

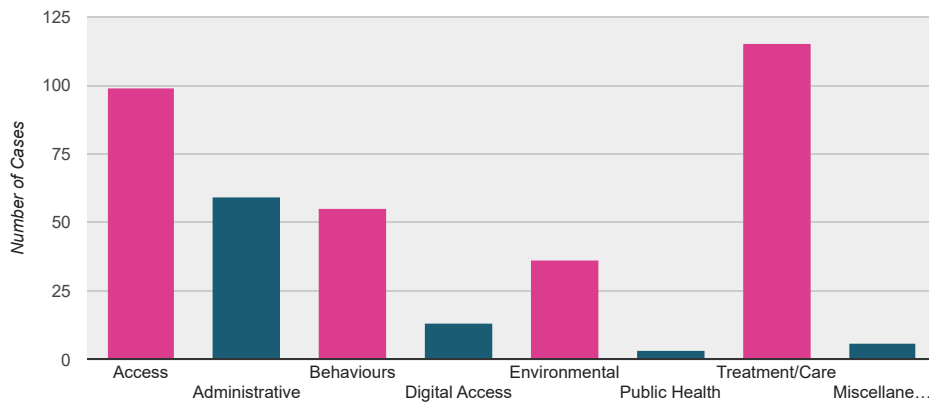
Healthwatch Lincolnshire Patient experiences: March 2026

Statistics

Total cases: 167

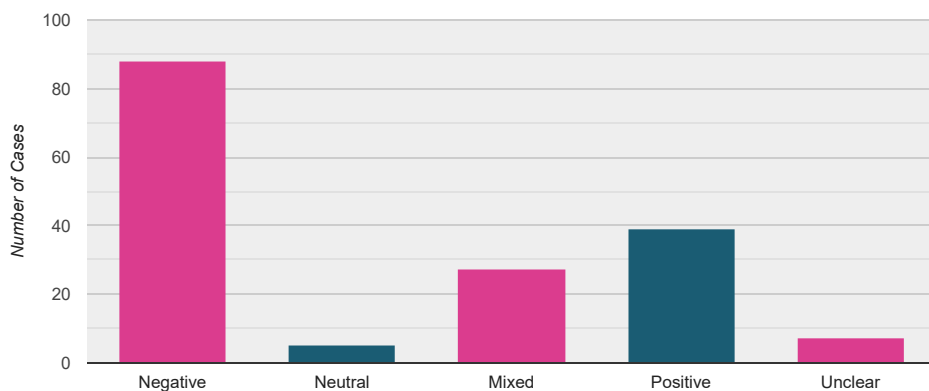
Cases responded to within 3 days: 166 out of 166 (100%)

Theme Areas



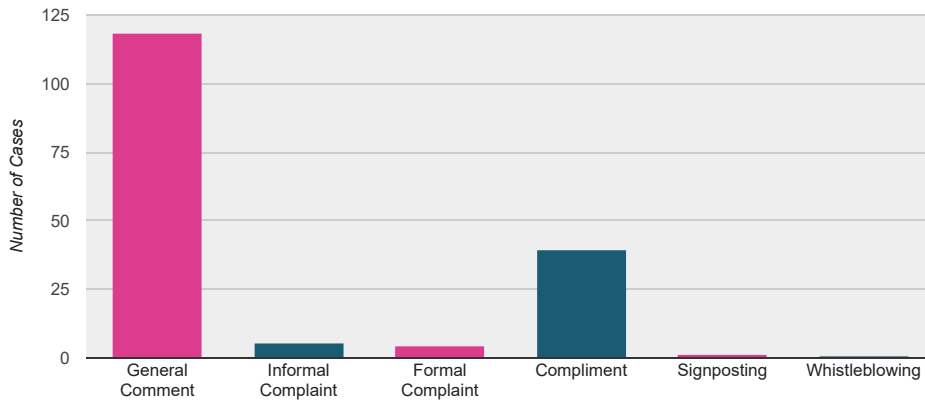
Theme Areas	Cases
Access	99
Administrative	59
Behaviours	55
Digital Access	13
Environmental	36
Public Health	3
Treatment/Care	115
Miscellaneous	6

Sentiments



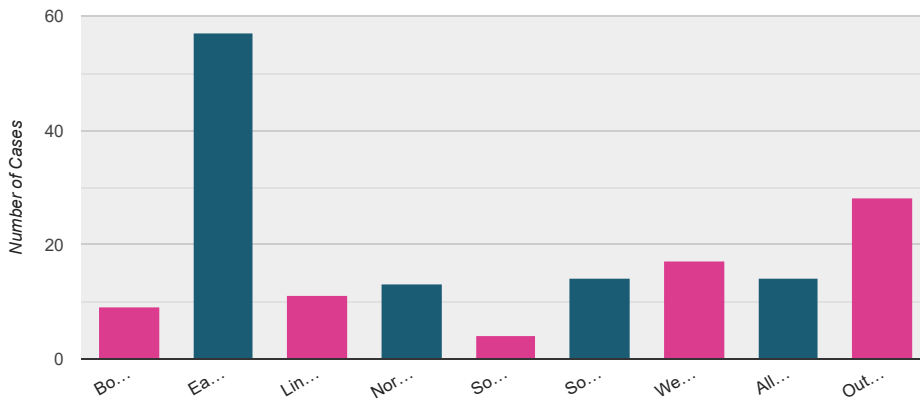
Sentiments	Cases
Negative	88
Neutral	5
Mixed	27
Positive	39
Unclear	7

Case Types



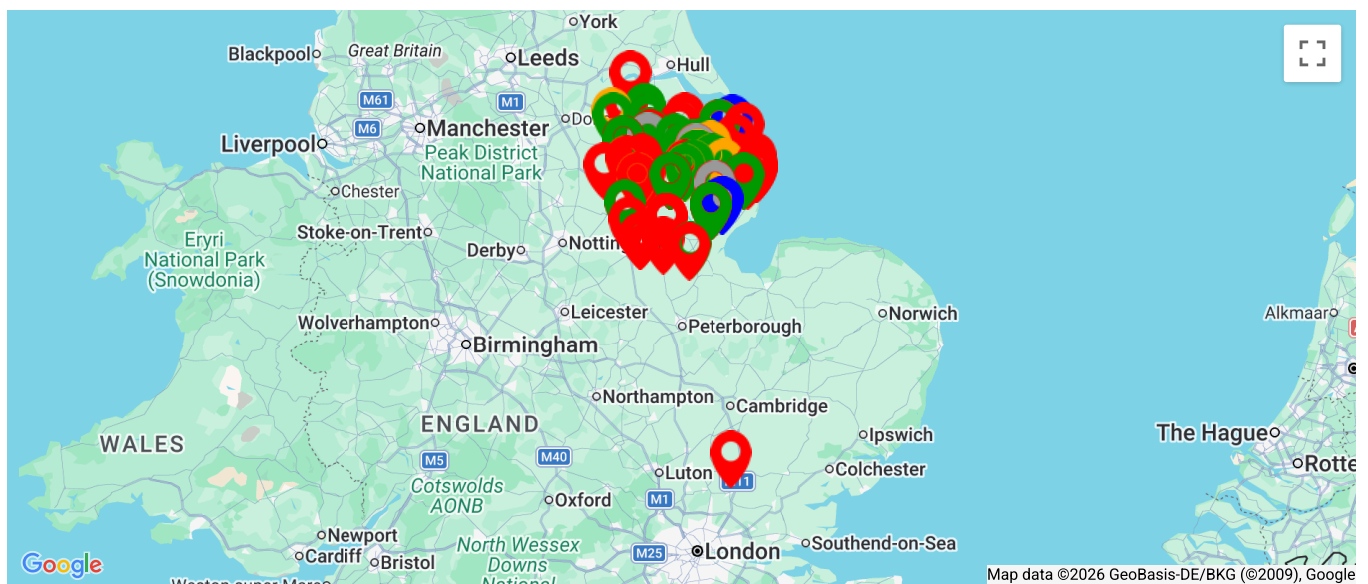
Case Types	Cases
General Comment	118
Informal Complaint	5
Formal Complaint	4
Compliment	39
Signposting	1
Whistleblowing	0

Areas



Areas	Cases
Boston District Council	9
East Lindsey District Council	57
Lincoln City District Council	11
North Kesteven District Council	13
South Holland District Council	4
South Kesteven District Council	14
West Lindsey District Council	17
All Areas	14
Out of Area	28

Map



Cases

Multiple Services

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

Area	Case Details
<p>East Lindsey District Council x 5</p> <ul style="list-style-type: none">• 3 x General Comment• 1 x Informal Complaint• 1 x Formal Complaint	<p>General Comment</p> <p>1. Case 16026 (12-03-2026) PCN: First Coastal Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health) For Information: Beacon Medical Practice</p> <p>I am under the Community Mental Health Team (CMHT) have had therapy with one Practitioner who seems to have a lot of absence meaning cancelled appointments. Medication review from another Practitioner who said they would help me. Last appointment was 5 months ago. They have sent messages saying another appointment is on its way and instead I get handed a form requesting an ECG.</p> <p>As a patient, I have reduced my medication as requested with no support from the team. I have attended training and sessions to help myself but it seems the support the other way is sporadic or not timely.</p> <p>Tried to get help from GP surgery but because I'm under CMHT that's not possible. The Mental Health Practitioner said they were sorry if I felt I had reached a dead end with them. My response, this is how it always is with the NHS.</p> <p>I really have got to the point where I do not see the point in approaching the NHS or CMHT for any support at all, all you get is told someone else should be dealing with whatever it is.</p> <p>Notes / Questions Signposted to Practice Manager, LICB, LPFT PALs , NHS 111 mental health crisis, Samaritans, Shout</p> <p>2. Case 16048 (16-03-2026) PCN: East Lindsey Providers: The New Coningsby Surgery For Information: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health), United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT New Coningsby Surgery, Cardiology, LPFT,</p> <p>Nobody seems to read notes or looks at things holistically. It feels like every appointment is just an individual box ticking exercise.</p> <p>However, the admin/reception staff have been very helpful and supportive.</p> <p>Provider Response ULTH - Thank you for your feedback. We are sorry to hear that your care has felt fragmented and that appointments have not always reflected a holistic understanding of your needs. This is not the experience we aim to provide, and your comments about the importance of continuity and joined-up care are noted and will be shared with the relevant teams. We are pleased to hear that our administrative and reception staff have been helpful and supportive, and we will ensure this positive feedback is passed on to them.</p> <p>3. Case 16290 (31-03-2026) PCN: East Lindsey Providers: For Information: Practice Plus Group MSK & Spinal Service, Lincolnshire, The New Coningsby Surgery Information provided via State of Health and Care Survey.</p> <p>Patient has been experiencing back problems for over 7 months back and forth to the GP saying well it's sciatica, asked twice for an MRI scan as having breast cancer grade 3 which could go to my bones. In the end did get an MRI scan and it wasn't sciatica all them months having the wrong treatment being in lots of discomfort and pain things not working. Was transferred to the CATS clinic to do with my spine problems then to Boston West hospital which was told my spine isn't right my spine is shorter than the average and with an extra vertebra which is trapping and crushing down on the nerves plus other things. I was told by the GP at the surgery in Coningsby it was my hips and I need hip replacement in the mean time before going to the CATS clinic.</p> <p>Notes / Questions No patient details provided</p> <p>Informal Complaint</p>

1. Case 16010 (11-03-2026)

PCN: First Coastal

Providers: Marisco Medical Practice

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

I would like to put on record a concern I have regarding the above medical practice.

My elderly parent who has had diabetes for many years following an accident at work. They have other health issues like epilepsy, previous cancer which they are in remission for but still under Nottingham Queens Medical but usually relatively healthy and mobile for their age. Their diabetes is type 1 and their sugar levels are usually erratic, which their diabetic nurse is aware of.

On the first week of March they complained that they had a very sore throat and thought they may be coming down with a cold, but was struggling to swallow a drink. As the day progressed it gradually got worse but they carried on trying to drink water.

The next day their spouse, who has a heart condition and mobility issues, was getting worried as they hadn't slept very well and their diabetes sensor on their arm kept beeping (as it does a lot) to let them know their sugar was high or low. They were no longer drinking much and they hadn't eaten for 24 hours so their spouse telephoned the surgery first thing to see if they could either have a face to face appointment, or a face time appointment with a doctor. They told the surgery that they weren't eating or drinking and hadn't since Monday, that they were struggling to swallow anything, their breathing seemed to be a bit laboured and their chest when they breathed sounded like it was bubbling (as they put it) and that they seemed to be becoming confused. The Practice told them they would call them back. They did call them back a short while later and said they believed they had a chest infection and were giving them 3 days of antibiotics, to which my parent again told them that they could not swallow them and was slightly confused. They told them to fetch the tablets and try and get them to take them, which they did, with great distress to my parent.

Later that afternoon my parent called my sibling who leads a team of Community Nurses, and was away in another county as they were extremely concerned for my parent. My parent was struggling to get their spouse to read their sugar levels and they were extremely confused. My sibling said they would come home but they needed a sugar level reading. They then rang me to go over and help and informed me that we needed to call an ambulance. My relative went over and took their sugar levels which were 3.6 so they tried to give them an ice lolly to soothe their throat a bit so we could get some cola into them. We telephoned the ambulance and they helped us to help them for the next few hours while waiting for the ambulance.

We got my parent to Grimsby Hospital, where their sugar levels went down to 2.4 and they treated them. They have pneumonia and are still in hospital. I am extremely disappointed in the way that Marisco did not listen to my parent, as if they had then maybe we could have got help much sooner. I appreciate that GP surgeries are overstretched and cannot see every patient that complains of a sore throat but they know the situation with their sugars and other issues. My parent just felt like they were treated like they were just wasting their time for a cold or chest infection, but they have been together for over 50 years and they know when their spouse is ill as they never admits they feels bad. If they had listened then maybe this would not have been such a strain on my parent.

I just don't want anybody else to be in this situation.

Notes / Questions

Signposted to Practice Manager and Complaints Manager at Practice , if not resolved LICB, CQC, PHSO

Formal Complaint

	<p>1. Case 16008 (11-03-2026)</p> <p>PCN: First Coastal</p> <p>Providers: Lincolnshire County Council - Adult Social Care, Pilgrim Hospital</p> <p>For Information: Beacon Medical Practice</p> <p>Regular caller telephoned and shared experience of elderly parent who has been in hospital at Pilgrim and visits to A&E. While parent in hospital did withdraw and stop medication for Parkinson's Disease and other medication and this has not been reinstated while at home. Parents condition deteriorated while in hospital, did get sepsis and very unwell. Had a fall, and injured knee, then got septic arthritis. Caller feels that parent pumped full of antibiotics and not listened too, given medication that they were allergic too when documented on records. Caller not happy with care and treatment parent received in A&E issues there with manual handling, dignity and respect when parent needed the toilet. No rehabilitation as promised.</p> <p>Has had numerous conversations with Parkinson's Nurses and Consultant about reinstatement of Parkinson's medication. Not getting anywhere. GP Practice ongoing communication with Parkinson's team and not getting anywhere re medication. Parent now receiving Palliative Care when discharged from hospital, caller also not happy about this. Caller has previously rung NHS 111 for parents medication when run out. Ongoing issues with Carers but happy to speak up about this and will formulate complaint, issues around time of visits, contact and the way Professionals communicate with caller and parent. Will formulate formal complaint about hospital admission and poor care and treatment.</p> <p>Notes / Questions</p> <p>Signposted to Practice Manager, PALs re formal complaint, CQC, PHSO, LICB</p> <p>Provider Response</p> <p>ULTH - Thank the author for their feedback and it is hoped the advised contacts were made and a satisfactory outcome achieved.</p>
<p>Lincoln City District Council x 2</p> <ul style="list-style-type: none"> • 2 x General Comment 	<p>General Comment</p> <p>1. Case 16000 (05-03-2026)</p> <p>PCN: APEX</p> <p>Providers:</p> <p>For Information: Brant Road Surgery, Grosvenor Hall Care Home</p> <p>My parent was in a care home for 3 weeks whilst we were replacing a bathroom. While in that care home they took a fall and had a double fractured sacrum. Parent was in Scunthorpe General Hospital for approximately 3 weeks, and since then transferred to Grosvenor Care Home in Lincoln for the last 3 weeks. During this whole period parent has not been eating, less than a yoghurt a day. Has been moved to a temporary GP on Brant Rd at Lincoln.</p> <p>I need help or advice on 2 key aspects.</p> <p>There's a general resistance from the GP to prescribe fortisip and we are concerned that my parent's vitals will drop sharply and they simply won't recover or survive. We cannot administer fortisip ourselves as I live out of the county, therefore I need a prescription to allow the home to help. The GP is not accepting that there's an urgency as they say the home haven't raised it, which I'm assured by the home that they have.</p> <p>We can see they're visible frail, losing weight, and their dementia is escalating significantly.</p> <p>Notes / Questions</p> <p>Family want to move parent closer to them out of county. Healthwatch suggested contacting the Adult Social Care team to discuss with allocated Social Worker. GP eventually agreed to visiting parent in the Care Home and carrying out physiological assessment re further treatments and care.</p> <p>2. Case 16288 (31-03-2026)</p> <p>PCN: APEX</p> <p>Providers: Woodland Medical Practice</p> <p>For Information: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Information provided via State of Health and Care Survey.</p> <p>I'm an autistic adult experiencing a mental health crisis, I contacted my GP who is neuro affirming as secondary mental health or crisis services can't help. My GP validated my experience and together we found a way of assisting me.</p> <p>Notes / Questions</p> <p>No patient details provided</p>
<p>North Kesteven District Council x 1</p> <ul style="list-style-type: none"> • 1 x General Comment 	<p>General Comment</p>

1. Case 16081 (19-03-2026)

Providers:

For Information: Lincolnshire Integrated Care Services (ICS/ICB), One Health Sheffield

DWP and NHS hospital travel payment claims are not being paid and the NHS and the DWP are refusing to give any clear information as to why

Since July 2025 I have travelled 500 + miles to various hospitals yet I have only been refunded £13.00. Today I received a call from One Health HQ in Sheffield as the DWP/NHS sent them my NHS travel claim form, they told me they are sending it to my GP?

