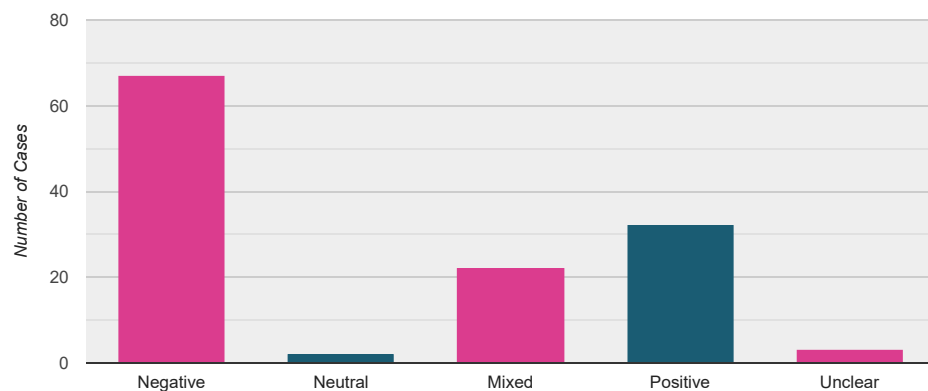
Cases responded to within 3 days: 126 out of 126 (100%)

Theme Areas



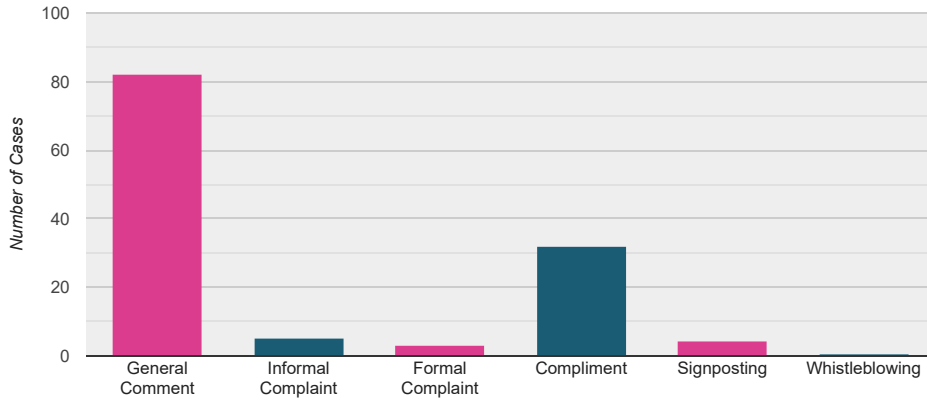
Theme Areas	Cases
Access	72
Administrative	61
Behaviours	53
Digital Access	15
Environmental	7
Public Health	1
Treatment/Care	104
Miscellaneous	4

Sentiments



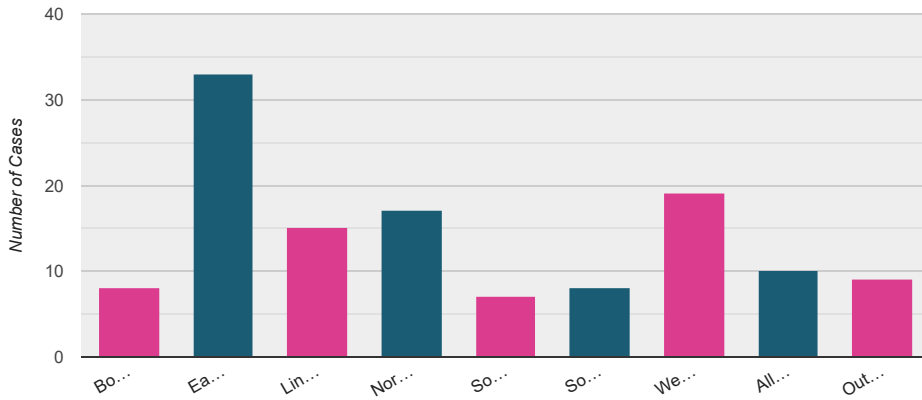
Sentiments	Cases
Negative	67
Neutral	2
Mixed	22
Positive	32
Unclear	3

Case Types



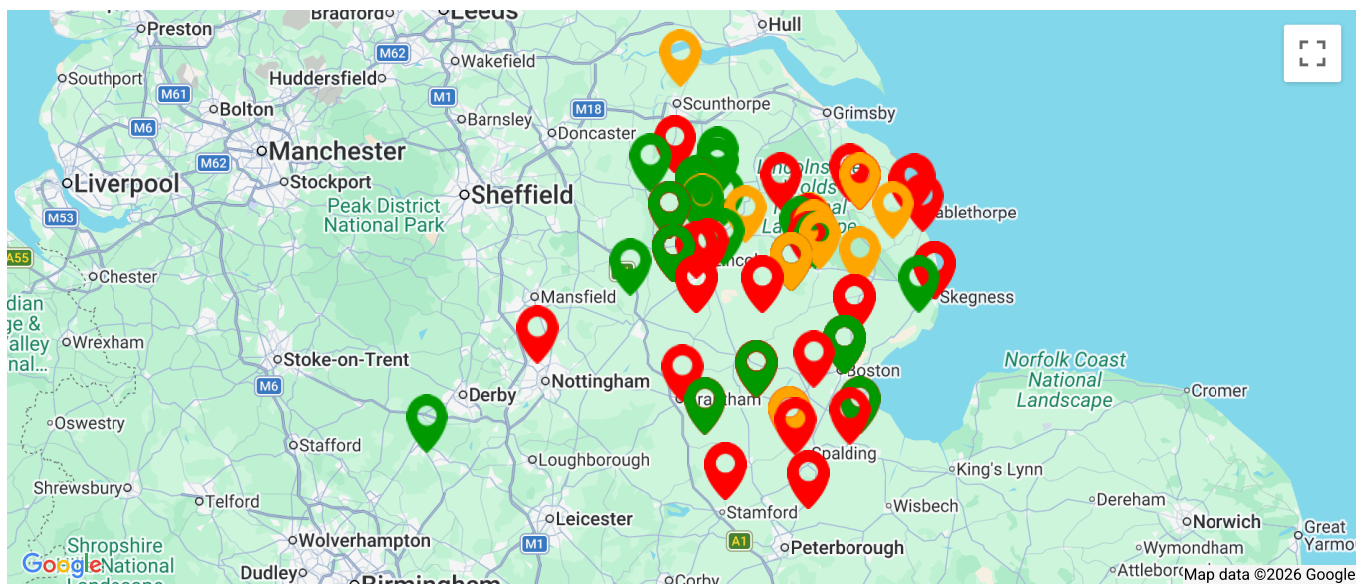
Case Types	Cases
General Comment	82
Informal Complaint	5
Formal Complaint	3
Compliment	32
Signposting	4
Whistleblowing	0

Areas



Areas	Cases
Boston District Council	8
East Lindsey District Council	33
Lincoln City District Council	15
North Kesteven District Council	17
South Holland District Council	7
South Kesteven District Council	8
West Lindsey District Council	19
All Areas	10
Out of Area	9

Map



Cases

Multiple Services

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

Area	Case Details
<p>Boston District Council x 2</p> <ul style="list-style-type: none"> • 1 x General Comment • 1 x Compliment 	<p>General Comment</p> <p>1. Case 15902 (12-02-2026)</p> <p>PCN: Boston</p> <p>Providers: For Information: Parkside Surgery, Pilgrim Hospital</p> <p>GP does not listen. You see a different GP each time. When patient sent for x-ray for example ,comes back negative, no follow-up by GP to find out what is actually wrong. I have been sent to A&E and SDEC by GP it was like a war zone took over 12 hours each time. Elderly patients were in pyjamas waiting to be seen. People on drips,laying across chairs trying to sleep.</p> <p>Notes / Questions</p> <p>No patient details provided</p> <p>Provider Response</p> <p>ULHT - 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> <p>Compliment</p> <p>1. Case 15906 (12-02-2026)</p> <p>Providers: For Information: Lincolnshire Community Health Services NHS Trust (LCHS), NHS 111 Service Urgent Treatment Centre - Pilgrim</p> <p>Had a knee injury and rang 111 the operator was very kind and helpful and arranged an appointment at the Pilgrim Hospital UTC. The staff were more than helpful the reception staff even got me a wheelchair. I was in and out of the department, including an x-ray within 2 hrs. Although the department was busy the doctor had so much time and patience, I couldn't have asked for more care and advice</p> <p>Provider Response</p> <p>LCHS - Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.</p>
<p>East Lindsey District Council x 6</p> <ul style="list-style-type: none"> • 4 x General Comment • 1 x Formal Complaint • 1 x Compliment 	<p>General Comment</p>

1. Case 15957 (19-02-2026)

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

Patient who is a regular caller rang has been having problems with dentist getting a plan of treatment. Has multiple health problems and mental health issues. Has visited Winsover dentist in Mablethorpe as has broken and black teeth , and some roots of teeth left in gums, causing pain. Dentist advised X-ray, which patient has done. Has been rung by dentist and told needs 4 fillings, patient would feel much better and wants plan of treatment emailed or consultation before fillings go ahead. Has tried on numerous times to contact Surgery , answered by staff who have promised that will email treatment plan, this has not happened.

Caller also having problems with voiceability as referred themselves for an NHS advocate, has contacted their office but told on waiting list , then told case closed.

Notes / Questions

Patient requests HW contact Dentist and Voiceability on their behalf consent to share details given.

Patient contacted and given Voiceability response and signposted to their complaints process.

Provider Response

Patient update - Dental - went yesterday, 7 fillings and 4 extractions required after x-ray. Patient would like all teeth taking out in hospital.

Voiceability - closed the case, with not telling the patient of reasons why.

Voiceability response - I have been in touch with the local team leader to discuss the client and their request for support. Team Leader has passed on that patient is a known client to us and that we have provided advocacy to them extensively in the past over the same issues that they have brought to us again more recently. Based on that it was deemed inappropriate to support with general advocacy again. Team Leader has advised that this was communicated to patient in their recent contact, but acknowledges that it is unfortunate that they were awaiting support for some time before being told this.

Another route into advocacy could be via our NHS complaints Advocacy service, if patient wishes to raise their concerns down the formal complaint route, provided they haven't already been investigated and responded to. With their consent, you would be able to refer them - the easiest way is through our website which will ask for all the relevant information.

Re-referral made by Healthwatch on 16/3/26 as requested by Voiceability and patient. 23/3/26 Voiceability declined and provided ICO information to be passed onto the patient.

2. Case 15865 (02-02-2026)

PCN: Meridian

Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)
For Information: James Street Family Practice

Citizens Advice provided Healthwatch information to the patient.

Patient doesn't know where to get help from, has been suffering with Mental Health problems for over 5 years, has been diagnosed with autism and ADHD. Has complained twice to LPFT and isn't getting anywhere. Patient suffered a number of assaults has trauma and PTSD, needs to be seen by a female only. This information has been provided to the mental health teams, but always seems to be provided with a male and it is triggering, so patient refuses to go.

Saw a psychiatrist last year which wasn't helpful, has asked for talking therapies but unable to get as patient is classed as too complex, has been informed by the crisis team that they are addicted to abuse.

The locality Mental Health Team have been supporting, and sees every 2 months, they suggested counselling was needed and a new female has come on board, however when the patient received the appointment for this month, it is a male and so they feel unable to attend this due to historical issues.

Have asked GP for help and support, but they just refer back into LPFT team who reject the referral. Patient feels they have been denied help from the services, if it is not the right area within the service, then no referrals are made internally to another department that should help.

Notes / Questions

Healthwatch provided information on Lincoln Trauma Centre, SHINE, Mental Health & Wellbeing hubs in their area and Volunteer Car Scheme

3. Case 15896 (12-02-2026)

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

I am writing to urgently request your support regarding a serious patient safety concern and difficulty accessing appropriate specialist care.

I live in Louth, Lincolnshire, and am currently under GP care. I have Small Fibre Neuropathy (SFN) and severe dysautonomia/Postural Tachycardia Syndrome (POTS) following Long COVID, which has been profoundly disabling for five years.

Earlier this year, in a state of medical desperation, I sought private treatment overseas. I received two highly potent immunosuppressive therapies, rituximab and teclistamab, at high doses, administered outside of the NHS framework. The risks were not fully explained to me, and clinical oversight was withdrawn without explanation despite an agreed follow-up plan.

As a result, I now have complete B-cell depletion and am rapidly entering severe secondary acquired immunodeficiency (likely to be the most depleted in the next 3 months) which is periodically being confirmed on blood testing.

There is published literature demonstrating that teclistamab alone carries a high rate of serious infection, hypogammaglobulinaemia, and prolonged immune suppression. In my case, this was combined with rituximab, and there is very limited safety data regarding sequential or combined use of these powerful B-cell-depleting agents. I am therefore extremely concerned that I am currently at very high risk of life-threatening infection.

Despite this, I have not been urgently referred to Immunology and currently have no specialist oversight, no infection management plan, and no clarity regarding the duration of my immunocompromised state. My GP is assisting but monitoring is limited to monthly blood tests via my GP after a brief call with haematology who said they were uncertain as to what teclistamab will do. Given the documented infection risk associated with teclistamab alone, I do not believe a "wait and see" approach is proportionate or safe.

I am physically vulnerable, my dysautonomia is worsening, and my mental health has deteriorated significantly due to fear of infection and the absence of coordinated care. I feel unable to navigate this situation alone.

I am asking Healthwatch to:

- Support me in escalating this as a patient safety concern
- Assist in facilitating urgent Immunology referral
- Help ensure my vulnerability as a severely immunocompromised patient is recognised

I am not seeking to apportion blame. I am seeking urgent assistance to ensure I receive appropriate specialist assessment and protection within the NHS system.

I would be extremely grateful for your support and guidance on next steps.

