



Healthwatch Lincolnshire

Rooms 33-35,
The Len Medlock Centre
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Lincolnshire
PE21 8YB

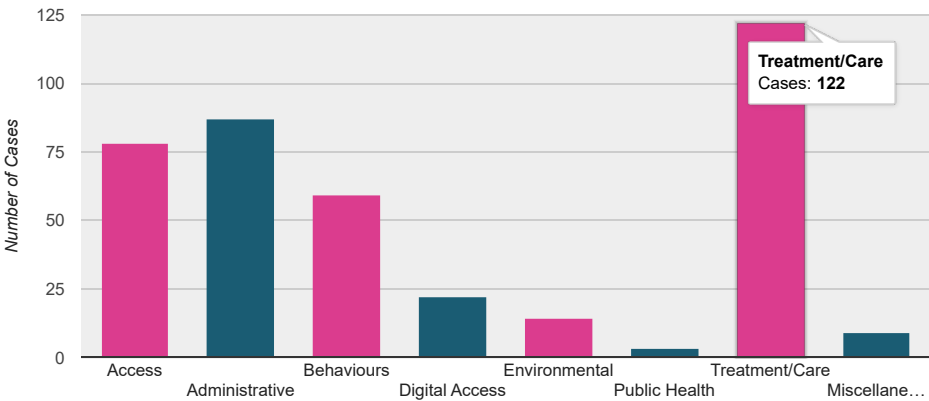
Healthwatch Lincolnshire Patient experiences: May 2026

Statistics

Total cases: 162

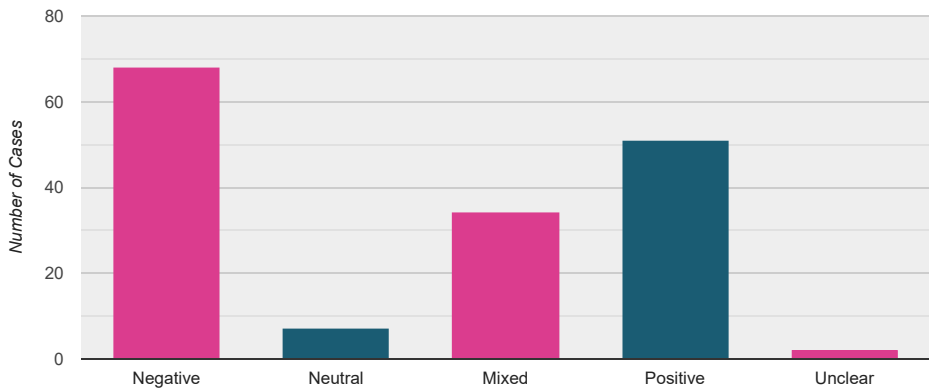
Cases responded to within 3 days: 162 out of 162 (100%)

Theme Areas



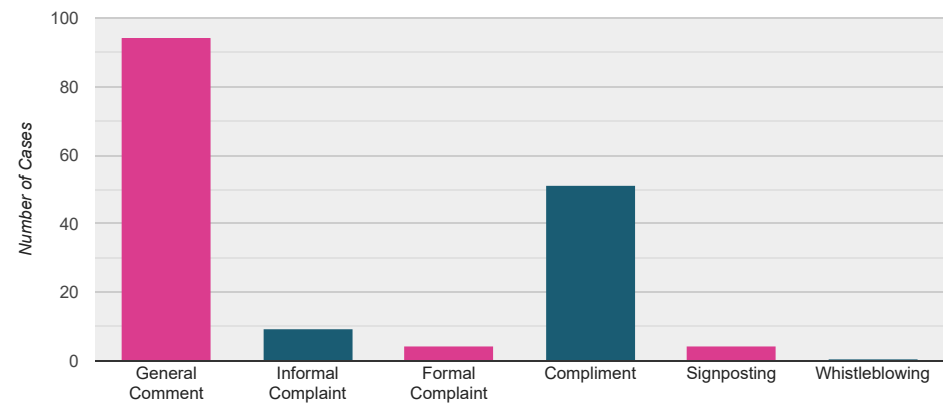
Theme Areas	Cases
Access	78
Administrative	87
Behaviours	59
Digital Access	22
Environmental	14
Public Health	3
Treatment/Care	122
Miscellaneous	9

