



Healthwatch Lincolnshire

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

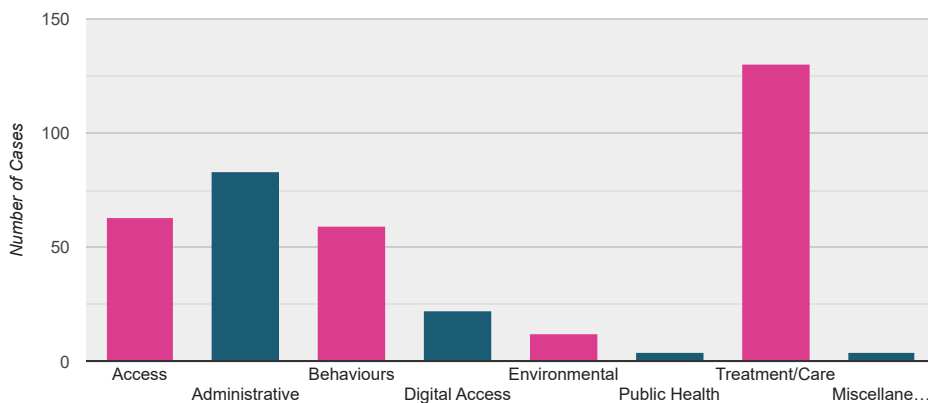
Healthwatch Lincolnshire Patient experiences: April 2026

Statistics

Total cases: 168

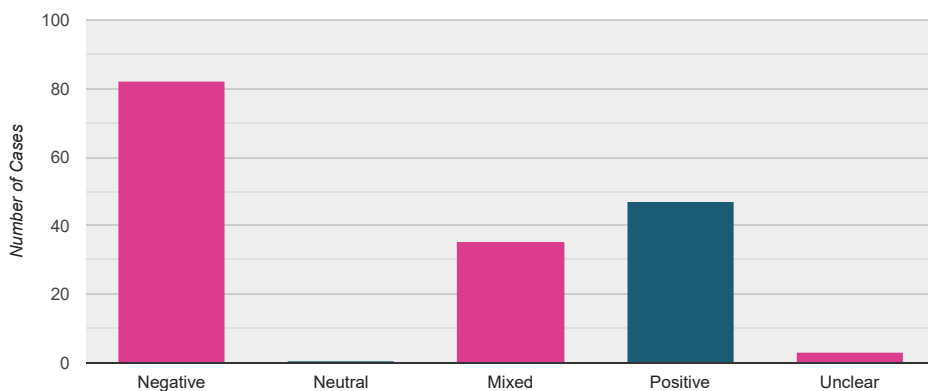
Cases responded to within 3 days: 168 out of 168 (100%)

Theme Areas



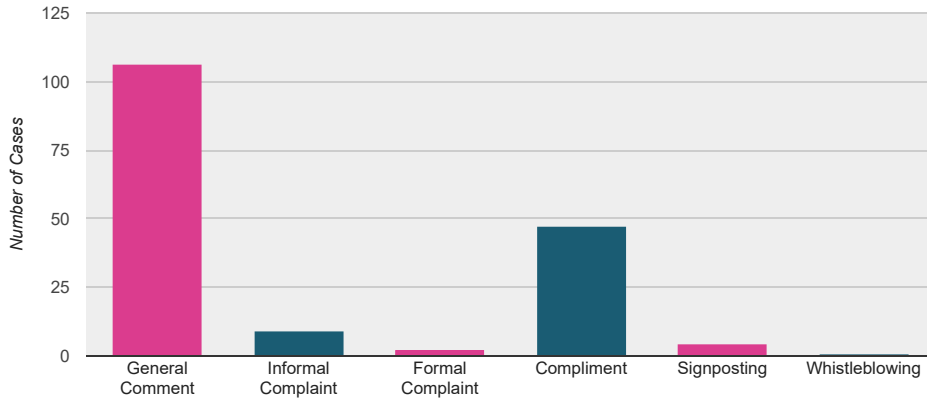
Theme Areas	Cases
Access	63
Administrative	83
Behaviours	59
Digital Access	22
Environmental	12
Public Health	4
Treatment/Care	130
Miscellaneous	4

Sentiments



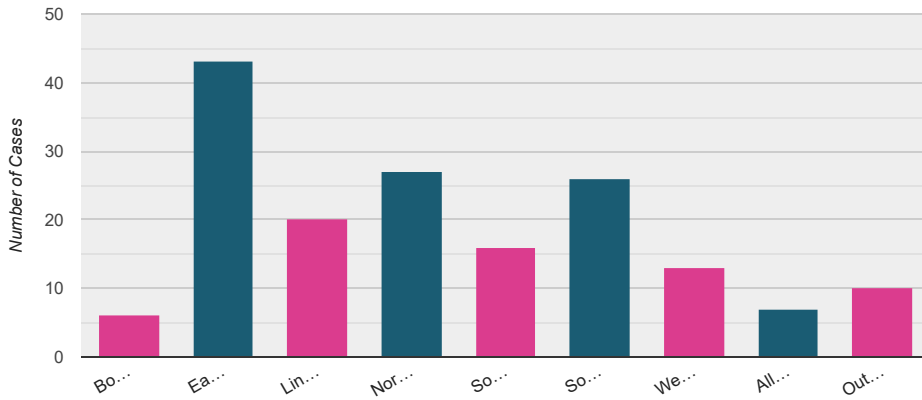
Sentiments	Cases
Negative	82
Neutral	0
Mixed	35
Positive	47
Unclear	3

Case Types



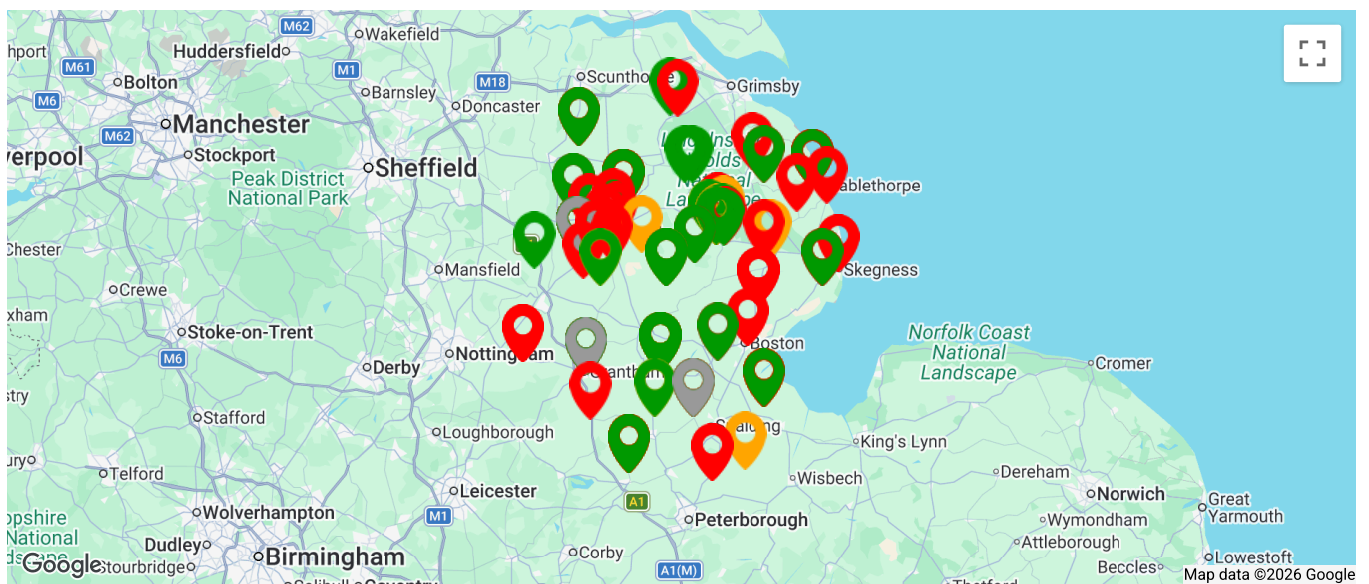
Case Types	Cases
General Comment	106
Informal Complaint	9
Formal Complaint	2
Compliment	47
Signposting	4
Whistleblowing	0

Areas



Areas	Cases
Boston District Council	6
East Lindsey District Council	43
Lincoln City District Council	20
North Kesteven District Council	27
South Holland District Council	16
South Kesteven District Council	26
West Lindsey District Council	13
All Areas	7
Out of Area	10

Map



Cases

Multiple Services

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

Area	Case Details
<p>Boston District Council x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 16420 (23-04-2026)</p> <p>Providers: For Information: Pilgrim Hospital</p> <p>Patient comments that bloods taken at GP called in to GP's the next morning as they were concerned. After ECG and test, saw GP who said you need to go to A&E was prepared to call ambulance, but spouse said quicker if they took me. Arrived in A&E early in the afternoon after being sent there by GP. Assessed quickly due to heart and lung problems, told needed to be admitted. Sat in chairs waiting to be admitted for 33 hours. The booking in and being seen, having bloods, x-rays promptly and put on oxygen went well. However, the wait was not good waiting to go on to the Integrated Assessment Centre (IAC ward). During this time, I was offered just 3 sandwiches and 3 hot drinks. even though I had missed 2 lunches, 2 dinners, 1 breakfast. I asked questions and the Nursing staff appeared to be sympathetic and said I will find out, but never came back with an answer. Eventually I was taken to IAC where the bed was not made up so sat in the chair, but a bed became available on 9th Floor, so was moved up there. Where I was left by a bed, no one connected my oxygen so I connected it and set it at what it was in A&E I sat waiting for the bed to be made up as it only had a bottom sheet, and top sheet folded in a square, no blanket etc. I was so tired after not sleeping in A&E so I had to make the bed, but I could not put the back up so again I pressed for someone to come, who did and I asked for a blanket as I was feeling cold, they put the blanket on the bed, and adjusted the bed, but never checked the oxygen.</p> <p>Notes / Questions No patient details provided</p> <p>Provider Response Thank the responder for their feedback but without additional details we are unable to investigate and will forward to relevant department for learning purposes.</p>
<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 16422 (23-04-2026)</p> <p>PCN: First Coastal</p> <p>Providers: For Information: Beacon Medical Practice, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Patient comments that I have problems and cannot find any help. All mental health was interested in was if I self harm etc and I don't. I keep reliving everything from roughly 3 years of age each day and wake up at night with dreaming and reliving experiences. One friend said this was anxiety from being a youngster, Post Traumatic stress plus compartmentalisation. I know I have a high IQ and at 3 was told I had the brain of a 12 year old.</p> <p>Notes / Questions Signposted to LPFT PALs , Talking therapies, SPA LPFT, Trauma Centre Lincoln</p> <p>2. Case 16408 (22-04-2026)</p> <p>PCN: East Lindsey</p> <p>Providers: Queen's Medical Centre (Nottingham) For Information: Horncastle Medical Practice</p> <p>Individual comments that they have previously told us about my relative who has had stoma care at Nottingham QMC. They got good information from QMC. Thought I would get more advice at home, but they didn't. They do seem to be coping well though.</p> <p>Notes / Questions No patient details provided.</p>

3. Case 16413 (22-04-2026)

PCN: East Lindsey

Providers: Lincoln County Hospital

Patient comments that my spouse prostrate eventually got sorted with radiotherapy. We found you have to make the decisions yourself, "these are the options what do you want to do?" Its tough and it was over the phone with very little information offered. We were uncertain about the radiotherapy and if it was an ok thing to have? my spouse still gets pain. When I had breast cancer ten years ago they told you what they were going to do. I have a routine breast screening today and feeling very nervous.

Notes / Questions

No patient details provided.

Provider Response

ULTH - Thank the responder for their feedback but without additional details we are unable to investigate and will forward to relevant department for learning purposes.

Informal Complaint

1. Case 16433 (29-04-2026)

PCN: First Coastal

Providers: Diana, Princess of Wales Hospital (Grimsby)

For Information: Lincolnshire County Council - Adult Social Care

Carer who has been referred to us previously by Carers First contacted again by Healthwatch as referred by Carers First. Discussed concerns about their spouse who they care for went into Grimsby Hospital after a fall.

Spouse whilst in the Stroke Ward scalded stomach and side with a hot drink, which now requires dressings. Lost 2 pairs of glasses and their teeth. Hospital are now trying to discharge spouse into a care home, spouse has a diagnosis of vascular dementia and other complex needs, has been awarded Continuing HealthCare (CHC). Hospital did not speak to carer about discharge, and they suggested as spouse requires Nursing Care that there would be a place available in Spalding or Immingham. Carer does not drive and would be unable to visit their spouse whom they have been with for over 60 years, and scared they will not see their spouse again if they move them to either of these places.

Hospital not being very compassionate, carer has own health issues and the stress is making it much worse. Carer spoke with a person at CLIP who has been very helpful and trying to get answers for the carer.

Formal Complaint

1. Case 16394 (22-04-2026)

Providers: Lincolnshire Integrated Care Services (ICS/ICB), Millbrook Healthcare
For Information: Lincolnshire County Council - Adult Social Care

Healthwatch have been cc'd into a formal appeal sent to Millbrook Healthcare and Lincolnshire ICB Complaints Team.

Subject: FORMAL APPEAL – Failure to Provide Appropriate Wheelchair and Misapplication of Personal Wheelchair Budget (PWB)

I am writing to formally appeal the assessment decision dated the end of January 2026. The current recommendation is clinically unsuitable, physically unsafe, and a direct violation of the Lincolnshire ICB Service Standards.

Grounds for Appeal

1. Violation of ICB Clause 6.5 (Independence and Self-Reliance)

The ICB Eligibility Criteria explicitly state: *"The wheelchair must achieve maximum self-reliance and independence for the service user."*

The recommended wheelchair is too heavy for me to self-propel due to my fibromyalgia and segmental spinal instability. Furthermore, it is too heavy for my 80-year-old carer (my parent) to push safely. Providing a chair that neither the user nor the carer can move renders me housebound and completely removes my independence.

2. Restrictive and Unlawful Application of Personal Wheelchair Budgets (PWB)

I have opted for a Personal Wheelchair Budget. I would have liked to go for the third-party option", however, I have been informed I can only purchase a chair within the "same class" as the unsuitable NHS recommendation.

Since every chair in this class is too heavy for my physical capabilities and my carer's age, this restriction makes the PWB scheme useless. I am currently forced to seek outside funding for a chair that actually meets my needs because the NHS "class" system is obstructing my care.

3. Clinical Risk: Hardware-Induced Radiculopathy and Mechanical Pain

Due to my lumbar fusion, misplaced spinal screw, and spondylolisthesis, I suffer from Axial Bone-Conducted Vibration. Standard heavy chairs lack the vibration-dampening required to prevent micro-trauma to my spinal hardware. The physical effort of attempting to move a heavy, unsuitable chair triggers Mechanical Hyperalgesia and risks further nerve damage.

Desired Outcome

I request a review of my PWB entitlement to allow for a "Third-Party Option" that is not restricted to the heavy, unsuitable "class" originally recommended. I require a lightweight, solution that achieves the "maximum self-reliance" promised in your own guidelines.

I expect an acknowledgement of this formal complaint within 3 working days and a full clinical review of my case.

Notes / Questions

Healthwatch made contact with individual to acknowledge that HW had been cc'd into formal appeal and for individual to inform HW of outcome of appeal and anything further HW can help with. Individual made aware that with reports that we send to providers we can ask for a response.

Provider Response

ICB Response : I am sorry to note you wish to raise a formal appeal in relation to your Personal Wheelchair Budget (PWB). Lincolnshire County Council (LCC) manage the wheelchair service on behalf of the ICB however, as you have sent your email to Millbrook Healthcare, they are the correct provider to manage your complaint. If you have not received an acknowledgement from Millbrook, please let me know and this can be chased for you.