So its gone from me to the DWP, they sent it to One Health and they are sending it to my GP? What a faff, especially as I told the DWP I get PIP and UC (Universal Credit) and was having treatment with One Health a private company running an NHS contract and needed the forms for travel, which that sent to me with their address to return it to. They originally sent me the wrong forms out so they rejected these claims and sent me the correct forms, by which time it was over 3 months and they blamed me for applying too late, thus loosing 300 miles of hospital travel refunds?

I think it needs an official body such as Healthwatch to get them to tell the truth and stop wasting time and money and pushing my already extremely high blood pressure any higher.

Notes / Questions

Healthwatch asks : why would the patient in this case not be able to get their travel expenses reimbursed If attending NHS appointment and why is this process taking so long ?

South Holland District Council x 2

- 2 x General Comment

General Comment

1. Case 15999 (05-03-2026)

PCN: Spalding

Providers:

For Information: Beechfield Medical Centre, Lincolnshire Community Health Services NHS Trust (LCHS), Sheffield Northern Hospital

GPs at Beechfield seem to only worry about statistics and not about patients on an individual level, I have had my own issues with them regarding ongoing pain issues with joints, got referred to an Orthopaedic Specialist, but this is located in Sheffield making it very difficult to arrange transport there and back, not only this but my first and only consultation with this specialist was cancelled in excess of 10 times over a year, within that year my pain relief was stopped completely and I've had to fight for interim pain relief.

Another issue was my child having vaccines, they had the new MMRV vaccine and had an acute reaction, the nurse said to contact the surgery straight away if any reaction happened due to it being a new vaccine, receptionists were very unhelpful just requesting forms to be sent that never arrived to the surgery. Went to Johnson Hospital Urgent Treatment Centre, my child went in at 2pm, and was the last patient to walk out of the hospital. Absolutely appalling.

Notes / Questions

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

Provider Response

Response from Patient Experience Team at Sheffield Hospital : I will share this with the Orthopaedics team, so that they are aware of the feedback. Without patient-level details it will be difficult to investigate to understand how many times the patient's appointments were cancelled, and the reason(s) for this. However, I will make them aware of the feedback.

LCHS - Thank you for getting in touch with us, we very much value feedback. I'm very sorry to hear that your child experienced a long wait to be seen. I understand how frustrating and worrying that can be. At times, we experience an overwhelming volume of patients, and in those situations, we must prioritise based on clinical need. All patients are screened on arrival, and we aim for this to happen within 15 minutes so that anyone requiring urgent care can be identified quickly. To help me look into what happened in more detail and provide a clearer explanation, could you please share the date of your visit and your child's details? With that information, I can review the circumstances of that day and offer a more specific response.

2. Case 15993 (05-03-2026)

Providers: Lincolnshire Community Health Services NHS Trust (LCHS)

For Information: Johnson Community Hospital, Peterborough and Stamford Hospital

Good to speak to you today the information I'm looking for is in regard to a discharge into Lincolnshire in patient rehab. Following a back fracture My preference for mental health reasons is Stamford Van Geese or Johnson Spalding. I would like some information about how I can ensure that these options are considered rather than others which include Grantham ,Skegness and Mablethorpe which would be holy inappropriate given the travel required for my family and the resulting support that they would find difficult to offer me since being in hospital. I have received very poor treatment and I've been traumatised by my admission and treatment and will therefore require support throughout my rehab most appropriately by my family and friends , it is therefore essential that I am admitted to either van guest or the Johnson If I am to return to work if you have any information on these two services and the criteria for admittance it would be extremely helpful .Please get in touch as I believe my discharge is imminent.

Notes / Questions

Information and Signposting given for admission to John Van Geest Unit at Stamford, NHS Rehab pathways, private Rehab and Physio, AMG Nursing and Care Services for specialised spinal care, LCHS NHS Trust and NHS 111. Information given about services and referrals at Johnson Hospital, Spalding

Provider Response

LCHS - Thank you for getting in touch and for clearly explaining your situation. We are very sorry to hear about the distress and trauma you have experienced during your admission, and we understand how important it is for you to receive rehabilitation in a setting that allows regular support from your family and friends.

Without any of your details, we recommend speaking urgently with your ward discharge coordinator or senior therapist and clearly state your preference and the reasons, including your mental health needs, recent trauma, and reliance on family support.

South Kesteven District Council x 1

- 1 x General Comment

General Comment

1. Case 16051 (16-03-2026)

PCN: South Lincolnshire Rural

Providers: Peterborough and Stamford Hospital

For Information: The Deepings Practice

Deepings Practice, Peterborough City Hospital, Stamford Hospital

I am responding to your request for reports of parking experiences when attending appointments.

Deepings Practice: good. Plenty of room. No charge.

Peterborough City Hospital: great if we can get a space in the "disabled" car park as my spouse cannot walk far. Otherwise I have to let them out at the drop-off point then drive round until I find a space. With their Blue Badge, I check in so we are not charged. I then join them in the department they are attending, hopefully in time to accompany them to their appointment. In the past, before the Blue Badge, an A&E visit could be expensive.

Stamford Hospital: limited parking. No charge. Occasionally I have had to leave my spouse there, go off somewhere then pick them up. That's OK while they don't need me to accompany them to their appointment. Vice versa if it's my appointment.

West Lindsey District Council x 1

- 1 x General Comment

General Comment

1. Case 16105 (23-03-2026)

PCN: Imp

Providers: Child and Adolescent Mental Health (CAMHS) LPFT, Lincolnshire Community Health Services NHS Trust (LCHS), Minster Medical Practice

CAMHS Lincoln; Lincoln Hospital paediatric dept; Speech and Language in Lincs; Minster Medical Practice

I was horrified that Lincoln CAMHS cannot work with children who have Autism because they are not commissioned to do so. When I asked who was in Lincolnshire they responded with no one. My child had a terrible time starting secondary school in 2021 post pandemic. They had what I described as a total nervous breakdown.

I sought help initially from GP, Healthy Minds three times and CAMHS twice.

I cannot believe still that my child's health and welfare was reliant on an ill equipped and run secondary school with staff who had no clue about mental health as the ' gatekeepers' to access medical services and diagnosis, NOT the GP.

In desperation I sought a Private diagnosis for Autism believing we might be ' believed' by school with solid evidence that my child was struggling.

The whole system is terrible and 5 years on we are still battling for support to get access to appropriate education, mental health care, speech and language support for selective mutism, support for huge sleeping issues all despite now having an EHCP.

Notes / Questions

No personal details provided

Provider Response

LCHS - Neurodiversity pathways in Lincolnshire are under considerable pressure and CYP do face long waits once referred. Addressing these waits and reforming the pathways is a priority area of focus for the group and system partners. Lincolnshire do currently have a selective mutism pathway within our speech and language therapy service. Unfortunately, the speech and language therapy service itself it also under significant pressure from increased demand that exceeds capacity. We have taken action to transform pre-school pathways and improve access through open drop-in clinics at Family hubs across the county and ensure that parents/carers have access to self-care advice through our website. We continue to work with commissioners and system partners to identify opportunities to improve access and outcomes for children and young people with speech, language and communication needs.

Out of Area x 5

- 5 x General Comment

General Comment

1. Case 16006 (10-03-2026)

Providers: Out of area

We waited 11 months to see a paediatrician, for autism for my two youngest children. Finally get there, they wrote everything down that I said, which was good, because I had a big list. They did write suspected autism on the form. But seemed quite annoyed that the kids were hard work, had zero empathy for me whatsoever. And said I can't bring both at once again, needs to be one at a time and need to find someone to take one of them because it was too difficult for the doctor with both in the room at the same time. They could see I needed help and support, and offered none. Just melatonin for sleep which I said I didn't really want but would try. Solved nothing. Just a step in a very long process. And they offered no support or advice for my children's speech or behavioural struggles.

The speech therapy we have received was 3x 30min sessions, that's it, that's not enough for anyone, let alone a young child who is with zero speech at all, and not through paediatrician. But I asked about what to do with one of my kids meltdowns, they hit their head on the floor, and bite and scratch me quite badly, and they just said you're too soft be firmer. As if I'd not tried telling my child 'no', like honestly? Just rude. Had no idea what it was like being a parent of an autistic child clearly. And I have no intention of teaching through fear either, that's not current best practice and they shouldn't just be telling me be scarier or yell louder. I just felt embarrassed, and it was hard for me to be in that appointment too. I just felt like I was a burden, my kids were a burden, that 'I' couldn't handle them, they're not even their kids and they only had to have them for like an hour and with me and my older child was there as well.

I asked is there any other services is there anything else because I need help, my kids need help, and they said no, I can see you again in 6 months, one at a time, try the melatonin they will just sleep 7-7. They did not, didn't work, but there's no follow up with it not working for 6 months anyway. The wait times are too long and they were just really uncaring and annoyed, like hurry up and get out of here, I didn't feel any level of kindness or empathy, and I felt like they were annoyed at me as well, I did apologise and say sorry I have ADHD I do try not to talk too much and interrupt but I struggle, and they said yes I can see that. I left feeling really defeated, I thought I could get some kind of support, but now I just feel like it's always going to be fully on me and me alone. I got a letter, which I needed in order to pursue a diagnosis for autism for them, but that's literally it, here's your piece of paper, you're still alone, off you go, good luck. Not even good luck. Just please leave my office I feel overwhelmed by your kids basically.

Notes / Questions

[Feedback form forwarded to Healthwatch North East](#)

2. Case 16094 (20-03-2026)

Providers: Out of area

GP Services, Dentist, Hospital Outpatient's appointments

Parking impossible and very expensive

Notes / Questions

[Feedback forwarded to Healthwatch North Lincolnshire.](#)

3. Case 16095 (20-03-2026)

Providers: Out of area

Grimsby A&E

Nothing went well. My child was seen by the crisis team in Grimsby Hospital as they was presenting with plans to take their own life. They let them go home. A couple of months later they took their life at just 16! They had also had CAMHS (6 sessions) absolutely useless!

Notes / Questions

[Feedback forwarded to Healthwatch North East Lincs](#)

4. Case 16101 (23-03-2026)

Providers: Out of area

Ancora GP Services, Ambulance, Paramedics, NHS111

Just getting an appointment is a nightmare at my GP you either have to go online at 7.30am or ring at 8am going online for me is not good I'm elderly don't sleep well and by the time I get to sleep I oversleep and then trying to figure the online stuff out . I ring at 8 am by the time I get through appointments all gone I literally have to have a forceful chat with the receptionist to get an appointment several days later . I am vulnerable I have had a mini stroke. 2 cancers , diabetes, arthritis and other things why aren't people like me priority . I've complained, yes you get an appointment eventually but it's all stress. You cannot make an appointment any time in the day it's got to a point I just suffer . Also when you go see a doctor it's one ailment at a time which can often be linked to the other ailment . Also the fact most ailments they tell you to contact the breast cancer clinics or the bladder cancer clinic I have to do that . You report it at your appointments where you see a nurse and they say report that to the specialist I have to do that .

Regarding ambulances it's the time it's taking to come to someone a young child was knocked off their scooter they rang ambulance and was told it would be 4 hours and was taken by their parents car. My worry is if there had been injuries by moving them wrongly this could have caused more trauma.

Regarding 111 I once rang for my adult child who wasn't well I was asked for symptoms and told them my child was type 2 diabetic I was told to give them surgery drinks but I didn't, I checked their blood levels which were high not low . That information could have caused seriously high blood sugar due to the wrong information.

Notes / Questions

Feedback form forwarded to Healthwatch North Lincolnshire.

5. Case 16131 (26-03-2026)

Providers: Scunthorpe Hospital

Scunthorpe Hospital Diabetes Outpatients

Getting an appointment with a consultant is difficult. It is over 18months since my last one which should have been a 4 month review. Keep being referred back to the dietitian by diabetes specialist nurse. Dietitian books consultant appointment and then cancels it. Organise phone call appointment and they don't call. I really want to go on an insulin pump, I have been asking for over 4 yrs now. Every appointment feels like a step backwards despite trying my hardest and the goal posts keep changing every time I go. Feeling very frustrated and reaching burnout. Home life is tricky with a disabled child who has regular outbursts and is on a part time timetable at school. I'm at the point of asking my GP to transfer my diabetes care to another trust/hospital where access to a Consultant and pump funding is higher. Either that or self funding one, which I shouldn't have to do!

Notes / Questions

Feedback Forwarded to Healthwatch North Lincolnshire

Community Health Services

Area	Case Details
South Holland District Council x 1 <ul style="list-style-type: none">1 x Compliment	Compliment <p>1. Case 16136 (30-03-2026)</p> <p>PCN: Spalding</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Spalding Urgent Treatment Centre (UTC)</p> <p>Fantastic service, very thankful for the service!!! I accidentally cut a mole under my arm on a Friday night and it wouldn't stop bleeding. I went to the UTC and was seen and sorted within 15 minutes. All the staff were lovely and helpful. Very grateful to have just been able to go there and get sorted instead of having to go further a field.</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>
All Areas x 2 <ul style="list-style-type: none">2 x General Comment	General Comment

1. Case 16084 (19-03-2026)

Providers:

For Information: Community Paediatrics

Our child was referred to Community Paediatrics for suspected autism. Then stopped going to school. As being aggressively pursued by school re absence we felt we had to spend £5k going privately.

2. Case 15996 (05-03-2026)

Providers:

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

Lack of adult speech therapy in Lincolnshire

I am an independent Speech and Language Therapist and founder of a small independent SLT company. We specialise in neurological communication and swallowing difficulties, working with adults and young people with a range of neurological conditions, including Traumatic Brain Injury, stroke, MND, Parkinson's and many more.

Myself and my team are aware of the scarcity of SLT provision in the community in Lincolnshire, and the impact that this can have on people living with a neurological condition. We held a free drop in event this morning in Lincoln, but sadly had no attendees. We are really keen to offer people the option of accessing private SLT but struggling to get our message out. We would also like to explore contracting options with the ICB (this is something we do on a single patient basis elsewhere in the NHS) but struggling to find someone to talk about this with.