Notes / Questions

Signposted about What Healthwatch Can and Cannot Do, LICB, Advocacy, NHS Advocacy, PHSO

Provider Response

Patient update : I mean it has been resolved

ULTH - Thank the author for their feedback and we are pleased to hear the problem has now been resolved.

4. Case 15880 (06-02-2026)

PCN: First Coastal

Providers:

For Information: Marisco Medical Practice, United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT

GP you can't get any information from them, they do not discuss tests with you.

A&E are a complete joke, young Doctors prancing around looking as though a good wash wouldn't go amiss. Lack of explanations of what's happening and why. Staff have a habit of talking at you and not to you, which I find really annoying. Having to stay in A&E overnight is traumatic enough, you tend to look for a friendly face, they are far and few between.

No problems with the actual Outpatients the problems start when you get in the Doctors office, you know when they are not listening, not bothered making things up to write for your GP.

Notes / Questions

No personal contact 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.

Formal Complaint

1. Case 15921 (13-02-2026)

PCN: First Coastal

Providers:

For Information: Lincolnshire County Council - Adult Social Care, Marisco Medical Practice, Pilgrim Hospital, Summerfield Rest Home

Carer who has been referred to us previously by Carers First contacted Healthwatch again as referred by Carers First. Discussed concerns about their spouse who they care for went into Summerfields Care Home in Sutton-on-Sea for respite care last week. This is a privately funded respite care placement. Carer and spouse did look round Summerfields late last year and while they were at the Home partner collapsed and lost consciousness, so ambulance was called in the early afternoon. Carer said that all staff were brilliant in the Care Home in this situation. Also happy with the Home when looking around.

This placement for spouse was for 7 days respite care and was in the last 2 weeks. Carer rang the Care Home to see if they had a place. Carer says that Staff are nice not met any night staff and wonders what happens at night. Spouse has vascular dementia and other underlying medical problems, often wanders, and has seizures. All information that the Care Home are aware of. While spouse in respite care, carer will telephone the home, as if they visit spouse gets agitated and wants to come home, Care Home aware of this. When they went to visit spouse at the end of their stay, carer found spouse in a chair downstairs, staff said that spouse had not been to bed all week. The bedroom was upstairs. Carer told by staff that had wandered about all the time looking for carer, which is normal behaviour and staff were told this. Carer concerned about spouses physical condition, looked pale and unwell, runny nose and a bad chest. Carer also said to staff that they were worried that would not live much longer. Carer also concerned that normal medication did not look like it had been opened or given. Carer concerned about left leg has sock on this leg wet through thought spouse had been incontinent of urine which happens. When carer looked at leg very swollen and was seeping in the middle dressing was on. Told by staff that spouse had knocked their leg. When Carer took spouse home also had an injury to left elbow with no dressing, looked like had been caught on a door catch. When carer undressed spouse further at home right arm was black and bruised from wrist to elbow. These injuries were not present before going into respite care. Carer not told about bruised black arm and no real explanation about how other injuries sustained. Carer asked why a Doctor had not been called because their spouse looked so physically unwell, they were told to take them home and call a Doctor then.

Carer took spouse home and called registered GP Practice a Nurse came to the home and dressed injuries and a GP visited who examined spouse and sent for an emergency ambulance as very worried about spouses physical condition and ? chest infection. GP said to the carer was very surprised that Care Home had not sent for any Medical assistance before as spouse was very unwell.

Spouse now in Pilgrim hospital Ward 6b being treated for chest infection. Ward wanting to transfer spouse to a Care Home, carer not wanting this as had bad experiences to date with Care Homes and did not know where the best place to put spouse would be. Carer awaiting Care Package to be put in place so that spouse has carers in the home. Carer also surprised that staff on the ward say that spouse difficult to communicate with, often in a trance, and wanders, this behaviour is documented previously and is part of their vascular dementia.

Provider Response

LCC Response : Please see PPC attached with provider response for closure. Due to the information presented from the provider's investigations I request this PPC is to be closed as unable to determine. Please see further details on report attached.

ULHT - Thank the author for their feedback but as information relates to the Care home unable to provide a response and assure that comment regarding 6B will be shared with them.

Compliment

1. Case 15967 (20-02-2026)

PCN: East Lindsey

Providers: Queen's Medical Centre (Nottingham)

For Information: Horncastle Dental Surgery (Fenn, Mornoy + Robinson), Horncastle Medical Practice, Lincoln Co-op Chemists Ltd (Horncastle), Lincolnshire Integrated Care Services (ICS/ICB)

Horncastle Coop Pharmacy, excellent give advice on medication, pleasant, have time for you and do BP checks.

Kordel Dentist have gone private now I wanted consistency and to see the same dentist who is very good. Its £20 so no too bad.

Horncastle Medical Practice is excellent with me. But had a struggle to get a PSA test when my spouse tried. Had to persevere. They are so short staffed.

NHS Healthy Choices Campaign the hamster advert caught my attention and I have used that. Lots of TV programmes about healthy eating and diet at the moment.

Nottingham Hospital for cancer treatment. My relative went there for bowel treatment. It was excellent whilst they were there . Its a long way to go for each treatment including having staples removed. Back and forth every time and sometimes felt poorly while travelling. If you don't drive I don't what you do there spouse has taken them.

Notes / Questions

No personal details provided.

Lincoln City District Council x 3

- 3 x General Comment

General Comment

1. Case 15913 (13-02-2026)

Providers:

For Information: East Midlands Ambulance Service NHS Trust (EMAS), Lincoln County Hospital A&E

Several horrendous overnight stays on benches in A&E due to huge amounts of patients, not enough staff and definitely no beds available on ward. I am a lymphoma patient and each time I was suffering with infections after chemo and needed intravenous antibiotics and admission to ward. My spouse made a bed for me with 2 chairs and footstools pushed together so I could lay down. I was so poorly and weak.

Ambulance crews on all occasions were very sympathetic and caring. No complaints about any of them.

Notes / Questions

Signposted to PALs , LICB, CQC, PHSO

Provider Response

ULTH : requesting patient information, no further contact from patient was received.

ULTH - Thank the author for their feedback and it is hoped the provided departments were contacted and a satisfactory outcome received.

2. Case 15909 (12-02-2026)

Providers:

For Information: Integrated Care Board Dental, Lincoln County Hospital

Horrendous lack of NHS dentists in my county.

And long long waits at A&E. Treatment given in the waiting room whilst standing up as no seats available.

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.

3. Case 15900 (12-02-2026)

Providers: Lincolnshire Families Maternity & Neonatal
For Information: Lincoln County Hospital

I was treated really well in hospital. I felt very well understood and listened to. People explained everything to me as I needed and allowed to ask for clarification and encouraged questions. I was a high risk pregnancy due to a previous c-section and pregnancy induced hypertension but I was clear I wanted a Vaginal Birth After Caesarean Section (VBAC) and this was supported and achieved.

My biggest issue was communication between the hospital, Midwives and the GP regarding medication. I was prescribed aspirin by the Midwife which I had to buy initially as it wasn't communicated to the GP and I had to chase multiple times. When I was diagnosed with hypertension I was prescribed medication this wasn't communicated to my GP so I had to get it re-prescribed at a Consultant appointment and my follow up medication was for 2 weeks, I was given 1 weeks prescription and nothing was told to the GP. This led to me having to call the midwives, GP and Maternity Ward and having to go back to collect it from the ward as they had to do the emergency prescription.

Provider Response

ULTH response: requesting personal information. Information shared with patients consent.

ULTH - Thank you for taking the time to share your experience. We are really pleased to hear that you felt well cared for throughout your pregnancy and birth, and that you were listened to, supported and encouraged to ask questions. It's wonderful to hear that your wishes for a VBAC were respected and that you achieved the birth you hoped for. We are very sorry for the difficulties you experienced with communication around your medications. You should not have been placed in a position where you had to actively chase prescriptions or coordinate between services yourself — particularly during a high risk pregnancy. Clear, timely communication between maternity services and GPs is essential for safe care, and it's disappointing that this didn't happen for you. Thank you for highlighting the specific issues around your aspirin and hypertension medication not being passed on to your GP, the need for emergency prescribing, and the unnecessary stress this caused. I will ensure this feedback is shared with the relevant teams so we can address the gaps in communication and prevent similar situations for other women. Your feedback is extremely valuable.

North Kesteven District Council x 5

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

General Comment

1. Case 15960 (19-02-2026)

Providers:

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

I was ill all week with raised/high blood pressure etc and stuck in bed. In the early evening I started feeling tired, achy and my concentration was wandering. Same symptoms as before BP 156 with arrhythmia and ectopic beats over 145 and felt I had been hit in the head by a rock and noticeably getting more confused and slurred during the call, I struggled to walk from my kitchen to my settee.

Back on The Golden Hour rang 999 paramedic on their way as NO ambulances for at least 3 hours. I remembered I needed to get a few bits together and get my shoes and belt back on, over an hour to put the following in my bag — phone, wallet, charger and lead, meds, glasses, drink, snacks and note pad and pen, I was really in a state stumbling about without a clue. A knock at the door, my neighbour dropping off some milk, they took one look at me and said "Hospital" me "no ambulances", neighbour "I will take you now", woke up or came round passing the gliderdome, my first thought - cancel paramedic, called to cancel no problem they were still the other side of the county.

Pilgrim hospital - exactly the same as Lincoln hospital, no beds, place heaving, under staffed, uncomfortable seats, no wards anymore ? I was in reception, waiting room 4 wards, now reception and waiting rooms 1 to 5, what the hell is gong on!!!!!! Old frail pensioners curled up on chairs for up to 3 days I was told, and with just a half sized thin blanket.

Everyone one with the same symptoms as in Lincoln heart problems, high blood pressure, suspected sepsis, vomiting and whooping coughing with same Perspex sheet between chairs, tea and coffee was much better, hot and more often, I scooped up 2 huge handfuls of 3 pack biscuits and said "I am just out of Lincoln hospital and not willing to be starved again".

Saw a nurse who said 9 hour wait for a doctor, so I quickly explained Lincoln a few days earlier and to get me straight on a heart monitor, send me for bloods and find me a bed, they answered "no monitors, no beds and bloods have to be signed off for by a doctor to keep the beeping bean counters happy". And "the beeps are pushing their work on to us and we are failing our patients, understaffed and under pressure, people are leaving".

In the hospital by 10pm and out the next afternoon, no bed, no way to get comfortable, vending machines empty, people are hurting and angry, staff were lovely but, my spine was and still is hurting so much I may chose to die at home rather than endure this again.

The doctors here actually listened to me, probably because they realised I know what I need and I will no longer follow the NHS cheapest options first diagnostic and referral policy. I have lost count of how many doctors and surgeons have said "Physiotherapy" to my collapsed spine, where I have said no absolutely no and never, early I got an email from One Health, confirming I was right and they even added that physio was NEVER an option.

Notes / Questions

Signposted to PALs Pilgrim, ICB, CQC, PHSO

Provider Response

ULHT - Thank the author for their feedback and it is hoped the advised contacts were made and a satisfactory outcome achieved.

2. Case 15925 (16-02-2026)

PCN: South Lincolnshire Rural

Providers: Lincoln County Hospital

For Information: The Heath Surgery (Bracebridge Heath)

Patient rang who has contacted Healthwatch previously. Was referred to Cardiac rapid response Clinic previously by GP in November and has not yet had an appointment. Continues to get very breathless and worsening chest pain when exerting themselves. GP is aware and has contacted GP again this morning. Is registered blind and has other underlying medical problems. Feels that as elderly, professionals don't think that they matter or listen to them. Has spoken to Cardiac Practitioner who did not seem to understand implications of other medication and conditions on cardiac symptoms and condition. Feels that there must be a shortage of Consultants and feels Nurses are masquerading as Doctors. That they have tried to contact Cardiology and Secretaries by telephone, do not use email, no response. Have tried to contact PALs but phone just rings and then connects to another number and not answered, therefore thought PALs had been dismantled. Feels that Cardiac Rapid response Clinic should not be advertised as this when their referral was done in November and they have not yet received an appointment.

Notes / Questions

Patient requests that Healthwatch contact PALs to try and find out when Cardiac appointment is. Consents to personal information being shared.

Provider Response

PALs - looking on our system the patient had an appointment with this clinic twice in January

Patient update - They mention they had an echo test on first week of January (they believe), no results have been provided nor further appointment made. They think someone has tried to call them, but no message was left nor phone number to call back - patient has stated they are the only person at their address, so messages can be left so they can get back to people. Is in all day today, things are getting worse, using their spray more frequently 3-4 times a day, more breathless and in constant pain.

PALs - I will pass your email to the department and ask them to make contact with the patient directly.

Patient informed.

ULTH response : requests that patient information shared.

3. Case 15883 (06-02-2026)

PCN: APEX

Providers:

For Information: Lincolnshire County Council - Adult Social Care, Lincolnshire Integrated Care Services (ICS/ICB), Richmond Medical Centre

Individual contacted Healthwatch is currently homeless in temporary accommodation wanting to move out of area. Says has been removed from GP list and unable to register anywhere else. Needs access to GP as continuing to have bowel problems and finding it difficult to go out. Thinks bowel problems since prescribed mental health medication by previous GP. Has contacted adult social care but did not find this helpful.

Notes / Questions

Signposted to LICB, adult social care, Citizens Advice. homelessness charities, NHS Advocacy

Informal Complaint

1. Case 15959 (19-02-2026)

Providers:

For Information: East Midlands Ambulance Service NHS Trust (EMAS), Grantham + District Hospital, Lincoln County Hospital, NHS 111 Service

The Golden Hour - with a suspected stroke, heart attack or heading fast towards having one, the first hour is crucial to get you into hospital and with a doctor qualified to help;

The realities in Lincolnshire:

First week of Feb in the evening I had a tight chest, pain in my heart, heavy feeling around my brain, sharp stabbing pain on top of my brain just either side of centre, intense stabbing/scratching pain in back of head/brain. I had shallow breathing because I felt more comfortable doing it this way. Had stage 3 hypertension crisis, very slurred, couldn't remember words even basic ones, couldn't make sentences to explain very well, needed help walking as very wobbly. Called 111, explained the above, told to sit down and a paramedic/doctor will ring me back in the next 2 hours, if they thought an ambulance is necessary one would be dispatched, waiting time are running at 1 + hours + it takes 45 minutes to get to Lincoln hospital from Sleaford .