Sentiments



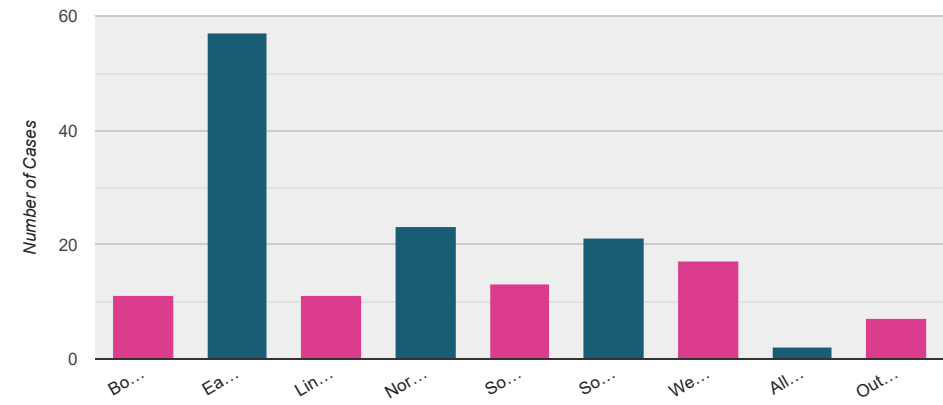
Sentiments	Cases
Negative	68
Neutral	7
Mixed	34
Positive	51
Unclear	2

Case Types



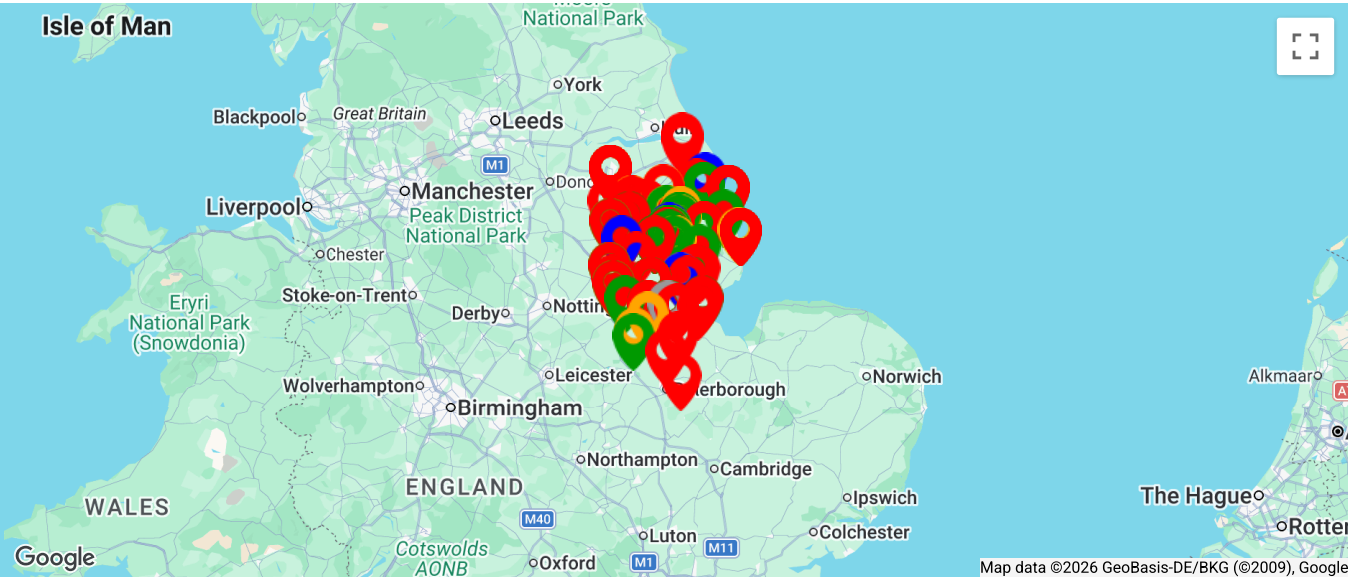
Case Types	Cases
General Comment	94
Informal Complaint	9
Formal Complaint	4
Compliment	51
Signposting	4
Whistleblowing	0

Areas



Areas	Cases
Boston District Council	11
East Lindsey District Council	57
Lincoln City District Council	11
North Kesteven District Council	23
South Holland District Council	13
South Kesteven District Council	21
West Lindsey District Council	17
All Areas	2
Out of Area	7