I would really welcome the opportunity to chat about this further, and if I am in completely the wrong place, whether you can direct me to any alternative contacts that might be able to help.

Notes / Questions

Signposted to

Speech and Language Therapy (SLT) in Lincolnshire is commissioned through a joint arrangement between NHS Lincolnshire Integrated Care Board (ICB) and [Lincolnshire County Council \(LCC\)](#), specifically focusing on Special Educational Needs and Disabilities (SEND) for children and young people.

Lincolnshire County Council +1

Key Commissioning Contacts

- **NHS Lincolnshire ICB (General Enquiries):** licb.office@nhs.net
- **Children's Commissioning (SEND):** The Joint Commissioning Team (CICT) works to commission these services, often in partnership with the Children's Integrated Transformation Board.
- **Patient Advice and Liaison Service (PALS):** For concerns regarding service delivery, email LHNT.LincsPALS@nhs.net.

Lincolnshire ICB +2

Speech and Language Service Providers

The services are primarily provided by **Lincolnshire Community Health Services NHS Trust (LCHS)**.

Lincolnshire Family Services Directory

- **Children's SLT:** LHNT.lincschildrenstherapyservice@nhs.net
- **Adult SLT:** LHNT.slt@nhs.net

Lincolnshire Community Health Services NHS Trust +3

If you are looking to contact the commissioners regarding service provision, contracting, or strategy, emailing the **Lincolnshire ICB office** is the best first step to be directed to the correct commissioner.

Primary Care Services

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

1. Case 16100 (23-03-2026)

PCN: Boston

Providers: Greyfriars Surgery

Patient is meant to have a B12 injection every 3 months, however, Greyfriars Surgery, Boston are not recalling them as they should and sometimes it is several months in between their injections. They are not able to book these appointments in advance so that they know when the appointment is going to happen and have to book as every one does almost on the day. Would like this system to be improved so they know that they are getting their injection at the right intervals. Patient is currently waiting for the appointment for B12 injections, had last one last year.

Patient has Crohn's Disease. Has previously requested shingles vaccine when they were 65 but was informed cannot have until 70, now over 70 and still unable to get it. Had breast pain, referred to breast clinic, informed if pain persists to contact GP who could refer in for mammogram, saw GP who stated 'what do you want me to do about it'? patient request for a referral to have mammogram - still waiting for a referral to be made.

Notes / Questions

Patient did not want to raise a complaint.

2. Case 16144 (31-03-2026)

PCN: Boston

Providers:

For Information: The Sidings

Information provided via State of Health and Care Survey

I never get one consistent GP who understands my health and I have to keep repeating myself each time about my health and then they say they can't help me due to waiting to be seen in an outpatient appointment. Then my teeth are being affected due to having dry mouth and no matter how much I drink I am still thirsty. I then explain to GP and they tell me I have to wait to see rheumatology but there waiting times are shocking it seems.

Notes / Questions

No patient details provided

Compliment

1. Case 16078 (18-03-2026)

PCN: Boston

Providers: The Sidings

Person with sensory Impairment

Patient has a pacemaker and went to the GP every month for a review. They feel supported and said it is easy to communicate with all the staff.

Notes / Questions

No patient details provided

East Lindsey District Council x 35

- 21 x General Comment
- 14 x Compliment

General Comment

1. Case 16126 (26-03-2026)

Providers: East Lindsey Medical Group, Stephen Hewitt Optomerists

Stephen Hewitt Ltd Opticians (Louth)

I went 2 days ago to see the optician. The service is extremely good there. It is a private service and the service is very personal to the patient a better experience than when I have been to Specsavers. I see the same person each visit. I do not have to repeat my story every time as they have looked at your notes etc.

At Specsavers you see a different person at each appointment and I usually have to go through everything every time I attended.

East Lindsey Medical Group, Louth

I go to the Tetford Branch of the Surgery. the service is usually very good and I am able to get appointments reasonably okay. Last time I needed an appointment it was very good and straight forward to get an appointment on the same day. I prefer to go into the surgery when I need to book an appointment rather than using technology. Unfortunately you do not always get to see the same person each visit. This sometimes means that you have to go through things again as they do not seem to read the notes and sometimes there is an inconsistency to their approach towards how to care for you as the patient.

The surgery put me forward for an asthma study. Strangely it was via a phone call and via the internet. Didn't get on very well with it and found it off putting doing the study this way. However, did what I needed to do and was contacted by Nottingham University to say that I was not suitable for the study even though the surgery had put me forward. Maybe the surgery didn't really understand who should be put forward. Do they get a financial incentive if one of their patients takes part in the study?

Notes / Questions

No patient details provided

2. Case 16014 (12-03-2026)

PCN: First Coastal

Providers:

For Information: Hawthorn Medical Practice

I had to arrive by 7.15am to ensure I get an appointment to see a Doctor, by the time it got to 8am there were about 15 people waiting mostly elderly, unbelievable. I got the first appointment at 9.20am on the day which was good but I was grateful it wasn't pouring down with rain because there is no cover.

Notes / Questions

No patient details

3. Case 16064 (17-03-2026)

PCN: East Lindsey

Providers: Horncastle Medical Practice

I don't like ANIMA I find it very confusing. The language it uses is not appropriate for making an appointment. I feel confused, I put in a request and it comes back with a message asking for more information but all it needs is for me to say I will accept the appointment.

Happy with the staff at the surgery, I like the staff, but not the systems.

Notes / Questions

No patient details provided

4. Case 16075 (17-03-2026)

PCN: East Lindsey

Providers: Horncastle Medical Practice

It's a nightmare getting an appointment. The systems don't change for the best for the patients. It's very disjointed, everything is online, it's not everyone's cup of tea. When I get my injection, I can go to reception and get it, I talk to someone, that's nice. Online systems makes access more difficult.

The staff are really nice, although I do feel embarrassed about asking them to repeat things when I don't understand because of their accent etc. The last GP I saw was a female and was very nice, I prefer to see a lady GP. This surgery is better than most, they would definitely get you in if needed to see you, which is good. It's just hard to accept change.

Notes / Questions

No patient details provided

5. Case 16116 (26-03-2026)

PCN: East Lindsey

Providers: Horncastle Medical Practice

Horncastle Medical Centre:

I walk past but I can't make an appointment if I go into the surgery. I have to phone from home. The phone back system isn't too bad but I would prefer to talk to everyone face to face. With the phone back you are waiting for the phone to ring and you can't get on. I don't really like the lack of face to face.

I don't want to use the online - you have a choice.

A lack of personal contact generally in the world. Then you get the inconvenience of when computers go down. I don't trust them also, because of hacks or people's personal information and your identity is then compromised. It is not run for the convenience of patients - it is for staff and the organisations. The staff at the practice are lovely.

I needed to have a blood pressure check and also a blood test. I had 2 x 5 minute appointments for these on different days. This is because different staff had to do the tests.

My spouse used to have an annual check up but they have stopped sending for them. They can still have one but they have to request it. Now they never get round to ringing them to book one and getting it done. They are over 80 years old.

I would say that I am disappointed by the service on offer these days especially as you get older.

Notes / Questions

No patient information

6. Case 16118 (26-03-2026)

PCN: East Lindsey

Providers: Horncastle Medical Practice

Cooperative Pharmacy Horncastle

I usually get my prescription on time with no issues. However, there have been times recently when there have been problems such as medication not being sent to the pharmacy in time. Quite rare when it does happen and is a bit inconvenient as you then have to make a second visit to the pharmacy. I have been lucky that I have had enough medication if there was a short delay.

Horncastle Medical Centre

I walk to the Medical Centre and put in a paper script and then leave it for about 5 days and go to the Cooperative Pharmacy. I prefer to walk down so that I get a bit of fresh air and some walking activity.

Notes / Questions

No patient information

7. Case 16027 (12-03-2026)

Providers:

For Information: Integrated Care Board Dental, My Dentist - Louth

My appointment with my NHS dentist has been cancelled 5 times because of lack of resources in Louth.

Notes / Questions

Signposted to ICB dental and NHS dental Choices, Practice Manager, NHS 111 Emergency Treatment

8. Case 16066 (17-03-2026)

Providers: Kordel House Dental Practice Horncastle

For Information: Integrated Care Board Dental

NHS Dentist

Get on alright, I do feel they try and push you to have things done. Not sure whether it's best for me or not really. They also want to see you every 6 months where as I prefer to wait longer. The staff are fine, but I do feel they push you into treatment, I normally say no. I think they are unnecessary and I don't go as often as they say.

Notes / Questions

No patient details provided

9. Case 16017 (12-03-2026)

PCN: First Coastal

Providers:

For Information: Marisco Medical Practice

My elderly parent had a urinary tract infection (UTI). We've always kept a spare urine sample bottle for me to take to Doctors, as they are quite unwell when they get them, fairly regularly. This time, the receptionist said I couldn't leave it. Who asked for it? We did GP triage via NHS app and Nurse Practitioner phoned and asked for one. Apparently now only urine sample bottles, labelled, bottled, printed by the surgery, given on the day are permitted and no spare ones given out.

My parent lives on their own. I live a distance away from them and respond to their calls. It is not convenient for me to check them, go to get a bottle from GP surgery, which is not close, go back to them and then back to GP to take the sample before 11.30 am. This does not work for Carers or the elderly who are frequently slow in the mornings and have no transport. After checking with the notes, the receptionist did accept this sample, but I am very concerned for parents future infections. Will this impact on 111 and ambulance services as I can't be the only one having this problem. Any elderly people that are frail and have UTIs regularly, doesn't drive or have family locally, walks short distances with a frame and uses Call Connect for appointments, that have to be booked in advance, also must have this problem.

Notes / Questions

Signposted to GP Practice Manager and Complaints Manager, LICB

10. Case 16054 (16-03-2026)

PCN: Meridian

Providers: Tasburgh Lodge

Nothing went well, doctor became very off hand when questions were asked about a procedure. I did state I was anxious about the procedure and could have done with some assurances but they stated they were just there to make a referral that's it.

Rude, quite aggressive really caught me off guard but I am led to believe its not unusual for this individual.

Notes / Questions

No patient details provided

11. Case 16179 (31-03-2026)

PCN: East Lindsey

Providers:

For Information: The New Coningsby Surgery

Information provided via State of Health and Care Survey

Asked to make follow up appointment by text. When I got there GP asked me why I was there.

12. Case 16217 (31-03-2026)

PCN: East Lindsey

Providers:

For Information: The New Coningsby Surgery

Information provided via State of Health and Care Survey

I had to call and ask when my annual health review would be completed. Told not got any blood test appointments with the nurses so call back in 2 weeks. I had to complete my own BP results/weight/wellbeing online and have had no feed back on anything.

13. Case 16236 (31-03-2026)

PCN: East Lindsey

Providers:

For Information: The New Coningsby Surgery

Information provided via State of Health and Care Survey

Responses differ from who you speak to at the surgery. Some are polite and helpful others are the opposite. The service is good if you know the right questions to ask and know the help you need. If you don't you will not get a positive outcome from the service. As mentioned some staff are not consistent with their responses and do not sign post you anywhere if they cannot help. Appointments are booked without you knowing. Appointments asked to book on the app are often booked already when received the app so cannot book an appointment. Send text messages out to elderly resident which confuses them and raises their anxiety levels as they do not know what to do. Communication is poor when ordering medication will not align medications so can be ordered and collected all together and if you order one early on the app they will not dispense and do not tell you so hence run out of medication as you think it has been done only realising it hasn't when you go to collect it.

Notes / Questions

No patient details provided

14. Case 16264 (31-03-2026)

PCN: East Lindsey

Providers:

For Information: The New Coningsby Surgery

Information provided via State of Health and Care Survey.

Utter joke, 3 - 4 weeks for a blood test or basic assessment, online only "ask my gp" though it's always a Nurse Practitioner looking at requests. All good Doctors left before welby trust arrived, no surprise as it's an embarrassing practice. Should be in special measures !!!!! and getting worse

Notes / Questions

No patient details provided

15. Case 16284 (31-03-2026)

PCN: East Lindsey

Providers:

For Information: The North Thoresby Surgery

Information provided via State of Health and Care Survey

My prescriptions were all ready and waiting - however my husbands weren't, and they didn't let me know they wouldn't be ready even though I had requested them early due to us going away. Then they didn't even get the correct prescription - just a similar prescription which are working out not as effective.

16. Case 16068 (17-03-2026)

PCN: First Coastal

Providers: The Spilsby Surgery

I saw the Practice Nurse I wanted to see. I was prescribed medication but I'm not sure if they are doing any good. I struck lucky and got an appointment, it's usually difficult to get one, you have to phone at 8.30am.

Staff are friendly. I'm not a technology person but you can drop a prescription in on a paper script. not always available in a timely fashion, so I give them plenty of notice so I don't run out.

Notes / Questions

No patient details provided

17. Case 16142 (31-03-2026)

PCN: First Coastal

Providers:

For Information: The Surgery Stickney

Information provided via State of Health and Care Survey

Lack of empathy, editing notes and documents on NHS portal.

Notes / Questions

No patient details provided

18. Case 16294 (31-03-2026)

PCN: First Coastal

Providers:

For Information: The Surgery Stickney

Information provided via State of Health and Care Survey.

Ordered prescription online a week ago, but surgery have no records of the order. It's a repeat order for life yet they can't get it without me ordering it.

Notes / Questions

No patient details provided.

19. Case 16295 (31-03-2026)

PCN: First Coastal

Providers:

For Information: The Surgery Stickney

Information provided via State of Health and Care Survey.

Invited for a health review offered at my age Health Care Assistant (HCA) did basic observations and asked a few health related questions.

20. Case 16326 (31-03-2026)

PCN: East Lindsey

Providers:

For Information: The Wragby Surgery

Information provided via State of Health and Care Survey.

Trying to sort out medication issues for blood pressure and under active thyroid.

Notes / Questions

No patient details provided

21. Case 16329 (31-03-2026)

PCN: East Lindsey

Providers: Woodhall Spa New Surgery

Information provided via State of Health and Care Survey.

My parent had a bad reaction to their COVID booster in October 2024 and 2025. In 2024 was treated and told not to have the Spike Vax vaccine again and if they had any future reactions they must return to the GP straight away. However when they tried to get urgent treatment in October 25 they were turned away and told to see a pharmacist. In the end my parent had to move to Horncastle Medical Centre to get treatment.

Notes / Questions

No patient details provided

Compliment

1. Case 16065 (17-03-2026)

PCN: East Lindsey

Providers: Boots Opticians (Horncastle), Opticians

Boots Optician Horncastle

All fine, friendly staff. Professional and helpful. Very happy with the service.

Notes / Questions

No patient details provided

2. Case 16104 (23-03-2026)

PCN: Meridian

Providers: East Lindsey Medical Group

Newmarket Medical Practice

GP Appointment Review of Test Results/Plan of further treatment. Clear explanation of problems and proposed treatments

3. Case 16096 (20-03-2026)

PCN: First Coastal

Providers:

For Information: Hawthorn Medical Practice, Wainfleet Pharmacy

Unwell during the night I telephoned the GP surgery at 8:00am the following morning and was connected within 2 minutes. After explaining my symptoms was given an appointment within the hour. Waiting time at the surgery was minimal, doctor diagnosed my illness and provided a prescription.

On returning home, went into my local pharmacy where my medication was selected and handed over within 5 minutes.

4. Case 16069 (17-03-2026)

PCN: East Lindsey

Providers: Horncastle Medical Practice

GP surgery is excellent. My parent passed away last year, they were 95 years old, fractured their hip and was taken into local Hospital. But the surgery were fantastic.

Notes / Questions

No patient details provided

5. Case 16072 (17-03-2026)

PCN: East Lindsey

Providers: Horncastle Medical Practice

I find them very good, you hear lots of things in the press, but I find them very good, so long as you can use online. I had an infection and I said I really need to clear it before my chemotherapy session or they won't do it. I sent in a photo and within an hour I had antibiotics. They do respond.

There are now more GPs than previously, which is excellent. The pharmacy at the surgery are very helpful. I live more than 4 miles away so am able to use the GP pharmacy.