Now The Golden Hours is = 3 hours and 45 minutes minimum

Paramedic called, ambulance dispatched and attended, but by now I was seriously in trouble, it took them time to get me rigged up with monitoring AND finding a hospital that could see me. Just before midnight I was being held in the ambulance in Lincoln Hospital Car park, blood pressure was 216/111 waiting to be allowed in because they had not got beds in A&E or EAC and no chairs empty in the waiting areas (plural)

A two hour wait to see a nurse, an hour wait to have bloods taken, 2 hours for results and a total of 8 hours to see a doctor.

I think the cold in the car park helped lower my breathing and BP, but I still had problems, CT of brain ordered X-ray? Hours wait, 2 hours for results and to see the doctor again.

NOTE - at no point was I put on a heart monitor, but they did kindly find me a chair between two people throwing up in to grey cardboard bowls and coughing like whooping cough, eventually a doctor told a nurse to incubate them, a sheet of Perspex was slipped between our chairs.

CT of brain results - a mass, growth, cyst or localised bleed was showing up. I was very ill at this point and had been in a pretty confused state since about 9pm, struggling to speak or make much sense of what was going on. It's taken till now to fully understand a timeline with things in the right order, I am glad I had my note pad and pen with me to keep some very basic notes.

A while later I was given a tablet, a bit later a BP test still high 150 something over 98 I think, so they told me to go home. I really wasn't with it, still wobbly, still a bit slurred at times, less pain, but absolutely exhausted. 13 hours and 10 minutes in one upright chair with an already collapsed spine with multiple pinched nerves, because they had no beds and I as unable to lay myself on the floor, caused me the kind of pain that you don't move for fear of passing out. I was trying to get my jacket and making a bit of hash of it when a nurse asked me how long I was going to be as they needed my chair for another patient, a cold looking tiny frail lady probably high nineties . So I got out of their way and had to find a bit of wall to lean against to finish getting my coat on, a security chap showed me out.

I wasn't really ready yet as was making sure I had enough balance, next minute I was outside where the ambulances park. I really didn't know where I was till I saw the prison so I walk towards it, a couple were smoking just off the hospital grounds on a path. I asked where the bus stops where to go to the railway station, they pointed behind the old maternity block, "go down that road and nip through the park, it's not far", OMG it was not a steep road. I wouldn't have probably notice the incline when well but in my current state, once down to the end about 65 metres and realise I wasn't going to be able to do it, I couldn't walk back up it. I can't remember how far it was but it took my almost 2 hours with loads of rests, I would have had more rests but I was absolutely freezing, looking on google its only about a mile?, it felt more like doing the Castleton to Hope in Derbyshire walk up and down Mam Tor!!!

Got to Sleaford, an remembered I had an appointment as I reach my doctors which is on the way home, but I couldn't remember what time, went in and got seen Yippee and was reminded that I had and appointment with my spinal specialist in Grantham Health Clinic Booooo, so like an exhausted zombie on autopilot the next this I remember was waking up pulling in to Grantham railway station having had a suitcase put down on my foot. Again a short walk for an abled bodies not knackered person, but an epic trek for me in my condition who was now really not with it an my look left look right was right out of the window but at least the beeping cars kept me awake long enough to get to the waiting room.,and a quick 15 minute nap. They went through my MRI and CT spinal scans.

The Station was too far and I really didn't feel safe enough to walk that far so a short walk with 3 stops to the bus station and back to Sleaford on the bus. I had forgotten that they hit every pothole on the way and that is why I had to stop using them, I cheated as asked my mate to pick me up from Sleaford station.

From leaving home I was offered 4 x half plastic cups of cold tea and 3 x custard cream biscuits, later they offered me a sandwich but I said I can't eat them because I am allergic to margarine, so the

junior nurse offered me buttered toast, but as expected the butter was margarine, they could have added food poisoning and anaphylactic shock to my hospital record.

Notes / Questions

Signposted PALs Lincoln and CQC, PHSO, LICB

Provider Response

ULTH response : requesting patient share personal information

ULTH - Thank the author for their feedback and it is hoped the provided departments were contacted and a satisfactory outcome received.

Formal Complaint

1. Case 15963 (20-02-2026)

PCN: APEX

Providers:

For Information: Richmond Medical Centre

Having undertaken some labour I injured my gluteus thinking this was sciatica. A new pain for me and a new injury. Self medicated. Mainly over the counter topical creams and heat and cold pads. But the pain intensified. So in December I was in critical pain. Sent a GP message through the app which was triaged by their reception and an appointment for the 23rd allocated. I accepted as I assumed the GP wanted assurance this was sciatica. As a nurse with 30+ years I felt assured I had the right presentation. I was met by the physio. A new role First Contact Physio (FCP) there manner from the start was something I have never met in my years. I'm someone that rarely goes to the GP. Doesn't take any medication. But recognised I needed at least something for neuropathy or other. I requested Gabapentin on my message to the GP. I had to stop the consultation and ask if they were a photo as I found their conduct breached every value within the role of a physio. They declined to speak to the GP and decline to advocate for me sending me on my way to make an appointment with the reception. I left, I burst into tears. Not only had they made me feel like I was a frequent attender and seeking controlled drugs. The disregard for my pain was phenomenal and really impactful. I wrote a complaint to my ICB whom transferred it to the GP practice manager. I've since seen the lead physio and my GP who has apologised and prescribed me medication and put me on a waiting list for an MRI. The staff member has since left that practice to work elsewhere but within the PCN. I am told they have been made aware of my complaint and the GP physio lead has given me assurance that they will be supported to attend some training and address the concern I raised formally. What made this worse was they left a subjective and inflammatory note in my Patient Record which under new IG/GDPR cannot be redacted.

Notes / Questions

Healthwatch asks : What staff triage messages from patients in a GP Practice , what training do they receive, does this mitigate risk for the patient ? Are new roles like First Contact Physio advertised in GP Practice and are all Professionals wearing ID badges so that patients can be reassured of their roles and Practice.

South Holland District Council x 2

- 2 x General Comment

General Comment

1. Case 15866 (02-02-2026)

PCN: Spalding

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

For Information: Beechfield Medical Centre

Parent of dependent who has severe autism and learning disabilities, dependent is classed as housebound and parent is concerned as they have been informed they as they as the full-time carer, need a blood test for their ongoing health issues. GP surgery have spoken with District Nursing Team who have declined as patient themselves are not housebound.

Carer is unable to leave their dependent alone, who will not stay with anyone else, nor do they have other carers only parent, no close family. This will be an ongoing problem that they keep coming across.

This is having a negative impact on the carers wellbeing. Feels they are being discriminated by association as they can't leave their dependent and unable to take with them with them. These are exceptional circumstances that need addressing.

Notes / Questions

Healthwatch provided PALs information

HW made contact with ICB with patients consent to share personal information.

Signposted to NHS advocacy and PHSO

Provider Response

Patient update - made contact with PALs who said, nothing they can do to help, policy tightened up and would need to go further up. Patient request for HW to make contact with ICB.

ICB response : I am sorry to note the concern raised by the parent and their housebound status. I have previously spoken at length with the patient and also with their consent, the Practice Manager at Beechfield Medical Centre, who confirms that as both parent and child attend a college placement together, neither can be classed as housebound. I am sorry that the housebound decision is with the GP practice, and they have confirmed this with the parent, on several occasions. I am sorry that this is not the decision that the parent would want.

Is now with the ICB as parent disputes this.

ICB response : I write further to your email of in relation to patient. In order to review this further, I will need to share with NHS colleagues outside of the ICB however, in order to do this, I will need consent. This can be provided by return email. Once received, I can progress this further. HW made contact with the patient, happy to consent, information provided to ICB,

LCHS - Thank author for their feedback and it is hoped contact with ICB has provided a satisfactory outcome.

2. Case 15901 (12-02-2026)

Providers:

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

A&E

Nothing went well !!

For the last 4 months of last year my parent was poorly with sepsis that wasn't picked up early from the same hospital and in December had to be rushed to hospital by ambulance with suspected heart attack, this was sepsis! With two hospital visits and A LOT of antibiotics they finally felt a little better mid January. In early February they started getting the same symptoms that they had at the beginning of the sepsis last year. They went to the hospital and asked for help the Doctor did not listen to them just showed them a piece of paper that they can't give them antibiotics until they had been ill for 10 day (since when was this practice for the symptoms of sepsis!) they were sent away with nothing so my question is where do we stand?

What is the practice for sepsis? And does it get treated immediately or do we wait for a limb to be chopped off?

Notes / Questions

Signposted to PALS LCHS, Pilgrim , Peterborough, CQC, PHSO

Provider Response

ULTH & LCHS - It is hoped the author contacted the advised departments and received a satisfactory outcome.

South Kesteven District Council x 1

- 1 x General Comment

General Comment

1. Case 15905 (12-02-2026)

PCN: Four Counties

Providers:

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

After an emergency admission to hospital critical care suffering from sepsis upon discharge at six weeks later I found follow up care to be lacking and always initiated by me, 18 months later I am still in pain but just feel like I am a burden and overreacting. I am told that I am suffering from fibromyalgia but without any formal diagnosis of this and literally have given up on trying to get further help.

Notes / Questions

Signposted to LICB, local fibromyalgia support group, UK fibromyalgia, Pain management services, Connect to support , Physio services.

West Lindsey District Council x 1

- 1 x Formal Complaint

Formal Complaint

1. Case 15864 (02-02-2026)

PCN: Trent Care Network

Providers: Lincolnshire Community Health Services NHS Trust (LCHS), Lincolnshire Integrated Care Services (ICS/ICB), The Glebe Practice (Saxilby)

For Information: Lincolnshire Local Medical Committee (LMC)

I am writing to make a formal complaint on behalf of my parent, about the lack of care offered following a severe leg injury.

In late January 2026, whilst visiting family, my parent tripped over the threshold of a doorway and sustained a severe and extensive pretibial laceration to their left shin. The injury was treated at Basingstoke Hospital and we were given an appointment to return there a couple of days later, for it to be redressed prior to their journey home later that day. The following morning, we phoned the Glebe Surgery, Saxilby, as instructed by the doctors in Basingstoke, to arrange ongoing care of my parent's injury. The receptionist told us that parent's notes from Basingstoke were already on the system and they would ask a clinician to look at them and a plan would be made.

Later that morning, another member of the reception team (not a clinician) phoned to say they had been instructed to inform us that the Glebe had applied to the ICB to stop doing any dressings and that although the Surgery had not yet heard back from the ICB no dressings would be offered after the end of January and there were also no appointments for the week 26th-30th Jan. Whilst we were on the phone, an appointment became available for Tuesday 27th Jan which we accepted. During our conversation with the receptionist, we were told that not only were you stopping doing dressings, my parent was not entitled to a district nurse as they was not housebound and the only suggestion given was to go to the UTC in Gainsborough or Lincoln for the routine dressings they will require for the duration of the wound healing, which will be months! So basically, at 94yrs old, with a serious leg wound involving extensive skin loss that requires close monitoring and ongoing treatment, the Glebe practice was abandoning them and telling them to 'go away'.

When we asked what would happen if they, or any other vulnerable patient, quite rightly thought an UTC was not an appropriate or suitable option for routine dressings and took your abandonment at face value and sat at home with the same dressing on for weeks until it became infected, or gangrenous, we were told that *"if it became infected, they'd be entitled to a GP appointment"*.

We were incredulous at the Glebe's attitude, but were told there was no alternative, so I spent that afternoon:

1. phoning LCHS self-referral scheme to be told the Glebe does not have a contract with them to provide community care.
2. Trying to source a private sector dressing service in the area, but could find nothing.

In late January my parent and I attended the appointment with a practice nurse and the top dressing was redressed. Your reception staff then confirmed that no further appointments would be made.

We phoned the ICB complaints team the following day and were told by them that:

1. If the Glebe has not yet received approval from the ICB to stop a dressing service they were still contracted to do so and should still be providing that service.
2. It is unacceptable and inappropriate for the Glebe, or any other GP Practice, to direct patients to an UTC for routine ongoing dressings.
3. IF you do receive approval from the ICB to stop dressings, you will have a duty to direct patients, and facilitate access, to a viable and appropriate primary care alternative, such as a community hub/health centre to provide this vital service for your patients.

We have also subsequently been told that if a clinician at the Glebe had bothered to properly review my parent's notes from Basingstoke, to which we know a photo of the injury was uploaded, or if the practice nurse had made a proper assessment of the wound when they redressed it, a referral to the Tissue Viability Team would have been appropriate. This would facilitate expert assessment of this complex wound and for an appropriate care and management plan to be put in place to achieve the quickest and best outcomes for my parent. Such a referral would have been a very different course of action to the disinterest and abandonment we received.

We look forward to a timely response to our serious concerns about the lack of interest and care offered by your practice following my parent's leg injury.

Notes / Questions

Healthwatch copied into this complaint, initial complaint to the Practice Manager direct.

Healthwatch asks all - what is in place for those patients to access wound care without blocking up the Urgent Treatment Centres.