Lincoln City District Council x 4

- 4 x General Comment

General Comment

1. Case 16393 (21-04-2026)

PCN: South Lincoln Healthcare

Providers: Church Walk Surgery (Metheringham)

Patient comments that our local GP surgery has no interest in my child's mental health issues. (Psychosis and schizophrenia) they keep repeating that as they are an adult, they have to make their own decisions. I'm their Registered Appointee and supervise their money. I have tried for years to get my child on medication to control their crisis episodes but all to no avail. If everything was left to my child, they would be on the streets!

Notes / Questions

No patient details

2. Case 16354 (10-04-2026)

Providers: Lincoln County Hospital

For Information: East Midlands Ambulance Service NHS Trust (EMAS), Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)

Patient comments that Ambulance and Paramedics were spot on, they were kind and courteous, couldn't fault them at all. A&E what a let down, left on my own my relative was told I would not of made it if I hadn't gone in. Shoved in a what can only be described as a cupboard and left for 28 hours till a bed became available on a ward. The first ward wasn't too bad except one staff member was inappropriate with me, was too poorly to complain, second ward was brilliant couldn't fault anyone I seen, they got me all the help I needed. 7 days until I was on the mend. Mental health team came to see me while I was in because of circumstances at home, they were really good helped me no end. Then I was moved to a holding ward till home help was arranged, what a big let down, Nurses very rude, they treated me like I was senile. It was disgusting on that ward, it was don't move the chair don't put things on your bed, don't put things on top of your locker, don't put things on your chair, I thought what the hell is this place, I left the next day, with or without care. How can one Ward be so different from another. When you are very poorly you haven't got the energy to see to things or complain. If it wasn't for my relative coming every day I don't know what would have happened. Also I was so poorly my relative sent for my friend who had to come from 55 miles way to get me pain relief and someone to help me when I was in A&E. Then comes the so called after care, they said an appointment would be coming out to you. We are going to closely monitoring you. 6 weeks you will get an appointment to see us, ha, I'm still waiting its been 3 months now and counting. Not even a peep from my GP either, am I supposed to be sorting it? I've no idea.

Notes / Questions

Signposted to PALs , CQC, PHSO

Provider Response

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

3. Case 16147 (01-04-2026)

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

Information provided via State of Health and Care Survey.

Patient comments that seen in Urgent Care, allergic to main antibiotic for my issue, could not get alternative, no Pharmacy open, no medication in A&E literally had to go home and suffer until Pharmacy opened on Monday morning. How in this day and age can there be no 24 hour pharmacy and health staff have to let people go and suffer for 20 odd hours until a weekday? Doctor was very dismissive to my concerns although on reflection their hands were also tied if no medication was available. Although I do suspect this was maybe available elsewhere in the hospital. Waiting area was very chaotic with another patient shouting lots and no one challenged them until they was moved quickly into A&E , which was likely just due to the nuisance they were causing not medical need!

Notes / Questions

No patient details provided

Provider Response

ULTH - Thank the responder for their feedback but without additional details we are unable to investigate and will forward to relevant department for learning purposes.

4. Case 16426 (24-04-2026)

PCN: APEX

Providers:

For Information: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health), Woodland Medical Practice

Patient comments still off work due to ill health since May 2025. Taking to long to get sorted.

Notes / Questions

No patient information provided.

North Kesteven District Council x 6

- 6 x General Comment

General Comment

1. Case 16178 (01-04-2026)

PCN: South Lincoln Healthcare

Providers: Bassingham Surgery

For Information: Newark Hospital

Information provided via State of Health and Care Survey.

Patient comments that they recently had knee surgery. I became unwell having temperature, headache, rigours frequent micturition, tummy pain, so I rang the Surgery for a healthcare consultation and was told by the Receptionist I did not meet the criteria for a Consultation and that I had flu, eventually they agreed to send me a form and said take a urine sample in which revealed an infection and antibiotics were prescribed. Then my surgery site was red inflamed and painful, I rang the Surgery who said there were no available appointments this week and to go to Urgent Care. I attended Newark Urgent Treatment Centre who prescribed antibiotics. In addition they have been unable to obtain one of my regular medications due to a shortage I have tried various outlets too however when I rang for advice they told me to go without it without seeing me or discussing the status of my condition.

Notes / Questions

No patient details provided

2. Case 16174 (01-04-2026)

Providers: NHS 111 Service

For Information: Lincoln County Hospital

Information provided via State of Health and Care Survey.

Patient commented after phoning 111 they pretty much insisted I took my 10 year old child to A&E. They were having hallucinations due to a viral fever, however their temperature and behaviour was improving following Ibuprofen. I did not think they needed to attend and feel they could have been monitored at home with further phone calls from the 111 nurse. At A&E the doctor said the same thing so seemed a waste of hospital staff time.

Notes / Questions

No patient details provided

Provider Response

ULTH - Thank the responder for their feedback but without additional details we are unable to investigate and will forward to relevant department for learning purposes.

3. Case 16279 (01-04-2026)

PCN: South Lincoln Healthcare

Providers: Lincoln County Hospital, The Heath Surgery (Bracebridge Heath)

Information provided via State of Health and Care Survey.

Patients comments that they were on palliative cancer treatment and developed an infection in their arm. Bracebridge Heath Surgery refused to give them antibiotics. Telling them instead to go to A&E! 6 hours later they saw a doctor.

Notes / Questions

No patient details provided

Provider Response

ULTH - Thank the responder for their feedback but without additional details we are unable to investigate and will forward to relevant department for learning purposes.

4. Case 16336 (01-04-2026)

Providers:

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

Information provided via State of Health and Care Survey.

Patient commentd that having fallen and been supported by the well responder service. I had a 4 hour wait for an ambulance with a fractured arm. I am almost 91 years of age. Once the paramedics arrived, they were excellent. I arrived at A&E at midnight and did not see a Doctor the following morning, despite having scans and x-rays within an hour and half of my arrival. If my relative had not been with me, I doubt that anyone would have asked about the pain I was in.

There were insufficient recliner chairs for the number of people needing them. Having seen the Doctor and been told I would be seen imminently by the orthopaedics team due to my badly fractured arm, I then waiting over 3.5 hours before being seen and told that "they" presumably the orthopaedic team and ruled out repairing my arm surgically as they did not think I would survive the anaesthetic.

At no time was this option offered to me therefore patient choice clearly lacking. I was placed in a collar and cuff. I was however seen by the frailty team who were excellent, however could not progress with their plans until orthopaedics had seen me. Around 1pm I was transferred to the Frailty assessment area, where again the staff were excellent. Unfortunately I was transferred again around midnight to the "discharge lounge" awaiting assessment by the Assertive Inreach Team (AIR) team and confirmation of a bed at Skegness.

I spent 2 days in the discharge lounge and was transferred to Skegness at 1am in the morning. All in all, I arrived at A&E at 11:55 on Sunday and did not arrive in Skegness until 1am on the Thursday. I am lucky that my relative has experience and knowledge of the health and care system as they were able to navigate and speak on my behalf. I feel sad for patients who do not know the system.

Notes / Questions

Signposted to PALs, CQC,PHSO, LICB

Provider Response

ULTH / LCHS - Thank the responder for their feedback but without additional details we are unable to investigate and will forward to relevant department and Group Director of Flow and Community hospitals for learning purposes. It is hoped they contacted the departments provided and received a satisfactory outcome.

5. Case 16364 (13-04-2026)

PCN: K2 Healthcare Sleaford

Providers: Lincoln County Hospital, Sleaford Medical Group

Patient comments that their 85 year old parent (who had never been ill) went to their GP surgery with a change in bowel habit, loose to profound constipation, our understanding is they were never asked if this was a change... should have been a key clue about what was happening!!! Medication prescribed to help, fybrogel, no bloods but faecal samples. Also vaginal prolapse which was a consequence of too much pushing! GP inserted a pessary, wrong size to start so asked to return! At that appointment told, categorically no sign of bowel cancer, few weeks later with their health deteriorating rapidly weight loss, swollen ankles and overall malaise, saw GP again! Urgent Ultra Sound booked but never made it as had a fall, broke three ribs and only discovered after 12 hours on the floor. Taken to A&E and the next horrific chapter is written. Which I'm happy to convey! It's been over 6 months and did not want to write in anger or through grief but their treatment by the GP and ULHT, was below substandard.

Notes / Questions

Healthwatch provided Practice Manager, PALs and CQC information to raise their concerns

Provider Response

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

	<p>6. Case 16140 (01-04-2026)</p> <p>Providers: Pilgrim Hospital For Information: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Information provided via State of Health and Care Survey.</p> <p>Royle Eye Clinic & Urgent Treatment Centre (UTC)</p> <p>Patient comments that the UTC staff at the Pilgrim were great, told me who they were, chatted to me so I felt relaxed and engaged.</p> <p>The Eye Clinic staff were on the whole quite detached and difficult to gauge which put me on edge a bit. The Consultant was one of those superior types that make you feel rather dismissed, they didn't tell me their name, touched the area around my eye without telling me that was what they were going to do before they did, which I didn't like. I get they had to do that but a bit of forewarning is nice. Also they told me what I didn't have wrong (i.e. the thing they were investigating) but I had to ask what had caused my symptoms which they did tell me but I felt rather dismissed with no opportunity to ask questions which I still have!</p> <p>Notes / Questions</p> <p>No patient details provided</p> <p>Provider Response</p> <p>LCHS - Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.</p> <p>ULTH - Thank the responder for their feedback but without additional details we are unable to investigate further and assure that their concerns will be discussed with staff and Business Unit informed for engagement with Clinicians.</p>
<p>South Holland District Council x 1</p> <ul style="list-style-type: none"> • 1 x General Comment 	<p>General Comment</p> <p>1. Case 16421 (23-04-2026)</p> <p>PCN: Spalding</p> <p>Providers: For Information: CARERS FIRST, Lincolnshire County Council - Adult Social Care</p> <p>Carer comments who is caring for 93 year old parent who is self funding. Since February 2024 when my parent first came to live with me so I can care for them, I have never had any further contact from Adult Social Care, or Carer's services to see if everything is going smoothly and assess if we need anything that could help us. A phone call once a year to talk through to ensure I know who to call in an emergency etc or ask if I have any concerns over anything, would be nice, and maybe put me at ease to ensure that I am not alone looking after them. There is help if you know where to look.</p> <p>Notes / Questions</p> <p>No patient details provided.</p>
<p>South Kesteven District Council x 2</p> <ul style="list-style-type: none"> • 1 x General Comment • 1 x Signposting 	<p>General Comment</p> <p>1. Case 16414 (22-04-2026)</p> <p>PCN: K2 Healthcare Grantham and Rural</p> <p>Providers: For Information: Grantham + District Hospital, Vine Street Surgery</p> <p>Experience shared by individual that they have been diagnosed with severe degenerative osteoarthritis and missing both hip joints. Advised that they were prime candidate for hip replacements. They were told to get weight to 90kg to go on list, even though it was acknowledged due to their bust size and body shape doesn't fit BMI chart.</p> <p>They got down to 90kg. Were then told it wasn't enough. By next appointment their mobility had significantly decreased and weight increased. They had to give up their full time job and pain when standing or walking was unbearable. Despite number of follow up appointments with Consultant could not get their weight down now and now not even on a list.</p> <p>It was suggested they have a bust reduction but GP said to get hips done first. Despite knowing my situation GP has offered no help with their weight loss. They have been told to get a private assessment and NHS treatment which others in their position who they know who were deemed too overweight to go onto NHS list have successfully done. This should not be necessary.</p> <p>Notes / Questions</p> <p>Signposted to LICB and PALs Grantham</p> <p>Provider Response</p> <p>12/5/26 - ULTH requested to release details, HW asked the patient, no response to date, so no consent gained.</p> <p>ULTH - It is hoped the author contacted areas shared and received a satisfactory outcome.</p> <p>Signposting</p>

	<p>1. Case 16395 (22-04-2026)</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health) For Information: Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Client referred to Healthwatch from Citizens Advice worker at Grantham. CAB worker states that client needs help as has stress and suffering from their mental health. Has so far not had any help or guidance from their GP and is desperate for a referral and wanting Healthwatch to refer and not signpost.</p> <p>Healthwatch talked to individual commented that not getting help and diagnosis that they need with mental health issues. GP not helpful, talking therapies and crisis team not helpful and did not fit criteria. Feels like going round in circles for a correct diagnosis and help.</p> <p>Notes / Questions</p> <p>Gave information about what HW can and cannot do, signposted to LPFT PALs, LICB feedback team</p>
<p>West Lindsey District Council x 1</p> <ul style="list-style-type: none"> • 1 x Compliment 	<p>Compliment</p> <p>1. Case 16381 (16-04-2026)</p> <p>PCN: Trent Care Network</p> <p>Providers: For Information: Cleveland Surgery, Lincoln County Hospital</p> <p>Patient comments that recently following a routine blood test a GP raised concerns with me about my spouses test results. Asking me to take them to A&E for a blood test. Having previously had a quite bad experience of a similar situation. I asked how was I to explain the need. They said a fast blood test was needed and they could not get it done as quickly. They copied their consultation notes and sent them to me to show at A&E. Although I cannot say we were triaged any quicker together with my record of blood pressure readings. The cause of the kidney damage was identified quickly and the A&E Doctor commented on how helpful it had been.</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 and will forward to relevant department for learning purposes.</p>
<p>All Areas x 2</p> <ul style="list-style-type: none"> • 2 x General Comment 	<p>General Comment</p> <p>1. Case 16409 (22-04-2026)</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health) For Information: Lincolnshire County Council - Adult Social Care, United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT</p> <p>Carer comments in relation to relative with dementia and fractured arm and leg. Many very poor aspects, no referrals. Whilst inpatient drink and food constantly just left out of reach, not toileted or showered. One nurse assigned to patient and at end of second day hadn't noticed or read in notes had dementia etc etc. No support whatsoever in relation personal care or in relation to dementia. One phone call a year doesn't cut the mustard, abandoned and a fight at every turn to even get pointers as to what to do.</p> <p>Notes / Questions</p> <p>Signposted to PALs ULTH, LPFT, adult social care, Carers First</p> <p>Healthwatch asks - what dementia awareness training do ALL staff have?</p> <p>Provider Response</p> <p>ULTH - It is hoped the author contacted areas provided and received a satisfactory outcome.</p> <p>In relation to Healwatch question, CHCSW have Dementia training as part of their induction, alongside mandatory training for all staff and there is soon to be more in-depth e-learning for those who are working regularly with people living with dementia. Wards and departments also reach out for additional support as needed.</p>

2. Case 16397 (22-04-2026)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Individual comments that my spouse received this wonderful letter yesterday - which basically says confirm your address and contact details with us (Capita) or you will be removed from your GP list.

So this seems rather superfluous given that my spouse is currently seen by their GP (in fact last week was the last time), is having regular blood tests, has been seeing a consultant and is registered with an NHS dentist and pretty much every time you go to an appointment you are asked to confirm your address and date of birth.

Apart from scaring people with envelopes that scream 'Important' and threats to remove you from something which is an entitlement and which they surely have no right to do, the cost of this (including a prepaid envelope as well as the envelope it came in) all in the name of 'data quality' must be astronomical!?! Anyhow, it annoyed my spouse, it slightly baffled me and I worried about all the people who won't open it, read it or respond to it (or who open it and then forget about it) and then get removed from their doctor's list. There is something really odd about including a line in a letter that says 'if you need this in an alternative format... such as Braille, audio...' or in a 'translated version' how do you read that if you need it in that format in the first place? Surely that is the kind of information that should be held on somebody's records and so people should get the letter in the appropriate format in the first place?