Notes / Questions

No patient details provided

6. Case 16119 (26-03-2026)

Providers: Horncastle Medical Practice

Horncastle Medical Group

I get on fine at the surgery although I have not seen a Doctor there in years. I am type 2 Diabetic and see the Diabetic nurse on a regular basis.

The system has changed a lot of the last few years. I now receive text messages to remind me of the appointment and I am able to book a regular appointment to see the nurse. Otherwise, I am generally happy with the service get overall.

Notes / Questions

No patient details provided

7. Case 16124 (26-03-2026)

PCN: First Coastal

Providers: Horncastle Medical Practice

Horncastle Medical Centre

I usually have a very positive interactions with the Horncastle Medical Centre. I find it easy to get appointments when I need them. I like to use the online service for booking appointments, repeat prescriptions etc.

I also am happy to use the NHS App for getting my prescriptions and checking on results etc. It is very easy to use and very convenient. I have even used it to get non urgent messages to the surgery if I have experienced a problem with their App.

If I called for or hear about screening such as bowel screening through the NHS App I think that this screening is good to have. NHS App is very useful.

I prefer the online access because of my working life and the accessibility fits in well with me. The emergency triage system is very good as well.

This is so much better than the 8am scramble to get through to the surgery as I am not able to hold for ages due to my work commitments. It is also a nuisance and lottery and can get so frustrating for the majority of people. I feel that by using the online service I am freeing up time for someone else who may not be able to use the online services for whatever reason.

Notes / Questions

No patient information

8. Case 16128 (26-03-2026)

PCN: East Lindsey

Providers: Horncastle Medical Practice

Horncastle Medical Centre

I am fortunate that I don't need to go to the surgery very often. If I need an appointment, I phone. I prefer that way and usually call between 9 and 10 am with no issues. Do not have to wait long for my call to get through and I usually get an appointment okay. Sometimes they say that the Doctor will call you back and you have to wait for the call. They usually give you time slot which is useful. It also means that I don't always have to go into the surgery.

Notes / Questions

No patient information

9. Case 16127 (26-03-2026)

Providers: Horncastle Opticians

Kordell Dentist

I go once a year for an annual check up as a NHS patient. I have no issues and my teeth, mouth and oral hygiene is very good I have been told. I have no issues with it. I would not be able to go to see them privately as i would not be able to afford to do that. Lucky for me I am in very good health.

Horncastle Eye Care

I go to the opticians here in Horncastle. I used to have my eyes checked by Horncastle Boots but was not keen on the Optician there so changed to Horncastle Eye Care and I am very happy with my treatment and care given. I have a good choice of frames and when I get my prescription I always get ones for sunglasses at the same time. Prices are reasonable for what I want.

Notes / Questions

No patient details provided

10. Case 16122 (26-03-2026)

Providers: Kordell House Dental Practice Horncastle

For Information: Integrated Care Board Dental

Kordell House Dentist

I get fine with my access to dental treatment but I have had to go private. I am grateful that we have a local dentist that I can access and that I am able to afford dental treatment as and when I need it.

My previous dentist was over 2 and half hours away (5 hour round trip) for each journey to access NHS dental services. They then decided not to treat NHS patients any more, so I decided to get a more local dentist and had to go private as there was no surgery taking on NHS Patients at the time I registered last year. I had no choice to go private as I needed more treatments than before.

The dentist is fine and I am able to book regular check ups and go to the hygienist as well at the same practice. Having this service in Horncastle saves me having to travel further afield for my treatment. if needed the service provided at Kordell can provide more than when I was a NHS patient, but obviously I have to pay as a private patient. As I have said, I am in a position that I can afford to pay at the moment for required treatment.

I am able to book my next appointment once i have completed the consultation so I always know when my next appointment is and it is at a convenient time for me with their availability.

Staff seem pleasant enough, professional but I don't really know them. Though I am glad that it is in Horncastle.

I do find that the appointments are very quickly done some times considering how much it is costing me.

Notes / Questions

No patient details provided

11. Case 16120 (26-03-2026)

Providers: The Coningsby Dental Practice

Coningsby Dentist

I have been going to see the dentist at the Coningsby Surgery as an NHS patient for about 30 years. I get on fine with accessing appointments when I need them and have regular check ups as required. Treatment and advise is always good and the staff are very professional but friendly.

Notes / Questions

No patient details provided

12. Case 16076 (17-03-2026)

PCN: East Lindsey

Providers: The Wragby Surgery

I moved about a year ago and registered with this surgery. They are pro-active, very soon got an invitation to go in for tests, I was pleasantly surprised. I had a knee injury and saw a physio there too. It has not resolved the problem but I feel it has prevented the need to surgery which can only be a good thing.

Notes / Questions

No patient details provided

	<p>13. Case 16077 (17-03-2026) PCN: East Lindsey Providers: The Wragby Surgery</p> <p>I get on well with my repeat prescriptions. I also get a medication review, it is now over the phone, it used to be face to face which I do prefer really. But it is how it is now. Medications are ready on time for me to collect as well.</p> <p>Notes / Questions No patient details provided</p> <p>14. Case 16067 (17-03-2026) PCN: East Lindsey Providers: Woodhall Spa New Surgery</p> <p>I get on fine, very rarely go for an appointment. Don't have a lot of contact with them, but when I do go, the staff are very pleasant</p> <p>Notes / Questions No patient details provided</p>
<p>Lincoln City District Council x 2</p> <ul style="list-style-type: none"> • 2 x General Comment 	<p>General Comment</p> <p>1. Case 16107 (23-03-2026) PCN: Lincoln Healthcare Partnerships Providers: Brayford Medical Practice</p> <p>I went through the menopause 'blind' I received little or no support from my GP. I learnt through my work place about menopause (The civil service). I was made aware that most of the symptoms I had previously had could be linked to menopause aching legs, fatigue, raised anxiety, poor sleep etc. I had to ask for HRT and actually knew more about it than the Nurse did. To this day I have never had a review or spoken to a GP regarding HRT. I am now a menopause ambassador for where I work to help other women who are needing information,</p> <p>2. Case 16139 (31-03-2026) PCN: Lincoln Healthcare Partnerships Providers: Nettleham Medical Practice Nettleham Medical Practice: Unable to speak to a human being.</p> <p>Notes / Questions No patient information provided.</p>
<p>North Kesteven District Council x 8</p> <ul style="list-style-type: none"> • 6 x General Comment • 1 x Formal Complaint • 1 x Compliment 	<p>General Comment</p> <p>1. Case 16002 (06-03-2026) PCN: K2 Healthcare Sleaford Providers: For Information: Millview Medical Centre</p> <p>One of the easiest tasks a person has to do in life is put your repeat prescription in at the doctors and collect from chemist, if only that was true. I'm having repeated complications.</p> <p>Notes / Questions No patient details</p> <p>2. Case 16210 (31-03-2026) Providers: Navenby Cliff Villages Surgery</p> <p>Easy to get an appointment, just that appointment was 2 weeks away</p> <p>Notes / Questions No patient details provided</p> <p>3. Case 16024 (12-03-2026) PCN: K2 Healthcare Sleaford Providers: For Information: Ruskington Medical Practice</p> <p>The tendency to prefer the use of online communication (on the part of Doctors Surgeries etc) makes it nigh on impossible for my children to communicate and understand effectively what is happening or expected from them.</p> <p>Notes / Questions No patient details</p>

4. Case 16169 (31-03-2026)

PCN: East Lindsey

Providers: Woodhall Spa New Surgery

Information provided via State of Health and Care Survey.

Surgery, reception staff very good and do their best. But there are signs everywhere telling people they have to be polite and bear with the receptionists, staff - nothing comes back the other way. I have been, for example, spoken to rudely by a receptionist who I also heard behaving in a patronising manner with an older citizen. And of course, the endless issue of having to be on the telephone or on line at 8 am if you need to speak to a GP.

Notes / Questions

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

5. Case 16205 (31-03-2026)

PCN: East Lindsey

Providers: Woodhall Spa New Surgery

Information provided via State of Health and Care Survey.

Did an Askmy GP last week on a day I knew my GP was available. After 8.20am system failed. Tried again a couple of days later. Successful, however have to wait 2 weeks for telephone appointment.

Notes / Questions

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

6. Case 16226 (31-03-2026)

PCN: APEX

Providers: Woodland Medical Practice

Information provided via State of Health and Care Survey.

Asked to ring at 1pm for afternoon appointments, rang dead on 1pm and no appointments!!

Notes / Questions

No patient details provided

Formal Complaint

1. Case 15997 (05-03-2026)

PCN: South Lincoln Healthcare

Providers:

For Information: Bassingham Surgery

GP Surgery treatments and behaviour unacceptable.

I don't know what to do any more it is not the first time!

I called the Bassingham Surgery today at 9am because my symptoms have worsened since yesterday. High fever, bad headache, sore throat, cough, very tired. As discussed yesterday with Doctor over the telephone, because my child has the same symptoms since last Friday and the Doctor prescribed them antibiotics, they said I just give the practice a call if my symptoms worsened. That is what I did today and I should also get antibiotics, just like my child. The receptionist was so rude and didn't believe me at all. They refused to ask the Doctor about our appointment yesterday and what was discussed. They instead said that I have to go to a pharmacy, knowing that I cannot walk because of pain and fever.

I had a bad accident a week ago and disc extrusion! I tried to explain everything to them! They then asked their colleagues and offered me an appointment with a nurse the end of this week. I tried to explain to them again what the Doctor has said to me yesterday regarding the same prescription for antibiotics for me. They ignored it again and refused again to ask the Doctor! I said please can I talk to the Doctor today, they said no, I can have a telephone appointment with them at the end of the week, I said but this is too far away I have 40 degree fever and feel really bad! They just hung up! This behaviour is totally unacceptable! Please ask Doctor today about a prescription for antibiotics in liquid form for me! (same as for my child) That is what we have discussed yesterday at the telephone appointment! The receptionist also refused to speak to the practice manager.

Today I received a text message saying that an appointment has been booked for today with a nurse! That makes no sense at all because as I said I cannot walk and have high temperature! This was the reason I had a telephone appointment yesterday with the Doctor. The Doctor also made a referral for Occupational therapy(OT) and prescribed me pain killers!

I called the practice again and asked again regarding the prescription for antibiotics and explained again that it's impossible for me to attend the appointment today with the nurse because of my pain and high temperature. I was ignored again and being told that my telephone appointment later on in the week is also cancelled! I ask why...the receptionist said I have to come in face to face or I have to call 111 or 999. I ask again to speak to the practice manager they refused again and said they have no time they are in a meeting! I ask if I can make an appointment with them, they said no!

I felt so humiliated today. I was denied medicine even though it had been arranged with the Doctor. I still have no medication for my symptoms!

This is so negligent, treating a patient's health like this! Even though the GP surgery knows perfectly well that I had a disc extrusion and a bad fall a week ago! And now I suddenly have a high fever, cough, sore throat, and very bad headaches! They also know that I have acute mental health problems like anxiety, OCD, and panic attacks!

As a result of this care, I have experienced severe pain, emotional distress! I request a formal investigation into this matter and a written response explaining what happened. Specifically, I would like to see:

- A telephone appointment with Doctor immediately or prescription for antibiotics in liquid form
- An apology for the poor care.
- An explanation for the actions taken by Receptionists.
- An update on how this will be prevented in the future.

I look forward to hearing from you.

Patient update: After making my complaint against the surgery and also sending an appeal against the letter received, threatening me with removal of the practice list, I did not get any kind of acknowledgement of my appeal or anything other than a letter saying my complaint will be investigated within 40 days.

Today, without any further contact with the Surgery I received the letter attached, saying I have been removed from the Practice list. Could you please advise what I can do against this decision? I do not understand how it is possible that after me making a complaint against this Surgery, they first threaten me with removal and now without any further contact whatsoever they inform me, that

they did remove me, without acknowledging my appeal, without investigating my complaint, just to get rid of me and to punish me for complaining against this Surgery.

Notes / Questions

Patient copied Healthwatch into the concern, original to the Practice Manager. Healthwatch signposted to LICB, CQC,PHSO.

Following patient update signposted to LICB. The best organisation to make contact with is the Lincolnshire Integrated Care Board they will be able to address your concerns and they have a duty to assist you in finding a GP.

Provider Response

Healthwatch contacted by Practice Manager to discuss that patient removed from list due to zero tolerance about patients behaviour and language used to staff. Investigated and procedures carried out by ICB and Practice Manager. Patient has received this information.

Compliment

1. Case 16044 (16-03-2026)

PCN: South Lincoln Healthcare

Providers: The Surgery Washingborough

Everything about my GP practice is amazing. From receptionist to GP they are all extremely helpful and listen properly to you helping best they can.

I feel confident and safe.

South Kesteven District Council x 9

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

General Comment

1. Case 16031 (12-03-2026)

PCN: South Lincolnshire Rural

Providers:

For Information: Bourne Galletly Practice Team

My ASD (Autistic Spectrum Disorder) child requested to be put on the SEN (Special Educational Needs) register at the GPs and was refused - they are double exceptional so Gifted+ Talented and with SEN learning difficulties.

They cited they had A levels thus could not have a learning difficulty - but they were given a copy of their Wechsler 8 IQ test previously which showed their information processing speed was at the 13th Centile !

This is special school level and gives allowances in education for life, child also has a long term memory of only 30th Centile. These 2 issues should grant them SEN status for longer appointments to allow for detailed slower explanations as with their ASD they can take things too literally.

Notes / Questions

No patient details

2. Case 16091 (20-03-2026)

PCN: Four Counties

Providers:

For Information: Lakeside Hereward Medical Centre

Parking at my GP surgery is quite stressful. I have a blue badge, and there are three designated disabled spaces, but quite often delivery vehicles are using the one near the door. In general there are not enough parking places, and people frequently park in the roadway, making ingress and egress very difficult. The bays are too narrow for modern vehicles so getting in and out of the car is frequently very difficult . They have recently added ANPR cameras, intimidating signage, and a keypad for entering vehicle details, which adds complication to keeping appointments.

Notes / Questions

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

3. Case 16020 (12-03-2026)

PCN: K2 Healthcare Grantham and Rural

Providers:

For Information: Long Bennington Medical Centre

GP is refusing to follow NHS Consultants recommendations for prescriptions.

Notes / Questions

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

4. Case 16244 (31-03-2026)

PCN: K2 Healthcare Grantham and Rural

Providers:

For Information: The Market Cross Surgery

Information provided via State of Health and Care Survey

The surgery used to be excellent, I have a repeat prescription, and it's now taking several days for them to process online requests for repeats.

Notes / Questions

No patient details provided

5. Case 16291 (31-03-2026)

PCN: K2 Healthcare Grantham and Rural

Providers:

For Information: The Market Cross Surgery

Information provided via State of Health and Care Survey.

Nothing is joined up no internal communication it's just like the left hand does not know what right hand is doing.

Notes / Questions

No patient details provided

6. Case 16212 (31-03-2026)

PCN: K2 Healthcare Grantham and Rural

Providers:

For Information: Vine Street Surgery

Information provided via State of Health and Care Survey.

Doctors show little interest or ability to deal with mental health. Do not appreciate patient questions and any Consultant recommended medication .

Notes / Questions

No patient details provided

Formal Complaint

1. Case 16030 (12-03-2026)

PCN: K2 Healthcare Grantham and Rural

Providers: St Johns Medical Centre

Caller rang to discuss the concerns that they have about the way their adult child, who has autism, mental and physical health problems has been treated by the GP Practice. This relates to a visit that was made to the Surgery to see a Nurse for a consultation, they usually go on their own for consultations and go and pick up prescriptions and make their own appointments.

At the visit to the Nurse, caller feels that conversations were misconstrued by the Practice and have been blown out of proportion . There have been meetings at the Practice about what has been put on their records, that they need a chaperone at appointments, and that if the patient turns up unannounced at the Practice the Police will be called. Caller feels that their adult child has been misunderstood, that they are autistic and have issues with socialisation, that what the Practice want to put in place is not proportionate and will only make it more difficult for their adult to get the healthcare that they need. Have been to PHSO who have closed the case as does not meet thresholds for them. Have had advocacy previously but did not find this helpful. Adult child's Consultant Psychiatrist has said that the stress of this situation has made their mental health worse. They do live independently with support.