Map



Cases

Multiple Services

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

Area	Case Details
Boston District Council x 4 • 3 x General Comment • 1 x Compliment	General Comment 1. Case 16438 (05-05-2026) PCN: Boston Providers: Frampton House Residential Care Home, Lincolnshire County Council - Adult Social Care For Information: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health) The caller contacted Healthwatch as they are the main carer for their spouse, who was recently admitted on an emergency basis to a care home for a three-month placement. This occurred after the caller contacted the police due to concerns about their spouse's safety and wellbeing. The spouse has a complex medical history, including having experienced several strokes, significant mood swings, and ongoing bowel problems. The caller explained that, on previous occasions, hospitals had needed to perform bowel evacuations under anaesthetic. More recently, the spouse attended Pilgrim Hospital, where they were advised to increase fluid intake and were subsequently discharged, which the caller feels did not adequately address their needs. While the spouse has been in the care home, the caller has attempted to obtain updates from the care home staff but was told they would receive call-backs, which have not occurred. The caller believes their spouse requires a full mental health assessment; however, despite being seen in hospital by the mental health team, the caller reports that no formal assessment has taken place. The caller also shared that their spouse frequently messages them from the care home, as they are reluctant to use the call bell system. The caller feels that little has changed since their spouse's placement began and is extremely concerned about what will happen once the three-month placement ends. They explained that they will not be able to cope with caring for their spouse at home due to their own ongoing health problems. Although their spouse has an allocated social worker, the caller finds it difficult to access information and feels they are struggling to obtain support from any service. The caller stated that they simply want what is best for their spouse and clearer communication and appropriate support moving forward. Notes / Questions Healthwatch suggested they speak with Social Worker and caller requested Healthwatch make contact with the Care Home. Carers First information and Adult Social Care details provided to the caller. Provider Response 13/5/26 - No response from Care Home, with spouses consent Healthwatch raised a Poor Practice Concern 2/6/26 - Unsubstantiated - detailed information provided on PPC response. 3/6/26 Spouse commented, they now have solicitors involved. 2. Case 16439 (05-05-2026) PCN: Boston Providers: Greyfriars Surgery For Information: Lincoln County Hospital Patient shared experience that firstly my GP forgot to refer me to the endocrinologist three years ago when I was put on three times a day hydrocortisone as I had dangerously low cortisol. They were told this by my old endocrinologist and I requested that they refer me as I had moved area. Two years later, during which they had prescribed the hydrocortisone every month I did get referred to endocrinologist for more abnormal bloods. In this referral letter the GP put the wrong cortisol level. They put a result that was while I was taking the hydrocortisone so it was normal. So instead of should have been an urgent referral was put on a waiting list. In the end I had to go private to get a diagnosis. I saw an endocrinologist privately and had the Addison's blood test privately, all this has cost me around £1,200. I did get my diagnosis of adrenal insufficiency and got a new care plan. After this I did get a telephone consultation with an endocrinologist from Lincoln Hospital on a Sunday morning. They were confused as to why I was talking about cortisol levels as on their letter my results were normal. Luckily they did listen to me and took on board the latest results I had showing adrenal insufficiency. They also agreed completely with the new care plan and will now offer me appointments every six months. The negligence of the GPs in not referring me three years ago then not putting the correct cortisol level in the referral last July. The correct cortisol level is in my notes in a letter from my old endocrinologist so they should have done the referral as soon as they got the letter. They knew I had low cortisol or else why gave they prescribed me hydrocortisone every month since.

3. Case 16206 (01-05-2026)

PCN: Boston

Providers: Kirton Medical Centre

Information provided via State of Health and Care Survey

Patient comments that GP Practice better than poor, but not good. Cancer scare (Nurse), hospital tests (quick and good), off the pathway but no follow up despite continuing symptoms. Eventually another Nurse refers me to a different specialist. No GP. They are mythical creatures.

Notes / Questions

No patient details provided

Provider Response

A GP does not need to be involved all the time; We have a brilliant, dedicated Cancer Care Co-ordinator and a fantastic nursing team that are able to deal with Cancer patients.

Compliment

1. Case 16201 (01-05-2026)

Providers: Lincolnshire Community Health Services NHS Trust (LCHS)

Information provided via State of Health and Care Survey.

Patient comments they had to travel to Spalding Urgent Treatment Centre as appointments were scarce in Boston, for wound care, thoughtful and professional.

Notes / Questions

No patient details provided

East Lindsey District Council x 7

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

General Comment

1. Case 16485 (14-05-2026)

Providers:

For Information: East Midlands Ambulance Service NHS Trust (EMAS), Lincoln County Hospital, LIVES, Nottingham City Hospital

Patient shared experience that they had a burst ulcer and veins a month ago. They had an emergency operation at Nottingham City Hospital after quickly being moved there from Lincoln County Hospital. They had 8 blood transfusions. Had problems with Lincoln County Hospital they missed some big things. Their spouse had to do CPR on them. They feel they have been very lucky with the Ambulance service, LIVES and the Doctor came to see me and all were very good. Nottingham City Hospital were excellent. All of the staff there including specialist Consultant all came in at 8pm on a Saturday evening to sort them out. They know its their job, but it was very humbling and excellent that they came in for them. I think the operation was done in the x-ray Department maybe in the colonoscopy suite.