Notes / Questions

Healthwatch Asks : are these letters sent to all registered patients of GP Practices in Lincolnshire ? Does this not have a cost implication? The information cannot be accessible if not in correct language, if have sensory issues , and do not have anyone else to open your mail ? This information should already be on your medical records ? What is the process for removal from a GPs if you do not reply ?

Out of Area x 7

- 7 x General Comment

General Comment

1. Case 16386 (17-04-2026)

Providers:

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

Patient comments that because my GP didn't follow up (twice) with hospital communications. I've waited 23 months for an ENT appointment for hearing loss. Finally had an appointment 6 weeks ago and the Doctor said they were putting me through for an urgent appointment with audiology. Having waited 6 more weeks and heard nothing I phoned audiology. The reply was yes we have you on the list waiting for an appointment. So 6 weeks and counting for an urgent appointment.

Notes / Questions

No patient details provided. Forwarded to Healthwatch Northeast Lincolnshire.

2. Case 16390 (21-04-2026)

Providers: NAVIGO mental health services

Patient comments that Navigo Mental Health Services - Grimsby unwilling to listen. Discharged my child from the service how could they say they were not a risk to themselves or others when no one from Navigo had seen them for nearly a year. How could they assess my child's physical and mental health as well as mental capacity without seeing them? Took a full formal complaint before anyone was interested

Notes / Questions

Feedback form forwarded to Healthwatch North East Lincolnshire

3. Case 16419 (23-04-2026)

Providers:

For Information: NHS 111 Service, Sheffield Northern Hospital

Patient comments that the first 111 phone call we had was too vague and not helpful at all. They told us to just google the closest Emergency Department and go there. It was closed. They were not helpful.

The second call was more helpful and apologised. They gave us the postcode of another hospital to go to but when we got there they sent us to their GP unit where there was a waiting time of up to 6 hours. Some people had been waiting for 7! My appointment could have taken 5-10 minutes. At first there were 3 GPs working then they went down to 1 and also had to answer 111 calls. It was more than an hour between one patient to the other. Way too long to wait. My husband I did not get any sleep all night because of the waiting. The only toilet was not cleaned in that time and only water was from a vending machine. Chairs not suitable for purpose when people need to sleep. Some ended up sleeping on the floor. We had to ask for updates of where we were in the queue. If we didn't, there was barely any communication from the reception staff. The Coms person was the only one to tell us and be friendly.

Notes / Questions

Forwarded to Healthwatch Sheffield.

No patient details.

4. Case 16385 (17-04-2026)

Providers: Out of area

Patient comments that accessibility is the main problem. My spouse has limited mobility, so parking near to the actual building can be very difficult as the number of disabled parking bays is often limited and the consultation rooms are often not big enough to accommodate their mobility scooter and me.

Notes / Questions

No personal details provided.

Information passed to Healthwatch North Lincolnshire for providers in their area.

5. Case 16388 (21-04-2026)

Providers: Out of area

Patient comments that you asked about what help you get as a carer ... absolute fresh air nothing, only hollow promises and aggravation/gaslighting and left knowingly unable to look after your own care and health needs for carrying on caring. Nothing from any where beyond a badge/card stating that I am a carer.

Notes / Questions

Feedback Form forwarded to Healthwatch North East Lincolnshire

6. Case 16389 (21-04-2026)

Providers: Out of area, Scunthorpe Hospital

Patient comments that appointments with GP have been impossible to get since Covid. GPs all working part time at local practice and only doing telephone appointments the only face to face in 5 years has been with Practice Nurse.

Waiting times at A&E are long. Old people left in trolleys and new A&E cubicles have become overflow ward as bed capacity too low and has not increased with population. Waiting 2 days in A&E then moved to Integrated Assessment Unit (IAU) waiting again, moved to a ward to wait for bed on the ward needed for the specific area. Too many bank staff and inefficient handovers lead to mistakes in medication being made and elderly not given proper care, timely support with continence or support with washing and eating which worsens outcomes by causing bed sores and infection and malnutrition. Wards understaffed - Health Care Assistants (HCAs) used to fill gaps where Registered General Nurses (RGN's)needed.

Notes / Questions

Feedback form forwarded to Healthwatch North Lincolnshire

7. Case 16424 (23-04-2026)

Providers: Out of area

Patient stated they reside in North Lincolnshire

Patient commented the initial appointments were very straight forward and well managed, however after receiving a diagnosis of possible lung cancer, the appointment days/ times have been changed three times.

The final change would entail us catching three buses to cover the 36 mile journey to attend the appointment at 9 am. We are both non drivers and pensioners, which makes it extremely difficult. I have asked for a time change, but was told it can't be done. Very stressful.

Notes / Questions

Feedback form forwarded to Healthwatch North Lincolnshire

Community Health Services

Area	Case Details
<p>East Lindsey District Council x 3</p> <ul style="list-style-type: none"> • 1 x General Comment • 2 x Compliment 	<p>General Comment</p> <p>1. Case 16362 (13-04-2026)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Lincoln UTC</p> <p>Patient fell last week and dislocated their knee. Called Urgent Treatment Centre (UTC) and appointment made for Lincoln. Arrived and was triaged after 2 hours after booked appointment. Took another 5 hours to be x-rayed etc. No pain relief and seen by doctor at 7.30 am the following morning. Was then discharged home with no pain relief and no follow up appointment. Their spouse had to go looking for a wheelchair so that they could get back to the car. No walking sticks provided either.</p> <p>Notes / Questions</p> <p>No patient details provided</p>

	<p>Compliment</p> <p>1. Case 16324 (01-04-2026)</p> <p>Providers: For Information: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Information provided via State of Health and Care Survey.</p> <p>Patient commented that I visited the Urgent Treatment Centre (UTC) in Louth as I have osteoporosis, and had a chest infection and very severe pain in my ribs, and concerned I had broken or cracked one. Very sympathetic and caring attention from ?Nurse Practitioner, and an X-Ray organised (had to wait for the plates to be assessed) I was given a course of antibiotics, and advice regarding rib pain. 10 days later had an appointment with my GP, fortunately no fracture, possibly inflamed chest muscles, where I was given advice and info.</p> <p>Notes / Questions No patient details provided</p> <p>Provider Response LCHS - Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.</p> <p>2. Case 16307 (01-04-2026)</p> <p>Providers: Practice Plus Group MSK & Spinal Service, Lincolnshire</p> <p>Information provided via State of Health and Care Survey.</p> <p>Patient comments that the appointment was on time. Very professional and did some tests and asked questions, will get back to me at the end of the week when spoken to Neurology.</p> <p>Notes / Questions No patient details provided</p>
<p>South Holland District Council x 1</p> <ul style="list-style-type: none"> • 1 x Compliment 	<p>Compliment</p> <p>1. Case 16375 (14-04-2026)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Spalding Urgent Treatment Centre (UTC)</p> <p>Patient commented - Absolutely fantastic treatment from the Nurse who booked me in, to the two Nurses who treated me (the Nurse who booked me in was one of the Nurse's who treated me, unfortunately I didn't get their names).</p> <p>I had a ring stuck on my finger for almost 24 hours, I tried everything to get it off but nothing worked and my finger became extremely swollen and painful. I went to the UTC to have the ring cut off and the Nurse who booked me in was so lovely and said there was a nurse working today that may be able to get the ring off without having to cut it off. I didn't have to wait long to be triaged or seen for removal of the ring. Nurse was really nice and though it was extremely painful (the other Nurse held my hand as I'm a bit of a wimp and was crying!) they successfully removed the ring without cutting it. I gave them a big hug! Thank you to all the Nurses I saw today; you're all wonderful!</p> <p>Notes / Questions No patient details provided</p> <p>Provider Response LCHS - Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.</p>
<p>South Kesteven District Council x 1</p> <ul style="list-style-type: none"> • 1 x Compliment 	<p>Compliment</p> <p>1. Case 16429 (27-04-2026)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Grantham Urgent Treatment Centre</p> <p>Patient stated - I had to attend Grantham (Lincolnshire) UTC on Saturday evening, after a DIY injury. I have to say, the staff were amazing, and I was processed as efficiently as I would expect on a Saturday evening, certainly quicker than A&E.</p> <p>The things that stood out for me was that all the staff were very friendly, the staff were very thorough performing all tests and examinations to fully understand the injury rather than just assuming, and it was the small touches like a drinks station for patients with a selection of cordial. It would have been easy not to have bothered or just put a jug of water on the side, but its the small touches that show they care. Great job team!</p> <p>Provider Response LCHS - Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.</p>

Out of Area x 1 <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 16391 (21-04-2026)</p> <p>Providers: Out of area</p> <p>Patient stated resides in North East Lincolnshire</p> <p>Patient comments that went in over a year ago to have gallbladder removed but they decided that my bloods were not good enough to go ahead. My partner and I caught COVID while in the ward. Not heard anything about another date even though I have tried contacting them several times</p> <p>Notes / Questions</p> <p>Feedback form forwarded to Healthwatch North East Lincolnshire very little information provided on the feedback form.</p>
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Primary Care Services

Area	Case Details
Boston District Council x 3 <ul style="list-style-type: none"> 1 x General Comment 1 x Informal Complaint 1 x Compliment 	<p>General Comment</p> <p>1. Case 16156 (01-04-2026)</p> <p>PCN: Boston</p> <p>Providers: Parkside Surgery</p> <p>Information provided via State of Health and Care Survey.</p> <p>Patient comments that medical care is good, access to appointments is fair. What spoilt the experience was the rudeness of reception staff who continued to talk between themselves and visitors from the room behind, who despite calling me forward left to do a task on their colleagues screen. Did not feel listened to or my point heard. It was anticipated by the receptionist as they interrupted, but got it wrong, there was no queue behind me!</p> <p>Notes / Questions</p> <p>No patient details provided</p> <p>Informal Complaint</p> <p>1. Case 16427 (27-04-2026)</p> <p>PCN: Boston</p> <p>Providers: Parkside Surgery</p> <p>Patient shared the experience that they have contacted the practice manager many times on other cases of incompetence but have yet to raise this latest matter with them or the Lincolnshire ICB.</p> <p>The new incident was discovered by a Nurse last November at the Functional Bowel Clinic at Lincoln who informed me, that despite annual full blood count tests at Parkside, that I had been anaemic since 2020 and my ferritin levels were so depleted that she was concerned I was suffering blood loss from the bowels and ordered a FIT to test for cancer and told the surgery to prescribe Ferrous Sulphate.</p> <p>This caused untold anxiety until the test came back negative but the low ferritin and suspected blood loss is still unexplained.</p> <p>Unfortunately I could not tolerate Ferrous Sulphate and requested an alternative iron supplement from Parkside. I had a telephone consultation with my named doctor who insisted I wasn't anaemic until I told them to check the ferritin levels and asked why nothing was done to rectify my condition. I could not understand their excuses as they have quite a thick accent. They prescribed one 300mg tablet of Ferrous Glutamate per day. After researching online I discovered this is half the adult dose so contacted another Doctor who agreed it should be a 600mg dose daily and could not explain why the other Doctor only prescribed 300mg.</p> <p>I don't know what negative effect being anaemic for six years has and will have on my health. I have an underactive thyroid which masked the lethargy and exhaustion I still experience.</p> <p>I once asked the Practice Manager who vets the qualifications of their medical staff as every year I have to explain my Thyroid Function Tests to them. I don't think it's unreasonable to believe qualified medical staff should be able to interpret a very common and simple test.</p> <p>I would appreciate any advice on how to draft this complaint more succinctly please.</p> <p>Notes / Questions</p> <p>Healthwatch provided NHS Advocacy information</p> <p>Compliment</p>

	<p>1. Case 16365 (13-04-2026)</p> <p>PCN: South Lincolnshire Rural</p> <p>Providers: The Surgery Sutterton</p> <p>Patient commented that there were friendly helpful staff sorted out problem with referral took a week but was fault of hospital. Always helpful and take time to listen.</p>
<p>East Lindsey District Council x 27</p> <ul style="list-style-type: none"> • 17 x General Comment • 10 x Compliment 	<p>General Comment</p> <p>1. Case 16163 (01-04-2026)</p> <p>PCN: First Coastal</p> <p>Providers: Beacon Medical Practice</p> <p>Information provided via State of Health and Care Survey.</p> <p>Patient comments that I am still unable to get an appointment, and have to ring first thing in the morning only to find there are not any left. So have to repeat the same process every day indefinitely.</p> <p>Notes / Questions</p> <p>No patient details provided</p> <p>2. Case 16289 (01-04-2026)</p> <p>PCN: First Coastal</p> <p>Providers: Beacon Medical Practice</p> <p>Information provided via State of Health and Care Survey.</p> <p>Patient comments impossible to get a doctors appointment. Told to ring at 8am, when you're call is eventually answered, all appointments have gone.</p> <p>Notes / Questions</p> <p>No patient details provided</p> <p>3. Case 16415 (22-04-2026)</p> <p>PCN: East Lindsey</p> <p>Providers: Boots Opticians (Horncastle)</p> <p>For Information: Opticians</p> <p>Patient comments very good but I seem to need a new pair of glasses each time with a different prescription. It does make me suspicious as I think it depends on your answers and any indifferences produces a new prescription. I'm not too bothered about the choice of frames as I don't wear them all the time. The range is from £50 - £200 so there are some which are more affordable.They are open at convenient times for me.</p> <p>Notes / Questions</p> <p>No patient details shared</p> <p>4. Case 16330 (02-04-2026)</p> <p>PCN: Boston</p> <p>Providers:</p> <p>For Information: Greyfriars Surgery</p> <p>Information provided via State of Health and Care Survey</p> <p>Patient comments that the Doctor who called me for my telephone consultation started the consultation before they remembered to check my identity and date of birth . They then only proceeded to discuss a blood result not another stool sample result which was also abnormal . They clearly when I challenged them had not read my records.</p> <p>5. Case 16306 (01-04-2026)</p> <p>PCN: First Coastal</p> <p>Providers: Hawthorn Medical Practice</p> <p>Information provided via State of Health and Care Survey.</p> <p>Patient comments that there are no appointments that you can book online. The dates are there that's it. If you need to see a doctor here on the same day, you have to queue up outside from about 7.30am to get an appointment most people waiting are elderly which is so sad.</p> <p>Notes / Questions</p> <p>No patient details provided</p>

6. Case 16333 (02-04-2026)

PCN: East Lindsey

Providers:

For Information: Horncastle Medical Practice

Information provided via State of Health and Care Survey.

Patient comments that have only seen GP 3 times in last 8 years. Different Doctor each time. Usually get appointment with Nurse Practitioner. One of them is OK. But the other one is not. They told me older people do not need all this medication. I am on medication for blood pressure and it took a long time with the hospital to get it right. I have three medications for blood pressure. They stopped one of them immediately from the day I saw them and not gradually. I have my own monitor and I was asked to check BP twice a day. Blood pressure gradually went up from a reasonable number to 218 for the first number and another Nurse told me I was heading for a stroke. I was put back on the tablets. The Nurse took my BP on the left arm and then said would do it again on the right arm. I said I would rather not as I had breast cancer and was told not to have BP or injections in the right arm. Lymph nodes were removed. They carried on anyway and it was painful. I wondered what it did to me. I thought that was bad. I did write a letter to the person doing my will to say about it in case anything happened to me as a result.

Notes / Questions

No patient details provided

7. Case 16399 (22-04-2026)

PCN: East Lindsey

Providers: Horncastle Medical Practice

Patient comments it's difficult to get an appointment but when they do see you they are very good. Myself and my spouse don't like going through the process for an appointment on the internet.