Notes / Questions

Signposted to LICB, NHS Advocacy, what Healthwatch can and cannot do, Carers First

Compliment

1. Case 16013 (12-03-2026)

PCN: K2 Healthcare Sleaford

Providers:

For Information: Caythorpe and Ancaster Surgery

Quick responses to AskMyGP requests even when they have been non urgent. Same day appointments where needed. Consultations have been detailed and have been reassured listened to and symptoms understood and not dismissed.

2. Case 16023 (12-03-2026)

PCN: Four Counties

Providers:

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

Since reaching the age 65, I have been called up for 4 different vaccinations, and a screen for aortic aneurism - reassuring.

Notes / Questions

No patient details provided

West Lindsey District Council x 11

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

General Comment

1. Case 16011 (12-03-2026)

PCN: Trent Care Network

Providers:

For Information: Cleveland Surgery

Almost impossible to get to see an actual doctor face to face, my spouse has had to wait a month for an appointment. Constantly fobbed off.

Notes / Questions

No patient details

2. Case 16041 (13-03-2026)

PCN: East Lindsey

Providers:

For Information: Integrated Care Board Dental, Market Rasen Surgery, NHS 111 Service

My Doctor refused to see me. I have a mouth infection which is due to a side effect from immunosuppressants and I need antibiotics. I looked at the online 111 and they have given me two dentists to contact which are about 40 mile round trip. These dentists are a long way away and are going to charge me £27.50 on top of travel and I can't afford it. I've no idea what I'm to do now, most problems come from my psoriatic arthritis and other auto immune issues and also taking immunosuppressants which have awful side effects.

Notes / Questions

No patient details

Provider Response

Response from Practice Manager :We do get patients contacting us requesting antibiotics when this is to do with their teeth and gums and we do direct them to the dentist. Unfortunately, there is a cost implication going to the dentist and I do sympathise with patients regarding this. However, our doctors are not trained to treat dental problems and they advise the patients to contact their dentist for this treatment.

3. Case 16090 (20-03-2026)

PCN: Imp

Providers:

For Information: Minster Medical Practice

I handed the GP a document called "all about me" its a booklet produced by the NHS to help clear communication... they wouldn't read it.

Notes / Questions

No patient information provided.

4. Case 16192 (31-03-2026)

PCN: Imp

Providers: Welton Family Health Centre

Information provided via State of Health and Care Survey.

Routine diabetes review with specialist nurse with blood tests, feet check, BP and urine sample.

Informal Complaint

1. Case 16093 (20-03-2026)

PCN: Trent Care Network

Providers: Trent Valley Surgery

Caller discussed that had a problem with the Practice last week relating to the delivery of their elderly parents medication. Usually delivered on time by the Practice, last week it was not delivered and parent had no medication they are housebound. When caller rang the Practice there was no one available to deliver the medication due to unforeseen circumstances which meant that caller had to drive for 40 minutes to get medication from the Practice and take to their parent. Found receptionist manner unacceptable as was quite "spiky". Has spoken to the Practice Manager but feels some issues not resolved. Previously a Nurse when visiting parent had medication with them.

Notes / Questions

Signposted to LICB

Compliment

1. Case 16138 (30-03-2026)

PCN: Trent Care Network

Providers: Hibaldstow Medical Practice

Hibaldstow Medical Practice, Brigg

Excellent service from receptionists and was able to get a same day appointment. The doctors are very thorough and allow you time to discuss issues and provide excellent advice, information and treatment.

All the staff at this practice should be very proud of the service they provide during these difficult times

2. Case 16058 (17-03-2026)

PCN: Imp

Providers: The Ingham Surgery

Very professional service. The staff are very helpful and caring. Refreshingly the service is fully patient based.

3. Case 16059 (17-03-2026)

PCN: Imp

Providers: The Ingham Surgery

Really positive, the GP practice are really responsive for me and my family. we are always seen quickly and can get appointments within very reasonable timeframes. Medication requests and dispensary has always been positive and quick to respond to requests. Very friendly and professional staff. Highly recommend this practice.

4. Case 16061 (17-03-2026)

PCN: Imp

Providers: The Ingham Surgery

I moved to Lincolnshire 2 years ago after escaping an abusive relationship, I didn't know the area or anybody in it, I registered at this practice on recommendations from a social media group, got an appointment straight away and explained to the GP that I was having a few issues and within 2 weeks I had been seen by specialists at the hospital, who were also excellent in helping with my ongoing issues and medications.

I highly recommend this surgery I cannot fault them.

5. Case 16151 (31-03-2026)

PCN: Trent Care Network

Providers:

For Information: Trent Valley Surgery

Information provided via State of Health and Care Survey.

My GP saw me the same day and diagnosed a chest infection and gave me antibiotics.

6. Case 16220 (31-03-2026)

PCN: K2 Healthcare Grantham and Rural

Providers: Welton Family Health Centre

Information provided via State of Health and Care Survey.

Visit to GP because of itchy skin. Saw GP same day.

Out of Area x 9

- 5 x General Comment
- 3 x Compliment

General Comment

- 1 x Signposting

1. Case 16055 (16-03-2026)

Providers: Out of area

GP surgery, Sawbridgeworth Herts.

Blood tests as review done 16/2/26. GP read 18/2/26.

Instructed urgent call to patient required. Ignored for two weeks. HP call on 9/3/26. Panicking stations from them. Urgent blood tests and admission to hospital for 6 days.

Discharges from hospital with acute kidney damage.

Discharge info sent to the GP from the hospital.

GP to prescribe medications, organise a blood test. I am not sure which of my regular medications to take.

Hospital instructions ignored. I call the surgery twice. Told to do an online consult.

Completed online consultation.

Ignored- no response from surgery

Called to abase told to another one.

After a week my questions ignored, no medication sorted, no blood pressure booked (now due tomorrow)

Gp messaged - appointment call booked for 27 March - two and a half weeks after my discharge.

Have up- called 111.

GP not ignoring test results, hospital discharge notes , arrange medications etc requirements as per hospital discharge.

DO IGNORE the patients calls and consults especially when this is now a very common occurrence from our surgery.

Notes / Questions

Healthwatch Lincolnshire requested consent to forward to Healthwatch Hertfordshire, which is the relevant Healthwatch, to date no response has been received.

2. Case 16108 (23-03-2026)

Providers: Out of area

The Roxton Practice, Immingham

GP stopped prescribing mental health medications without contact or consultation.

Notes / Questions

Feedback form forwarded to Healthwatch North East Lincolnshire.

3. Case 16109 (23-03-2026)

Providers: Out of area

Bottesford Dental Practice Scunthorpe

Dentist care is still very poor in Scunthorpe. Even though we have been told that you don't have to register to see a dentist. You still can't get access to NHS dental care. It's been 4 years now and no change.

Notes / Questions

Feedback form forwarded to Healthwatch North Lincolnshire.

4. Case 16114 (25-03-2026)

Providers: Out of area

Ancora Medical Practice

The current method to book appointment is to ring after 8am or use the online protocol. For the 5th day I have changed my plan and avoided my responsibilities to make sure I can access this two service at 8am to be left with being on hold for over 30 minutes to then be turned away or the online shut for capacity. For example I went at 8.02 to use the online to see it had already been shut. Less then 5 minutes after opening. This is beyond ridiculous. I am suffering with my physical and mental health. I need help. But I can't get an appointment with a doctor. This system is effective and it will cost people their life. I am disappointed in my treatment and the response I got when I complained in person about this. You are letting me and my four children down with this unacceptable system.

Notes / Questions

Feedback forwarded to Healthwatch North Lincolnshire

5. Case 16130 (26-03-2026)

Providers: Out of area

Design Dental Practice Scunthorpe

I have severe pain and arthritis in my whole spine, i can only manage a very quick check up .laying in a dentist chair is so painful for my spine it sends me into flairs that lasts for weeks, have been housebound alone

Notes / Questions

Feedback forwarded to Healthwatch North Lincolnshire

Compliment

1. Case 16007 (10-03-2026)

Providers: Out of area

South Axholme Group Practice, Epworth, Doncaster

My GP surgery has given me a consistent named GP for all routine appointments. My hospital passport c/o NAS is on file, and all staff, clinical & admin, are aware and compliant with the needs stated. I could not ask for better primary care ... Unlike my previous GP experiences, this surgery advocates for me rather than me needing an advocate to access them! I feel very lucky.

Notes / Questions

Feedback form forwarded to Healthwatch Doncaster.

2. Case 16132 (26-03-2026)

Providers: Out of area

Complimentary comments to:

Dr Sinah's Surgery Laceby

Laceby Pharmacy

Rejuvavent Grimsby

Notes / Questions

Feedback forwarded to Healthwatch North East Lincolnshire

3. Case 16135 (30-03-2026)

Providers: Out of area

Barnetby Medical Centre

I feel very fortunate that my GP surgery always ensures I have appointment either the same week or as soon as possible depending on the issue. Self referring to a physio on Connect and being misdiagnosed last year over the phone did not go well. However the physio at my surgery sent me for an X-ray and physically saw me to assess the frozen shoulder issue and advised me which exercises I needed to do to support recovery.

Notes / Questions

Feedback forwarded to Healthwatch North East Lincolnshire

Signposting

1. Case 16137 (30-03-2026)

Providers: Out of area

Newark road Surgery, Newark Road, Lincoln

Being failed at providing correct healthcare due to medical complexities

I am really struggling with my GP practice as they are not dealing with me as the medically complex person that I am. I require a continuous care, I have been diagnosed with HEDS, MCAS, and the rare hyper-POTS for many years now but am struggling to get understood with the hyper-POTS and being told to get my BP down. The latest is I was prescribed water tablets to help lower BP but due to having POTS I need huge hydration and take daily electrolytes and with them not understanding my condition or having continuous care and since seeking advice elsewhere I now realize why I am almost incapacitated with POTS symptoms- I need help please. I am experiencing terrible light headedness and dizziness and being on osteoporosis meds as I have osteoporosis and am great risk of falling and breaking another bone

I am with the Heart of Lincoln Medical Practice, but specifically under Newark road Surgery, Newark Road, Lincoln.

I am also under many specialist departments for various issues relating to my complex medical needs.

I feel quite strongly that having multiple GP's is dangerous for my health and I feel it would be better to have one assigned who understands the complexity of my needs, it's exhausting being chronically ill and having to have this as well to get my needs met is extremely tiring.

Notes / Questions

The patient has since been in touch and written:

I've just had a really fantastic phone call from a GP where they are really sorting all of this out in a very positive way.

The patient emailed again on 31/03/2026 to add:

In fact they were actually quite outstanding the Dr who called me is writing to specialist departments and has given me the names of 2 doctors to work with and allocated an extra long check in F2F with a Dr this Thursday.

I was very impressed, the care was amazing!

Hospital Services

Area	Case Details
<p>Boston District Council x 5</p> <ul style="list-style-type: none">• 2 x General Comment• 2 x Informal Complaint• 1 x Formal Complaint	<p>General Comment</p> <p>1. Case 16099 (23-03-2026)</p> <p>PCN: Boston</p> <p>Providers: Pilgrim Hospital</p> <p>Patient has been under the neurology team for a number of years and was given a diagnosis of Parkinson's and has been taking prescribed medication for 10 years for this condition. Was seen last year by the neurologist (the one who gave them the diagnosis) and was told by the same person that they did not have this condition and to stop taking the medication. Consultant denied telling the patient that they had Parkinson's and had been seeing them for an annual checkup every year. has letters from this Consultant which they had been copied into.</p> <p>Is due to be seen again in September for a 6 month check up by the same person. If they do not have this condition, why do they need to be seen again by the Consultant?</p> <p>Notes / Questions</p> <p>Doesn't want this to happen to someone else. Patient declined wishing to raise as a complaint or concern direct to the hospital.</p> <p>Provider Response</p> <p>ULTH - We are sorry to hear the author is dissatisfied but neurologists and other consultants in other specialities see a number of diagnoses, not usual for one doctor to see only one condition. If they wish to get in touch and share details we can review to establish anything wrong, or whether the circumstances need better explaining to them.</p> <p>2. Case 16106 (23-03-2026)</p> <p>Providers: Pilgrim Hospital</p> <p>Boston Ultra sound</p> <p>Time of appointment waiting in clinic good . Staff matter of fact.</p> <p>Notes / Questions</p> <p>No patient details provided</p> <p>Provider Response</p> <p>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.</p> <p>Informal Complaint</p>

1. Case 16080 (19-03-2026)

Providers: Lincoln County Hospital

Neurology

Engagement from the Boston Headway Lincolnshire Support Group. Regarding ongoing concerns with their spouses treatment at Lincoln Hospital. They feel that as no one is listening to them they are left with no option but to put a formal complaint in and before they do, just needs to have a conversation with someone who will listen to their concerns. They have in the past contacted Patient Experience Manager directly and it was suggested that they should make contact with them as well. They are exhausted by the lack of "care" at the hospital, the lack of empathy for patients / carers and the dismissive way that clinical staff think they can (or not as the case maybe) interact with the patient and their carers.

They have raised a concern with PALS at Lincoln but was not impressed with their attitude. Their spouse has had a brain injury, a number of strokes and has vascular dementia. When it was established that the latest admission was not due to a stroke but over prescribing of a particular medication, their spouse should have been referred to a neurologist. PALS implied that they were expecting too much for their spouse and themselves to been seen face to face by the Consultant Neurologist and that it was acceptable to have a diagnosis based on an exchange of emails between one Consultant and another. They did eventually get a face time appointment with the Neurologist and from that conversation the Consultant agreed with them that the symptoms etc was due to the medication. However, spouse is still on that medication.

This is one of many incidents that they are very unhappy with and currently has no faith in the NHS especially in Lincolnshire.

Notes / Questions

No patient details provided. No contact with Healthwatch to date.

Provider Response

ULTH - Thank you for sharing these concerns on behalf of the Boston Headway Lincolnshire Support Group. We are very sorry to hear about the distress and exhaustion experienced by you as a carer, and the ongoing concerns regarding your spouse's care at Lincoln Hospital.

We recognise how upsetting it is to feel unheard, particularly when advocating for someone with complex needs following a brain injury, strokes, and vascular dementia. Your concerns about communication, empathy, medication management, neurological input, and your experience with PALS are concerning and clearly have affected your confidence in the care being provided.

Contacting the Complaints Team may be helpful, as they can support you by putting you in touch with someone who can listen to your concerns and help ensure you both receive the answers and reassurance you need.

2. Case 16098 (23-03-2026)

PCN: Boston

Providers: Pilgrim Hospital

Patient experienced shared via an engagement activity hosted by Carers First

Orthopaedics

Patient had a MRI scan done late December 2025 and had a follow up appointment on 31 Dec 2025 at Pilgrim Hospital. Patient was expecting to get the results of the scan shared with them on the follow up appointment. However, the Consultant was extremely rude to the patient and accused them of not doing their exercises and that nothing could be done for them.

Patient had been in hospital a few months earlier and was told that a scan would required but was not done when they were an inpatient and they had to wait for another appointment. On discharge no follow up appointment given for physio and no mention of any exercises that the patient needed to do.

Patient contacted their GP surgery, Greyfriars and saw the physio there. Again no exercises given to the patient. The patient walks every day and has an exercise bike that they use every day at home.

Patient has contacted PALS at Pilgrim and from that they got another appointment to be seen at Pilgrim. They saw a different Consultant from the first one and this was a much better experience as they discussed the health plan with patient in great detail and shared with them the results of their scan. They informed them that they may need a hip replacement in the future but at the moment to stay as active as they could and confirmed that the patient indeed did have osteoarthritis. This named Consultant was very good.

Notes / Questions

Patient feels that a Consultant should not speak to a patient in the manner that they were spoken to and accused of being a liar.

Provider Response

ULTH - We are sorry to hear about the patient's initial follow-up appointment, where they felt spoken to rudely and did not receive the expected explanation of their MRI results or clear guidance about their care. We recognise how frustrating this must have been, particularly given the lack of information and follow-up after their earlier hospital admission.