Notes / Questions

No patient details provided

2. Case 16490 (14-05-2026)

PCN: Meridian

Providers:**For Information:** Lincolnshire Community Health Services NHS Trust (LCHS), Tasburgh Lodge

Patient shared experience that they didn't go to GP's very often but over the last 4 years they have had some life changing situations that they have helped with. Last year they had some odd symptoms and saw a Junior or maybe trainee GP. They were incredibly thorough and good at explaining and taking blood tests and found that I was in a pre-diabetic stage which surprised them very much.

They are attending an NHS free course which looks at lifestyle and preventative changes to reduce the risk of becoming diabetic. I go into Lincoln at Jubilee Hall , St Giles. It is based in a Community Centre and there are about 20 in the group. The Group leader is very good and responsive. It has changed how they think about their lifestyle. It is for 6 months and if you can't go they put a catch up on-line for you for free.

They are not sure about when the course finishes does the GP do a retest. The Course might tell us at the end of August when it finishes. But I don't know if there is going to be that connection between the course and the GP. If it is still raised they would rather know what's going to happen. I feel positive, there seems generally to be a lot of negativity but they feel well looked after. They feel I can get an appointment at the GP Surgery within a day or two . They feel that this is a sensible and reasonable wait.

When the GP got my original pre diabetes test result the Doctor wrote to them and said test results were raised and referred me to a Nurse at the Surgery. They made an appointment as told to do by GP. Then it was cancelled as the Nurse didn't know about it. Then the Nurse sent a letter with a referral to the Diabetic Course in Lincoln. When things change they need to make it clear to the patient what has changed and why.

Notes / Questions

No patient details provided

Informal Complaint

1. Case 16535 (29-05-2026)

PCN: First Coastal

Providers:**For Information:** CARERS FIRST, Lincolnshire Integrated Care Services (ICS/ICB), Marisco Medical Practice

Carers First Advisor referred Carer and experience shared with consent : I have been speaking with carer, who is experiencing ongoing difficulties accessing appropriate care from their GP surgery and would benefit from your advice and assistance please.

Carer had not seen a GP for approximately 18 years and feels that their current surgery has not been understanding of their needs or listened to their concerns. They have not taken into account their role as a full-time carer for their adult child. Carer is unable to leave her child unattended and is also unable to take them with them to appointments, which has made accessing help extremely challenging.

They report that they struggle to get through to the GP practice and is repeatedly triaged, often being asked to call back, which adds further difficulty given their caring responsibilities. Carer is very aware that maintaining their own health is essential to continue in their caring role.

Since November, carer has been unwell on and off with several health issues. They also described a recent cancer scare and what they feel was a misdiagnosis, which they ultimately pursued privately. This experience has left them feeling let down and lacking confidence in local health services.

Carer has started to draft a complaint but feels unsure how to progress and would greatly appreciate guidance.

Carer has consented to being contacted and would welcome a call to discuss their situation and explore what support may be available.

Notes / Questions

Signposted to : LICB Customer Care Team, CQC, NHS Advocacy, PHSO

Formal Complaint

1. Case 16521 (20-05-2026)

PCN: First Coastal

Providers:

For Information: Pilgrim Hospital

Patient shared experience that they are in their late eighties and had a gynaecological repair 18 months ago at Pilgrim Hospital. They have been experiencing complications following this Surgery which are now very distressing and have been back to their GP who has referred them back to Gynaecology at Pilgrim twice to try and expedite an appointment. They did receive an automated letter with waiting times for appointments on it stating that it would be 50 days before an appointment would be sent, it has now been 56 days and nothing received. Symptoms now worse. Has been on the phone for 2 days firstly trying to get through on the Patient Services Hub that now deals with Outpatients enquiries has tried over 5 times to get through and talk to a person about this, finding options when eventually get through frustrating and nobody has got back to them. Has tried to make contact with PALs has left a message on their answerphone 19 times and nobody has got back to them, as now wanting to make a complaint. Healthwatch were the first person that they had been able to talk to about this and they were very grateful !

Notes / Questions

Healthwatch to contact Pals as requested by patient. Signposted back to GP, NHS11, A&E if worried about condition.

Healthwatch asks - Where do patients go when not able to get a response or resolution from Patient Services Hub and PALs ?

Provider Response

Response from PALs : My colleague has spoken to this patient and explained the restructure within the hub and staffing issues and unfortunately they will just need to keep trying. Colleague has also shared this with the outpatient team and if they have capacity to , they will call them.

Response from Complaints : My colleagues in the patient advise and liaison service (PALS) will be in contact to take this forward.

Compliment

1. Case 16207 (01-05-2026)

PCN: Meridian

Providers: Marsh Medical Practice

Information provided via State of Health and Care Survey.

Patient comments that GP listened to me and was kind and reassuring. They were quickly given an appointment for an MRI scan at Louth Hospital, with my GP contacting them by phone with the results.