Provider Response

Relatives Update - There were developments on Wednesday which turned out to be a blessing in disguise. Lunchtime on Wednesday parent developed a very sudden excruciating pain in the knee of their affected leg. The knee swelled instantly and they were unable to weight-bear or bend it. Long story short...it took 4 paramedics and a LIVES doctor to get their pain under control enough to get them out of their bungalow! In Lincoln A&E they admitted them for a bleed in their knee, but also immediately referred them to the Tissue Viability Team (TVT) for their leg wound. Parent has been on Shuttleworth Ward since then, but the pain and swelling in their knee has subsided enough for

them to come home today. Their leg will be redressed before they leave hospital and then every 3 days by community nurses (arranged by the ward and TVT) from now on.

I had a call from the ICB complaints team this morning, confirming that the Glebe has now officially stopped doing any dressings, but that no alternative pathway for patients is yet in place (but must be imminent). I have asked for my complaint to the ICB to be formalised.

Relatives update - As you know my parent ended up in Lincoln County from late January to early February, with a knee effusion (bleed in the knee) secondary to the leg wound they sustained. At the point at which you and I last communicated, I thought the knee effusion may have been a blessing in disguise as Lincoln A&E and then Shuttleworth Ward were concerned enough about their pretibial laceration to refer parent to the Tissue Viability Team.

I am therefore extremely frustrated to report that the reassurance we were given around ongoing support for the management and care of my parent's leg wound following discharge from Lincoln County turned out to be false.

We were told the Tissue Viability Team had put in place an ongoing treatment plan for dressings every 3 days whilst they were an inpatient, which would continue after discharge, delivered by the Community Nursing Team. Their wound was redressed on the ward prior to discharge in early February and we were told the Community Nursing Team would contact us to arrange a visit for a couple of days later for the next dressing. They did contact us soon after parent got home in the afternoon to say they had received the referral from Shuttleworth Ward and the Tissue Viability Team. However, they went on to say that as my 94yr old parent came home from hospital in a car they are not considered housebound, and is therefore not entitled to community nurse visits for dressing changes regardless of their age, frailty or the recommendations of the Tissue Viability Team. Once again, we were told that as their GP surgery, The Glebe Saxilby, has stopped doing dressings and as neither the Glebe nor the ICB has put in place any alternative primary care pathways/services for patients who require dressings, attending an UTC in either Lincoln or Gainsborough every 3 days was still our only option.

So the involvement of the Lincolnshire Tissue Viability Team and the plan we were told they had put in place with access to ongoing care and management of this severe and extensive pretibial laceration on a 94yr old was a lie.

We feel let down at every stage by The Glebe, LCHS and The Lincolnshire Tissue Viability Team. Where is the 'joined up care' we were promised with the advent of an ICB? It is evident that the primary, secondary and community care providers are still working in silos; protecting their own individual interests rather than prioritising holistic patient care.

In my parent's case, we have been forced to move them to another GP surgery. I am pleased to say that the experience there could not have been more different from The Glebe. They were registered at the surgery 2 days after discharge from hospital and a couple of days later they had a 20 minute appointment with an experienced Practice Nurse at which photos of the wound were taken, the dressing changed and a comprehensive plan of treatment discussed. Parent left that appointment with twice weekly dressing appointments in the diary up until the end of February. At last, they are receiving the care that they deserves.

So in summary, my concerns are:

1. The removal of dressing services by the Glebe Surgery Saxilby with no appropriate alternative primary care pathway in place to provide this vital service for their patients. Also, I am led to believe, by the ICB complaints team, that the Glebe is not the only Lincolnshire GP surgery withdrawing such services.
2. How and why this was approved by the ICB
3. Whether the Lincolnshire Tissue Viability Team know what is happening to patients on discharge and that the ongoing plans they have made for management and care of serious wounds are being ignored by primary and community care providers.
4. The misuse of UTCs; with primary and community care providers telling patients that due to their own inadequacies and failings, patients' only option is to add to the already great burden on UTCs.

ICB response from Head of Primary Care Operations and Delivery : Glebe had given notice to stop providing treatment room services and there was a delay in the ICB getting alternative provision in place. Following escalation of the risk LCHS did agree to provide the service but there was an interim period where patients were being directed to UTC. We can only apologise for this gap in service and inconvenience to patients whilst we put alternative arrangements in place and transitioned the service which is still underway.

LCHS - The District Nursing Service is commissioned to provide a range of nursing services to patients who are housebound across the Lincolnshire area. We work collaboratively with local GP practices to support the Lincolnshire population who are housebound with their ongoing identified health needs, we are unable to support patients who are not housebound.

<ul style="list-style-type: none"> • 1 x General Comment • 1 x Compliment 	<p>1. Case 15930 (17-02-2026)</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health) For Information: Lincolnshire Integrated Care Services (ICS/ICB) General Practice (GP) Community Mental Health Team (CMHT) and specialist MH services</p> <p>Still waiting for urgent vascular referral (2 years in April) I have previously (2019) had 2 blood clots and had emergency iliac and femoral embolectomy after presenting myself at a vascular department 30 miles away. I presented myself at my local A&E 3 days prior and was given a bottle of morphine and sent home.</p> <p>I suffer with mental health issues and find these are blamed continuously and I'm ignored, going round in circles again & again.</p> <p>I am at this present time housebound, sleeping in a chair and haven't been out since October. GP is aware as mental health has sent them messages (rather rude messages I might add) but no one has visited.</p> <p>I have bought online a medical grade vascular Doppler in the hope I can get my relative to help me test my arteries in my legs as I only walk a short distances with crutches now (since 2022) I have 2 blocked arteries below my knee since the blood clots and only have a single vessel run off supplying blood. I'm concerned this is becoming occluded as I've developed foot drop (peripheral neuropathy and peripheral arterial disease were diagnosed after I'd been living with blood clots for an extended time)</p> <p>This affects both my physical and mental health as I receive no support, even after overdosing in Aug/Sep time on prescribed meds as I'm sick of being isolated and alone.</p> <p>Mental health promise support and nothing happens, promise to return calls, never do. I have documented this.</p> <p>Notes / Questions</p> <p>Unfortunately no patient details to find out which GP practice or area where patient resides.</p> <p>Compliment</p> <p>1. Case 15873 (05-02-2026)</p> <p>Providers: For Information: East Midlands Ambulance Service NHS Trust (EMAS), United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT</p> <p>Emergency department (inc A&E) and Ambulances and paramedics. Felt listened to, not treated as a nuisance.</p> <p>Notes / Questions</p> <p>No patient details provided</p> <p>Provider Response</p> <p>ULTH - Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.</p>
<p>Out of Area x 1</p> <ul style="list-style-type: none"> • 1 x Compliment 	<p>Compliment</p> <p>1. Case 15887 (07-02-2026)</p> <p>Providers: Out of area</p> <p>I used the klinik enquiry form on the GPs website requesting help... I got an almost immediate response with a link to make an appointment with the Mental Health nurse that week... couldn't have been any simpler/quicker... super impressed</p> <p>Notes / Questions</p> <p>Referred to Heathwatch North Lincolnshire</p>

Community Health Services

Area	Case Details
<p>East Lindsey District Council x 1</p> <ul style="list-style-type: none"> • 1 x Compliment 	<p>Compliment</p>

	<p>1. Case 15893 (11-02-2026)</p> <p>Providers: For Information: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>I cut my finger and it wouldn't stop bleeding for an hour or 2 two. It wasn't an A&E so I went to Louth Out of Hours. I was seen within half an hour the Nurse sorted it out. I went home within 45 minutes of getting there. It was in the evening , Really good service. Perfect.</p> <p>Notes / Questions No personal details provided</p> <p>Provider Response LCHS - Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.</p>
<p>Lincoln City District Council x 1</p> <ul style="list-style-type: none"> • 1 x General Comment 	<p>General Comment</p> <p>1. Case 15881 (06-02-2026)</p> <p>Providers: For Information: Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Individual contacted Healthwatch as wanting information about how to proceed further with a complaint about a misdiagnosis in a sexual health clinic 20 years ago at a Clinic ? run by Trust who covered that area at that time. This misdiagnosis is still causing health problems at this time. Now lives in Lincoln area and GP registered in Lincoln.</p> <p>Notes / Questions Signposted to LICB, CQC, PHSO, NHS Advocacy service. Advised about what Healthwatch can and cannot do.</p>
<p>West Lindsey District Council x 1</p> <ul style="list-style-type: none"> • 1 x General Comment 	<p>General Comment</p> <p>1. Case 15991 (24-02-2026)</p> <p>PCN: Imp</p> <p>Providers: Practice Plus Group MSK & Spinal Service, Lincolnshire MSK North Hykeham</p> <p>Helpful information but left a little confused. Hoped to be placed with spinal Consultant for long term condition, but offered open access to them for 12 months.</p> <p>Notes / Questions No patient details provided</p>
<p>Out of Area x 1</p> <ul style="list-style-type: none"> • 1 x General Comment 	<p>General Comment</p> <p>1. Case 15886 (07-02-2026)</p> <p>Providers: Out of area</p> <p>Waiting list is disgraceful. You phone the department leave a message they never phoned back</p> <p>Notes / Questions Referred to Healthwatch North East Lincolnshire</p>

Primary Care Services

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

1. Case 15953 (18-02-2026)

PCN: Boston

Providers: Greyfriars Surgery

Information provided via State of Health and Care Survey.

The most recent conversation was with a pharmacist from the surgery for a medication review. I just feel they could treat you as a person rather than a phone call about your medication, asking me to take my own blood pressure, weigh myself, asking patronising lifestyle questions, and then going in for a blood test at a later date.. Surely it would make sense and be more efficient to have a face to face appointment and do all of these at one time? Since being diagnosed over 2 years ago with raised BP (I diagnosed myself and called to let them know) I haven't seen or had a call from my GP regarding treatment options, side effects etc. I have had a couple of appointments with a trainee health professional who was lovely but just relaying instructions and information from the GP who I have never seen. I have had a couple of issues with side effects from medication and have used the online portal to let them know about these, but then a different set of tablets turn up with no discussion. No offer to come in and discuss or even a phone call.

Notes / Questions

No patient details provided

Compliment

1. Case 15943 (18-02-2026)

PCN: Boston

Providers: Liquorpond Surgery

Information provided via State of Health and Care Survey.

Since you now make contact online instead of having to call, your request for help is answered more swiftly and is so much easier for working people to make contact

Notes / Questions

No patient details provided

2. Case 15954 (18-02-2026)

PCN: Boston

Providers: Liquorpond Surgery

Information provided via State of Health and Care Survey.

It was ok but I was asked a lot of questions about issues I had not gone to speak to them about as they said there were things flashing up on the screen they needed to discuss. We did however eventually talk about the issue I originally went to see them about.

Notes / Questions

No patient details provided

East Lindsey District Council x 19

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

General Comment

1. Case 15932 (17-02-2026)

PCN: First Coastal

Providers: Beacon Medical Practice

Nothing has gone well. Got a GP appointment out of hours on a Saturday at the hospital for 2 weeks after I rang. Saw them had to wait another 2 weeks for a blood test appointment. No online bookings available, have to ring at 8am or wait outside doctors surgery which is a problem as people who have appointment or booked blood test can't get past the queue to book in.

I thought you had to provide online bookings. Even had to phone to book a blood test, but it should of been just booked by the doctor.

Notes / Questions

No patient details provided

2. Case 15961 (20-02-2026)

Providers:**For Information:** Beacon Medical Practice

Practically impossible to get an appointment. Ring at 8am, engaged, engaged, engaged, then if you are lucky enough to get into the queue on the phone system, usually number 40 plus in the queue. Wait up to 40 minutes to get to beginning of the queue to be told no appointments left, not even phone ones, try again tomorrow or ring 111.

Tried online consultation, explained I wasn't sleeping, had taken 2 x diazepam and 1 x sleeping tablet previously prescribed and still could not sleep. Surgery didn't even speak to me but sent a message telling me to purchase over the counter sleeping help.

I haven't been sleeping for 9 weeks now and this is having a detrimental effect on my life, my ability to cope and me carrying out my caring role for my disabled father who has dementia and bowel cancer. How do I get help?

Notes / Questions

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

3. Case 15970 (20-02-2026)

Providers:**For Information:** Boots Pharmacy (Horncastle), Lincolnshire Integrated Care Services (ICS/ICB)

Boots Chemist gets crowded, only a small building, and understaffed. The staff are brilliant, but a lot of organisation and work pressure. It's Boots policy to send prescriptions away and then come back in boxes for the staff to sort. In the meantime patients receive a text to say its ready and you go in and the boxes haven't been sorted or opened.

I was listening to the news and they said that Pharmacies used to buy aspirin for 20p, now its £2 and they have to put the price up to the public maybe to £4. Pharmacists are struggling to make a living. Government funding is being reduced so it was suggested that there was a £10 billion shortfall across the country.

Notes / Questions

No patient details provided

4. Case 15920 (13-02-2026)

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

My child is 12yrs old and has a severe overbite which now causes pain. They were referred in June as an urgent case by our dental surgery in Woodhall Spa and as their condition has worsened we contacted our surgery again to ascertain progress. The email we received has left us in shock as they say the referral waiting time is now five years for a first consultation and two years later treatment may start. This is seven years!

They do of course offer private treatment. This is not an acceptable way to treat our children and ask for advice as it appears that there is no NHS service for children in the county?

Notes / Questions

Signposted to ICB dental team

5. Case 15966 (20-02-2026)

PCN: Meridian

Providers:**For Information:** East Lindsey Medical Group

All kinds of issues I've had a back problem which has caused leg pain. I've been trying to get a Doctors appointment since last November. Won't see me despite me having to go to hospital because of it. 90% of the patients are women. My spouse booked an appointment and was seen quickly. I heard about it and didn't believe it but my spouse and my experience suggests its true. I'm given a physio appointment every time which is fine to some extent, but it is a nerve problem. I was pleased with the physio help. Then I got a phone call to say I have been referred to a back specialist and have an appointment.