We are pleased to hear that, following contact with PALS, the patient was able to see a different Consultant and that this appointment was a much more positive experience. It is encouraging that the scan results were clearly explained, a diagnosis shared, and a health plan discussed in detail.

Formal Complaint

1. Case 15995 (05-03-2026)

Providers:

For Information: Pilgrim Hospital

Formal Complaint Regarding the Care and Death of parent at Pilgrim Hospital

Introduction

I am writing to make a formal complaint about the standard of care my parent received during their admission to Pilgrim Hospital between last week of December 2025 and end of January 2026. My parent experienced avoidable suffering, neglect of basic care needs, poor communication, and a lack of dignity during their final weeks.

My Parents Background

My parent was 92 years old with vascular dementia and Alzheimer's. They relied heavily on their glasses, hearing aids and dentures to communicate and feel safe. Despite these needs being documented, they were consistently neglected.

1. Failures in Basic Care and Safety

- Left without food, water, glasses, dentures or hearing aids.
- Fed inappropriate meals despite missing dentures and severe oral thrush.
- Oral thrush was identified by family, not staff.
- Served acidic drinks that caused pain.
- Staff communicated without checking hearing or vision.

These failures show repeated neglect of essential care.

2. Failure to Recognise and Act on Deterioration

- Oxygen dependency and tachycardia were not escalated appropriately.
- Diagnosis of pneumonia was delayed.
- Suspected pulmonary embolism was not communicated promptly.
- Compression stockings recorded as declined despite lack of capacity.

These represented missed opportunities to intervene earlier.

3. Communication Failures and Ignoring LPA (lasting power of attorney)

- LPA was not consulted about major decisions.
- Anticoagulation started without discussion.
- DNR decision requested over the phone without clarity.
- Ward transfer was not communicated to family.
- Repeated misinformation about surgery dates and updates.

4. Poor Documentation & MCA Failures

- Records falsely stated they understood treatment plans.
- No Mental Capacity Assessments completed despite clear confusion.
- Refusals accepted without best-interest decisions or LPA involvement.

5. Infection Control Failures

- Staff seen wearing false nails.
- Poor glove hygiene after contact with faeces.
- Masks worn incorrectly.
- Staff chatting socially in my dying parents room.

6. Lack of Compassion and Insensitive Behaviour

- Some staff were dismissive and lacked empathy.
- A doctor ignored me during a medical emergency.
- Staff made false claims that I had made threats when I had not.
- One HCA, provided exceptional care and ensured dignity at the end.

7. End-of-Life Failures

- Machines left running around them despite imminent death.
- Nebulisers continued unnecessarily.
- Morphine prescribed but not given for nearly 6 hours.
- I had to insist repeatedly on comfort-focused care.

Why I Am Complaining

My parent suffered unnecessarily due to poor care, lack of compassion, and systemic failures. Their death was distressing and avoidable. I cannot allow these failings to go unchallenged.

Outcomes Requested

1. Full investigation into all aspects of their care.
2. Written explanation for clinical decisions.
3. Review of staff conduct and communication.
4. Explanation for why the LPA was not followed.
5. Confirmation of improvements and staff training.
6. Assurance that lessons will be learned.
7. Formal written apology from the Trust.

Notes / Questions

HW contacted relative and confirmed receipt of being cc'd into formal complaint, original to ULHT

Provider Response

ULTH - Healthwatch contacted author and confirmed they are liaising with the named person within complaints team, who is proving very helpful.

East Lindsey District Council x 13

- 11 x General Comment
- 2 x Compliment

General Comment

1. Case 16049 (16-03-2026)

PCN: Meridian

Providers: Diana, Princess of Wales Hospital (Grimsby), Lincoln County Hospital, Louth County Hospital

These incidents are mostly at Grimsby Diana Princess of Wales Hospital, but occasionally Lincoln County, Louth County

Very rarely does it ever go well. I'm mostly spoken over. Rarely given time to speak my concerns, and because of the traits of autism, I've found myself subjected to abuse at the hands of my case workers because they've accused me of lying about why I was seeing them, as well as being accused of drug seeking (when I've been taken to A&E in severe pain, but it doesn't look as obvious to them because I appear to handle pain better than I actually do handle it, so they often accuse me of making it up or drug seeking, or it all being in my head as a result), when I've had meltdowns as a result of poor communication and been accused of these things while still being left in pain, I've then had staff accuse me of becoming abusive, when in reality, although I will confess to the use of swear words, these were not words that were directed at anyone, but rather just emphasis on how I felt about the pain I was in, and this on top of having a male nurse in one instance come up to me from behind to snatch an Entonox pipe and mask from me, leading me to throw my hands up in front of me in defence.

As I also have PTSD (Post-Traumatic Stress Disorder) from being in an abusive relationship in the past, but also from the poor treatment from the NHS, and I was then told again that it looked like I was going for the male, even though I was the one in severe pain, laid on an A&E trolley, and when I asked to speak to the ward manager to complain about this particular incident, I was told by said manager that they would rather believe their staff over "someone like me any day", and so didn't believe that they had been abusive, and did believe that I had.

Another incident of me having a meltdown for the same thing led to me saying that I felt like throwing myself under a bus to stop the pain, and I had a nurse shout at me to "go ahead and do it then" and the same nurse when I avoided seeking treatment for these issues for several years next saw me, they then proceeded to tell me well done for having not been in for such a long time, as if avoiding seeking help is something to be proud of, yet I have enough of these experiences to write a book, and it's led to me now regularly ignoring chest pain that causes pain and numbness down the left arm as well, due to this kind of abuse, as well as neglect, as I'm also a wheelchair user and being taken by ambulance means not being able to take my own wheelchair, so that means being left in one of the uncomfortable hospital ones in a waiting room for sometimes anywhere between 8-12 hours, with no one checking on you, so no access to the toilet, or food or drink, and then when you're finally seen and accused of either making it up or lying and/or drug seeking again, I get home having paid a sizeable taxi fare I can't afford, only to find myself in much more pain by then, so it's not safe for me to seek access to help via those channels anymore.

It's becoming so difficult now that even via the GP doesn't feel safe, although I recently learned that I'd spent most of my adult life being gaslit by GPs and specialists alike, including regarding my suspecting being autistic, and it took entirely far too long for me to get referred for it to be confirmed, and even then, knowing I could go down that route after having a second diagnosis of ADHD after records of my initial childhood diagnosis were lost, I went back to the GP after the adult ADHD diagnosis for a GP to tell me that I'd have already been checked for both and they'll have decided which one I had, and when I tried to explain that I'd already been told it was two separate pathways, I was cut off and yelled at with the words "I'm the doctor and I'm telling you that's what happened" or something to that effect, and then they hung up on me. I'm even still treated like I'm high risk with my pain medication now by my GP surgery, and I'm barely mobile and rely on a carer to order and collect my medication, but my carer is a carer for two people, as well as being in full time work, and also working in the field of substance use, and is highly knowledgeable about the medication I take and how to be responsible and safe with it, and I also grew up with a step sibling who was addicted to drugs by the time we were 14 so I have always been super careful even with prescription drug, and on top of that, as an autistic person, I'm also very obsessive over making sure I have the right medication at the right dose at the right times, and yet I'm still treated that way.

Notes / Questions

Healthwatch suggested contacting the relevant PALS, also advocacy information provided

Provider Response

ULTH - It is hoped the author contacted PALS and used advocacy information provided receiving a satisfactory outcome.

2. Case 16062 (17-03-2026)

PCN: Meridian

Providers: Diana, Princess of Wales Hospital (Grimsby)

For Information: Lincoln County Hospital

Telephone call from relative whose parent was under Lincoln Hospital for Neurology for the past 2 years, however has requested to be transferred to Grimsby Hospital Humber Neurology Service for second opinion, this was in January 2026. Parent has tried to book an appointment via online route however unable to. Relative has been in contact with the Grimsby Hospital PALs but as yet not had any information back, as would like to know if the referral has been sent and how long they will need to wait for an appointment.

Notes / Questions

Healthwatch provided information for Humber Neurology Service contact details

Provider Response

Patient update : Thank you so much for your help I managed to speak to Grimsby and they have booked a telephone appointment they have got the referral on the second week of Feb now we just have to wait.

3. Case 16021 (12-03-2026)

PCN: East Lindsey

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

For Information: East Lindsey Medical Group

Caller's spouse been referred for an urgent endoscopy/flexible sigmoidoscopy. An appointment has come through for Grimsby Hospital but this is in 13-14 weeks time and caller questions is that right when the referral was marked urgent? Referred by Accident and Emergency at Grimsby Hospital when spouse's diverticulitis was very bad and painful. They have been back to the GP who was not helpful and stated that the patient would have to ring around the hospitals in Lincolnshire to check waiting times. They have tried Pilgrim and Lincoln but again really long waiting times, there is Boston West who have given 2-3 weeks but that would be going private.

Caller very confused about what warrants 2 week pathway for referrals and wait times for urgent referrals.

Notes / Questions

Signposted to GP Practice Manager , LICB, NHS111 if condition deteriorates.

Healthwatch asks: What is the eligibility for 2 week pathway referral and what is the difference when a referral is marked as urgent by a Practitioner who is commissioned by the NHS providers ?

4. Case 16073 (17-03-2026)

PCN: East Lindsey

Providers: Lincoln County Hospital

Breast Unit

The breast unit at Lincoln County Hospital is very good. It was fast to get in initially, I was told I needed emergency treatment for an aggressive cancer. I was then told the treatment would start in 3 months! It's not within the Consultants remit, I phoned to say I wanted an appointment by the end of the week, or I would sue them as I had been informed I had an aggressive cancer.

They did not monitor my oncology treatment properly and I had heart failure as a result. So I have had a mixed experience, good and not so good Consultants. I now see the same Consultants in the breast unit and oncology. Now have to see cardiologist and I don't see the same one each time.

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.

5. Case 16102 (23-03-2026)

PCN: East Lindsey

Providers: Lincoln County Hospital

Carer of adult child with Multiple Sclerosis contacted Healthwatch as very upset and angry. Has recently been to see their GP with a severe migraine, informed to go to A&E at Lincoln straight away. A&E Doctor asked patient what other conditions patient had, Multiple Sclerosis, Doctor asked what that was and looked on the internet to see what the condition was! also has eating disorder (which they are being managed with by GP) Doctor in A&E was extremely rude and said 'oh you refuse to eat!!!!'. Patient did not say anything but felt there was no understanding. The patient felt if they did reply they would be classed as being obtrusive.

The department wanted to keep the patient in, however this would mean being in a chair in the A&E department for 48 hours, as no beds available. Patient went home and has now been booked in for an MRI in April.

Patient also commented that there is only 1 Multiple Sclerosis Nurse who is unwell themselves, feels this nurse needs support as unable to do what is needed for all the patients that need support, they arrange to call, then no calls are made. Feels this nurse needs support of another person to help with patient list. Would like Neurology care transferred to Humber Neurology Service, but unsure how to do this.

Notes / Questions

Healthwatch suggested they make contact with the department at Humber Neurology Services (details provided) to discuss

Provider Response

ULTH - Thank you for sharing these concerns. We are very sorry to hear how upset and distressed both the patient and their carer have been following their recent experience at Lincoln A&E. It is concerning to hear about the lack of understanding shown regarding Multiple Sclerosis and the insensitive comments made, which left the patient feeling unable to speak up. Patients should always be treated with dignity, respect, and compassion, and we are sorry that this was not their experience. We also recognise how difficult it must have been to be offered admission without a bed being available.

We note your concerns about MS nursing support and understand the frustration caused by missed contact and the pressures on this service. Your feedback highlights the need for additional support to ensure patients receive timely advice and follow-up.

Your comments have been shared with the relevant teams. If you would like to explore transferring neurology care to the Humber Neurology Service, the GP should be able to assist by making or discussing an appropriate referral.

6. Case 16063 (17-03-2026)

PCN: East Lindsey

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Breast Cancer & Mammogram

It is 20 years since I had my operation for breast cancer, I was 65years old then. I feel jolly lucky. But they stop screening at 75 years old and I think you should be able to have a mammogram. Someone I know had cancer at the same time as me and it's come back. I would like one and I have mentioned it to the services and you can only do it on-line and I can't do that.

7. Case 16053 (16-03-2026)

PCN: First Coastal

Providers: Nottingham City Hospital

Parking terrible miles away from outpatient department for patient with cancer and lack of parking spaces in general already have a 5 hour round trip without having further stress of not being able to park and expensive to park too.

8. Case 16045 (16-03-2026)

Providers: Pilgrim Hospital

General outpatients and hospital-based consultants, Pilgrim

No Disabled Parking left when we arrived. Had to park some distance away. All staff seen very helpful.

Notes / Questions

No patient details provided

Provider Response

ULTH - We acknowledge that there are currently insufficient disabled parking spaces on site and understand the impact this can have on patients and visitors. In response to this, we are commencing a project this year to increase the number of disabled parking spaces and improve overall accessibility. This work will include reviewing the locations.

9. Case 16046 (16-03-2026)

Providers: Pilgrim Hospital

Orthopaedic outpatients

Needs more spaces for disabled. I was forced to park in the general car park which has spaces too narrow for my need to open the door wide. The only space was a long walk from outpatients which was difficult for me. The signage said to display my blue badge but in the same sentence said to take it to register it at reception. Other signs were clearer, saying display the clock part and take badge to register.

Clinical care was satisfactory

Provider Response

ULTH - We acknowledge that there are currently insufficient disabled parking spaces on site and understand the impact this can have on patients and visitors. In response to this, we are commencing a project this year to increase the number of disabled parking spaces and improve overall accessibility. This work will include reviewing the locations.

On your first visit, display the clock portion of your Blue Badge in your vehicle and the badge holder then needs to present the photo portion to reception along with the vehicle registration. Once registered you can freely use the hospital's blue badge and patient and visitor parking while attending appointments or visiting patients without visiting the payment machines at Grantham and District Hospital, Lincoln County Hospital and Pilgrim Hospital Boston. Users do not need to register individually at each site. You must display your entire Blue Badge until you leave. If your Blue Badge expires, or you visit in a different vehicle, you will need to visit reception to update your details.

10. Case 16070 (17-03-2026)

PCN: East Lindsey

Providers: Pilgrim Hospital

Elderly parent was admitted to Medical Ward after a fractured hip. Unsure of ward number could be 5 or 10 not sure, but they contracted 5 infections. The hospital doesn't have a good reputation.

We also had an issue with lots of Nurses who were not from this country, unable to understand some as they were not very clear. Would talk to them and they would disappear for 10 - 15 minutes, so never knew what was going on. No-one answers the phone either on that ward. Parent was eventually transferred to Louth Hospital for rehabilitation. They were only there for one night then diagnosed with sepsis so was then taken to Grimsby Hospital.

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..

11. Case 16097 (20-03-2026)

PCN: East Lindsey

Providers: Pilgrim Hospital

Suffered a fall during icy conditions whilst walking my dogs and sustained a head injury, large open wound to forehead and 2 fractured ribs.

Ambulance wait would be 2-3 hours and therefore my spouse arranged for a taxi to take us both to Pilgrim Hospital.

Initially triage was excellent, I arrived at A&E at around 12:10am blood tests taken, CT scan performed, tetanus injection given and my head was crudely bandaged to stem the flow of blood, all within 30-40 minutes. I was then asked to wait in the waiting room in the A&E Department shortly before 1:00am.

The staff were rude and did not engage with us at all. My spouse asked several times what the timelines were to be seen, concerned that I had suffered a head injury. The staff were not helpful at all, once being completely ignored and another time simply saying that there were at least 10 people to be seen before me and that they were very busy and waiting for beds.

The wait was long, uncomfortable and cold. It was sleeting outside and still the air-conditioning was on indoors, I was shivering and only had my coat, there were no blankets available.

At 8:50am a nurse had just arrived for shift and stopped to ask my spouse if I had been monitored throughout the night due to my head injury. On being told that I had not had any monitoring carried out at all, the nurse dashed for a doctor concerned that one of my pupils had dilated.