8. Case 16407 (22-04-2026)

PCN: East Lindsey

Providers: Horncastle Medical Practice

Patient comments that Anima online health system is useless and I am computer literate. I stopped trying to use it for repeat prescriptions and appointments because it takes too long or crashes. The surgery should hire enough staff so the phone can always be answered. I use Boots online for reordering my repeat prescriptions because it is much easier and they always send me reminders.

9. Case 16410 (22-04-2026)

PCN: East Lindsey

Providers: Horncastle Medical Practice

Horncastle Medical Group - Anima Online System. Patient comments that if you are not tech savvy it is not good. Gone are the days when you could go in and be seen. I am over 80 years old and can manage IT ok, but I got to page 4 of 'Anima' and must have pressed the wrong key by mistake and it went back to the start. That's my biggest grumble but the NHS does a good job in difficult circumstances and I wouldn't say anything against them.

10. Case 16411 (22-04-2026)

PCN: East Lindsey

Providers: Horncastle Medical Practice

Patient comments that I have a shoulder problem and have had for sometime and am seeing a Physio. The Physio says I need to contact the surgery now to get another scan. I went on Anima this morning then the system stopped (froze) and I lost my slot. It always want to know lots of irrelevant information and I just want a scan referral. You can't phone anymore and Anima asks so many questions. I have tried twice this morning and didn't manage it so I need to try again. If really poorly I wonder how patients get on. My spouse has the same problem with Anima and finds it stressful. There are too many people for the services we have and not the infrastructure to cope. More and more housing and so services are squeezed to the limit.

11. Case 16292 (01-04-2026)

PCN: First Coastal

Providers: JDSP Dental T/A Winsover Dental Care

For Information: Integrated Care Board Dental

Information provided via State of Health and Care Survey.

Patient shared experience that there was no introduction by Dentist did not give name name. Awful abrupt manner. No dental options discussed, just pulled tooth out. Antibiotics for abscess not working. Suppose to leave new prescription for me to collect. Their receptionist asked several times but failed to get the prescription. I turned up and Dentist had gone for the day. Another dentist had to sort it out. Couldn't find original Dentists name on the GDC site.

Notes / Questions

No patient details provided

12. Case 16398 (22-04-2026)

PCN: East Lindsey

Providers: Kordel House Dental Practice Horncastle

For Information: Integrated Care Board Dental

Patient comments that at Kordel Dentist - Horncastle. I still do NHS but they don't do much on the NHS though. I do get 6 monthly appointments but not sure how good they are. It's not like it used to be.

13. Case 16309 (01-04-2026)

PCN: First Coastal

Providers: Marisco Medical Practice

Information provided via State of Health and Care Survey.

Patient comments that unable to have face to face with a GP for 12 months, (only tried twice before this event). Used online approach as dictated. I refused to do treatment by text, a GP did contact me by phone when they received my text reply. Unsatisfactory, how can they examine my reactions to a neurological exam by text. Eventually referred me to physio, but not the outcome I expected, still have symptoms but just carry on. No medical or clinical assessment available at this provider?

Notes / Questions

No patient details provided

14. Case 16423 (23-04-2026)

PCN: First Coastal

Providers:

For Information: Marisco Medical Practice

Patient comments that they could change the booking system to make it easier for a carer to book appointments for the patient. The whole system needs a root and branch change.

Notes / Questions

Signposted to Practice Manager in first instance and LICB if no resolution

15. Case 16302 (01-04-2026)

PCN: First Coastal

Providers: Merton Lodge (Alford) GP

Information provided via State of Health and Care Survey.

Patient comments that they have asked if a Doctor could countersign an application for Council Tax reduction on the basis that my spouse has dementia. One week later and I've heard nothing. I spoke in person to the receptionist about it yesterday and they told me to go away and phone the surgery, choosing option 4. I came home and phoned the surgery but there is no option 4. I went to the surgery website and left a message but there has been no reply despite the website promising that one would be forthcoming within 24 hours. Communication with the surgery is very difficult. This is not my first adverse experience with its administration.

Notes / Questions

No patient details provided

16. Case 16353 (10-04-2026)

PCN: First Coastal

Providers:

For Information: The Spilsby Surgery

Patient commented that no one is listening to me. I've been fobbed off and sign posted!

Notes / Questions

Signposted to LICB

17. Case 16416 (22-04-2026)

PCN: East Lindsey

Providers: The Spilsby Surgery

Patient commented that when I use the Surgery I get on well. Staff are always helpful. They have a new appointment system now which uses phone back which they like. It's better than sitting on the line waiting for them to answer. Hope they carry on using it, not sure of the long term plan for the future. They were fortunate when it closed, it didn't affect me. They seemed to cover all of the appointments or you called 111 from what others told me. Pharmacy service seemed to be the most affected.

Compliment

1. Case 16418 (22-04-2026)

PCN: East Lindsey

Providers: Broadbank Dental Practice

For Information: Integrated Care Board Dental

Broadbank Dental & Implant Clinic - Louth

I go private so I get appointments ok. There were no NHS Dentists several years ago when I needed a dentist so I went privately. Places get full within days for NHS places.

I do feel that there are more dentists about now. I have noticed in Market Rasen for example. I phone to get my appointment as I have an electro insensitivity so I can't use online, I have no internet connection. Helpful lovely staff and give the treatment, I need, thorough.

Notes / Questions

This patient is commenting on a private practice.

2. Case 16404 (22-04-2026)

PCN: East Lindsey

Providers: Broadway Dental Surgery , Specsavers (Lincoln)

For Information: Integrated Care Board Dental, Opticians

Broadway Dental Surgery - Woodhall Spa

Patient comments as an NHS patient its all ok. Normally get an appointment ok at convenient times for me. Usually book appointment for next one when finish appointment.

Specsavers - Lincoln

Patient comments that I usually go to specsavers in Lincoln on Sincil Street and I get on alright but now maybe I will go to the new one in Horncastle from now on.

3. Case 16417 (22-04-2026)

PCN: East Lindsey

Providers: Broadway Dental Surgery

For Information: Integrated Care Board Dental

Patient comments that I am an NHS patient and I get appointments ok. They are really good and the staff are nice, they are accommodating and usually on time with their appointments.

I moved to this dentist from one in Skegness because my previous dentist was often an hour late with your appointment, even if you were the first appointment of the day.

I got my son in at Woodhall first and then I heard that they were taking on NHS patients and so I got in that way. Times of appointments are convenient for us. I like being able to book an appointment online, it is easy to do or you can book your next appointment while you are there.

4. Case 16403 (22-04-2026)

PCN: East Lindsey

Providers: Conningsby Dental Practice

For Information: Integrated Care Board Dental

Patient comments about Dentist - Conningsby. I am on Pension Credit for treatment. I have needed a lot of work recently and I hate going to the dentist but they have been good and helpful with my nervousness. I get regular appointments at convenient times which is good because I use Call-Connect to get there and I have to give Call Connect a weeks notice. Usually the surgery gives you an appointment for the next time at each visit which is good/useful.

5. Case 16297 (01-04-2026)
 PCN: East Lindsey
 Providers: Horncastle Medical Practice
Information provided via State of Health and Care Survey.
 Patient comments that had fast appointment, and the Doctor made time to listen to me and agree plan.
Notes / Questions
 No patient details provided
6. Case 16396 (22-04-2026)
 PCN: East Lindsey
 Providers: Horncastle Medical Practice, Lincoln Co-op Chemists Ltd (Horncastle)
 Horncastle Medical Group & Co op Pharmacy, Horncastle.
 Patient comments that I get on fine with the surgery and they have been very good to me and looked after me well. I get appointments easily, I use the phone. They do prescriptions on time usually, sometimes the pharmacy can't get the blood pressure tablets so they had to be changed for an alternative so that I didn't run out. The pharmacy and surgery liaised so there wasn't a problem. GP has been very good and looked after me.
Notes / Questions
 No patient details
7. Case 16401 (22-04-2026)
 PCN: East Lindsey
 Providers: Horncastle Opticians
 For Information: Opticians
 Individual commented about Horncastle Eye Care. Get on very well and always pleased with them that's despite it changing hands. The service is good and they are thorough. I can get appointments that are convenient for me, been very good with new people and the old ones. They got my cataract sorted and I have been going yearly to monitor a cataract in the other eye. Good range of frames - stylewise and pricewise.
8. Case 16400 (22-04-2026)
 PCN: East Lindsey
 Providers: Lincoln Co-op Chemists Ltd (Horncastle)
 For Information: Pharmacy
 Patient comments that the Co op Pharmacy - Horncastle. They are terrific, very obliging. I have lots of medication and they are good at getting it all, they keep track of it all. I have taken up their offer of a BP check at the pharmacy and also at the GPs actually. The shelves at the pharmacy seem very empty though.
9. Case 16285 (01-04-2026)
 PCN: Meridian
 Providers: Tasburgh Lodge
Information provided via State of Health and Care Survey.
 Patient comments that receptionist was pleasant and helpful, better than a previous experience. Repeat prescription done in a timely manner.
Notes / Questions
 No patient details provided
10. Case 16406 (22-04-2026)
 PCN: East Lindsey
 Providers: Woodhall Spa New Surgery
 Patient comments that just moved here. Not been to an appointment yet but was able to register ok with the surgery.

Lincoln City District Council x 10

- 8 x General Comment
- 2 x Compliment

General Comment

1. Case 16319 (01-04-2026)

PCN: APEX

Providers: Boultham Medical Practice

Information provided via State of Health and Care Survey.

Patient comments about Social Prescribing service linked to GP Surgery. I have severe arthritis in my hips. I suffer from nosocomephobia (childhood trauma followed by bad experiences more recently) and declined a referral for a hip replacement as I could not face going to the hospital let alone surgery. My GP did not ask why I declined and did not follow up in any way. I was used to supported exercise where I lived previously but none was offered. I subsequently discovered a strength and balance class was run by Age UK but it required GP referral. I contacted the surgery but subsequently discovered that funding had been withdrawn and as a result was no longer available. I asked if there was anything else locally and was referred to the Social Prescribing group.

After several weeks of waiting, I was finally contacted by telephone (I was expecting a face-to-face). Several activities were suggested, none of which worked for me sadly either because I would struggle to get to them (I have no car or access to a car) or were totally inappropriate. A 9.30am chair exercise class at a local community centre which is a 30 minute walk away and as it takes me a hour, to wash and dress let alone have anything to eat was not a runner, an online exercise class which I tried but was totally wrong for me and a local gym which I couldn't get to.

To be fair, the social prescriber tried their best but had nothing to offer. It might have been better if they had met me in person so they could have gauged what might have been appropriate better as they inadvertently treated me as what I think of as an 'old duck' rather than what I am. How could they know when they knew absolutely nothing about me.

Notes / Questions

No patient details provided

2. Case 16323 (01-04-2026)

PCN: Imp

Providers: Glebe Park Surgery

Information provided via State of Health and Care Survey.

Patient comments that they had minor surgery in hospital and was told to book an appointment with the nurse at the surgery to have the stitches removed one week later. When I phoned I was told they didn't do that any more!

Notes / Questions

No patient details provided

3. Case 16311 (01-04-2026)

PCN: Lincoln Healthcare Partnerships

Providers: Heart Of Lincoln Medical Group

Information provided via State of Health and Care Survey.

Patient commented that I tried to order my repeat medication but it was blocked. I rang the surgery to be told I needed a Heart Failure Review but no appointment had been sent. I attended part one with the nurse. They told me I should have brought a urine sample. I had not been told to bring one. I had to have a follow up blood test with the nurse. Again they asked for a urine sample but again I had been told it was only a blood test.

Notes / Questions

No patient details provided

4. Case 16331 (01-04-2026)

PCN: Lincoln Healthcare Partnerships

Providers: Heart Of Lincoln Medical Group

Information provided via State of Health and Care Survey

Patient commented that they received text invitation from NHS to book annual review. Used the anima triage system provided by the practice - this was entirely about acute symptoms, not about basics like booking a review or anything to do with preventive medicine. Does the NHS care for patients and promote health or just treat acute symptoms? I felt frustrated, as if my health concerns don't count and actively seeking alternatives in the private sector.

Notes / Questions

No patient information provided.

5. Case 16370 (14-04-2026)

PCN: Lincoln Healthcare Partnerships

Providers: Heart Of Lincoln Medical Group

Newark Road

Patient raised their concerns about the new online system their GP practice now has in place. Spouse previously had a mole removed and has another one which they have scratched and taken to top off so bleeding.

Tried to make contact with the surgery, and do understand that they are incredibly busy, however they were 20 in the queue yesterday so gave up, contacted again this morning to see if spouse could be contacted or given an appointment. Got through ok, and was informed that they would need to use Amina to request this and the link was shared. Spouse is elderly and unable to see what was within the link, so gave up. The AI element did not recognise the patients terminology or accent, so they made contact with NHS 111 spoke to a person and explained the situation, now waiting for a call back.

Patient has nothing but praise for this surgery, but not the online Amina as finds it difficult to navigate and see the questions, wonders how many other patient experience the same thing.

6. Case 16171 (01-04-2026)

PCN: Imp

Providers: Minster Medical Practice

Information provided via State of Health and Care Survey.

Patient comments that experience was good, because I was able to get an appointment, but poor, because I don't think the doctor engaged eye to eye contact with me at any point in the appointment. Also, did not explain what they were prescribing and for what diagnosis..... I had to ask and I felt rushed. The cream was for eczema, it wasn't eczema I could not be bothered to go back as a waste of time. I was asked to rate my service the next day and I had not even collected medication!

Notes / Questions

No patient details provided

7. Case 16305 (01-04-2026)

PCN: Imp

Providers: Nettleham Medical Practice

Information provided via State of Health and Care Survey.

Patient comments that not my normal GP, but a specialist service Aortic screening at 65. Excellent specialist staff, really clear before, during and after screening. Reception staff a bit average though.

Notes / Questions

No patient details provided

8. Case 16392 (21-04-2026)

PCN: Lincoln Healthcare Partnerships

Providers: The Glebe Practice (Saxilby)

Patient comments that had bad attitude from staff, receptionists treat you like you're the scum of the earth, when you finally are seen the Nurses don't seem to care, been struggling to walk for months now and they've been no real help, just given me painkillers.

Notes / Questions

Signposted to Practice Manager in the first instance, info given about how to complain about a GP Surgery.PALs

Compliment

1. Case 16301 (01-04-2026)

PCN: APEX

Providers: Boultham Medical Practice

Information provided via State of Health and Care Survey.

Patient comments that it was an excellent consultation which had respect, good listening and planning together.

Notes / Questions

No patient details provided

2. Case 16280 (01-04-2026)

Providers: F P Watson Ltd
For Information: Pharmacy

Information provided via State of Health and Care Survey.

Patient comments that they went for vaccination. They measured my blood pressure and found it was high, so fitted me up for a 9 hour ambulatory test, which showed there was no problem. They kept my GP informed about what has happened.

Notes / Questions

No patient details provided

North Kesteven District Council x 15

- 5 x General Comment
- 1 x Informal Complaint
- 8 x Compliment
- 1 x Signposting

General Comment

1. Case 16281 (01-04-2026)

PCN: K2 Healthcare Sleaford

Providers: Billinghay Medical Practice

Information provided via State of Health and Care Survey.

Patient comments that on the whole it has been good, but recently I have lost confidence. I feel they have no time to listen to my medical concerns. I was told a doctor would talk to me by phone appointment - but they failed to contact me. They never apologised. I am frustrated no one is concerned by my recent concerns.