Notes / Questions

No patient details provided

6. Case 15975 (20-02-2026)

PCN: Meridian

Providers:

For Information: East Lindsey Medical Group

I have a hospital appointment in 2 months time. The GP apparently organised it although they have not seen me. ? Doing it from my notes. I'm not too happy. I don't go often and only go when its needed. They were going to close the Surgery, they didn't tell the patients, I wasn't notified nor were other patients. Now keeping the Surgery open for 3 days a week as a GP and Nurse Practitioner on other days BUT a Nurse Practitioner can't do everything. They didn't notify patients of the set up , you just find out when you try and make an appointment . There is a lack of communication and no feedback. I didn't know that the GP was doing something about my back problem for example, so I felt that I wasn't getting any help.

Notes / Questions

No patient details provided

7. Case 15968 (20-02-2026)

PCN: East Lindsey

Providers:

For Information: Horncastle Medical Practice, Woodhall Spa New Surgery

My relative has previously explained my problems trying to see a GP and get a referral for a reaction to my Covid Jab and how I left the Woodhall Surgery to go to Horncastle Surgery. I'm getting on OK there now. Just recently I met friends who tell me they would like to move back and live in Woodhall Spa. They are reluctant to do so because of the GP service as they have a good service from their GP where they live now.

Notes / Questions

No patient details provided.

8. Case 15971 (20-02-2026)

PCN: East Lindsey

Providers:

For Information: Horncastle Medical Practice

An update , previously I said Anima App repeat prescriptions were confusing. However a recent request and the reply just said 2 your prescription has gone to your nominated pharmacy ". A lot better than before when the message said that they needed a response, but going into Anima there was nothing to do. Which just made me think Oh No what's happening !

Notes / Questions

No patient details provided

9. Case 15972 (20-02-2026)

PCN: East Lindsey

Providers:

For Information: Horncastle Medical Practice

I get on OK , I don't like the online booking system. I prefer to phone. I don't know the Doctors anymore.

Notes / Questions

No patient details provided

10. Case 15974 (20-02-2026)

PCN: East Lindsey

Providers:

For Information: Horncastle Medical Practice

I get on fine at the GP. I take my spouse who has dementia, good because they contact us with an appointment. I can't make head nor tail of the online system its ridiculous. Far too complicated its all for the youngsters and not for everyone. Staff are good but the system is too complicated and I gave up.

Notes / Questions

No patient details provided

11. Case 15879 (05-02-2026)

PCN: East Lindsey

Providers:

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

Doctors Surgery accusing me of racist language ? After requesting a reasonable request I received a nasty threatening message accusing me of racist language. They also won't give me the log in details for my access to NHS app.

Notes / Questions

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

12. Case 15934 (17-02-2026)

PCN: First Coastal

Providers: Merton Lodge (Alford) GP

What went well - yearly blood test

What you could have done better - getting results with no further action although I raised concerns about how I was feeling only to be told that I needed to send information through to the surgery, so I didn't bother if only to be told no further action. Someone more senior needs to tell you about results and help at the same time with anything that I'm concerned about. A one stop appointment would be great.

Only been to the surgery once a year for many years and the outcome has always been the same - no further action.

I got a better service from the older persons nurse when they come to visit my spouse. They gave time and was equally concerned for my health as well as my spouse.

Have recently been to see the pharmacist and was prescribed antibiotics for an infection on my finger, great service couldn't complain at all. Would use again. At least you saw someone professional.

Provider Response

Practice Manager response : Thank you for bringing this to our attention.

Are you able to advise who this patient is so that we can review their records and, if appropriate, contact them directly?

From the information provided, it appears the patient may have attended the practice for routine blood monitoring, which is often undertaken for certain medications or long-term health conditions. These appointments are usually carried out by a phlebotomist whose role is to take the blood sample rather than assess clinical concerns.

If a patient raises additional health concerns during such an appointment, the phlebotomist would normally advise them to contact the practice via the usual routes (online request, telephone, or at reception) so that the concern can be assessed by a clinician. As the practice operates a triage system, the phlebotomist would not be able to directly book the patient into a clinical appointment.

For clarity, all blood test results are reviewed and filed by a clinician (GP or ANP). If the results relating to the specific test requested are normal, the outcome may be recorded as "no further action." This does not necessarily rule out all other conditions, only those related to the tests that were requested at that time.

If the patient has ongoing or unrelated symptoms, they would need to raise these with the practice so that a clinician can assess them appropriately.

It would therefore be helpful if this information could be shared with the patient, or if we could be provided with their details so that we can contact them directly and ensure that any ongoing concerns are appropriately reviewed.

13. Case 15950 (18-02-2026)

PCN: East Lindsey

Providers: The New Coningsby Surgery

Information provided via State of Health and Care Survey.

Receptionist refused to let me book for a blood test as it was not mentioned on discharge letter from hospital. I had been told by hospital on discharge to have repeat blood tests done by GP.

Notes / Questions

No patient details provided

14. Case 15892 (11-02-2026)

PCN: East Lindsey

Providers: The Surgery Stickney

Went to the GP today, very rarely go. The advanced practice nurse did not read what the appointment was about, treated me like I was interrupting their coffee break, and when I said why I was there they just said can't do anything about that. No exam, no discussion, never mind what else I have to deal with. I was initially floored by their lack of professionalism and lack of compassion.

Notes / Questions

No patient details provided.

15. Case 15951 (18-02-2026)

PCN: First Coastal

Providers: The Surgery Stickney

Information provided via State of Health and Care Survey.

I rang and said could they clarify, as recommended by pharmacist, that I had contracted ringworm from a rescue of animals situation. I had to send a photo of my skin and one of the cream I had purchased. That photo then generated a wishywashy reply from a Doctor. The very Doctor that I have made it crystal clear about... I do not want this Doctor involved in my health care again, due to them fobbing me off with pain relief for 4yrs stating that it was the correct protocol for my condition. I had a growth in my neck that was cancer, they knew about the growth, yet failed to listen to a word I said. I don't trust them now, usual non diagnoses from them so I popped into a vets and for an informative discussion.

Notes / Questions

No patient details provided

16. Case 15914 (13-02-2026)

PCN: East Lindsey

Providers:

For Information: Woodhall Spa New Surgery

Easy to get an appointment however request for scan wasn't fulfilled. No follow up wellbeing.

Informal Complaint

1. Case 15890 (10-02-2026)

PCN: East Lindsey

Providers: Beacon Medical Practice

Beacon Medical Practice has caused me horrendous anxiety due to none of the doctors being trained in menopause or peri menopause. Spouting old debunked information and cancelling the repeat medication HRT and TRT that I've been on for over 22 years. I've had to change GP to get my prescription. Appalling service. I've had to listen to untrained GPs saying about breast cancer and stroke due to HRT and Polysithmia due to testosterone. I'm now having to take my complaint to the ombudsman.

Notes / Questions

No personal contact information provided.

2. Case 15928 (17-02-2026)

PCN: Meridian

Providers: East Lindsey Medical Group

My grandchild aged 2 years old, was at the doctors at least 3 times a week for about 3 months because they were ill, getting constant infections. Doctor from Newmarket Surgery, misdiagnosed my grandchild each time they saw them and it took until another doctor at last sent my grandchild for blood test to see why they were getting ill for 5 months the next day. I then had to contact my relative to get my grandchild rushed into Grimsby Hospital urgently. Grandchild then had a blood transfusion and low iron deficiency. Parent felt ignored. Now may have to have a procedure to fix heart problem but we will know more at the next appointment at the hospital in March.

Notes / Questions

Healthwatch provided; Practice Manager information, Advocacy and PHSO. Parent preferred not to go to the surgery, so ICB & CQC information also provided.

Compliment

	<p>1. Case 15945 (18-02-2026)</p> <p>PCN: East Lindsey</p> <p>Providers: Woodhall Spa New Surgery</p> <p>Information provided via State of Health and Care Survey.</p> <p>New Doctor in the surgery has taken a positive action to my ongoing problems and is helping me to come of some of the long term pain killers that I have been on</p> <p>Notes / Questions</p> <p>No patient details provided</p>
<p>Lincoln City District Council x 4</p> <ul style="list-style-type: none"> • 2 x General Comment • 1 x Informal Complaint • 1 x Signposting 	<p>General Comment</p> <p>1. Case 15911 (12-02-2026)</p> <p>PCN: Imp</p> <p>Providers: Cliff House Medical Practice</p> <p>I have suffered from anxiety a lot which has a huge impact on my life and feel that my GP fobs me off because of it. They don't listen to me and it has made me avoid making appointments because it feels absolutely pointless. One GP in particular makes me feel really fobbed off.</p> <p>Notes / Questions</p> <p>Signposted to Practice Manager if not resolved LICB</p> <p>2. Case 15949 (18-02-2026)</p> <p>Providers: Lincoln Dental Care (Newark Road, Lincoln)</p> <p>For Information: Integrated Care Board Dental</p> <p>Information provided via State of Health and Care Survey.</p> <p>Dentist has filled same tooth 3 times. Each time filling comes out. Dentist has "repaired" another tooth - the filling stretches between 2 teeth making it impossible to floss. That filling has also (mostly) fallen out. 3rd tooth was filled. Filling too high making it uncomfortable to chew. I believe that filling also fell out within 3 weeks.</p> <p>Notes / Questions</p> <p>No patient details provided</p> <p>Informal Complaint</p> <p>1. Case 15929 (17-02-2026)</p> <p>PCN: South Lincoln Healthcare</p> <p>Providers: Brant Road Surgery</p> <p>Community Mental Health Team (CMHT) and specialist MH services</p> <p>Brant Road Surgery</p> <p>Had to wait 1.5 years to be prescribed testosterone alongside my HRT, despite the fact that right at the start it was clear my testosterone was very low. GP refused to do anything until the 'menopause specialist' said so. Stuck in a queue for over a year, spoken to twice on the phone, another blood test and eventually got it.</p> <p>Requesting a 'right to choose' autism referral for my teen child. GP refuses to do anything without community paediatrics, hasn't even seen my child. They are self harming, and I'm still waiting for a decision on the referral 6 months later.</p> <p>Both situations GP is reluctant to meet face to face, rarely does calls, and when they do, talk at you not listen. Even the menopause specialist sounded like they were reading from a script at me. Most of the time the GP hides behind letters and online communication.</p> <p>Notes / Questions</p> <p>Healthwatch provided Practice Manager information</p> <p>Signposting</p> <p>1. Case 15891 (10-02-2026)</p> <p>PCN: Lincoln Healthcare Partnerships</p> <p>Providers: Integrated Care Board Dental</p> <p>Access to NHS dentist. Can you help me find an NHS dentist in or near Lincoln, please?</p> <p>Notes / Questions</p> <p>Signposted to finding an NHS Dentists and NHS 111 for emergency should it be required</p>

North Kesteven District Council x 6

- 4 x General Comment
- 2 x Compliment

General Comment

1. Case 15868 (02-02-2026)

PCN: South Lincoln Healthcare

Providers: Navenby Cliff Villages Surgery

Nothing went well. Very frustrating. Felt unseen and unheard!

Notes / Questions

No patient details provided.

2. Case 15875 (05-02-2026)

PCN: South Lincoln Healthcare

Providers:

For Information: Navenby Cliff Villages Surgery

Felt that I was not seen or heard when trying to access GP services when needing to speak to someone re test results, but instead I was repeatedly sent AI generated responses and complicated NHS policies.

Notes / Questions

No personal contact details provided.

3. Case 15899 (12-02-2026)

PCN: APEX

Providers:

For Information: Richmond Medical Centre

Have been constantly told that my condition would "probably get better on its own" and that I would need to "call and cancel my appointment by the time my referral comes through". It has now been over two years and I have not had successful treatment for a nerve injury caused by a household accident. I have had that I "looked well" put in my notes, when I was clearly wearing makeup even though I verbally explained the distressing symptoms I cope with daily.

Notes / Questions

No patient details provided.

4. Case 15874 (05-02-2026)

PCN: K2 Healthcare Sleaford

Providers:

For Information: Sleaford Medical Group

Sleaford medical group. It was difficult to access the help and support needed and would describe it as a negative experience of care.

Notes / Questions

No personal information provided

Compliment

1. Case 15871 (03-02-2026)

PCN: APEX

Providers: Richmond Medical Centre

Have been seeing physio at GP practice. They have sent me for an x-ray and had steroid injection, all for hip pain. Have now referred me to see orthopaedics.

2. Case 15939 (18-02-2026)

PCN: K2 Healthcare Sleaford

Providers: Ruskington Medical Practice

Information provided via State of Health and Care Survey.

Twice this year I have had to ask for an urgent prescription for my meds, once an oversight on my part, and once due to a surprise trip. In both occasions the GP surgery dealt with it quickly, and the pharmacy issued my meds really quickly. Very thankful for this.

South Holland District Council x 4

- 4 x General Comment

General Comment

1. Case 15924 (16-02-2026)

PCN: South Lincolnshire Rural

Providers: Abbeyview Surgery, Moulton Medical Practice

Information provided in relation to Abbeyview and Moulton GP practices.

Patients raising concerns that if they do not have access to a mobile phone or internet, they are being informed that they are unable to make an appointment in person at these surgeries and to go away and do it online.

Notes / Questions

Healthwatch asks - How are patients informed of how to make appointments if they are unable to do this electronically? what options are open to this cohort of patients and how are they informed.

2. Case 15908 (12-02-2026)

Providers: JDSP Dental T/A Winsover Dental Care

For Information: Integrated Care Board Dental

Phoned up NHS dentist a week before Xmas with severe tooth pain. No appointments offered me a private appointment for £100 plus treatment costs.

Called 111 - told me a dentist would be in touch soon, my dentist called soon after and offered me an appointment which I doubt is a coincidence. Was told at appointment that I needed the tooth removing, however we decided that a course of antibiotics first and to call back if I got not better. Discussed that I had a routine appointment end of January 26.