I was taken to a doctor at around 9:10am where I was cleaned up, by this time the blood had congealed and my wound had stuck to the course bandage, making it difficult and painful to remove. The surgeon who stitched my forehead was remarkable and their fellow doctor was really kind and helpful.

I am disgusted with the A&E staff who were working that night in early January 2026 and they should be ashamed of themselves.

To ignore a patient presenting with a gaping wound and obvious head injury and treated so disrespectfully. I am prescribed blood thinners for a past stroke in addition to many other tablets and medication but none of this was mentioned, recognised or acknowledged.

Provider Response

ULTH - Thank you for sharing your experience. We are sorry for the distress you experienced during your visit following a serious fall and head injury.

While the initial assessment and scans were completed quickly, we are concerned about the prolonged overnight wait, lack of monitoring, cold environment, and the way you and your spouse felt you were treated. This falls short of the standard of care we aim to provide.

We are pleased to hear that the surgeon and assisting doctor later provided excellent care, and this feedback will be shared. Your concerns have been escalated to senior Emergency Department clinicians for review, and please accept our sincere apologies.

Compliment

1. Case 16071 (17-03-2026)

PCN: East Lindsey

Providers: Diana, Princess of Wales Hospital (Grimsby)

The hospital is excellent. Elderly parent arrived after being transferred from Louth Hospital, due to diagnosis of sepsis when was in Pilgrim Hospital after falling and fracturing hip. Arrived at Grimsby Hospital all excellent but they couldn't get parents notes from Pilgrim Hospital, who didn't answer the phones when a Consultant was calling about my parent. So Grimsby Hospital called the operator at Pilgrim who stated the ward were renowned for not answering the phone. We had help from a close relative who is a nurse, with the pathways. District Nurses were generally very good too.

Notes / Questions

No patient details provided

2. Case 16074 (17-03-2026)

Providers: Lincoln County Hospital

Dixon Ward

I was taken poorly in October last year, it was my first time in hospital - ever. Wonderful, everyone was brilliant, food was wonderful, the place was clean. I can't speak highly enough and I was restored to good health. Follow up care was also superb.

Notes / Questions

No patient details provided

Provider Response

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

- 5 x General Comment

General Comment

1. Case 16012 (12-03-2026)

Providers:

For Information: Lincoln County Hospital

A&E Inpatient services

I was asked by a GP to take my spouse for a blood test to the hospital as they would be able to analyse it quicker than they could. The good thing was they sent me a message with their consultation notes to show the Doctor in A&E. This did prove very useful as on previous occasion although the doctor had given us appropriate form we were sent back to the GP. We did not enjoy the days spent in treatment chairs amid buzzers and bells. Eventually in a ward they were taken off oxygen they were finding it difficult. The Ward seemed unaware that much of their food was returned. Although my spouse had a fall they did understand their mobility problems. When leaving they handed me a RESPECT form that had been filled in. My spouse had no knowledge of it. The Nurse insisted they had agreed as it was signed by 2 doctors. It is brief and I presume uses standard answers, it is difficult to read, we had to look on the internet to be sure of some of the abbreviations. It names no contacts. It does say my spouse is of sound mind. I understand this will go on record as my spouses wishes. I feel strongly that this is a document that should be filled in with the patients consent. I am about to go through this process with my parent and their doctor and it will include contacts and LPA (Power of Attorney) information.

Notes / Questions

No patient details

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 16015 (12-03-2026)

Providers:

For Information: Lincoln County Hospital

A&E

No privacy when being triaged. No privacy when having observations done. Blood pressure readings taken over clothing. 12 hour wait to speak to a Doctor. No refreshments available other than fizzy pop, crisps, chocolate. Insufficient seating, patients standing. Staff were courteous.

Notes / Questions

No patient details

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 16022 (12-03-2026)

Providers:

For Information: Lincoln County Hospital

Trying to find parking spaces for Out Patients appointments or visiting family members who are inpatients is impossible, you have to leave a long time before your appointment so you can drive round the car park looking and waiting for a space to be available and hopefully you'll not miss your appointment because you can't park.

Notes / Questions

No patient details

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.

4. Case 16057 (17-03-2026)

Providers: Lincoln County Hospital

A&E

Huge wait, some seen before me, from the prison. They should wait their turn unless urgent. Staff doing their best, but overwhelmed.

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.

5. Case 16115 (25-03-2026)

PCN: Lincoln Healthcare Partnerships

Providers: Lincoln County Hospital

Lincoln County Hospital

Nothing went well, was a third world experience at best.

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.

North Kesteven District Council x 3

- 3 x General Comment

General Comment

1. Case 16036 (13-03-2026)

Providers:

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

Patient commented there is so little car parking availability, so my spouse has to drop me off and go and park in a nearby shopping centre until I call them to collect me at Lincoln County Hospital Maternity Wing.

Waiting times are always long at Maternity Department, last appointment was 4.20pm I was called in at 5.45pm.

Notes / Questions

No patient details

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 16112 (24-03-2026)

PCN: South Lincoln Healthcare

Providers: Lincoln County Hospital

Patient previously came to Healthwatch in 2023 and their concern was resolved. Has tried to get this concern resolved but now at a loss.

Patient is exasperated with being given the run around in trying to make contact with the Secretary for Cardiology.

Patient has been under this Consultant for 13/14 years. Was taken to A&E in Sept last year with fast heart rate and was then seen in clinic on discharge. Echo was performed and once this was reported on they would be seen with the results in clinic, this hasn't happened as yet.

More recently patient has had another episode, but didn't contact NHS 111/999 but felt they should make contact with the secretary to request an appointment under the circumstances and hopefully get the ECHO results at the same time.

On Monday they called the number at the top of the letter, no longer active, but another number was provided over a message on the phone. Lincoln Switchboard number - patient called this where they were put through to Cardiology, (person questioned where they had got this number from!! quite rudely,) and patient was provided with another number, this time it was for Boston Cardiology - which was incorrect again. Although the person was very helpful.

Patient feels lost in the system, unable to get through to anyone and going round and round in circles. Is it possible to alleviate the stress this patient is under currently to see if this can be resolved.

Notes / Questions

Patients request for Healthwatch to make contact with PALS.

Provider Response

Response from PALS: I will pass this to the cardiology management and ask that they make contact. Healthwatch updated patient with PALS response.

27/4/26 - PALS update - can arrange for phone call clinic (informed patient) and happy for a phone call. PALS informed.

Patient update 29/4/26 - I have had an appointment come through for another echo next month. When checking my medical records I see this is on 'recall', so fits with my last appointment for May 2025

Telephone appointment now made.

	<p>3. Case 16050 (16-03-2026)</p> <p>PCN: South Lincolnshire Rural</p> <p>Providers: United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT</p> <p>Patient who is in regular contact with Healthwatch. Has been to Lincoln A&E with abdominal pain with suspected appendicitis, paramedics also agreed with this information. Patient was discharged stating didn't think it was appendicitis. Has been taking pain killers, also made contact with their GP who has referred for an Ultra-sound, but has been informed by the hospital that it could be 4 months before getting an appointment for this. Patient is in severe pain.</p> <p>Provider Response</p> <p>ULTH - We would gently encourage the patient to contact or visit their GP as soon as possible to explain the severity and persistence of their pain, and to ask whether the referral can be marked as urgent. This may help to prioritise further investigation and ensure they receive the care they need more quickly. If symptoms worsen or become unmanageable, the patient should seek urgent medical advice rather than waiting for a planned appointment.</p>
<p>South Kesteven District Council x 2</p> <ul style="list-style-type: none"> • 1 x General Comment • 1 x Compliment 	<p>General Comment</p> <p>1. Case 16038 (13-03-2026)</p> <p>Providers: For Information: Peterborough and Stamford Hospital</p> <p>I attend outpatient appointments every few months at Peterborough Hospital or Stamford hospital. Both of them have wholly inadequate parking. For fear of missing an appointment I no longer drive myself. I get someone to drop me at the door and pick me up later. This costs me around £60 a time. Last time I drove myself to Stamford, I arrived an hour early, and cruised around for 50 minutes waiting for a gap. It was very stressful and I saw other drivers getting into serious disagreements.</p> <p>Compliment</p> <p>1. Case 16089 (20-03-2026)</p> <p>Providers: For Information: Grantham + District Hospital Radiology Department</p> <p>It was perfect, seen at the exact time of appointment. Parking easy. Staff kind and considerate. The only improvement would have been if my appointment letter had mentioned to have a full bladder, but it didn't really matter much.</p> <p>Notes / Questions</p> <p>No patient information shared.</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>West Lindsey District Council x 4</p> <ul style="list-style-type: none"> • 3 x General Comment • 1 x Compliment 	<p>General Comment</p> <p>1. Case 16029 (12-03-2026)</p> <p>Providers: For Information: Lincoln County Hospital</p> <p>Need more parking spaces. Had to drop patient off outside outpatient's in the end and go back and carry on looking for a space. Uneven surface in places, poor signage for way round resulting in chaos.</p> <p>Notes / Questions</p> <p>No patient details</p> <p>Provider Response</p> <p>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.</p>

2. Case 16047 (16-03-2026)

Providers: Lincoln County Hospital

Lincoln Hospital

I dread going to hospital appointments because the parking is both limited and oversubscribed, plus expensive. The spaces are also very small for the cars to begin with, making it difficult for a physically restricted individual to get out.

Notes / Questions

No patient details provided

Provider Response

ULTH - Thank you for sharing your concerns. We're sorry to hear that parking difficulties are causing you anxiety about attending hospital appointments. We recognise that parking is limited and is often oversubscribed and where possible, we encourage visitors to allow additional time for car parking, as demand can be high, particularly during peak periods.

All of our car parking spaces measure 2.4 metres by 4.8 metres, which is the UK standard as defined by the British Parking Association, and therefore meet national parking guidelines. However, we acknowledge that meeting these standards does not always reflect the lived experience of patients with physical restrictions.

3. Case 16060 (17-03-2026)

Providers: Lincoln County Hospital

Had 2 and a half weeks with chest drain with lung full of fluid, after falling. Waited 48 hours in a chair for a bed, once on a ward, the care was excellent. Food was good.

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 16113 (25-03-2026)

Providers: Lincoln County Hospital

Gynaecology department

Had to have a gynaecology procedure at Lincoln hospital. Four named members of staff treated me with dignity, respect and great care. Constant reassurance and feedback was given before, during and after the procedure. Very professional but caring throughout.

Provider Response

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

All Areas x 9

- 8 x General Comment
- 1 x Compliment

General Comment

1. Case 16082 (19-03-2026)

Providers:

For Information: Fitzwilliam Hospital

I have been told I have to wait 48 weeks minimum for a surgery classes at P2. I have compression on my spinal cord affecting all aspects of my life plus non stop pain.

2. Case 16035 (13-03-2026)

Providers:

For Information: Lincoln County Hospital

EVERY TIME I attend an Outpatient Clinic at Lincoln Hospital I find it impossible to get a space to park my car!!! Recently I ended parking on the grass at the very end of the car park whereupon I received a parking fine operated by "Parking Eye" (who are "renowned" throughout the UK for their non improvement to the much needed areas for parking these days, on what do they spend the £millions they receive!???)

At Lincoln I often have to park in a side street of a local housing estate!!!

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 16037 (13-03-2026)

Providers:

For Information: Lincoln County Hospital

Gynaecology Outpatients

Appointment went well, no complaints about staff and treatment. Parking was terrible, had to drive round twice to find a place, eventually parked on the opposite side of the hospital to the appointment, had to hurry and was 5 minutes late, but they were running late so was seen.

Notes / Questions

No patient details

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.

4. Case 16052 (16-03-2026)

Providers: Lincoln County Hospital, Pilgrim Hospital

Cardiology

Recently attended Lincoln County and Boston Hospitals. Spouse has a blue badge. The volunteers were really helpful and friendly. However there were no disabled spaces available at either location. At Lincoln, the car park is very busy and it's hard to find a space and if you do, they are narrow to get into.

Provider Response

ULTH - We acknowledge that there are currently insufficient disabled parking spaces on site and understand the impact this can have on patients and visitors. In response to this, we are commencing a project this year to increase the number of disabled parking spaces and improve overall accessibility. This work will include reviewing the locations. On your first visit, display the clock portion of your Blue Badge in your vehicle and the badge holder then needs to present the photo portion to reception along with the vehicle registration. Once registered you can freely use the hospital's blue badge and patient and visitor parking while attending appointments or visiting patients without visiting the payment machines at Grantham and District Hospital, Lincoln County Hospital and Pilgrim Hospital Boston. Users do not need to register individually at each site. You must display your entire Blue Badge until you leave. If your Blue Badge expires, or you visit in a different vehicle, you will need to visit reception to update your details.

5. Case 16083 (19-03-2026)

Providers:

For Information: Lincoln County Hospital

The parking at Lincoln hospital is dire. I have a blue badge and not once have I managed to get a disabled parking space. Also, why is rheumatology the furthest away from the main entrance when most people who attend rheumatology have mobility issues. The road surface in the parking areas are disgustingly uneven.

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 16088 (20-03-2026)

Providers:

For Information: Lincoln County Hospital, Pilgrim Hospital

No parking available, so I was late for my appointment.

Provider Response

ULTH - Thank you for letting us know. We're sorry that parking difficulties caused you to be late for your appointment. We recognise that parking can be challenging at busy times and understand the frustration this causes. Your feedback has been noted and will be shared with the relevant teams as part of ongoing work to improve parking availability.

7. Case 15998 (05-03-2026)

Providers:

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

I'm wondering if you can signpost me to someone who can help me navigate the system to get the care I need. I have EDS (Ehlers Danlos Syndrome) I was told 10 years ago that I need an illeostomy but I have been refused care from lots of places due to complex medical history and the likely need for ongoing, lifelong care. No one wants to take responsibility for me. I have deteriorated over the last 2 years, I've lost my job, my business, my mobility and 30lbs in weight due to the slowing of my digestive system. I'm in Lincoln and have tried Lincoln hospital, Nottingham hospital, Leeds St James (private and NHS) and most recently London UCH (private and NHS) I've had every test available for my condition and the results all supported my clinical picture, I've had multiple MDMT meetings about my case which all agree I need illeostomy surgery but no one will actually do the surgery. I do not know where to go next and I'm struggling to live with the pain and discomfort.

8. Case 16040 (13-03-2026)

Providers:

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

The waiting lists are far too long for conditions dealt with among others endocrinologist and neurologist. I have been waiting for an endocrinologist appointment since last July and won't get an appointment till at the earliest July 2026. It's too long. I have had to go privately to see endocrinologist as I really can't wait. In my case I have been taking steroids every day without a diagnosis for three years.

Provider Response

ULTH - Thank you for sharing your concerns. We are very sorry to hear about the length of time you have been waiting for specialist appointments, particularly in endocrinology and neurology. We recognise that these waiting times are lengthy and understand the significant impact this can have on your health and wellbeing.

These two services are currently under extreme pressure, with a high number of patients requiring appointments, which has contributed to the delays being experienced. However, we appreciate that this does not lessen the very real impact on you as an individual.

Compliment

1. Case 16087 (19-03-2026)

Providers:

For Information: Pilgrim Hospital

Obstetrics & gynaecology

As a nervous patient, the staff looked after me during my appointment, explaining everything and being very reassuring, putting me at ease. These lovely staff should get the recognition they deserve.

Notes / Questions

No patient details provided

Provider Response

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

Out of Area x 10

- 7 x General Comment
- 3 x Compliment

General Comment

1. Case 16079 (19-03-2026)

Providers:

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

Appointments on time, great service from the hospital staff.

Poor parking, insufficient spaces at the hospital. Parking expensive.

Notes / Questions

Information transferred to Healthwatch North Lincolnshire

2. Case 16005 (10-03-2026)

Providers: Out of area

Scunthorpe General Hospital.

Did eventually find a parking space for my outpatients appointment on a nearby road which was limited to one hour parking The consultants were delayed and so I had to wait in the waiting room with a lot of other people, as soon as we knew of the delay, my spouse, along with other people, had to leave the waiting room to move their cars or face a parking fine.

Not enough space in hospital parking alone so people have to use the streets and some people cannot afford the hospital parking either. It's a stress on top of any ill health issues.