Notes / Questions

No patient details provided

2. Case 16479 (14-05-2026)

Providers:

For Information: Pilgrim Hospital

Individual comments that they take their spouse to appointments at Cardiology Department at Pilgrim Hospital. I've found them helpful and efficient. The Nurse with my spouse was excellent , caring, and did the job carefully. My spouse had to have 24 hour monitoring and I understood what I had to do to operate the equipment. However there was no number to ring if they had a problem, told they were told to take it back and put it a box and they did that.

They go on the bus and it's good as it stops right outside the Cardiology Department and we use our bus passes, ideal. Car parking is difficult at the moment because of building work.

Notes / Questions

No patient information provided

3. Case 16478 (14-05-2026)

PCN: Meridian

Providers:

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

Patient shared experience that they recently went to Louth Hospital X-Ray Department and they were quick and efficient and they were in and out. Lovely staff, they liked the system where you just turn up. I was referred by the GP for the x-ray. I got a text and I expect the hospital got some kind of referral, notification from the GP Surgery. I like Louth hospital it is calm and quiet and I have had a few things done there.

Notes / Questions

No patient details provided

Lincoln City District Council x 1 1 x Formal Complaint	Formal Complaint 1. Case 16538 (29-05-2026) Providers: For Information: Lincoln County Hospital Caller rang Healthwatch and wanting to share experience that their elderly parent is currently having at Lincoln County Hospital. Discussed that has already rung CQC and Safeguarding Team. Their elderly relative has had a fall at a rehab facility and had a fall and injured their leg, taken to hospital by hospital transport. Elderly parent had a 17 hour wait in A&E on a reclining chair went there in own wheelchair. Left in a clinical room in chair with no way to elevate leg, relatives told staff that this needed to be done, not mobile, also left on commode with no way of getting off. Family were told hospital transport was booked for today to take relative back to Rehab facility, this did not turn up. Hospital staff had said transport was booked, when family rang hospital transport team they stated nothing had been booked. Family members had to transport relative back and had difficulties locating the wheelchair. Relative wanting to start formal complaint. Notes / Questions Complaint information provided
North Kesteven District Council x 1 1 x Compliment	Compliment 1. Case 16457 (11-05-2026) Providers: Lincolnshire Community Health Services NHS Trust (LCHS), NHS 111 Service Lincoln Urgent care and NHS 111 Patient commented: Contacted NHS 111 as needed stitches removed, GP had no availability even though I tried 7 days before needed. I rang NHS 111 they advised ring on the morning that I needed and I got a timed appointment which was good, as I look after my disabled spouse at home and was able to leave them for a short while. Notes / Questions No patient details provided
South Holland District Council x 1 1 x Compliment	Compliment 1. Case 16525 (22-05-2026) PCN: Spalding Providers: For Information: Addenbrookes Hospital (Cambs), Beechfield Medical Centre Feedback from Community Wellbeing Group, Spalding via Engagement activity Patient was referred for weight reducing surgery out of county. They were told that there would be at least an 18 months wait and was referred to Addenbrookes Hospital for this to take place. They attended the initial consultation and a thorough medical history and psyche evaluation had to take place before they could be placed on the waiting list. The patient was made aware that a detailed food diary had to be completed to include when, how much and what they were eating as well as their mood, when they ate plus a number of other items had to be included. This was completed on a weekly basis for approx 6 weeks and had to be sent directly to the hospital. Their GP surgery (Beechfield) was very supportive. They then had to go on a very restrictive diet for approximately 12 weeks to "reprogramme" their brain and condition them to experience hunger and reduction in food intake. This was very hard and very challenging but the team at Addenbrookes and their GP was amazing on those days when they felt that they couldn't cope. They lost more than the amount expected of them during this period and felt in control of their eating again. Getting the support for the mental health side was so useful and needed. They were introduced to Mindfulness via a Social Prescriber and through the GP referral system had a 12 week subscription to the Slimming World Weight Loss programme plus membership for the gym. Surgery went well and now 3 years later just need to have annual check-up with Addenbrookes. Some initial issues with foods that they could not eat or tolerate any more but GP practice has been really good and supportive. I also get regular appointments with the dietician. Life is looking so much better and I feel that I am able to contribute to my community again. All the people involved in this weight loss journey have been outstanding and have saved my life (literally!)
South Kesteven District Council x 6 3 x General Comment 1 x Formal Complaint 2 x Compliment	General Comment

1. Case 16536 (29-05-2026)

PCN: South Lincolnshire Rural

Providers:**For Information:** Addenbrookes Hospital (Cambs), Bourne Galletly Practice Team, Peterborough City Hospital

Member of the public comments: It took over a year of GP visits until a change of GP practice to Bourne Galletly who referred me for a scan.