At this appointment discussed tooth removal, I am unable to have this as there is a 18 month waiting list for extractions. However, they had time to give me three minor fillings. I don't understand how when there is clearly a clinical need as assessed by a dentist at the same practice how there can be a waiting list of 18 months. I am generally disappointed by this dentist.

A few months ago I was having issues with a partial denture. It was difficult securing an appointment as I was told at the time there was an 18 month waiting list for dentures. When I saw the dentist, nothing was done as the dentist felt it would make the denture insecure. When I got home I adjusted the denture myself with a dremel. It's been fine since.

I am in the very near future going to lose my upper teeth but I am very concerned that this dentist is not going to be able facilitate this considering waiting lists for dentures and tooth removals.

Notes / Questions

Signposted to LICB

Healthwatch asks - what is the timeframe for patients with such needs

3. Case 15867 (02-02-2026)

PCN: South Lincolnshire Rural

Providers: Littlebury Medical Centre

Patient suffering with severe back pain in the lower back, is on morphine which is making them feel ill. GP made a referral to One Health, who after talking to them for some considerable time at Skegness, referred on for an MRI and other tests as none in patients file.

Patient attended for the MRI and other test at Lincoln Private Hospital (under the NHS) but was unable to have the MRI as couldn't fit, so now referred back to the GP, has been trying to get this sorted, but waiting for another call from Practice Manager, who they have spoken with previously.

Notes / Questions

Healthwatch provided information on open/upright MRI clinics

4. Case 15952 (18-02-2026)

PCN: South Lincolnshire Rural

Providers: Moulton Medical Practice

Information provided via State of Health and Care Survey.

My phone call lasted less than three minutes, my GP really couldn't care less about the impact my health condition had on my health. They fobbed me off by telling me to seek help from the pharmacist. I hardly ever bother the surgery, so it's not as if I am forever pestering them. The impact my health condition has on my health is immense.

Notes / Questions

No patient details provided

South Kesteven District Council x 7

- 5 x General Comment
- 2 x Compliment

General Comment

1. Case 15894 (11-02-2026)

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

Because I couldn't afford private dental care the dentist deregistered me.. I applied for NHS dental care at the practice, after nearly 3 years, they repeatedly said there were no places.. I'm a full time carer for my dependent and I can't afford private treatment.

Notes / Questions

Signposted to Find an NHS dentist , emergency dentists, ICB

2. Case 15926 (17-02-2026)

PCN: South Lincolnshire Rural

Providers: Lincolnshire Integrated Care Services (ICS/ICB), The Deepings Practice

I am writing due to rising ever growing concerns about the availability of care from The Deepings Practice in South Kesteven Lincs.

A recent survey was posted on Facebook etc for residents to post their views about the practice. It was posted by the local councils as they had heard concerns about the practice.

Our local hospitals are all aware of the practice inability to provide a decent accessible service for its residents. Getting an appointment is a lottery and with a new triage service about to be launched we feel further and further pushed away by the practice.

Notes / Questions

Healthwatch provided ICB and CQC information

3. Case 15912 (12-02-2026)

PCN: South Lincoln Healthcare

Providers:

For Information: The Deepings Practice

I tried to request a non urgent appointment to consult a doctor at The Deepings Practice it was very difficult.

Notes / Questions

Signposted to LICB

4. Case 15955 (18-02-2026)

PCN: K2 Healthcare Grantham and Rural

Providers: The Market Cross Surgery

Information provided via State of Health and Care Survey.

Repeat prescriptions never ready, periods without any medication, never answer telephone, queue for ages at pharmacy, only contact with surgery via texts. Let you need blood test, please note we don't have any appointments for 6 weeks, please take your own blood pressure and text us reading.

Pharmacy not fit for purpose, no response from complaints. It's scary, want to find a new practice.

The talk in the queue for pharmacy, is so many patients having complaints, kept without medication, waiting 3 weeks for repeat scripts.

Notes / Questions

No patient details provided

5. Case 15878 (05-02-2026)

PCN: K2 Healthcare Grantham and Rural

Providers:

For Information: Vine Street Surgery

Nothing went well. The GP has unfairly accused me of drug seeking and reduced me to 2 week scripts which is adding completely unnecessary stress and distress to the situation.

Notes / Questions

No patient details provided.

Compliment

1. Case 15944 (18-02-2026)

PCN: K2 Healthcare Grantham and Rural

Providers: Glenside Country Practice

Information provided via State of Health and Care Survey.

They are fairly quick to respond to appointment requests via telephone and if you need to see the doctor they are quick to see you, although this often means travelling to the sister surgery in Castle Bytham. The dispensary is highly efficient. Overall I am extremely pleased with the service provided.

Notes / Questions

No patient details provided

	<p>2. Case 15870 (03-02-2026)</p> <p>PCN: K2 Healthcare Grantham and Rural</p> <p>Providers: Long Bennington Medical Centre</p> <p>At my surgery, I can get an appointment in a very short time. I would rate my surgery as excellent.</p>
<p>West Lindsey District Council x 13</p> <ul style="list-style-type: none"> • 3 x General Comment • 10 x Compliment 	<p>General Comment</p> <p>1. Case 15917 (13-02-2026)</p> <p>PCN: East Lindsey</p> <p>Providers: Market Rasen Surgery</p> <p>I have always been able to get an appointment with the Surgery which is good however care has been poor. I have been mixed up with a different patient with a similar name on many occasions and even been given the incorrect medication from the in-house pharmacy which I took while pregnant. They have also told me about another patients medical conditions over the phone without checking they were talking to the correct person. I've had to make several complaints.</p> <p>I had a GP be extremely rude while I was pregnant with sickness marking comments like 'Oh this must be your first' and 'it's just part of pregnancy'. It was my third pregnancy and I ended up coming back the next day to see another doctor who gave me medication that helped my symptoms and avoided a hospital stay. I felt humiliated by the first doctor who just dismissed my symptoms and feelings. I ended up in hospital with my other pregnancies so was really trying to avoid this and ask for help.</p> <p>Notes / Questions</p> <p>Signposted to LICB, CQC</p> <p>2. Case 15969 (20-02-2026)</p> <p>PCN: Imp</p> <p>Providers:</p> <p>For Information: The Willingham Surgery</p> <p>I have changed surgery after discovering misdiagnosis, inappropriate treatment, lack of review of test results, leaving me developing physical harm from non-treatment of long-standing hypothyroidism. It should not be that patients are told to "deal with it", or "you're mental" when discussing actual physical issues. It should not take inappropriate hospital referral and inappropriate invasive and painful treatment for no benefit (because it was a misdiagnosis) and collapsing at the surgery in order to be recognised as having a long-standing endocrine failure. Untreated hypothyroidism just kills people slower than untreated diabetes - that's the only difference.</p> <p>Notes / Questions</p> <p>No patient details provided</p> <p>Provider Response</p> <p>Practice Manager response : It appears these cases are the same patient as another one on the report, due to the serious nature of the complaint, we would like the opportunity to investigate further, 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?</p> <p>Healthwatch Lincolnshire response: unfortunately no personal information to share. I agree that this sounds like the same person but they were posted separately on Healthwatch England's platform and then on Healthwatch Lincolnshire's platform for sharing experiences both anonymously.</p> <p>3. Case 15992 (24-02-2026)</p> <p>Providers: Welton Family Health Centre</p> <p>Sadly I left this practice within the past 9 months. I have become increasingly more frustrated with the length of time I had to wait for appointments. Initially the AskMyGP shut shortly after it had opened in the mornings. This did improve over time and stayed open longer but if you rang the practice there were long waits for blood tests. Reception staff could sometimes be unhelpful and curt. Clinical staff were always good once you managed to see someone. Parking was a nightmare, insufficient spaces frequently had to use Co-op car park.</p> <p>Notes / Questions</p> <p>No patient details provided</p> <p>Compliment</p> <p>1. Case 15977 (24-02-2026)</p> <p>PCN: Imp</p> <p>Providers: The Ingham Surgery</p> <p>Excellent, recently rejoined this surgery, very impressed with the service we have received.</p>

2. Case 15978 (24-02-2026)

PCN: Imp

Providers: The Ingham Surgery

Always friendly and helpful team. I can usually get appointments quickly. The inhouse pharmacy is super handy. Doctors and Nurses are always supportive.

3. Case 15979 (24-02-2026)

PCN: Imp

Providers: The Ingham Surgery

Attended with dependent for a potentially embarrassing problem. Female GP as requested due to sensitivity. Male student Doctor present, was asked if would prefer for them to leave the room, which understandably my dependent did prefer.

The Doctor listened and was very considerate to my dependent and maintained their dignity at all times. The Doctor explained their findings clearly and medications given.

4. Case 15980 (24-02-2026)

PCN: Imp

Providers: The Ingham Surgery

Nurse

The staff are always friendly and helpful. I do use AskMyGP on a regular basis, they always contact me and assist with any issues I have. I have had a minor surgery at the practice and I was well taken care of. I have been at this surgery for 30 years and have never had a problem with the service. I am always seen quickly whenever I need an appointment.

5. Case 15981 (24-02-2026)

PCN: Imp

Providers: The Ingham Surgery

I have nothing but praise about the services provided by this practice, both in terms of healthcare and administration.

6. Case 15982 (24-02-2026)

PCN: Imp

Providers: The Ingham Surgery

Overall very positive. Responsive and always provide appropriate appointments when needed. Feel very re-assured by the practice and generally see the same GP.

Had previous bad experiences at my last GP Practice so a relief to find an organised and attentive practice.

7. Case 15984 (24-02-2026)

PCN: Imp

Providers: The Ingham Surgery

Relatively new patient, moved from another practice. I have found the surgery to be responsive, professional and efficient, example - I put a request on AskMyGP within a couple of hours I'd received a phone call offering an appointment and it's not unusual to be seen the same day. very good at following up on tests. reception staff are all helpful and pleasant. I'm really happy and pleased that I changed practice.

8. Case 15986 (24-02-2026)

PCN: Imp

Providers: The Ingham Surgery

This GP surgery is fantastic. Kind, caring staff and Doctors. They have helped me throughout many issues and provided high standards of care.

Would recommend this GP Surgery to all around me. Wish Lincoln County would follow Ingham's lead in care. This service helps not only myself but my family also throughout complex issues.

9. Case 15987 (24-02-2026)

PCN: Imp

Providers: The Ingham Surgery

GP surgery, excellent and can't see how any improvement is possible

10. Case 15989 (24-02-2026)

PCN: Imp

Providers: The Ingham Surgery

In for a blood test today, on time, painless. Good experience.

- 2 x General Comment
- 1 x Signposting

1. Case 15869 (03-02-2026)

Providers:

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

I came out of hospital after a heart attack and 6 stents fitted.

I was discharged without enough medication. Insulin. Dexcom needles.

My Hba1c is 116 and was told this was the cause of my heart attack. I will run out of Insulin in 5 days time and have explained this to my gp surgery and there answer is a phone call in 3 weeks.

My cardiologist said I will be back in hospital in less than 6 months if I don't get my blood sugars down. Short of not eating for 2 weeks I don't know what to do.

Im attempting to recover but im so stressed and anxious because I don't have what I need .

Notes / Questions

Asked for further details such as which Practice and provided Practice Manager or ICB information - no details provided to date

2. Case 15915 (13-02-2026)

Providers:

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

Not good. Told by Doctor I am here to treat the ailment not the symptoms. Felt pushed out and fed up as had waited 45 days for a GP appointment.

Notes / Questions

No patient contact details provided or GP Practice identified.

Signposting

1. Case 15935 (18-02-2026)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

ADHD Help

I am looking for advice on how to get access to a referral for assessment.

Notes / Questions

Information on how to get referred sent to the patient

Out of Area x 5

- 3 x General Comment
- 2 x Compliment

General Comment

1. Case 15888 (07-02-2026)

Providers: Out of area

Riverside Surgery, North Lincs

Referral was to a physio on site at the Riverside Surgery, North Lincs ... I had a very peculiar back ache... the physio asked a few questions and began with little exercises, gave me some homework and back the next week... my main problem was sitting, and all the exercises they gave were seated, which I questioned, they assured me that was what was best so I decided to trust the process, week on week I got worse, ended up with a lot of nerve damage.

Notes / Questions

Referred to Healthwatch North Lincolnshire

2. Case 15889 (08-02-2026)

Providers: Out of area

GP is only 1 issue at a time so of course other things get missed . 3 years later I find my health deteriorating faster because the various health issues were not joined together. I now find 1 eye is failing because dots have not been joined. What appears to be medical staff with narrow knowledge, GPs who provide temporary solution without fixing it permanently. So many different GPs there is no continuity of patient care.

Notes / Questions

Referred to Healthwatch North Lincolnshire

3. Case 15884 (10-02-2026)

Providers: Out of area

There's an apparent lack of trust in the patient's experience of their issues & an apparent scorn shown toward people that inform themselves about their issues. Such self support is treated as blasphemy & too many GP's are working on outmoded principles of prescriptive dogma.

I have thyroid issues & despite me telling my GP's over & again that the 'one size fits all' levothyroxine medication doesn't improve my overall wellbeing & contributes to emotional issues .. they refuse to take on how I say I feel.

I wish they wouldn't treat me & surely, many other patients this way, as it's crippling for people that aren't responding well to treatment. I've gone as far as mentioning NICE guidelines & have had a GP suggest I move practice, if I'm not happy about their treatment, which is an insult to my intelligence & experience.

One practice nurse, taking my bloods, made the biggest difference by helping me to change brands of medication, which alleviated some of the symptoms I experienced & that was more help than any of the GP's I'd tried to speak to about the debilitating problems that I frequently experienced.

The University of Aberdeen researchers have conducted studies on thyroid disease, primarily focusing on its impact on patient wellbeing and labour market outcomes. Their 2023 survey indicated that while some aspects of life improve after treatment, many patients continue to struggle with symptoms.