Notes / Questions

Feedback forwarded to Healthwatch North Lincolnshire

3. Case 16009 (11-03-2026)

Providers: Out of area

Leicester Royal Infirmary

Chemo no.7 of 10. Appointment at 2.30pm arrived at 1 pm for car park queue and into chemo suite by 2.15. Eventually called for treatment at 4.30pm. Some people were sitting on the floor as not enough seats in waiting area

Notes / Questions

Feedback form forwarded to Healthwatch Leicester & Leicestershire.

4. Case 16110 (24-03-2026)

Providers: Out of area

Hull Royal Infirmary

A friend has needed their epilepsy battery changed for months !!!

They are in and out of hospital, and rehabilitation, in the last 6 months barely 3 weeks in their own home.

The tests took too long to do to check battery percentage.

The tests had to be fought for but they are having seizures multiple times a day and night and are exhausted.

Their life is at risk from the medical risks of seizures.

Their life is at risk from falls and accidents during a seizure.

Their wellbeing is awful.

They are ignored, depressed and could die.

The maintaining of this situation for 6 months has cost far more than the replacing the battery would have.

No eligibility for advocacy.

PALS have done nothing.

It is a disgrace and life threatening.

NO ONE who can make a decision and no one is listening

Notes / Questions

Feedback forwarded to Healthwatch Kingston upon Hull

5. Case 16018 (12-03-2026)

Providers:

For Information: Peterborough and Stamford Hospital

Having appointments at the beginning of clinic or at the end-so no waiting delay. Quiet areas with lower lighting and sensory activity. Having a hospital passport to communicate needs, challenges.

Acceptance of the person, how they are, being inclusive irrespective of how the patient presents.

Keeping medical appointments to a minimum for medical needs only, as unpredictability, unfamiliar people, noise and new environments are a challenge for many autistic people.

Notes / Questions

No patient details

6. Case 15994 (05-03-2026)

Providers:

For Information: Scunthorpe Hospital

Scunthorpe Hospital is not fit for purpose whatsoever! The so called 'Doctors (particularly in A&E) are clueless and most definitely under trained if not under qualified . I personally trained and qualified as a Nurse so I know what I am talking about. There is no communication between staff and I firmly believe that any person who attends A&E who is genuinely poorly is actually putting their life at risk through a lack of knowledge.

Notes / Questions

Forwarded to Healthwatch North Lincolnshire

7. Case 16092 (20-03-2026)

Providers:

For Information: Scunthorpe Hospital

Great difficulty parking at the Planned Investigation Unit at Scunthorpe Hospital.

Notes / Questions

No patient information provided.

Information passed to Healthwatch North Lincolnshire

Compliment

1. Case 16019 (12-03-2026)

Providers:

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

Total comfort and very well organised

Notes / Questions

Transferred to Healthwatch NorthEast Lincolnshire

2. Case 16003 (10-03-2026)

Providers: Out of area

Positive feedback relating to a Hospital Outpatient appointment at Castle Hill breast care unit.

Notes / Questions

Comments have been forwarded to Healthwatch Kingston upon Hull.

3. Case 16086 (19-03-2026)

Providers:

For Information: Out of area

Hinchinbrooke Hospital

Everything ran smoothly & on time. Excellent staff who kept us informed & provided first class care & reassurance to relatives.

Privacy was provided at all times.

Notes / Questions

No patient details provided

Mental Health and Learning Disabilities

Area	Case Details
Boston District Council x 1 <ul style="list-style-type: none">1 x Compliment	Compliment 1. Case 16042 (13-03-2026) Providers: For Information: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health) Boston Galaxy Suite staff were excellent, committed lots of superb staff for my child's problems and I'm eternally grateful for their help. They saved them.
South Holland District Council x 1 <ul style="list-style-type: none">1 x General Comment	General Comment 1. Case 16001 (06-03-2026) Providers: For Information: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health) Complaint about my mental health service. I am under the Community Mental Health Team (CMHT) at the Johnson, Spalding. I am being seriously let down . I was given the name of Healthwatch by my social prescriber to talk to. But I will talk to anyone. There is a lot to explain . Do I email all the information? Thanks Notes / Questions Signposted to PALs LPFT, NHS Advocacy Voiceability
South Kesteven District Council x 1 <ul style="list-style-type: none">1 x General Comment	General Comment

	<p>1. Case 16033 (13-03-2026)</p> <p>Providers: For Information: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>CAMHS were painfully slow to medicate so my child experienced three years of panic disorder.</p> <p>Notes / Questions No patient details</p>
<p>All Areas x 3</p> <ul style="list-style-type: none"> • 3 x General Comment 	<p>General Comment</p> <p>1. Case 16028 (12-03-2026)</p> <p>Providers: Child and Adolescent Mental Health (CAMHS) LPFT</p> <p>Terrible delays, child is unable access education, severe anxiety, unable to eat or sleep, assessed as needing core CAMHS and put on a waiting list for 10-12 months. They say he's too unwell for lower level support and if we seek private support in the interim they'll remove him from the waiting list. They will only expedite if they attempts suicide. The whole of year 11 with no support.</p> <p>Notes / Questions No patient details</p> <p>2. Case 16085 (19-03-2026)</p> <p>Providers: For Information: Child and Adolescent Mental Health (CAMHS) LPFT</p> <p>Terrible, child is traumatised by school experience, has autism and ADHD, eventually assessed by CAMHS. Put on a waiting list for support - 10-12 months! no interim support unless they attempt suicide.</p> <p>Notes / Questions No patient information provided Healthwatch asks - what support is provided to such patients waiting for appointments?</p> <p>3. Case 16034 (13-03-2026)</p> <p>Providers: For Information: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>CAMHS (Child and Adolescent Mental Health Service) openly said we can't support autistic people which is shocking as the majority of people with mental health issues are neuro diverse. After three years of incredibly slow support my child reached the age of 18 and our GP could finally prescribe helpful doses of antidepressants. Then our GP suggested a referral to the transgender health clinic but after waiting four years to see a specialist our Surgery is now refusing to follow the advice for prescribing. Everything is a battle.</p> <p>Notes / Questions No patient details</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 16111 (24-03-2026)</p> <p>Providers: Out of area Navigo - Mental Health Support Long Waiting Lists</p> <p>Notes / Questions Feedback forwarded to Healthwatch North East Lincolnshire</p>

Patient Transport

Area	Case Details
<p>South Kesteven District Council x 1</p> <ul style="list-style-type: none"> • 1 x General Comment 	<p>General Comment</p> <p>1. Case 16043 (16-03-2026)</p> <p>Providers: Non-Emergency Hospital Transport (NEPTS) EMAS EMAS - NEPTS</p> <p>I had to give up using patient transport to get me to hospital appointments because time after time they failed to turn up.</p> <p>Notes / Questions Healthwatch provided PALs information</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 16025 (12-03-2026)</p> <p>PCN: APEX</p> <p>Providers: Non-Emergency Hospital Transport (NEPTS) EMAS</p> <p>Caller was enquiring about Patient Transport. The telephone number provided is unobtainable. When patient has spoken with Patient Transport for a hospital appointment they have been refused and cannot understand why as Patient Transport has been used previously.</p> <p>When called back got very angry and distressed as says that has been banned from Non Emergency Patient Transport as has been accused of assaulting a Paramedic says this is untrue and disputes this. Has multiple medical conditions and a genetic problem that reduces mobility can get into the back of a car and walk a short distance . Has been to EMAS PALs with no resolution and PHSO. Feels very let down by the NHS in Lincolnshire. Has an appointment out of county for cancer treatment and needs transport.</p> <p>Notes / Questions</p> <p>Signposted to what Healthwatch can and cannot do, Community Car Service</p>
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Social Care Services

Area	Case Details
<p>Lincoln City District Council x 1</p> <ul style="list-style-type: none"> • 1 x Informal Complaint 	<p>Informal Complaint</p>

1. Case 16032 (13-03-2026)

Providers:

For Information: Cloverleaf Care Home (Tanglewood), Lincolnshire County Council - Adult Social Care

Short version of a long story...

My elderly parent went into a Care Home in Jan 2021 with dementia. Lived there until November 24 when they passed away.

Odd little problems but nothing bad until they got itchy skin a few months before they died. Literally all over their body. Even ended up with an abscess in their ankle/lower leg at the end that wasn't treated properly and in one occasion we visited (as we did regularly) and the wound was weeping. I was told when I rang up to complain that there was no one trained to dress it. I said so if someone had a bad bleed then would it just be left ?

I remember having a meeting in Sept 24 I think it was for staff and residents and we asked if we could have a family WhatsApp group set up to tell other residents if we've noticed any problems so all resident families were aware of any issues. We were denied this and told they already had one within the higher managers and Carers. Later we asked one of the Carers and they didn't know about the group the staff had.

We complained and complained about parents itchy skin and they were getting more and more frustrated but they didn't know why. All they were using was a moisturiser on them. Another relative had to threaten to take them to A&E themself unless a Doctor was called. My sibling and I went when the Doctor came. We suspected scabies and mentioned this but it was denied and their ankle was treated but it took ages to heal if it ever did.

My parent got worse with their dementia but we noticed a change in their behaviour and my relative was constantly asking about their itching. We saw them on the Saturday and my relative just sat with them hugging them before we left them. They were more withdrawn, quiet and was giving up. We visited them the next morning as they had called 999 and when we arrived they were sat in their chair being observed by the paramedics. They said they couldn't do anything to help them, the Carers said they were not themselves and more confused and agitated. Their vitals were fine so they left us to sit with them. They were uncomfortable in the chair that was obvious so we asked if they wanted to get in the bed.

They nodded which was unusual so must have been desperate only down. This was about 2pm. We got a phone call to say they had died at just after 6pm having been found in bed. This is well after tea time so we wondered why they had missed tea time and half hour before.

My relative was in a state for a while obviously and when the Doctor said they'd put dementia as the cause of death we didn't argue even though we suspected Scabies. We were never told they had treatment for it all the time, (2 months) at least if not longer, that they had been suffering and they were suffering !

My relative didn't have the strength to fight for any other decision and we had my parent had a cremation funeral.

After a couple of week my relative started itching all over their body and had typical scabies marks on them. The Doctor said they had age spots when I sent a photo but they insisted they needed some cream so got the typical cream for a babies given to them. They applied it but not properly and eventually they got some more cream and I went round and helped apply it properly. We also had some moisturiser we were given to use so I applied that every day twice a day for them. They were 82 and was told apply this daily !!!

They needed up to 3 lots of cream for the scabies and it took over two months to clear up. I spoke to someone I used to talk to at the Care home they had were told via an email that there was an outbreak of suspected Scabies. I have a copy of this. We told Manager after Manager about my parent and nothing was done about their itching apart from moisturiser.

I told my relative that I was always going to get justice for my parent for how they were treated when they died but I can't take it any more, having found the email and proof of an outbreak after my parent died.

I would like to know what I can do as we never saw any paperwork while at the home.

I don't want my relative bothered as they have heart issues and another serious health problem but I am happy to discuss and I'm sure my sibling will be.

Notes / Questions

Signposted to what Healthwatch can and cannot do, CQC, PHSO, NHS advocacy, LGSO , LCC complaints, Age UK , LCC complaints, Total Voice

Out of Area x 1

- 1 x Compliment

Compliment

1. Case 16133 (26-03-2026)

Providers: Out of area

Ladysmith care home Grimsby

Care home caring helpful cheerful clean

Notes / Questions

Feedback forwarded to Healthwatch North East Lincolnshire

Other

Area	Case Details
<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 16016 (12-03-2026)</p> <p>Providers: For Information: NHS 111 Service</p> <p>Terrible experience. No empathy, didn't want to know the full situation. Based on what a healthcare professional told me they had to tell me to go to A&E which is fine but they were rude, condescending. I got a call as I couldn't get to hospital within the hour. The call back didn't help with this they just judged me that my spouse couldn't take me and I couldn't get a taxi. They hung up on me while I was saying thank you and good bye</p> <p>Notes / Questions</p> <p>Signposted to LCHS PALs , LICB</p>
<p>North Kesteven District Council x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 16103 (23-03-2026)</p> <p>Providers: Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>I wonder if you could please advise. I live in Lincolnshire.</p> <p>I withdrew from the NHS last year. My medical records are held at the PCSE, in Darlington.</p> <p>Over the last few years I have made SARs. My recent SAR has been declined, under data protection legislation.</p> <p>I am told that I have to sign up with a GP, again, and must view my records, in his or her presence. I find this ridiculous and unnecessary.</p> <p>Please can you sort this out for me.</p> <p>Notes / Questions</p> <p>Healthwatch provided information on PCSE if not registered with any practice.</p>

Not Specified

Area	Case Details
<p>East Lindsey District Council x 4</p> <ul style="list-style-type: none"> 3 x General Comment 1 x Compliment 	<p>General Comment</p> <p>1. Case 16121 (26-03-2026)</p> <p>Providers:</p> <p>I travel around the county in my caravan so I am of no fixed abode. I very rarely access health care services. if I need to, I would take myself to the hospital</p> <p>2. Case 16125 (26-03-2026)</p> <p>Providers: NHS Dental Services</p> <p>there are not enough NHS Dentists to serve the population of Lincolnshire. I have been placed in a situation that in order to access dental treatment I have had to go private. I am fortunate that at the moment I can afford to do this. This is so wrong as there are so many people that are without a dentist.</p> <p>We have an NHS system in this country n=but not everyone has access to the NHS dental services and this so wrong.</p> <p>Recently the Woodhall Spa Dental Surgery advertised on FaceBook that they had NHS spaces. There was a queue of people going around the block wanting them and they do not all live in the Woodhall Spa are some had travelled miles to try to get a space there. If you are not on FB, how would you know about it? It is so unfair.</p> <p>I think that it is very important that the Government sort out the dental services and ensure that it is a service fit for purpose for people to access. Those of us that can afford to pay are doing so so that our oral health can be the best that it can be but what about everyone else? Its like living in a third world country and is definitely a postcode lottery! Future health of young people and children are at a high risk if they do not have access to dental care and services.</p> <p>Are children able to access dental hygiene information at schools these days?</p>

3. Case 16129 (26-03-2026)

Providers: Lincoln Co-op Chemists Ltd (Horncastle)

Cooperative and Boots Pharmacy

I have put my repeat prescription into the box at the Horncastle Medical Centre as normal and then I collect it from the Cooperative Pharmacy in town. I used to go to the Boots Pharmacy but often they did not have the items on my prescription and often they were missing. This meant chasing up the missing items etc and was often very inconvenient resulting in more than one trip to get sorted out. The Cooperative Pharmacy is a much better service and you always see the same staff on each visit whereas they were always changing at Boots.

Compliment

1. Case 16123 (26-03-2026)

Providers: Diana, Princess of Wales Hospital (Grimsby)

A+E Department, Prince of Wales Hospital, Grimsby

A very positive experience under the circumstances. Took my daughter who was triaged and seen very quickly and was placed on a drip. She now needs an operation and was placed on the urgent waiting list. She has been offered an admission date but was not able to take that date due to making arrangements for caring for her children. They have told her that she will be offered another date very soon.

Out of Area x 2

- 2 x General Comment

General Comment

1. Case 16039 (13-03-2026)

Providers:

For Information: Queen Elizabeth Hospital Kings Lynn

No parking and when you get one it costs a fortune. What happened to being inclusive Scotland don't have to pay for parking!!!

Notes / Questions

No patient details

2. Case 16134 (30-03-2026)

Providers: Scunthorpe Hospital

Scunthorpe Hospital A and E and Ward 25 - Hospital inpatient (day treatment or overnight), Accident and emergency/minor injury units

Can pressure be put on NHS please to provide diagnostic testing for patients daily including over a weekend to avoid long delays before getting a clear diagnosis. The delay means potential waste of time and money treating an illness (meningitis in my case) which actually did not exist. Days of solitary confinement, cannulas and blood tests for patient just in case!

I was give LP after 5 days. Had I been given it on arrival it would have saved NHS money and avoided the severe stress and pain and loss of a week which I had to go through.

Notes / Questions

Feedback forwarded to Healthwatch North Lincolnshire