I paid privately for a scan due to a 6 month wait list and was referred immediately to PCH (Peterborough City Hospital) with a scan on CD and notes to say I had a brain tumour. I spent 15 hours in A&E in PCH and was then admitted onto a corridor for 3 days. A subsequent scan was then sent to the wrong patient.

The thing that went well was I was referred to Addenbrooks Hospital where I had an operation and received excellent care.

Notes / Questions

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

2. Case 16539 (12-05-2026)

PCN: K2 Healthcare Grantham and Rural

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

Citizens advice referred patient to Healthwatch. The person has recently been diagnosed with ADHD, felt over whelmed, preferred face to face, but was provided with MS Teams assessment, during which they gave incorrect information (doesn't know why they did this) now incorrect information on system. Felt very uncomfortable during the assessment and feels they may require another one to set things right. This was after a referral from their GP to psychiatrist based in Lincoln, would like support in writing a complaint letter and if necessary to attend meeting with them.

Notes / Questions

Patient request for Healthwatch to refer to Advocacy service.

Provider Response

29/5/26 - request for further information, this was provided on 1/6/26

2/6/26 - Thank you for providing further information. The referral has now been processed and passed on to the local team for allocation to an advocate.

Information passed on to the patient, with advocate reference number

3. Case 16445 (06-05-2026)

PCN: K2 Healthcare Sleaford

Providers: The Circle Health Group - Lincoln, Voiceability

The caller contacted Healthwatch to raise concerns about ongoing problems following a foot operation carried out in August last year. They mentioned that they are continuing to experience sharp pain in their foot, along with some unexplained bruising. The caller also stated that their toe is now turning inwards, which was not the case prior to the surgery that was intended to correct the issue.

The caller has attended follow-up appointments with consultants and has taken written questions with them; however, they feel their concerns have not been adequately addressed or listened to. They have also sought a second opinion but felt this did not provide any reassurance or meaningful outcome.

A formal complaint has been made to the provider, and a response has been received. The caller now wishes to escalate the complaint to Stage 2 of the complaints process and is seeking support to help draft the Stage 2 complaint letter. They also stated that they are feeling overwhelmed and would value advocacy support, including the possibility of support to attend a meeting if required.

The caller self-referred to Voiceability in January this year, but has not yet been allocated a case worker. Despite making several follow-up contacts with the service, they have not been given a timeframe for support. The caller is concerned as the deadline to submit the Stage 2 complaint is approaching and feels under pressure to act.

Notes / Questions

At patients request Healthwatch made contact with Voiceability to see when an NHS Advocate would be allocated. Healthwatch also provided Connect to Support information as looking for activities and local support groups.

Provider Response

Patient response - they have finally allocated me an advocate today. I have to wait now for them to contact me to start the process. I cannot thank you enough for intervene on my behalf. I have left my phone number and my email address. I am not allowed to contact the advocate myself. I have to wait for them to contact me.

We are sorry to hear about the patient being distressed. They are now receiving support.

Formal Complaint

1. Case 16447 (07-05-2026)

PCN: South Lincolnshire Rural

Providers: NHS 111 Service, Peterborough City Hospital, The Deepings Practice

An individual contacted Healthwatch expressing ongoing dissatisfaction with their GP practice, reporting repeated issues with accessing appropriate care despite having complex medical needs, including a primary immune deficiency requiring regular hospital treatment.

They reported feeling that the practice does not fully understand the seriousness of their condition or the risks when they become unwell. Previous discussions with the Practice Manager have not resolved concerns and, in the individual's view, the situation has worsened.

During a recent episode of illness involving several days of vomiting and diarrhoea, the individual initially attempted to seek help via the practice's online system but was unable to proceed as their symptoms were deemed unsuitable. A later phone call to the surgery resulted in them being directed back to the online system, and ultimately advised by a GP to contact NHS 111.

Following this advice, NHS 111 recommended ambulance assessment; however, no ambulance was available, and the individual was instead directed to an Urgent Treatment Centre. After a prolonged wait, staff there advised that further investigations were required which could not be carried out on site, and they were referred onwards to A&E.

At hospital, the individual was treated for severe dehydration and electrolyte imbalance, with concerns raised about potential kidney complications. They were discharged in the early hours after receiving treatment but missed a scheduled hospital appointment as a result.

The individual believes that earlier intervention by the GP practice could have prevented escalation. They subsequently contacted the practice again through the NHS App and received a prompt response and follow-up plan, which they found positive but inconsistent with their earlier experience.

They also raised concerns about accessibility, noting that reliance on online systems may disadvantage individuals with disabilities or limited online skills, highlighting their own difficulty navigating systems due to limited hand function.