I am one of those patients & I've not been successfully treated, directed to an effective endocrinologist, or even been given for a blood test, in about a year, so I feel 'given up on' & hesitant to even speak to the practice about it now.

Notes / Questions

Referred to Healthwatch North East Lincolnshire

Compliment

1. Case 15885 (09-02-2026)

Providers: Out of area

Kidney tumor discovered incidentally, following a CT scan for a chest infection.

Doctor called me to the surgery the following day to discuss. A follow up Kidney scan given within a week.

Cancerous tumor removed at Castle Hill hospital within 3 months of scan.

Post op issues dealt with fast with Doctor making a special effort to be present with nurse.

I cannot thank the Doctor and Birkwood surgery enough.

Notes / Questions

Referred to Healthwatch North East Lincolnshire

2. Case 15919 (13-02-2026)

Providers:

For Information: Out of area

Church Lane Medical Centre, Scunthorpe

GP always take time, always listens.

Notes / Questions

Referred to Healthwatch North Lincolnshire

Hospital Services

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

1. Case 15876 (05-02-2026)

Providers: Lincolnshire Families Maternity & Neonatal
For Information: Pilgrim Hospital

Maternity/ Labour and Delivery. Antenatal appointments were all good, scans were informative. Theatre during my birth with forceps delivery was an amazing experience after a surgical team handover. Midwives and surgical team (before a handover occurred) were extremely rude, didn't read my birth preferences and completely ignored my birth partners. Pulled me about, shouted at me and had no care for my wellbeing, all while I was having painful, non stop contractions from start of labour.

Maternity care after the birth was also awful. Left alone for hours although I was clearly very low, no bedding on the hospital bed, made learning to breastfeed harder than it needed to be, pushing my babies head to my breast and holding it there while they screamed. Again, rude, dismissive and all together definitely contributed to me having postnatal depression.

Notes / Questions

No patient details provided.

Provider Response

ULHT - Thank you for taking the time to share your experience with us. We are truly sorry to hear that aspects of your maternity and postnatal care fell so far short of what you deserved. What you have described is not the standard of care we expect, and we want to acknowledge the impact this has had on you. We are pleased to hear that your antenatal appointments and scans were positive, and that the surgical team who took over your care provided the safe and supportive experience you needed. However, the concerns you have raised about the behaviour of staff before that handover are deeply worrying. No woman should ever feel shouted at, dismissed, handled roughly, or ignored during labour, especially during painful and continuous contractions. Your birth preferences should have been acknowledged, and your birth partner involved and respected. We are very sorry that this did not happen for you. Your postnatal experience is also extremely concerning. Being left alone when you were struggling emotionally, not being provided with bedding, and receiving poor breastfeeding support are not acceptable. The actions you describe around staff forcing your baby's head to your breast and being rude or dismissive are not in line with compassionate or safe care. Please be assured that your feedback will be reviewed carefully, and we will address the behaviours and standards you have highlighted.

2. Case 15895 (11-02-2026)

Providers:
For Information: Pilgrim Hospital

Have recently been seen in Outpatients a number of times and as a patient . Every clinic visit I had to tell staff to speak facing me as I lip read and tell every new member of staff I saw as in patients the same. The domestic staff and my doctor were the only ones that remembered or had passed the information on.

Provider Response

ULTH response: Requesting patient details.

ULTH contacted with consent from patient to release personal information and update.

ULTH - I am very sorry to hear that you have had to inform multiple members of staff of your need to lip read for communication purposes. At the Boston Breast Unit, we endeavour to pass important patient information like this onto the other members of the team that you may come into contact with at your appointment. I can understand that this information may have been lost between different visits, therefore, I have now added an alert to your details on our appointment system, care flow, to detail that you require face to face communication in order to lip read. This means that any new appointments made from this date will have a note added with this information on. This will be visible to staff members when they view their appointment lists at the start of clinics and will remain on your patient details when anyone accesses them via care flow. I hope this helps to resolve this problem and helps to improve your experience with our services.

Healthwatch shared this response with the patient 7/4/26

East Lindsey District Council x 7

- 5 x General Comment
- 1 x Compliment
- 1 x Signposting

General Comment

1. Case 15927 (17-02-2026)

Providers: Lincoln County Hospital

Lincoln County Hospital

We always attend hospital when our close relative who has Cerebral Palsy attends as we cannot rely on the hospital to take the time to understand them and they do not always read their care plan, which is vital as they are non-verbal. Because of their involuntary movements I did suggest to the Head of Patient Care that they should have a set of portable bed buffers available but that seems to have fell on deaf ears. There were other issues as well but I feel like I am wasting my time recording them.

Notes / Questions

Healthwatch also suggested the 'All about me' booklet to take with them to ensure patient is provided with the care needed.

Healthwatch asks - are portable buffers available in the hospital departments?

Provider Response

ULTH requesting patient details

ULTH - I am very sorry this was your experience the hospital does have a supply of bed rail buffers to protect patients, we will ensure the team are made fully aware that we do have these , if they were all in use other provisions of pillows should have been made available to protect form harm. "

Information shared with person who raised this comment.

2. Case 15941 (18-02-2026)

Providers: Lincoln County Hospital

Information provided via State of Health and Care Survey.

I took my twelve year old child who had suffered a wrist injury. It was in the evening and they had school next day. This is not an environment for a child! Six hours surrounded by severe bleeding, sickness, drunken people and quite ill patients. There has to be a better way to triage children or at least give them a comfortable area to wait.

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.

3. Case 15872 (03-02-2026)

PCN: First Coastal

Providers: Pilgrim Hospital

For Information: Marisco Medical Practice

Patient who had an ECG at Pilgrim in late September 2025, still waiting for results to go to their GP surgery. Patient has phoned the secretary twice, who stated they would get the results over to the surgery, yet to date this has not happened.

Patient concerned as without the results, treatment plan is on hold.

Notes / Questions

Healthwatch provided PALs information, however patient preferred for Healthwatch to contact them

Provider Response

PALs response : I have forward this to the cardiology team and asked them to action this.

Still not actioned as of second week of Feb - in a pile waiting to be typed up.

ULTH - Sincere apologies for the delay in your results being sent to your GP. If you can provide us with your NHS number or full name and date of birth, we will be able to look into this matter for you. Please feel free to contact directly on 01522 573336

Healthwatch went back to ULTH with information above, who would make contact with the department again.

4. Case 15942 (18-02-2026)

Providers: Pilgrim Hospital

Information provided via State of Health and Care Survey.

My appointment for ENT at Boston came through really quickly and I didn't have to wait at Boston and the consultant was great. However the appointment was in August and I still have not heard anything about the date of the scan.

Notes / Questions

No patient details provided

Provider Response

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

5. Case 15947 (18-02-2026)

Providers: Pilgrim Hospital

Information provided via State of Health and Care Survey.

A&E

The system is repetitive with protocol after visiting three times, however the staff were very caring and they monitor patients when waiting but there is not much privacy for some patients. One person sitting in a wheelchair had their personal history taken by the nurse who asked them personal confidential questions. I visited three times for same issue and it was only when a Dr came up with a diagnosis and gave me some treatment which did help but continued when I got home .

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 15937 (18-02-2026)

Providers: Pilgrim Hospital

Information provided via State of Health and Care Survey.

Seen in Orthopaedics before my appointment time. See by two Specialists and happy with the outcome.

Provider Response

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

Signposting

1. Case 15958 (19-02-2026)

Providers:

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

Volunteer wanting signposting information for individual who attends Horncastle Library where they hold engagement about mammograms for 75+ age range and prescription insoles for shoes.

Notes / Questions

Signposted to breast screening 75+ NHS, Orthotics ULTH

Lincoln City District Council x 7

- 7 x General Comment

General Comment

1. Case 15898 (12-02-2026)

Providers:

For Information: Lincoln County Hospital

Maternity Unit

Not a lot went well clear signs of understaffing, poor training and overworked staff.

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.

2. Case 15904 (12-02-2026)

Providers: Lincolnshire Families Maternity & Neonatal

For Information: Lincoln County Hospital

The staff were all friendly and caring. Unfortunately I was left with little or no pain relief through the night and I was really struggling and upset. I was told I wasn't allowed more but then the nurse in the morning told me I could've had a dose 4 hours ago. I suffered unnecessarily less than 24 hours post birth.

Notes / Questions

No patient details provided

Provider Response

ULHT - 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 15916 (13-02-2026)

Providers:

For Information: Lincoln County Hospital

Orthopaedics

My spouse was admitted to Lincoln County Hospital with a spinal fracture. They were a Nurse and I a Consultant Orthopaedic Surgeon, both retired. Oh I have never seen such an unprofessional shambles. I can not tell you what went well because nothing did. After 14 hours they asked me to take my spouse home. I nursed them at home for the next 3 months. We had no further contact from the hospital!

Notes / Questions

Signposted to PALs, LICB, CQC, PHSO

Provider Response

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

4. Case 15922 (16-02-2026)

Providers:

For Information: Lincoln County Hospital

My parent was on A&E and was badly neglected 39 hours with no fluids etc and left alone they were a dementia patient who could not speak. The Wards weren't any better.

Further information sent by relative: I don't feel heard at all I feel my parent died due to A&E negligence but not heard I have lots pics etc. The home neglected them too, no body map (they had bruises on arm have pics) no fluid charts, no food chart, no turn chart (had bedsores) they were severely dehydrated but they still carried on as normal. A few weeks before they were in Boston hospital they had a fall that nobody saw. Home said they had fallen down stairs as did two other residents. The weight they had lost should not have been missed I had asked for salts tea twice and was unheard. There isn't enough staff. There was no way my relative had fluids and medication so shouldn't be filled in should it. I need to get all this out there my parent didn't die for nothing people need to know about Care home and hospital. Find it funny home got inadequate by CQC but not been visited since 2021. I believe both home hospital failed my parent.

Further information sent by relative: I think its time I take my statement to the papers, care home, and A&E failed my relative. I want it out there got a doctor on a ward to say A&E don't look after elderly patients and a Nurse said they told their team if they don't help patients on A&E they will die and my relative did. So I will be naming them too. Nurse in charge and nurse sucking teeth because I wanted to stay with my parent and I reported them to be told its a language barrier, no it wasn't they were rude, left me all night in a chair, yet next staff got me a bed a drink. The nurse in charge didn't want to speak to me when I asked questions and at this hospital they are rude and spoke in there language all the time on elderly ward. I will not be letting any of it go, I'll name them in papers if I have to. I have been making complaints since A&E and the end of December. Also their next of kin were never notified about anything now want there consent what a joke they visited once.

Notes / Questions

Signposted to PALs, CQC, PHSO, ICB, NHS Advocacy Voiceability, What we can and cannot do at Healthwatch, local MP, legal advice.

Provider Response

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

5. Case 15931 (17-02-2026)

Providers: Lincoln County Hospital

Lincoln County Hospital A&E

Awful experience this week after attending A&E with kidney stones, no seats so sat on floor of waiting room for 5 hours before being triaged. Head nurse came out & said there were 142 patients in a department built for maximum 50, they were corridor nursing & anyone who could go home should. When I finally got triaged and taken through from the waiting room, there were patients who had been sat in chairs for 36 hours, waiting for a bed. No pain relief offered, observations only taken once. Finally had bloods taken and a CT scan. Long wait for a doctor to review these and see me. Was discharged with no pain relief and no plan.

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.

6. Case 15948 (18-02-2026)

Providers: Lincoln County Hospital

Information provided via State of Health and Care Survey.

I avoid Lincoln Hospital, I travel to Newark Hospital, as I found Lincoln so awful. Last time I used Lincoln minor injury unit the Dr didn't even check my relative's eyes. I had taken them with concussion I know what concussion looks like and the doctor didn't do correct check told us wrong information regarding being monitored. My relative was 18 so they discharged themself.

Notes / Questions

No patient details provided

7. Case 15903 (12-02-2026)

Providers:

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

Correctly identified I was hyper mobile. After a terrible triad injury of the elbow, advised squeezing a ball between two hands and discharged. Went to a private sports therapist for full and proper rehab.

Notes / Questions

Signposted to PALS LCH

Provider Response

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

North Kesteven District Council x 5

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

General Comment

1. Case 15936 (18-02-2026)

Providers: Lincoln County Hospital

Information provided via State of Health and Care Survey.

Received a hurried phone call relating to an appointment at Lincoln Stroke Unit. No written/emailed confirmation - absolutely no one answering telephone calls. We just turned up hoping we had scribbled down the correct date/time and overheard other patients complaining about the same issue.

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.

2. Case 15976 (24-02-2026)

Providers: Lincoln County Hospital

A&E

I was brought to hospital by ambulance on a Friday afternoon with dislocated arm and possible fracture. After reduction of the dislocation, X-rays were taken and reviewed by an SHO I was told I had broken my humerus bone in two places. The SHO telephoned the on-call consultant to ask whether they wished to see me, the consultant said they did not, reviewed the X-ray shared by SHO and advised that I be discharged and told to return on Monday.

At approximately 4:45 pm I was told I would be discharged with advice to take paracetamol and return on Monday. I was told I would not have an appointment and would need to wait again in A&E on Monday.

I was very reluctant to go home and asked for treatment or at the very least a pain relief prescription. The consultant was asked to come and speak to me as I had the sensation of pins and needles in my hand, although I did have feeling in the hand. The consultant said I should go home, take painkillers, sit on my couch watch TV and come back on Monday.

Given the severity of my injuries, I was concerned that:

- I was discharged with no additional pain relief, just told to take paracetamol when I arrived home.
- I was not provided with a fracture brace or other definitive immobilisation, only a cloth sling.
- There was no clear follow-up plan at the point of discharge.

I was subsequently contacted the following day, Saturday, and given an appointment at the fracture clinic on Monday, where I was fitted with a humeral fracture brace and informed that I would require weekly review and X-rays. When I asked why the brace was not provided on Friday, I was told the department closed at 5 pm.