Notes / Questions

No patient details provided

2. Case 16296 (01-04-2026)

PCN: South Lincoln Healthcare

Providers: Navenby Cliff Villages Surgery

Information provided via State of Health and Care Survey.

Patient comments the practitioner I saw was kind, friendly, understanding and proactive however, I could not be seen for a week as no appointments so had to use the online GP service and I then received a link to book this appointment within 14 days. I need to have blood tests taken as a lump was found and I cannot get an appointment to do this for another 10 days. I feel this is too long to wait. I also overheard another patient say that they had tried to ring for an appointment on that morning and was 35th in the queue.

Notes / Questions

No patient details provided

3. Case 16351 (10-04-2026)

PCN: K2 Healthcare Sleaford

Providers:

For Information: Ruskington Medical Practice

Patient comments that they had a text message from medical centre, asked me to contact them. Phoned reception "you asked me to contact you" I stated. Gave my name, date of birth & first line of address. Receptionist replied we do not seem to have your next of kin listed. I replied it's my spouse and details given.

The receptionist stated she needed my spouses date of birth. I replied you have their date of birth. (Like playing ping pong) "we need it to complete our records" the receptionist said. I replied by saying they need to ask my spouse. You text me to ask me what you already know.

4. Case 16338 (02-04-2026)

PCN: K2 Healthcare Sleaford

Providers: Sleaford Medical Group

Patient comments that they were told they would be having a medication review. When the appointment was booked, the Dr said they didn't know why a review had been booked, cholesterol was fine. They knew that was fine, but felt the mixture of medication was causing unnecessary side effects and it was that medication we were expecting to be reviewed.

Notes / Questions

No patient information

5. Case 16432 (28-04-2026)

PCN: K2 Healthcare Sleaford

Providers: The New Springwells Practice

Patient comments that they were disappointed that they couldn't get an appointment to talk to their GP, even by telephone, for more than 3 weeks after receiving test results. They haven't seen their GP face-to-face for years. They would rate them as very good, but they are obviously overworked.

Notes / Questions

No patient details provided

Informal Complaint

1. Case 16346 (07-04-2026)

PCN: South Lincoln Healthcare

Providers: Navenby Cliff Villages Surgery

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

Patient raised a concern as they raised a complaint in late February 2026 and have not received an acknowledgement or response. Not heard anything. The patient did hand deliver this to the surgery. Also had been in contact with the ICB (Integrated Care Board) about this issue.

Notes / Questions

Patient request that Healthwatch make contact with the Practice Manager

Provider Response

Patient still not received a response to date.

5/5/26 - Patient received a response, however finds this unsatisfactory. Healthwatch provided PHSO information.

13/05/26 - patient commented -They apologised for the lack of communication and informed me that my complaint was not handled in the correct way. They also reported that the doctor I complained about should not have responded due to this being biased. I would like more clarification on what should have happened.

Compliment

1. Case 16170 (01-04-2026)

PCN: South Lincoln Healthcare

Providers: Church Walk Surgery (Metheringham)

Information provided via State of Health and Care Survey.

Patient comments that polite, prompt service over the telephone (was offered either face to face or telephone when booking).

Notes / Questions

No patient details provided

2. Case 16148 (01-04-2026)

PCN: K2 Healthcare Sleaford

Providers: Millview Medical Centre

Information provided via State of Health and Care Survey.

Patient comments that this surgery always respond very quickly and I am able to get an appointment, often on the same day, and if not, within a reasonable timescale. I've been registered with them for over 6 years and I have very rarely been unhappy with any part of their service.

Notes / Questions

No patient details provided

3. Case 16352 (10-04-2026)

PCN: K2 Healthcare Sleaford

Providers:

For Information: Millview Medical Centre

Patient comments GP services excellent. Dentist good Denplan in action. Pharmacy good.

4. Case 16167 (01-04-2026)

PCN: APEX

Providers: Richmond Medical Centre

Information provided via State of Health and Care Survey.

Patient comments that they had a very understanding GP, who explained what next and the ongoing care plan.

5. Case 16275 (01-04-2026)

PCN: K2 Healthcare Sleaford

Providers: Ruskington Medical Practice

Information provided via State of Health and Care Survey.

Patient comments that they had a pressing medical issue which was resolved by surgery team extremely quickly.

Notes / Questions

No patient details provided

6. Case 16298 (01-04-2026)

PCN: K2 Healthcare Sleaford

Providers: Ruskington Medical Practice

Information provided via State of Health and Care Survey.

Patient comments that they suffered from swollen feet and legs earlier in the year, a named Doctor and the Practice Nurses were very supportive and helpful.

Notes / Questions

No patient details provided

7. Case 16332 (02-04-2026)

PCN: K2 Healthcare Sleaford

Providers:

For Information: Ruskington Medical Practice

Information provided via State of Health and Care Survey.

Patient comments that they requested an appointment on line and got one later that day.

Notes / Questions

No patient details provided

8. Case 16283 (01-04-2026)

PCN: South Lincoln Healthcare

Providers: The Heath Surgery (Bracebridge Heath)

Information provided via State of Health and Care Survey.

Patient experience shared that they messaged the surgery about potential chest infection late one evening. Telephoned by clinician by 9.30am the next morning. Discussed symptoms. Prescribed antibiotics. Pharmacy expedited dispensing when they visited at 2.00pm. Excellent service guidance and support.

Signposting

1. Case 16341 (01-04-2026)

PCN: APEX

Providers:

For Information: Lincolnshire Community Health Services NHS Trust (LCHS), Richmond Medical Centre

Patient comments that their GP has offered me a Covid booster but won't give my spouse one yet as they have COPD and is obviously more at risk than I am, apparently this is all down to our ages. Surely risk would be a much better criteria if there is limited supply who can I complain to please.

Notes / Questions

Signposted to LCHS Pals, LICB

Provider Response

LCHS - It is hoped the author contacted the relevant areas provided and received a satisfactory outcome.

South Holland District Council x 9

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

General Comment

1. Case 16358 (13-04-2026)

PCN: South Lincolnshire Rural

Providers: Abbeyview Surgery

Patient contacted Healthwatch as concerned that the GP practice no longer send out letters explaining results of tests. Saw a GP at the end of March, after a CT scan, GP stated abnormal so sent the patient for an urgent MRI to Peterborough Hospital a few days after seeing the GP. Has seen results on NHS App, however doesn't understand them and has had no contact from the surgery to explain these results. Concerned it could be cancer, but unsure as no explanation. Prefers to speak with a GP and not a Nurse Practitioner.

Notes / Questions

Healthwatch suggested the patient contact the surgery via online access to request a call back to explain the results.

Provider Response

Patient called Healthwatch back - is getting a call back on Wednesday to explain all the results etc.

2. Case 16372 (14-04-2026)

PCN: South Lincolnshire Rural

Providers: Abbeyview Surgery

Patient comments that I have type 2 diabetes but have never had access to a Consultant or even a Doctor in order to discuss options and best way forward.

Notes / Questions

No patient details provided

3. Case 16325 (01-04-2026)

PCN: South Lincolnshire Rural

Providers: Littlebury Medical Centre

Patient comments that the Nurses are very good but it is impossible to see a Doctor. After 1 weeks blood pressure checks I was prescribed blood pressure pills but reluctant to take them as I have a low pulse. Having to push for further investigations.

4. Case 16349 (10-04-2026)

PCN: Spalding

Providers:

For Information: Munro Medical Centre

Caller given information to ring Healthwatch by Spalding Citizens Advice. Has had time off work with depression. Went to GP today for review of antidepressant and does not feel ready to go back to work and needs further fit not to work for DWP, has been off for the last 2 months. Feels that GP does not listen and dismissive and did not provide fit not to work or do medication review, felt that was almost shouted at "you need to go back to work" and were told that their time was up at the appointment. Did raise a complaint at the Reception desk and was told that the Practice Manager would ring them back.

Notes / Questions

Signposted to Practice Manager at GP in the first instance, register with new GP, LICB if no resolution. Talking Therapies information given.

5. Case 16366 (13-04-2026)

PCN: South Lincolnshire Rural

Providers: Sutton Bridge Medical Centre

Patient comments that I didn't even get to see a Doctor. Waited 45 mins to be seen, no sign of Doctor.

Informal Complaint

1. Case 16430 (27-04-2026)

PCN: Spalding

Providers: Munro Medical Centre

Patient comments that this is the second time I've had a smear test at the practice and both experiences have been awful. My first one was three years ago and as a result of how bad my experience was I nearly didn't go for my second one. However, I understand the importance of going for the screening so decided to not be put off and go. However, my second experience was worse than my first. Both times there was just no compassion. It isn't a pleasant process and I appreciate how the test is done is not in your control but the person doing it could at least be more personable. They barely made any conversation and when I tried to make some conversation because I was anxious I was just ignored. When I found the test uncomfortable I was made to feel it was my fault and I was a hassle because it wasn't straight forward. I felt like I was being treated like an animal. No bedside manner at all. After two bad experiences it has certainly put me off from going again. The whole situation could have been better by the Nurse being a bit kinder.

Compliment

1. Case 16321 (01-04-2026)

PCN: South Lincolnshire Rural

Providers: Holbeach Medical Centre

Information provided via State of Health and Care Survey.

Patient comments that whether it is just getting sample forms or getting to see the doctor the staff are always helpful and friendly even when they are under pressure.

Notes / Questions

No patient details provided

2. Case 16153 (01-04-2026)

PCN: Spalding

Providers: Munro Medical Centre

Information provided via State of Health and Care Survey.

Patient comments that a particular, named Dr has been approachable, and excellent in their explanations and guidance of my condition.

Notes / Questions

No patient details provided

Signposting

1. Case 16431 (28-04-2026)

PCN: South Lincolnshire Rural

Providers: Holbeach Medical Centre

Relative made contact with Healthwatch as elderly parent passed away some time ago, but the office of public guardian were involved so unable to get things sorted until they stated the executor of their parent's will could now go ahead.

Has requested a copy of their parents medical notes, but only certain elements were made available, needs a copy of all medical notes.

Notes / Questions

Healthwatch provided information on DSAR (Data Subject Access Requests), Access to Health Records Act and for them to liaise with their solicitor.

South Kesteven District Council x 16

- 12 x General Comment
- 4 x Compliment

General Comment

1. Case 16312 (01-04-2026)

PCN: South Lincolnshire Rural

Providers: Bourne Galletly Practice Team

Information provided via State of Health and Care Survey.

Patient comments that an excellent person focused service. Kind and respectful. This is from a human being. There is no research to show benefit of online, AI or phone call regarding personal care. It covers up for shortage of care services and skilled people, we need honesty.

2. Case 16347 (08-04-2026)

Providers:

For Information: Integrated Care Board Dental

Caller rang saying that could not find NHS dentist, recently moved into area braces applied in a different area. Braces now hanging off and causing pain and discomfort and finding it difficult to eat.

Notes / Questions

Signposted to NHS 111 emergency dentist, NHS emergency dentist information given.

3. Case 16160 (01-04-2026)

PCN: Four Counties

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

Information provided via State of Health and Care Survey.

Patient comments that almost impossible to see or talk to a Doctor. Only contact is through Anima. Response to that has been excellent but is not interactive. I would like to see a Doctor to ask questions about my condition and treatment options but this seems impossible.

Notes / Questions

No patient details provided

4. Case 16287 (01-04-2026)

PCN: Four Counties

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

Information provided via State of Health and Care Survey.

Patient comments that I am immunosuppressed after kidney transplant a number of years ago. I called about a very sore throat, cough and earache and spoke to a very helpful receptionist who said they would get someone to call to organise an appointment and to keep my phone on 'loud'. In approx 40 mins I had a message to repeat my symptoms which I did. I also repeated my immunosuppression due to kidney transplant. I then received a message to book an appointment which could be up to a couple of weeks away, nothing straight away! Solid organ transplant patients should be seen urgently because of infection to the transplanted organ. I have had many instances with Lakeside, this is just the most recent.

Notes / Questions

No patient details provided

5. Case 16376 (14-04-2026)

PCN: Four Counties

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

Healthwatch Lincolnshire Engagement Activity

Patient commented they were not happy with Anima and wanted to chat with a GP, made an appointment through reception for something else, where the GP was informed incorrect information, patient relayed correct problem where another appointment with a different GP was made.

Notes / Questions

No patient details provided

6. Case 16377 (14-04-2026)

PCN: Four Counties

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

Healthwatch Lincolnshire Engagement Activity

Patient commented made an emergency appointment who has lived here for 20+ years. Not happy with systems and in a lot of pain with gallstones, looking for pain relief. Patient is wheelchair user and waited in the waiting room for 2 hours.

Notes / Questions

No patient details provided

7. Case 16378 (14-04-2026)

PCN: Four Counties

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

Healthwatch Lincolnshire Engagement Activity

Patient commented they had used Anima and didn't hear back for 3 weeks, then received 3 text messages with the same appointment information on.

Notes / Questions

No patient details provided

8. Case 16380 (14-04-2026)

PCN: Four Counties

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

Healthwatch Lincolnshire Engagement Activity

Collective patients experiences were gathered.

- Some patients commented when they wanted to book repeat or routine appointments on Anima there seems to be problems, patients didn't seem to be aware of how to access these using Anima - question - could there be some information about how to get these appointments provided to patients?
- Some patients still unsure about being able to phone through to the surgery for support with Anima - Question - can patients do this?

Notes / Questions

No patient details provided

Please see question raised.

Provider Response

Question 1) Patient's can request both urgent and routine appointments using Anima via our website. For routine or follow up appointments, they can select the relevant medical questionnaire and provide details of their concern — our team will review this and arrange the most appropriate next steps.

Question 2) If the patient is unable to use Anima or requires additional support, our patient service team can assist the patient over the telephone or at our main reception desks.

9. Case 16272 (01-04-2026)

PCN: K2 Healthcare Grantham and Rural

Providers: St Johns Medical Centre

Information provided via State of Health and Care Survey.

Patient comments that they are a chronic pain sufferer and I was dismissed, minimised, gaslit and accused of drug seeking and of 'having an agenda' by the GP. It took me five years to pluck up the courage to attend for this appointment after a previous, similar experience with another doctor at this surgery. I will never see these doctors again and I will never ask for help again. I will continue to self medicate in unhealthy ways as I have no choice.

Notes / Questions

No patient details provided

10. Case 16339 (02-04-2026)

PCN: K2 Healthcare Grantham and Rural

Providers: St Johns Medical Centre

Information provided via State of Health and Care Survey

Patient comments that they wanted an appointment for blood test and have to wait nearly a month for an appointment.

Notes / Questions

No patient contact details.

11. Case 16337 (02-04-2026)

PCN: K2 Healthcare Grantham and Rural

Providers: Swingbridge Surgery

Information provided via State of Health and Care Survey.

Patient comments that it is extremely difficult to contact anyone through ask my GP, even if you get on early. You are then sent a load of information you have already read on the internet. You are usually then fobbed off or given the third degree, made to feel stupid and as a woman told you are fat or its your hormones.

Notes / Questions

No patient contact details

12. Case 16350 (10-04-2026)

PCN: South Lincoln Healthcare

Providers:

For Information: The Deepings Practice

Patient comments that they have tried to make an appointment about coughing up a tiny bit of blood for the past few mornings and just keep getting fobbed off and told to go to A&E when I'm not in any pain and its not urgent and I'm self employed in this crazy cost of living. Yet the GP wants me to wait around all day at A&E so I don't bother them.

Notes / Questions

No patient details provided.

Compliment

1. Case 16315 (01-04-2026)

PCN: South Lincolnshire Rural

Providers: Bourne Galletly Practice Team

Information provided via State of Health and Care Survey.