Notes / Questions

Signposted about what Healthwatch can and cannot do, LICB, CQC, PHSO, information about how to make complaints to these organisations. Signposted to NHS Advocacy services.

Compliment

1. Case 16211 (01-05-2026)

PCN: K2 Healthcare Sleaford

Providers: Caythorpe and Ancaster Surgery

For Information: Grantham + District Hospital

Information provided via State of Health and Care Survey

Patient comments that this surgery is fantastic, great support and generally care about people. They were in for a colonoscopy at Grantham Hospital and the care was fantastic.

Notes / Questions

No patient details provided

2. Case 16505 (18-05-2026)

PCN: Four Counties

Providers: Lakeside Healthcare Stamford (St Mary's and Sheepmarket), Peterborough City Hospital

GP Practice and ACU (Ambulatory Care Unit) Peterborough Hospital

Patient contacted their GP via Anima on Easter Tuesday - ongoing difficulties with breathing and exhaustion. As before the GP could not find anything wrong but said they weren't happy as I had been complaining about symptoms since November. The only thing they could think of was a possible embolism so referred me to Peterborough Hospital that day. Very helpful Nurse Practitioner who arranged blood tests, chest X-ray and ECG. All tests negative except slightly raised blood test for embolism. Appointment next day for a scan that revealed an impacted chest infection in left lung not previously detected by chest x-rays or physical examination. 7-day course of antibiotics. Returned to GP on day 8 as no better. A second chest infection diagnosed in right lung, but still nothing detected in left lung! - different antibiotic prescribed. Returned to GP a week later as coughing spasms continued. They had actually read my notes! Prescribed a further 7-day course of antibiotics that have produced results and at last I am feeling better. Now awaiting further scan at Peterborough to check that the impacted infection has resolved.

Huge thanks to the GP who wasn't happy to insist that there was nothing wrong with me as had happened at repeated examinations and to the GP who had taken the trouble to read my notes and realise that I had, in fact, had a long-term infection that was still not resolved. Also to the ACU at Peterborough for their attention to detail.

West Lindsey District Council x 2

- 2 x General Comment

General Comment

1. Case 16194 (04-05-2026)

Providers: East Midlands Ambulance Service NHS Trust (EMAS)

For Information: NHS 111 Service

Information provided via State of Health and Care Survey.

Patient experience shared that rude and unempathetic ambulance crew attended our home after my spouse rang the 111 service for advice, which we have very rarely done in our lifetime. 111 operator was very good and due to my answers the 111 operator informed us they were calling an ambulance. Fortunately over the next few hours I recovered well after receiving stronger antibiotics the following day from my GP. I had a very severe urine infection and was suffering from a rapid heart beat at the time of the phone call to 111, also was uncontrollably shaking and feverish, we were hoping to receive advice and a visit from my spouse driving me to an out of ours local GP service located at Louth Hospital, which we thought you had to make an appointment through the 111 service for, but the operator I guess was concerned that it was more serious than that at the time.

They were lovely, but the ambulance crew very sadly weren't. I've thought long and hard about complaining as this has really upset me. And as I've stumbled across this survey thought well maybe I should share my view of my experience, but think it should probably be noted at least for training purposes in the future.

Notes / Questions

No patient details provided

2. Case 16462 (11-05-2026)

PCN: Trent Care Network

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Patient comments that they were referred to Gastroenterology mid April where I received a letter from Elective Activity Coordination Hub (EACH) saying appointment would be in Scunthorpe but no appointments at present. Rang to see why sent to Scunthorpe and told it would be quicker than Lincoln. Was advised if happy to go to Worksop (which I was) there was an appointment for end of April. Quite a few days later was advised the appointment was cancelled as the wrong type of appointment had been given. The surgery then had to re-refer to Bassetlaw but I then was told it would be Doncaster (further again) and appointment was mid July. Surely the person who made the wrong appointment should have known this also how long would I have waited if kept original referral through EACH.

Notes / Questions

Healthwatch provided a contact number for EACH complaints or LICB

Out of Area x 2

- 1 x General Comment
- 1 x Informal Complaint

General Comment

1. Case 16532 (28-05-2026)

PCN: South Lincolnshire Rural

Providers:

For Information: Holbeach and East Elloe Hospital Trust, Lincolnshire County Council - Adult Social Care, Pilgrim Hospital

Information and enquiry from Peterborough and Cambridgeshire Healthwatch :

I have a Peterborough resident who's GP is in Market Deeping and who was in Pilgrim Hospital, Boston for 4 weeks but has moved to Holbeach rehab facility (in Holbeach Hospital) 2 weeks ago. While in Pilgrim for 4 weeks, for the last two weeks of their stay, the hospital was trying to get a care package in place for when they went home. They were unable to find anyone who had the capacity to take on the care package so instead moved the individual to Holbeach.