A&E - I am concerned that my discharge may have been influenced by departmental closing times rather than clinical need. As a result, I experienced significant pain and anxiety over the weekend. I am also concerned about the lack of clear communication and discharge planning.

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.

Informal Complaint

1. Case 15882 (06-02-2026)

Providers:

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

I am writing to request assistance regarding a prolonged wait for a rheumatology appointment, which I believe is not reasonable given my symptoms and the potential clinical risks involved.

I am a resident of North Hykeham, Lincolnshire

Timeline

- I was referred by my GP to rheumatology on 30 September 2025 with further communication from my GP to Rheumatology on 19 December 2025 advising of worsening symptoms and asking for me to be seen at 'the nearest available opportunity'.
- I was subsequently informed that my referral had been accepted but categorised as "non-urgent."
- I have since been advised that the current waiting time is approximately another 7 months, with no confirmed appointment date.
- I have followed up via my GP and PALS, but my position has not changed.

Reason for concern

My symptoms have been ongoing and are progressive and worsening, with a significant impact on my daily functioning and quality of life, including inability to drive when symptoms are bad due pain in movement, inability to lift pans of food, inability to walk any distance when pain is bad. I suffer pain, stiffness, mobility issues, tiredness which all have an impact on my daily life and work.

As you will be aware, many rheumatological conditions are inflammatory and time-sensitive. Delayed assessment and treatment can increase the risk of irreversible joint damage, prolonged disability, and poorer long-term outcomes. I am therefore concerned that the current classification of my referral as "non-urgent" does not adequately reflect the clinical risk or impact of my condition particularly given I was originally referred in 2021 and taken off the list when I missed a call (which never appeared on my phone records) I was not informed to expect and no further communication was attempted. I have another autoimmune condition which can be closely linked to others which can cause these symptoms. I feel incredibly unheard and the prolonged wait and uncertainty have been extremely difficult to cope with. Not knowing what is happening to my body, or whether my symptoms are worsening in a way that could cause lasting damage, has been a constant source of stress. I am trying to manage day to day without a diagnosis or treatment plan, and this ongoing lack of clarity is affecting my mental wellbeing as well as my physical health

Request

I am respectfully asking for:

- A review of the urgency classification of my referral
- Support in accessing a rheumatology appointment within a reasonable timeframe
- Consideration of alternative providers or pathways if local capacity is limited
- Clarity on the expected timeline for assessment

Side Note

As a side note, I have a relative who saw their GP (In Lincoln) in December 2025 re concern of arthritis in their hands, had a scan on 23 January 2026 and has a follow up with a Rheumatologist this Saturday (8 weeks in total).

I appreciate the significant pressures facing the NHS, but I am increasingly concerned about the impact of ongoing delay on my health and wellbeing. I would be very grateful for any assistance you can provide in ensuring that my case is reviewed and that I am able to access appropriate specialist care safely and fairly.

Thank you for your time and consideration. I look forward to your response.

Notes / Questions

Original information sent to CEO of UHLT, and Chief Nurse, local MP,

CC'd in Voiceability, LICB as well as Healthwatch.

Signposted to CQC, PHSO and What Healthwatch Can and Cannot do

Provider Response

ULTH - Thank the author for their feedback and it is hoped that they have received a satisfactory outcome from their communications.

Compliment

	<p>1. Case 15933 (17-02-2026)</p> <p>Providers: Lincoln County Hospital, Lincolnshire Families Maternity & Neonatal Lincoln County Hospital - Maternity</p> <p>I gave birth and from the moment I entered the labour ward, a midwife was by my side until shortly after I gave birth. My original midwife was taken to theatre and so I had a newly qualified midwife with me who was EXCEPTIONAL. They would talk me through everything they were doing, kept me calm when I was really losing my mind, they were incredibly attentive and helped me into the birthing pool, out of it, onto the toilet, onto the bed, they assisted my birthing partners and gave them ways to help me.</p> <p>I truly could not have asked for a better team to care for me. When I was moved to the postnatal ward, my partner unfortunately had to leave us as it was out of visiting hours, and I was (of course) an emotional wreck. A midwife/nurse came straight to me with biscuits and juice and sat with me until I was feeling better. I received postpartum pads and pain relief around the clock, and when I needed help with my baby, someone was there within seconds.</p> <p>When I needed to take a breather the next day, the midwives held my baby for 15 mins, and anytime I needed the toilet they did the same. The entire department was wonderful. If my partner could've stayed after my traumatic birth, it would've been better, but I understand why they could not (for the safety of the women on the ward).</p> <p>Provider Response ULTH - Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.</p> <p>2. Case 15946 (18-02-2026)</p> <p>Providers: Lincoln County Hospital</p> <p>Information provided via State of Health and Care Survey.</p> <p>I contacted the Macmillan Cancer Late Effects Clinic at Lincoln County Hospital (LCH) and have received prompt diagnoses from departments I was referred to for tests at LCH : nuclear medicine; gastro-enterology and bloods .</p> <p>On a separate issue my GP referred me to neurophysiology at LCH as I have been having problems with my balance and having falls ...again the recent diagnosis was very helpful . I usually ask to go to Nottingham City Hospital and am currently on their books for gynae-oncologist, lymphoedema and skin cancer so I was pleasantly surprised at the recent service I have received at LCH .</p> <p>Notes / Questions No patient details provided</p> <p>Provider Response ULTH - Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.</p>
<p>South Holland District Council x 1</p> <ul style="list-style-type: none"> • 1 x Compliment 	<p>Compliment</p> <p>1. Case 15938 (18-02-2026)</p> <p>Providers: Pilgrim Hospital</p> <p>Information provided via State of Health and Care Survey.</p> <p>Ongoing treatment in Chemo Suite for incurable cancer - although the suite is small they manage to deliver a good level of service.</p> <p>Notes / Questions No patient details provided</p> <p>Provider Response ULHT - Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.</p>
<p>West Lindsey District Council x 4</p> <ul style="list-style-type: none"> • 1 x General Comment • 3 x Compliment 	<p>General Comment</p>

1. Case 15988 (24-02-2026)

PCN: Imp

Providers: Lincoln County Hospital

A&E

Recent attendance, taken in by ambulance in wheelchair at 5am, basic checks prompt. Waited in wheelchair for over 9 hours before being able to sit in a chair, vomiting constantly and struggled with disposing of container as I couldn't walk. Other patients very helpful but feel that should not be necessary for them in that environment, there should be some sort of assistance by ancillary staff. Accept that waiting is inevitable but I feel that it is a very long wait before fairly basic treatment.

Provider Response

ULTH - Thank you for taking the time to share your recent experience. We am very sorry to hear about the distress you faced during your attendance, particularly having to wait for such a long period while feeling unwell and unable to walk. This is not the standard of care or support we want any patient to experience.

While our emergency departments must prioritise patients based on clinical need—meaning those with the most urgent or life-threatening conditions are seen first—we absolutely recognise that this does not lessen the discomfort, worry, or frustration caused by an extended wait, especially when you were experiencing persistent vomiting and had limited mobility. You should not have had to rely on help from other patients to manage basic needs, and we apologise that appropriate assistance was not provided by staff during this time.

Compliment

1. Case 15983 (24-02-2026)

PCN: Imp

Providers: Grantham + District Hospital

Orthopaedics

I had a new knee in Grantham Hospital. All staff were fantastic, best care I have had - ever.

Provider Response

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

2. Case 15985 (24-02-2026)

PCN: Imp

Providers: Lincoln County Hospital

Dermatology

I have been under Lincoln Hospital dermatology for 5 years following diagnosis of skin cancer. I cannot fault the service, usually seen on time, all staff professional, helpful and reassuring. they have followed up with scans and blood tests on time. I've been able to access the service in between appointments if I'm worried about anything. excellent Service!

Provider Response

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

3. Case 15990 (24-02-2026)

PCN: Imp

Providers: Lincoln County Hospital

Maxillofacial

Very good service, professional staff. Acceptable waiting time for appointment:-

- referral to 1st appointment = 3 weeks
- biopsy = 10 days
- results = 2 months
- follow up = 2 months
- 2nd follow up = 6 weeks
- 3rd follow up = 2 months

Next appointment March.

Provider Response

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

- 3 x General Comment
- 1 x Compliment

1. Case 15965 (20-02-2026)

Providers:

For Information: Diana, Princess of Wales Hospital (Grimsby), Lincolnshire Integrated Care Services (ICS/ICB), North Lincolnshire and Goole Services, Pilgrim Hospital, United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT

Have been taking my parent everywhere for the eye clinic for cataracts,. The Lincolnshire Hospital Trust covers a wide area. They send you to the one with the shortest waiting list. Trying to help I suppose.. But you don't see the same person. They all have different opinions. Repeat the same tests. Time consuming and not needed. We started off as NHS patients at the private hospital in Lincoln. We've been to Pilgrim Hospital twice, Grimsby Hospital, Grimsby Eye Clinic , and Louth Hospital. Had the cataract operation at Goole Hospital which was good.

Notes / Questions

No patient details provided.

Provider 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 15962 (20-02-2026)

Providers:

For Information: Grantham + District Hospital

Nothing went well, I was talked at, I wasn't listened to and basically not allowed to speak and give my input. The words gaslighting and misogyny come to mind. I was told that my health was fine and not to worry about the intense pain I was having daily. I had to self refer privately where I was told I was less than 6 months away from needing emergency surgery. I have had to pay over £15,000 for major surgery and ongoing care. Under the NHS pathway for Endometriosis care, I should have been referred and not had to pay for my own care! Totally unacceptable.

Notes / Questions

Signposted to PALs , LICB, CQC, PHSO

Provider Response

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

3. Case 15918 (13-02-2026)

Providers:

For Information: Queen's Medical Centre (Nottingham)

First point of contact is the epilepsy Nurses emails, fobbed off by saying pass information to consultant, this has been going on since last October.

Notes / Questions

No patient details provided.

Compliment

1. Case 15907 (12-02-2026)

Providers:

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

Excellent care from orthopaedics but lack of access in Grantham/south of the county.

Notes / Questions

No patient information provided.

Out of Area x 2

- 2 x General Comment

General Comment

1. Case 15877 (05-02-2026)

Providers:**For Information:** Lincolnshire Families Maternity & Neonatal, Out of area

Scunthorpe Hospital Maternity Ward

The maternity ward was noisy and short staffed. The midwives we encountered were, on the whole, lovely, however the midwife in delivery was more concerned about the monitor and statistics than supporting me. Ended up with a C-section which I feel could've been avoided with more supportive and encouraging care.

Other patients on the maternity ward were noisy, using their phone on loud speaker to co text non English speaking relatives at all times throughout the night meaning new mums and babies sleep were even more disturbed. Nobody helped me to put in my replacement compression socks after my first pair needed to be removed as they were dirty.

Positives were the midwives post delivery were incredibly helpful and caring even holding my baby who didn't want to be put down, while I went to the loo.

Notes / Questions

No patient details provided.

Information sent to Healthwatch North Lincolnshire.

2. Case 15897 (12-02-2026)

Providers: Out of area**For Information:** Lincolnshire Families Maternity & Neonatal

Diana, Princess of Wales Hospital (Grimsby) - Maternity Ward

Staff were quite kind, but very stressed and overstretched. The day and night my baby was born who either wouldn't drink or when did vomited up everything, but no one had time to listen to me. I was awake all night trying to feed my baby and they cried constantly and then just went silent. It took far too long for someone to take me seriously and take them to the neonatal unit.

Notes / Questions

Referred to Healthwatch Northeast Lincolnshire

No patient details provided.

Patient Transport

Area	Case Details
Boston District Council x 1 <ul style="list-style-type: none"> 1 x Signposting 	Signposting <ol style="list-style-type: none"> Case 15923 (16-02-2026) <p>Providers:</p> <p>For Information: Community Volunteer Car Service, Non-Emergency Hospital Transport (NEPTS) EMAS</p> <p>Individual looking for information about transport to hospital in Nottingham as own lift has fallen through, on crutches unable to drive, has used this service before.</p> <p>Notes / Questions</p> <p>Signposted to NEPTS, Boston Voluntary Car Scheme</p>

Social Care Services

Area	Case Details
All Areas x 1 <ul style="list-style-type: none"> 1 x General Comment 	General Comment <ol style="list-style-type: none"> Case 15973 (20-02-2026) <p>Providers:</p> <p>For Information: Lincolnshire County Council - Adult Social Care, Lincolnshire County Council - Children Services</p> <p>After telling my story to Healthwatch about the difficulties I have had as a parent for my child to transition from children's services to adult services. I was delighted to hear that this transition process is being reviewed in a view to improving the transition between services.</p> <p>Notes / Questions</p> <p>No patient details</p>

Other

Area	Case Details
<p>North Kesteven District Council x 1</p> <ul style="list-style-type: none"> • 1 x General Comment 	<p>General Comment</p> <p>1. Case 15940 (18-02-2026)</p> <p>Providers: Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Information provided via State of Health and Care Survey.</p> <p>I was put forward for referral for an eating disorder called AFRID (Avoidant/Restrictive Food Intake Disorder) and months went by and I heard nothing, I contacted my GP and they were really supportive and contacted the mental health team and we found out because AFRID isn't commission here in Lincolnshire, it was having to go out of area and funding would need to be found. So, it went to the ICB and again I waited and the GPs chased and chased this referral only to find out in November that all funding as been stopped for out of area and for AFRID, this was emailed to the secretaries in APRIL and went to the wrong email address. The communication has been rubbish...there as been none. AFRID is affecting me big time and there is no support, no help and I just feel on my own. ICB are apparently working on another plan but not sure what this is. The GP and secretaries have been very supportive and tried everything, and they chased and chased with emails but ICB taking a long time to response. I can't not fault my doctors at all.</p> <p>Notes / Questions</p> <p>No patient details provided</p>