Patient comments that since moving house last March and registering at the Bourne Galletly Practice, I have literally gone from GP hell to GP heaven. Everyone is nice there, all staff seem genuinely happy in their jobs, and are friendly and kind, and in addition, as I have been the main carer for my 96 year old parent, who moved in with me in 2025, they have been excellent in both the transition of parents care, plus referring them for any new care. I cannot praise them highly enough. EVERY surgery should be made to follow the practices used at Bourne Galletly Practice. Patients are dealt with quickly, efficiently and with kindness and respect. My previous GP Practice could learn a lot from them.

Notes / Questions

No patient details provided

2. Case 16322 (01-04-2026)

PCN: Four Counties

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

Information provided via State of Health and Care Survey.

Patient comments that I was struggling with a prescribed medication. I put in an Anima. It was a Friday morning. I had an immediate acknowledgement of my request. Within an hour a doctor had read my request and came back to me with an alternative treatment to try. Plus they had sent a prescription for it to the chemist.

Notes / Questions

No patient details provided

3. Case 16379 (14-04-2026)

PCN: Four Counties

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

Healthwatch Lincolnshire Engagement Activity

Collective patients experiences were gathered.

- A patient had contacted the surgery where the surgery had helped with the online Anima, the surgery then rang back with an appointment.
- A patient had been initially sent to local pharmacy but was then given an appointment with a GP
- A patient had booked in for a blood test and was very pleased to be able to have a blood test at the surgery (instead of going to local hospital)
- Nearly all the patients on the day stated they were happy with the surgery and commented that there was a good atmosphere, a particular patient was very pleased with the physio.

Notes / Questions

No patient details provided

4. Case 16303 (01-04-2026)

PCN: K2 Healthcare Grantham and Rural

Providers: Long Bennington Medical Centre

Information provided via State of Health and Care Survey.

Patient comments that the Doctors and staff are extremely understanding and efficient.

Notes / Questions

No patient details provided

West Lindsey District Council x 9

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

General Comment

1. Case 16356 (13-04-2026)

Providers: Caskgate Street Surgery

Patient at Caskgate Street Surgery requested over 6 weeks ago information from GP Practice to be given in relation to an assessment via the DWP. Patient has had to wait over 6 weeks and when they chased it, the answer was given that the GP concerned was working from home. Is this a normal and acceptable wait for a signed document from the GP? The DWP are chasing the patient for the information as it concerns payments to the patient.

Notes / Questions

No patient details provided

2. Case 16357 (13-04-2026)

PCN: Trent Care Network

Providers: Caskgate Street Surgery

A number of patients who attended the West Lindsey Dementia Support Group, Gainsborough expressed that they have had to make contact with the Surgery (Caskgate Surgery) in relation to forms to be signed or completed in relation to benefits, claiming additional support etc from DWP or local council. A number of them have had long waits in excess of 5 weeks to have a form signed or to have copies of documents sent out to them. There has also been a variation of prices that have been charged. Is there not a standard cost that is charged to the patient if they need copies of documents from the GP practice?

Notes / Questions

No patient details provided

3. Case 16173 (01-04-2026)

PCN: East Lindsey

Providers: The Caistor Health Centre

Information provided via State of Health and Care Survey.

Patient comments that have had repeated visits over several months for the same issue. Different doctor every time, no continuity and different attitudes. No resolution to problem.

Notes / Questions

No patient details provided

4. Case 16159 (01-04-2026)

PCN: Trent Care Network

Providers: The Glebe Practice (Saxilby)

Information provided via State of Health and Care Survey.

Patient comments that they are Diabetic. Requested three monthly blood check but they missed out the HBA1C. When asked why they hadn't done it, they couldn't give an answer but then complained I was overdue my 3 monthly check. Booked an appointment for that (4.5 months), they did my bloods but said it wasn't a review, just to take bloods. To date I haven't had a review since coming out of hospital in July. So much for 3 monthly checks

Notes / Questions

No patient details provided

Informal Complaint

1. Case 16355 (13-04-2026)

PCN: Trent Care Network

Providers: Caskgate Street Surgery

Member of the West Lindsey Dementia Support Group

The person is a full time carer for both their spouse and parent. Parent has been diagnosed with dementia and the carer is trying to ensure that they have a full and good life. A recent visit to the Lincoln County Hospital after a fall left their parent in a very vulnerable position and they were not taken out of bed for over 7 days even though following x-rays there were no broken bones etc discovered. Carer realised that not getting them out of bed was going to cause more issues as they had become very weak and more unstable on their feet when they did try to get them to move about. Carer felt that parent had been written off.

On discharge, carer had a visit from someone at GP practice who insisted on doing a ReSPECT form update with parent. This person was not expected and carer felt that the person did not engage with their parent or them during their visit insisting on standing over their parent during a one sided conversation that frightened their parent. No conversation took place between the member of the practice and the carer/ patient and that person insisted that the parent sign the form even though they had no idea what they were talking about. Carer is putting a complaint in about the treatment as it was unacceptable.

Notes / Questions

No patient details provided

Compliment

1. Case 16271 (01-04-2026)

PCN: Imp

Providers: Glebe Park Surgery

Information provided via State of Health and Care Survey.

Patient comments that I was seen near the end of the day and my appointment was delayed by about 30 minutes, a couple of concerned people asked the receptionist, who confirmed there were delays with several Practitioners so I was not concerned. The waiting area was spacious, a comfortable temperature, with clear screens to notify when an appointment was called (although some practitioners called people through themselves). There were no seats at times, this was not an issue for me personally but would have been for those with mobility issues. I liked the station for recording/submitted weight, height, blood pressure etc, I think this is a great way to save time in appointments. I was seen by a friendly GP and they gave me clear steps forwards to hopefully solve my health issue.

Notes / Questions

No patient details provided

2. Case 16146 (01-04-2026)

PCN: Imp

Providers: Nettleham Medical Practice

Information provided via State of Health and Care Survey.

Patient comments that they have been able to see a GP very quickly each time I have had an acute physical health need.

Notes / Questions

No patient details provided

3. Case 16300 (01-04-2026)

PCN: East Lindsey

Providers: The Caistor Health Centre

Information provided via State of Health and Care Survey.

Patient comments that a named Doctor and the other Doctors at this surgery are very good. Nurses and receptionists very good as well. Very happy.

Notes / Questions

No patient details provided

	<p>4. Case 16308 (01-04-2026)</p> <p>PCN: Imp</p> <p>Providers: Willingham By Stow Surgery</p> <p>Information provided via State of Health and Care Survey.</p> <p>I used AskMyGP, and received an appointment for 2 hours later with a practice nurse. Excellent service and clinical advice.</p> <p>Notes / Questions</p> <p>No patient details provided</p>
<p>Out of Area x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 16344 (07-04-2026)</p> <p>Providers: Out of area</p> <p>Patient comments were seen by a Nurse, who ignored half my symptoms and declared it "rhinitis". My chest started hurting so saw a Doctor, they did not disagree with that diagnosis but sent me for a chest x-ray. The Doctor said it showed an infection and gave me antibiotics. They did nothing same as the rhinitis meds did nothing. Follow up x-ray results were delayed, I had to chase for them and it was the receptionist who told me the results "satisfactory". By this point the right side of my chest was hurting but she refused to give me an appointment. I kept chasing but nothing. I am now in A&E with a large blood clot in my right lung and needing oxygen to breathe properly. which is probably why it hurt. This would not show up on an x-ray so did need further investigation I didn't receive until I got to A&E unable to breathe.</p> <p>Notes / Questions</p> <p>Forwarded to Healthwatch North East Lincolnshire</p>

Hospital Services

Area	Case Details
<p>Boston District Council x 2</p> <ul style="list-style-type: none"> 1 x General Comment 1 x Formal Complaint 	<p>General Comment</p> <p>1. Case 16162 (01-04-2026)</p> <p>Providers: Pilgrim Hospital</p> <p>Information provided via State of Health and Care Survey.</p> <p>Patient comment about Waiting lists . I have waited 3 months for an appointment letter for an MRI on the brain, I ended up ringing the MRI department and have now received an appointment.</p> <p>Notes / Questions</p> <p>No patient details provided</p> <p>Provider Response</p> <p>ULTH - Thank the responder for their feedback and apologise for the delay, unfortunately we have roughly a 17 week wait at present. A mobile MRI is arriving next week at Skegness CDC for 6 months to hopefully shorten the wait somewhat.</p> <p>Formal Complaint</p>

1. Case 16342 (01-04-2026)

PCN: Boston

Providers: Lincoln County Hospital

Carer made formal complaint about their spouses stay in Lincoln Hospital for about a month from November to early December 2025. Taken by Ambulance as unwell at home carer called 999. Spouse is vulnerable, and has multiple medical conditions, previous strokes all which impact mobility and self care, has sensory sight and hearing loss and vascular dementia. Issues raised are that staff did not want to clean spouse up when they were sick, as they did not like doing this. Catheterised spouse, carer does not know why, did not have MRI scan when in A&E has had previous stokes and has anti phosphid lipid syndrome. Not offered any hot food. Carer not listened too about tegretol medication . In A&E for 48 hours.

Moved to Neustadt Welton Ward issues raised by carer about medication being given warfarin without bloods and waiting for INR results. Issues with Physiotherapy. No consistency with Physios felt that that spouse was bullied by them. Patient became so anxious and in side room needed laxatives, couldn't move or mobilise out of bed, door shut , buzzer on floor. Patient googled hospital number and got through to main switch board and told them which ward they were in and that they were stuck in their room and needed help.

While inpatient ongoing issues that Professionals not listening that needed Consultant Neurology opinion about medication. This did happen with senior Nurses help. Concerns that another medication was given at a wrong dose. No pharmacist spoke to the couple. This was making spouses blood pressure drop on standing. Plan was for rehab bed at Spalding or Skegness. Carer and spouse did not want care package at home. Carer was exhausted emotionally and physically while spouse in hospital. Physios asking patient to initiate physio in the mornings. Spouse having to arrange staff to walk patient to the toilet.

Felt that communication between patient and staff was non existent. Even though patients name on the board above bed staff talked about bed 11. Summarises stay as horrendous. No staff awareness of conditions that impact mobility, sensory loss and effect on daily living activities. Full time carer felt that was not listened to. No offer of teeth cleaning or shaving from staff. Professionals not listening about medication and Neurology Consultant.

Issues with unrealistic expectations from Physios and not listening to the patient. When went to PALs at Lincoln office asking that needed spouse who was very ill in hospital there to have face to face Neurology consultation, staff member was very dismissive and cold , and said this was an unrealistic expectation.

Though a senior Nurse did listen to Carer and did challenge medical staff about medication prescribed was not correct . The couple are very grateful and if this had not happened they feel that spouse would have died.

Previous bad experience in Pilgrim. Spouse back at home but not back to where they were before they went into hospital. Both live on eggshells as dread spouse being ill and having to go back into hospital. Worries couple sick that there are so many vulnerable people in hospital that do not have a partner to fight for them and get them the right care that they deserve.

Notes / Questions

Signposted hospital complaints, advice and information. LICB, CQC, PHSO.

Provider Response

12/5/26 ULTH request to release details - question asked of patient (patient responded (consented) yes happy for HW to release details)

ULTH - This complaint is currently open and under investigation.

East Lindsey District Council x 4

- 4 x General Comment

General Comment

1. Case 16327 (01-04-2026)

Providers: Lincoln County Hospital

Patient comments that referred to X-ray by Dentist. Unfortunately dentist had written only part of requirement on form, so radiologist said they were unable to proceed without more specific instructions. I am a mature, intelligent, articulate adult and the issue is on going and with which I am very familiar. I explained exactly what was the problem and the nature of the image required. Whilst the Radiologist accepted this and clearly understood, they maintained that regulations prevented them from doing anything other than following the precise instructions. Much time was wasted contacting the dentist, but, to their credit, the Radiologist eventually succeeded. The information they gained was exactly what I had said. Clearly a hospital has to work by rules, but in such circumstances, competent staff ought to have the authority to use their own judgement.

Notes / Questions

No patient details provided

Provider Response

ULTH - Thank the responder for their feedback but without additional details we are unable to investigate and will forward to relevant department for learning purposes.

2. Case 16328 (01-04-2026)

Providers: Lincoln County Hospital

Information from State of Health and Social Care Survey.

Patient comments that had to wait over a year for a neurology appointment following on from possible stroke but was diagnosed with migraines.

Notes / Questions

No patient details provided

Healthwatch asks - what is the current waiting times for this service?

Provider Response

ULTH - Thank the responder for their feedback but without additional details we are unable to investigate and will forward to relevant department for learning purposes. The current wait times are up to one year for a Neurology new appointment. We sincerely apologise that the current staffing has not allowed capacity to deliver sooner appointments. We are continuing to work on recruitment as well as additional shorter term solutions of locum consultants and insourcing providers

3. Case 16334 (01-04-2026)

Providers:

For Information: Lincoln County Hospital

Information provided via State of Health and Care Survey.

Patient comments that arrived at 6pm no instructions to help with what to do. 6hr wait to be triaged sent from Doctors with suspected Giant Cell Arteritis, CT scan done just gone midnight told to go back wait for Doctor to then hear people saying another 11-15 hr wait for that so at 3am I went and asked how long to be told 12hr wait. So no not acceptable to be admitted at 6pm with potential life fatal disease to be told 3pm next day I may be seen by Doctor for a plan of action no food no drinks no information to patients just sit and wait . Disgusting service no wonder people are dying in A&E, heart and chest pain patients being told to go sit and wait, floppy baby with half heart told to sit and wait, they were seen within 30mins thankfully . System not working Desk 1,2,3 take details send you to desk 4 desk 4 then sent me back to desk 1,2,3 to book me back in which was another 30 min wait as was long queue.

Notes / Questions

No patient information provided.

Provider Response

ULTH - Thank the responder for their feedback but without additional details we are unable to investigate and will forward to relevant department for learning purposes.

4. Case 16277 (01-04-2026)

Providers: Pilgrim Hospital

Information provided via State of Health and Care Survey.

Patient commented that I was at hospital for my infusion which should take 15 minutes but because we have to wait for the stuff to come, I'm there for an hour.

Notes / Questions

No patient details provided

Provider Response

ULTH - Thank the responder for their feedback but without additional details we are unable to investigate and will forward to relevant department for learning purposes.

Lincoln City District Council x 5

- 4 x General Comment
- 1 x Compliment

General Comment

1. Case 16141 (01-04-2026)

Providers: Lincoln County Hospital

Information provided via State of Health and Care Survey.

Patient comments that my wait time was 15 hours overnight. I went with a wound infection from a major bowel operation I was 10 days post op. The staff all were great when I saw them they cared for me well. I found the lack of privacy bad having to sit in a chair all that time with an abdominal wound was uncomfortable. I have a phobia of vomit and I was around people that were being sick so I felt anxious. I felt alone as at nearly midnight the Nurse in charge of the whole unit told relatives to leave as there was no room. I didn't like their attitude to people, they were uncaring when people ask questions, they just stood there quoting statistics.

Their attitude was not one that someone in their position should have. There was a lack of communication between staff and patients were not told things. A lack of food and drink. The lack of privacy is really bad the chairs are that close to one another you can touch the next person it's not nice when you are trying to get a few minutes sleep while you wait or for when you are sat there with a drip and the person next to you kicks your drip stand.

In COVID they had screens between the chairs would be nice to have something like that all the time. To say it's a new A&E as it was renovated it's not fit for purpose and badly designed in my opinion.

Notes / Questions

No patient details provided

Provider Response

ULTH - Thank the responder for their feedback but without additional details we are unable to investigate and will forward to relevant department for learning purposes.

2. Case 16145 (01-04-2026)

Providers: Lincoln County Hospital

Information provided via State of Health and Care Survey.

Patient comments that Urgent Breast Screening (2 week wait pathway) GP requested an urgent suspected cancer breast screening which has two week turn around. Unfortunately it took over a month for call back to book an appointment and I will have waited 5 weeks before I get seen. Therefore the two week pathway isn't working.

Notes / Questions

No patient details provided

Provider Response

ULTH - Thank the responder for their feedback but without additional details we are unable to investigate and will forward to relevant department for learning purposes.

3. Case 16318 (01-04-2026)

Providers:

For Information: Lincoln County Hospital

Information provided via State of Health and Care Survey.

Patient comments that 9 hours wait on a corridor chair. Dare not move to use the toilet because the seat would be taken by some one else. 4 people collapsed off the chairs onto the floor. Drug addicts used female toilet for over 30 mins. 10 police officers ran past to a noisy male. Felt vulnerable. Snacks were offered once.

Notes / Questions

No patient details provided

Provider Response

ULTH - Thank the responder for their feedback but without additional details we are unable to investigate and will forward to relevant department for learning purposes.

4. Case 16428 (27-04-2026)

PCN: South Lincoln Healthcare

Providers: Lincoln County Hospital

Patient commented - I was admitted for a knee replacement.

It was all pleasant until I met the anaesthetist. They weren't happy I could not have a spinal and needed a general anaesthetic. I was told this it was not my choice. They asked to see my back saying they WILL!! do a spinal. They couldn't!

I informed them that my veins are hard to find and a scan was used last time. They huffed and said now you tell me. I have told everyone I have seen as I am likely to leave after a few goes.

I will stay with the anaesthetist for now. I went into a room and told to get on a trolley that was too high for me. I struggled but did it.

The only words from the anaesthetist was 'There is a moderate chance you could die and put your hand there' Nothing else at all. I was so terrified I'm surprised I didn't shake off the trolley. I have never met such a nasty anaesthetist and one that doesn't constantly talk to you and tell you what they are doing. I only stayed because of the surgeon I had.

When it was my turn to get changed in a changing room I found it difficult picking up my bag and looking through it, as room tiny and i have other disabilities. I was just told to hurry up. The nurse complained I didn't have an arrow on my leg and went off complaining.

I was then sat in a corridor alone next to some lockers and outside a toilet.

It was horrible as I was so scared.

A nurse came for me and asked if it was my name on a board. It was but I told them it was the wrong Consultant. The Consultant whose name was there had previously told me they were unable to operate and needed a more superior surgeon. I asked if a named Consultant would be operating they just snapped back "I don't know, we don't know these things". My heart sank. I then went into the anaesthetist. Everyone seemed in a bad mood and arguing.

There was a nice person in there trying to talk to me. They were putting stickers for the monitor on me. I was unable to talk through absolute fear and trying not to run off.

I came around thankfully, I didn't die. I was very unwell. I was taken to x-ray and was constantly vomiting. The porter was lovely and offered to take me back but I wanted to get it done and go home. I got more poorly and in absolute agony repeatedly asking for pain killers. None came.

The physio came next morning. I was still vomiting. They took the bandage off, picked my leg up and bent it. I swore out loud. They asked what painkillers I had, I hadn't had any so they asked for them and they came. They said they would look for bleeding as bending the knee makes it bleed. I told them not to touch me, I had had enough.

I was moved to another ward. The staff were lovely. I was given painkillers and anti-sickness. That made me erupt like a volcano. They stopped painkillers to see if it was them. I got worse. They stopped one of my heart medications to see if it was that, I got worse. Very low blood pressure, sick, on oxygen for three days. Passing out when going to the toilet. Messed myself in bed and extremely grateful for the help. Passed out on the toilet and was in a mess, again extremely grateful for the help.

I was in 1 week very poorly. Didn't eat all the time I was there. Brought water up but told to constantly drink water because of low blood pressure. Had another heart tablet halved in dosage.

I was so so poorly when sent home unable to do anything for myself.

My Doctor was told I was sent home in prime health! Although I needed to go to them for help and also sent to A&E as so poorly and passing out.

I am still poorly. Had surgery 6th Feb. Had two heart tablets totally stopped. I constantly pass out. Its only the last three weeks I have been able to try to do anything. My relative constantly cared for me. At A&E my blood pressure was dropping on standing. The doctor told me to tell my GP, but that they would also let them know. They wrote and basically said everything was 100% nothing about low blood pressure and it dropping on standing.

My doctors are actually amazing but have said I need hospital. Hospital couldn't be less interested although on a clinic visit to my surgeon they told me to go to A&E. I have lost faith. No matter the department you go to at the hospital the staff are arguing or walking out.

Notes / Questions

Healthwatch provided complaints information.

Provider Response

12/5/26 ULHT requested to release details - Healthwatch asked the question of the patient - Patient consented via email. Information passed onto ULTH

ULHT - Telephone contact between author and Lead Nurse, resulted in a satisfactory outcome with author happy comments noted and felt listed to and no further contact required. Further discussions to take place with areas concerned for feedback and learning.

Compliment

1. Case 16374 (14-04-2026)

Providers: Lincoln County Hospital

Gynaecology

Patient commented they had to go in for a biopsy, they treated me with a coil. I was seen by 3 named staff members and they deserve an award of excellence, they were amazing.

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.

North Kesteven District Council x 5

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

General Comment

1. Case 16363 (13-04-2026)

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

Lincoln Diagnostic Centre

Patient commented that I went for an ultrasound scan today at the new diagnostic centre in Lincoln. My appointment was early morning. I was asked to drink 1.5 pints of water an hour before my appointment. An hour later I was deeply uncomfortable having had a full bladder since about 9.45. I was going to have to use the toilet and was considering having to reschedule when one of the sonographers called the name of another patient who kindly swapped places with me. The sonographers were very kind and talked me through everything but I was very distressed before I was seen as I was told the a full bladder would mean I may not have to have the transvaginal scan and just the abdominal scan. I wanted to avoid the transvaginal scan due to a previous upsetting experience with an ectopic pregnancy. I am feeling quite shocked and let down that people are left waiting for this long with a full bladder when people make an effort to follow the instructions and turn up on time.

Provider Response

ULTH - Thank you for taking the time to share your experience following your recent ultrasound appointment at the Lincoln Diagnostic Centre. I am very sorry to hear about the discomfort and distress you experienced prior to your scan, particularly given the clear effort you made to follow the preparation instructions. I fully appreciate how uncomfortable it can be to maintain a full bladder for an extended period, and I am especially sorry that this added to your anxiety given your previous experience. While I am pleased to hear that the sonographers who cared for you were kind and supportive, I sincerely apologise that you were kept waiting to the point of significant discomfort and uncertainty. This is not the standard of care or patient experience we strive to provide. Your feedback highlights an important issue regarding appointment scheduling and the management of patients requiring a full bladder. We recognise that delays in these circumstances can cause unnecessary distress, particularly when patients are hoping to avoid more invasive examinations. We will use your feedback to review our processes, including how we prioritise patients with specific preparation requirements and how we communicate potential waiting times. I would also like to thank you for acknowledging the kindness of both the staff and the patient who offered to swap appointments, and I am glad that this allowed you to be seen sooner. Please be assured that your concerns have been taken seriously and will be shared with the team to support improvements in patient experience.

Information shared with the person who raised the comment.

Informal Complaint

1. Case 16435 (29-04-2026)

PCN: APEX

Providers: Lincoln County Hospital

Patient contacted Healthwatch as they had just received a response to a complaint they had made and was unhappy with this. Patient had spoken with Citizens Advice who suggested Healthwatch. Patient is looking for compensation.

Notes / Questions

Healthwatch provided PHSO information or Solicitors

Provider Response

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

Compliment

1. Case 16165 (01-04-2026)

Providers: Lincoln County Hospital

Information provided via State of Health and Care Survey.

Patient commented that Consultant requested scan which came through quickly and requested treatment started straight away.

Provider Response

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

2. Case 16282 (01-04-2026)

Providers: Lincoln County Hospital

Information provided via State of Health and Care Survey.

Patient commented that Outpatients department reception very good. Not often told how long the wait is and pharmacy take forever and don't answer the phone.

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.

3. Case 16299 (01-04-2026)

Providers: Lincoln County Hospital

Information provided via State of Health and Care Survey.

Patient commented that I went to the Urgent Treatment Centre in Lincoln County Hospital because my hand had swollen up and was taken ill while waiting to be assessed. I was then rushed into A&E and was in hospital for two weeks with and infection that wasn't responding to intravenous antibiotics, therefore I had an operation to clear the infection. While there and on average my treatment was good. The only thing I would criticise is the amount of times I was moved during my two week stay?

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.

South Holland District Council x 4

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

General Comment

1. Case 16369 (14-04-2026)

Providers: Lincoln County Hospital

Patient commented that we always receive a good level of care but examination is limited as my spouse needs hoisting to transfer. Isn't it about time one examination room in hospitals/GP surgery had a ceiling hoist installed to aid transfer of wheelchair dependent patients? Our last trip to A&E involved 5 members of staff physically lifting my spouse out and back into their wheelchair. In 2026 is this good enough?

Notes / Questions

No patient details provided.

Healthwatch asks - are hoists available in all department of the hospitals for such patients, dignity and respect

Provider Response

ULTH - The new build A&E at Pilgrim has fully fitted hoist rails in the ceiling where possible, unfortunately the LCH site isn't structurally able to support ceiling hoists but there is a hoist in the dept which we have now bought sperate attachments for so we are able to move patients. Thank you for raising these concerns as we can appreciate how undignified it can be to have so many people trying to lift your spouse.

2. Case 16320 (01-04-2026)

Providers:

For Information: Pilgrim Hospital

Information provided via State of Health and Care Survey.

Patient commented that I've been to the Gynaecology unit twice, both times were excellent. After the first time I was told my problem was nothing to worry about and the doctor recommended that I go to see the team that could guide me through either to have a ring fitted or not. Which was fine with me, expected it would be months before I was sent for, but that also was ok. I then had a letter to say that I was to be seen at the Gynaecology department.

I arrived to just go through the same procedure again. I will not be going again I will put up with my problem it's the waste of, not only my time, but the hospitals and how much that would have cost, plus there are other people waiting to go. They really, should get their computers to talk to one another. It's not that long ago that I had two letters for the same thing, one actually arriving after I had been to see the Consultant, and I expect that I'm not the only one.

Notes / Questions

No patient details provided

Provider Response

ULTH - Thank the responder for their feedback but without additional details we are unable to investigate and will forward to relevant department for learning purposes.

Informal Complaint

1. Case 16434 (29-04-2026)

PCN: South Lincolnshire Rural

Providers: Queen Elizabeth Hospital Kings Lynn

Parent comments that at their wits - end and keeps going round in circles. Child since 2020 has been experiencing difficulties with certain food allergies. Has been seen in hospital but has been diagnosed with hayfever. Child does not have the symptoms of hayfever, and only has issues when eating foods, not on contact.

Notes / Questions

Parent request for Healthwatch to make contact with PALs (is going to send Healthwatch further information) none received to date.

Compliment

1. Case 16158 (01-04-2026)

Providers: Grantham + District Hospital

Information provided via State of Health and Care Survey.

Patient comments that had Endoscopy - Had to have a colonoscopy. Very quick. Really great supportive staff

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.

South Kesteven District Council x 5

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

General Comment

1. Case 16343 (02-04-2026)

Providers:

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

Patient comments that no orthopaedic Consultant services south of the county. Forced to use services in Boston which is not accessible.

Notes / Questions

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

Provider Response

ULTH - Thank the responder for their feedback but without additional details we are unable to investigate and will forward to relevant department for learning purposes.

Informal Complaint

1. Case 16368 (14-04-2026)

Providers: Lincoln County Hospital

A&E

Parent commented, Lincoln Hospital send people home saying they're going to get a call the next day, get a scan except they don't arrange one and don't call either. I had to call myself 3 days later asking why they didn't do what they said they would. I get given a scan for the next day saying they don't have any for that day! It should have been 3 days before but there's no apology or anything which is typical of Lincoln. I still have no outpatients appointment that they said I would get. I was severely sick and they didn't give two hoots. I weigh six stone but that's okay with them for me to go home and eat nothing for two years on a waiting list? It's absolutely disgusting.

I went to the GP twice begging for help and they were a million miles better than Lincoln Hospital. The waiting room they're calling the SDEC don't care about anybody what are they even there for. The Nurse running it has a terrible attitude and the doctor is no better. I paid £7500 to go private and I had an operation the next day. Why should I have to pay to survive two weeks let alone two years though.

The private surgeon said it needed removing urgently so why do Lincoln Hospital think it's okay to throw people on a pile the literally couldn't care less.

The London Royal Free what a fabulous hospital. Amazing Doctors and amazing staff and I couldn't fault them. They have remembered what they're there for which Lincoln could do with working out because they're not there for the patients that's for sure.

I can't think of a worse A&E or the waiting rooms they've made behind it to hide the waiting time figures.

Notes / Questions

Healthwatch provided PALS information

Provider Response

12/5/26 - ULTH requested to release details - HW asked the patient, no response to date, so no consent gained.

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

Compliment

1. Case 16373 (14-04-2026)

Providers: Grantham + District Hospital

Orthopaedics

Patient commented that had total knee replacement at Grantham Hospital in late March this year and I can honestly say I have never been looked after as well as I was there, right from my admission to the surgery and after care it was all brilliant and I can't thank them enough for everything.

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.

2. Case 16382 (16-04-2026)

Providers:

For Information: Grantham + District Hospital

Patient commented that went to Grantham hospital for total knee replacement everything from seeing the Surgeon to the staff to the anaesthetist. I can't believe how professional and kind they all have been thanks for everything.

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.

3. Case 16310 (01-04-2026)

Providers:

For Information: Lincoln County Hospital

Information provided via State of Health and Care Survey.

Patient commented that I was diagnosed with Prostate cancer in October 2025, and the Hospital did a brilliant job of caring for me, I had been diagnosed a year late because of my GP Surgery, but when Lincoln County Hospital were told, it was like a whirlwind the way they got me tested and into treatment. I am on a continual program of care after five weeks of Radiotherapy. I had my second injection in my tummy in mid January, and I am expecting another appointment with my Consultant in February after a blood test end of January 2026 and then continue with further treatment.

Notes / Questions

No patient details provided

Provider Response

ULTH - Thank the responder for their feedback but without additional details we are unable to investigate and will forward to relevant department for learning purposes.

West Lindsey District Council x 3

- 1 x Informal Complaint
- 2 x Compliment

Informal Complaint

1. Case 16345 (07-04-2026)

Providers: Lincoln County Hospital

Lancaster Ward

Patient comments that had appalling care, staff not aware of severe allergies and 4 times was almost administered IV drugs that I have known anaphylaxis to. Clinical observations not done, or falsified, refusal of staff to read notes or medical history. I was physically abused, left for hours in the dark in a wet bed, I had a stroke and other complications and was left paralysed down my left side, unable to swallow, had 5 days when I did not get any meals or alternatives. Told I had to do a Subject access request to get results of daily blood tests or even results from scans I had. Was shouted at by Consultant during a Safeguarding meeting. I had a nurse leave clear finger shaped bruises on my arm when they grabbed my arm in a rough manner.

Prescribed drugs to increase my blood pressure despite it being 200/125 and I had been transferred from a different hospital to Lincoln County by emergency ambulance due to having dangerously high blood pressure due to having a stroke and other significant complications, my notes were muddled with two other patient records and I went home with a discharge summary for a different patient which then delayed my access to rehabilitation and care after my stroke. I was threatened by site manager and other staff. I would rather die than ever go back to this hospital. I had a sign put up by the Consultant stating that "I hated Men". I had no idea it was there as I was in a single room unable to move. The same consultant insisted I had to have an HIV test for non clinical reasons and stated it was due to my sexual orientation. They falsified my clinical records and as a result of this I ended up with significant harm.

Notes / Questions

No patient details provided

Provider Response

ULTH - Thank the responder for their feedback but without additional details we are unable to investigate and will forward to relevant department for learning purposes.

Compliment

1. Case 16143 (01-04-2026)

Providers: Lincoln County Hospital

Information provided via State of Health and Care Survey.

Urology

Patient comments that attended for cystoscopy. No obvious check-in process made me worry a little, but it was obvious later that I was expected. Staff all very nice and put me at ease in what is, frankly, an embarrassing procedure for the patient. Helped me as required with my mobility issue (I am a wheelchair user)

Notes / Questions

No patient details provided

Provider Response

ULTH - Thank the responder for their feedback but without additional details we are unable to investigate and will forward to relevant department for learning purposes.

2. Case 16273 (01-04-2026)

Providers: Lincoln County Hospital

Information provided via State of Health and Care Survey.

Patient commented that had slash under eye falling into a wall in dark. Was seen quickly and after consultation brilliantly stitched up by a maxillofacial specialist. In at 7 home 11.30 which given it took over an hour stitching me was very good and it's healed well.

Notes / Questions

No patient details provided

Provider Response

ULTH - Thank the responder for their feedback but without additional details we are unable to investigate and will forward to relevant department for learning purposes.

All Areas x 3

- 3 x General Comment

General Comment

1. Case 16384 (17-04-2026)

Providers:

For Information: Lincoln County Hospital

Patient commented that I feel that my Rheumatologist does not listen to me and barely looks at me when they see me. I'm an intelligent 58 year old who knows what's what with my health. I find I always have to nudge them in the right direction when I know what my body needs. I have psoriatic arthritis and my current meds aren't working. They suggested I carry on for another 6 months before changing them. I challenged this and they said OK then. Not everyone has the knowledge or courage to challenge Consultants but this needs to change. We need to advocate for ourselves.

Notes / Questions

No patient information provided

Provider Response

ULTH - Thank the responder for their feedback but without additional details we are unable to investigate and will forward to relevant department for learning purposes.

2. Case 16412 (22-04-2026)

Providers:

For Information: Lincoln County Hospital

Patient said nothings gone well, waited 10 months for podiatry appointment. Which was a phone call. They said they'd refer me back to GP for tests X-Ray, MRI etc. Now 12 months and still waiting with painful foot.

Notes / Questions

No patient details provided

Provider Response

ULTH - Thank the responder for their feedback but without additional details we are unable to investigate and will forward to relevant department for learning purposes.

	<p>3. Case 16359 (13-04-2026)</p> <p>Providers: United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT</p> <p>At a recent Patient Panel, ULHT the following items were raised:</p> <p>1) Where syringe drivers go home with the patient there does not appear to be a process in place to keep a track of these drivers or it is not recorded completely. This then leads to a reduced number of syringe drivers being available for patients who need them whilst in hospital. What is the process for collecting them once not required from the patient at home? Community Nurses do not bring them back to the hospital, so where do they go?</p> <p>2) Palliative and end of life syringe drivers are loaned directly to the patient when they leave the ward. There is a tracking system that does not record the whereabouts correctly as it is not completed correctly at the ward level. e.g., patients on Waddington ward have loaned the syringe drive to the patient or to other departments but when in the community there is no tracking system in place. Is this an an efficient system for vital pieces of equipment?</p> <p>3) Electronic prescription system has barriers to prescribing the syringe pumps. This is still a paper based aspect of the service. What is being done to improve this for patient care, treatment and safety?</p> <p>4) When a patient returns to a care home, again no tracking system in place and return of the syringe drive back to the hospital. What happens to this equipment? The tracking map and hospital map are not aligned.</p> <p>Notes / Questions</p> <p>No patient details provided</p> <p>Provider Response</p> <p>ULTH - Awaiting response.</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 16387 (17-04-2026)</p> <p>Providers:</p> <p>For Information: Peterborough City Hospital</p> <p>Patient commented that last July my spouses orthopaedic surgery was cancelled on the operating table as they were about to be anaesthetised. An issue with their heart was identified. The op would have had quite a long recovery time but it would mean eventually they would be able to walk better and without pain. (For perspective, if the op had proceeded and gone badly, I might not have been able to bring them home at all so we have no quarrel with the decision to stop.) However, the follow-up is dire. Their heart investigations are STILL ongoing. They have seen a cardiologist and had an MRI (4 month wait for the result). He is now about halfway through a 16 week wait for a 24-hour ECG. Once the results are known, they MAY be re-referred for their surgery. It's been so long, they anticipate going back to square one with the orthopaedic team. When they see the medics, they are great - informative and helpful. The waiting though is ridiculous as our lives are on hold and limited. We try and keep positive but it's hard. My spouse is in constant pain, taking a lot of painkillers and can only walk a very short distance.</p> <p>Notes / Questions</p> <p>No patient details provided</p> <p>Information passed to Peterborough and Cambridge Healthwatch</p>

Mental Health and Learning Disabilities

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

	<p>1. Case 16276 (01-04-2026)</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Information provided via State of Health and Care Survey.</p> <p>Patient comments that was moved over to Skegness Mental Health Team from Louth Mental Health Team. Before my first appointment I was told that I would be speaking with a pharmacist, for a medication review. However, the result of the appointment was that I was told that struggling, feeling low and emotionally unstable was perhaps just normal for me, and then I was discharged. I was left feeling shocked, confused and dismissed. I wasn't given an opportunity to feel secure or discuss properly what I was going through. I feel the problem was with a lack of clear communication as to what the appointment was for. A lack of understanding of how difficult it is to open up to a new person and how much of a struggle it can be to explain what you're experiencing, especially for neuro-divergent people. I was left feeling that the goal of the appointment was to get me off the patient list and now I have no support as a result.</p> <p>Notes / Questions</p> <p>No patient details provided</p>
<p>All Areas x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 16317 (01-04-2026)</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Information provided via State of Health and Care Survey.</p> <p>Individual comments on Mental Health Service throughout Lincolnshire. Where do I start there is no support that is long term or ongoing you get 10-16 weeks then that's it or the support worker goes off ill, or changes job, so you have a new mental health worker so you have to start again reliving what you don't want to keep repeating after 16 weeks, you have to do another self referral and when you suffer with mental health this is not helpful.</p> <p>Notes / Questions</p> <p>No patient details provided</p>

Patient Transport

Area	Case Details
<p>East Lindsey District Council x 2</p> <ul style="list-style-type: none"> 1 x General Comment 1 x Compliment 	<p>General Comment</p> <p>1. Case 16155 (01-04-2026)</p> <p>Providers: East Midlands Ambulance Service NHS Trust (EMAS)</p> <p>Information provided via State of Health and Care Survey.</p> <p>Patient comments that I phoned for an ambulance having woken at midnight unable to breathe properly/ tight chest. Told ambulance may take 8 hours. Paramedic arrived, person was sharp and angry with me. Took heart readings and kept screwing paper into a ball and throwing across my bed. Sighed every time I answered a question, had no patience with me. Told me it was nothing to do with my heart. I had to stop them talking so nastily to me it was shocking. My relative was there and they were shocked too. Eventually ambulance came and hospital diagnosed myocarditis and possible COPD.</p> <p>Notes / Questions</p> <p>No patient details provided</p> <p>Compliment</p> <p>1. Case 16335 (02-04-2026)</p> <p>Providers: East Midlands Ambulance Service NHS Trust (EMAS)</p> <p>Information provided via State of Health and Care Survey.</p> <p>Patient comments that each time an ambulance was called, through 111, they were very kind and efficient. They spoke against going to A&E, due to the long waiting times, but I felt I needed to go due to the severe pain.</p> <p>Notes / Questions</p> <p>No patient contact information</p>

Social Care Services

Area	Case Details
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<p>East Lindsey District Council x 1</p> <ul style="list-style-type: none"> • 1 x General Comment 	<p>General Comment</p> <p>1. Case 16361 (13-04-2026)</p> <p>Providers: Lincolnshire County Council - Adult Social Care</p> <p>Elderly patient told Healthwatch they were discharged from Lincoln County after a series of falls. There were no communication between the patient and their carer prior to the decision to discharge. A long delay in discharge, no care package put in place for the patient until 10 days after discharge from hospital. Equipment delivered and left in flat packs on the front steps. When chased up by carer, another 7 days had passed before anyone came out to put the equipment together and in place. The carers that were coming in were not doing what they should have been doing e.g., support for washing and dressing and meds. Leaving patient upstairs and not assisting them to come down stairs. Sending a male support worker to wash and dress the patient which the patient was very uncomfortable with and did not want them to shower them - patient would wait until their relative came in later in day to have a shower as they felt more comfortable with that. When this was questioned by the relative they felt that their relative's concerns were dismissed as insignificant. No dignity or respect shown to the person who now needed additional support in their home while they recovered.</p> <p>Notes / Questions</p> <p>No patient details provided.</p>
<p>All Areas x 1</p> <ul style="list-style-type: none"> • 1 x General Comment 	<p>General Comment</p> <p>1. Case 16402 (22-04-2026)</p> <p>Providers:</p> <p>For Information: Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Individual commented that 5 years ago the ICB reviewed all care packages, they took half my severely disabled child's package away and at the same time changed there policies so it stopped the service users using their budgets the way they used to, the service users had a life until the ICB did this, this put more care onto the parent's when the cuts were done.</p> <p>We put in a complaint but it was dealt with by the same person who made the cuts in their budget, no one independent. We are not listened to as Parent Carers, we are not respected, they show no compassion at all, they lie to cover up mistakes they make.</p> <p>They have caused us nothing but stress, its not the caring that's the hardest part its trying to deal with these people, if I'd have known all I know now about how the ICB work I would never have asked for any help.</p> <p>Notes / Questions</p> <p>No patient details provided</p>

Other

Area	Case Details
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<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 16367 (14-04-2026)</p> <p>PCN: Imp</p> <p>Providers: Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Disabled individual still has ongoing issues, previous brain injury, no support from social care, health care. Has previously had a care co-ordinator in place which worked well, no longer has this provision and all services stating it is not them who can provide support and being passed from pillar to post. Has been informed via all services to contact their GP surgery for support. GP is doing all they can and has requested an MDT meeting with ICB and other services, not heard back from them as yet. Previous paperwork from health professionals stated social care/ psychological / and health needs should be put in place, this has not been the case. Has a key diagnosis of Dysexecutive syndrome (DES). Patient is trying to get support but feels they are being blocked. Patient states not coping very well, and no-one is supporting them to get the care/support they need.</p> <p>Notes / Questions</p> <p>Patient request for Healthwatch to contact ICB to request MDT meeting, as GP Surgery have not heard anything. Healthwatch also suggested contacting their local Health & Social Care MP</p> <p>Provider Response</p> <p>ICB response : Thank you for your email received by the NHS Lincolnshire Integrated Care Board (ICB) Complaints and Customer Care Team on April 2026. I can confirm that patient has escalated there concerns to the Parliamentary and Health Service Ombudsman, who have communicated to the ICB they intend to conduct a detailed investigation. Unfortunately, until this has concluded, we are unable to respond further.</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 16340 (01-04-2026)</p> <p>Providers: Voiceability</p> <p>For Information: Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Caller rang Healthwatch very difficult to hear and understand, speaking very softly and standing outside and heavy traffic going past. Has been told to ring Healthwatch as having difficulty writing and sending information to Parliamentary Health Ombudsman. Caller said that legal team had said needed PHSO case. Advised that Healthwatch is not an advocacy service and will signpost to NHS Advocacy service in Lincolnshire. Caller said that Voiceability would not take on their case and could I refer them back to advocacy services.</p> <p>Notes / Questions</p> <p>Referred back to NHS Advocacy services as requested by caller, consent given to share personal information.</p> <p>Information sent by Healthwatch to Voiceability that caller is supported by Social Care.</p> <p>Provider Response</p> <p>Voiceability Advocacy response : Thank you for your referral. Unfortunately NHS complaints advocates aren't able to support outside the formal complaints process within the NHS to escalate a complaint through to the Health Service Ombudsman and we would be unable to provide further support.</p> <p>Further response from Voiceability NHS Advocacy : It's a bit tricky as technically the PHSO falls outside of the formal NHS complaints process and the ombudsman will only accept a complaint after this full process has been completed.</p> <p>As long as the final response has been provided by the ICB, the ombudsman should be able to support to go through the original complaint and responses to investigate further.</p> <p>Are you aware if this person is currently under mental health or social services? I may be able to try putting through through under our General Health Advocacy service but I can't guarantee this would be accepted to support with an ombudsman complaint.</p> <p>Further response from Voiceability NHS Advocacy : I had set up a case for the local team to review but I still can't guarantee that we'll be able to support through a PHSO complaint, as this falls outside of the formal NHS complaints process which includes independent health complaints advocacy.</p>
<p>South Kesteven District Council x 2</p> <ul style="list-style-type: none"> • 1 x General Comment • 1 x Signposting 	<p>General Comment</p>

1. Case 16371 (14-04-2026)

Providers: NHS 111 Service

Patient comments that nothing went well apart from them answering phone promptly. The person I spoke to was not a bit compassionate . I tried to explain what my issues were but they said they could only take one. The issues I was having were both connected eg one problem causing the other. I was asked a load of questions totally irrelevant to my illness. After speaking to a clinician, they returned and told me to go to a pharmacy on a High Street over 14 miles away. I had explained that I was in agony with back pain caused by pulling muscles due to severe coughing and I was having problems walking around.

In the end I told the person I would go to my local Urgent Treatment Centre which I should have done instead of calling 111. In comparison, they were brilliant, extremely compassionate, listened and gave me correct advice and medication.

Notes / Questions

Healthwatch provided ICB feedback information

Provider Response

Patient update 1/6/26 - After attending Urgent Treatment Centre, I'm now awaiting an appointment at the spinal clinic at QMC.I feel, as a retired nurse myself I should maybe have thought I may have broken a vertebra but I really did think I'd badly pulled a muscle.

The point I'd like to make is that when someone contacts 111 in severe pain such as back pain which has come on suddenly, especially after coughing,wouldn't it be more appropriate to suggest the patient goes to an urgent treatment centre where at least they'd get an examination or an x ray,rather than suggesting they go to a pharmacy 14 miles away to be given pain relief which would probably not be appropriate. I would like to think that other patients would not be treated or spoken to in the way I was. I'm sorry if I appear to be making a fuss but I do feel that this sort of thing should not happen on a regular basis.

Signposting

1. Case 16383 (16-04-2026)

Providers:

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

Caller rang following contacting the Stroke association who gave them Healthwatch's number. Has had a brain haemorrhage 31 years ago which was not diagnosed has had symptoms of brain injury ever since. Says that has been a complicated situation and has had issues with anger management. Has no current support in place. Wanting information about advocacy, help attending medical appointments .

Notes / Questions

Signposted to Advocacy, NHS Advocacy, Connect to Support

Not Specified

Area	Case Details
<p>South Holland District Council x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 16405 (22-04-2026)</p> <p>Providers:</p> <p>Caller left message on Healthwatch voicemail saying that had a parasitic infection was in skin now internal and in mouth and other areas. Now feeling very unwell, unable to walk. Not getting any help from anyone, Doctors or GP. Had missed a hospital appointment today and that they needed help urgently. That they knew that they were not delusional.</p> <p>Notes / Questions</p> <p>Healthwatch tried to make contact with the patient, however unable to as phone call failed on a number of occasions</p>