Now at Holbeach for two weeks, they are still saying there is no capacity within Lincs, but they do have a package prescribed under the discharge to assess route. They are on a waiting list with no idea how long the list is. Someone else at Holbeach told them they will do a referral to Peterborough City Council adult social care for a care package so they can be discharged.

It seems that no one has clearly explained the discharge process to the individual, but it seems to be further complicated because the individual doesn't live in Lincs. They are desperate to get home but unable to afford to pay privately for a care package.

Notes / Questions

Signposted : Lincolnshire Adult Social Care, CHC, Care Directory, Connect to support.

Update from HW Peterborough and Cambridgeshire : Adult Social Care (ASC) at Peterborough City Council (PCC) was contacted and the person they spoke to did take an interest. They called again today and have now been told a care package has been sorted (by PCC) and they will be going home on Monday.

Informal Complaint

1. Case 16529 (27-05-2026)

Providers: Out of area

My partner and I both have mental health issues but my partner's health issues are extreme with severe mental health and starting kidney disease dialysis is compounded this, we don't drive and ambulances scare my partner to the point of the backing of their renal consultants for alternative transport, yet this has been denied them.

Notes / Questions

Feedback form forwarded to Healthwatch North East Lincolnshire.

Community Health Services

Area	Case Details
East Lindsey District Council x 1 1 x General Comment	General Comment 1. Case 16498 (15-05-2026) Providers: One Health , Skegness Patient experience shared that they were referred by GP in late 2025. Saw a Practitioner in Skegness late 2025. They were lovely, and explained things to me. Went for an MRI scan and got results on my patient record. Then in December 2025, I saw another Doctor at Skegness Hospital (One Health). They totally disregarded what the first doctor had written, and offered me an injection. I told them I was about to go on holiday, back at end of Feb 2026. I was sent an appointment for January while I was away. I had to phone from abroad, to be told Lincolnshire appointments were now all booked up so I would have to wait. Sent for me again but I had been on steroids in April 2026 so yet again no injection! Then sent appointment for end of May in Brigg! How do I get to Brigg from Skegness, when not allowed to drive after the injection?. Supposed to be contacting me about the problem but heard nothing from them. Their advert says " bringing health care closer to you". How is being closer to me? Twice as far as Pilgrim and further than Lincoln. They have seen me twice had scans done then yet again no treatment. They are ripping off the NHS and I want to be referred out of county as is my right, but no one will do that. One Health expect me to get a taxi, at £150, or a media car at £65 minimum (if I can get one). Why base treatment for Lincolnshire so close to the humber bridge? Easier for them to get to from Sheffield where they are based? No use to me as a patient. Notes / Questions Signposted to LICB
Lincoln City District Council x 1 1 x Informal Complaint	Informal Complaint

	1. Case 16503 (18-05-2026) Providers: Lincolnshire Community Health Services NHS Trust (LCHS) Patient commented:- I am formally requesting an urgent investigation regarding my medical records and medical history held by your hospital. I attended your urgent care / hospital services previously, however I was informed by staff that my personal medical records and medical history are no longer available in the computer system. I do not give permission for my medical history or personal medical data to be removed, deleted, altered, or hidden. I formally request: • restoration of my medical history and medical records, • confirmation whether my records were deleted, altered, archived, or transferred, • full explanation of how my medical records disappeared from the system, • information about who authorised or requested removal or alteration of my personal medical data, • a copy of all medical records connected to my name and date of birth, • a full audit trail showing who accessed, modified, or removed my records, including dates and times. • I believe my personal information and identity may have been mishandled or unlawfully interfered with. • This request is made under UK GDPR and Data Protection legislation. Notes / Questions Healthwatch provided LCHS Complaints information
South Holland District Council x 1 • 1 x Compliment	Compliment 1. Case 16267 (01-05-2026) Providers: Lincolnshire Community Health Services NHS Trust (LCHS) Information provided via State of Health and Care Survey. Johnson Hospital Urgent Treatment Centre. Carer commented that their elderly parent of 89 and with Alzheimer's, fell and needed to be assessed. They were triaged within 10 minutes and seen within 40 minutes. Notes / Questions No patient details provided

Primary Care Services

Area	Case Details
Boston District Council x 3 • 1 x General Comment • 2 x Compliment	General Comment 1. Case 16257 (01-05-2026) PCN: Boston Providers: Greyfriars Surgery Information provided via State of Health and Care Survey. Patient comments that back in 2025 I visited the Surgery after suffering a TIA abroad to ask for a referral to the neurology department as advised by the doctor that treated me abroad. Even though their care was good, they are still waiting to hear back regards my referral. I have tried to chase this up without success. Notes / Questions No patient details provided Compliment

	1. Case 16181 (04-05-2026) PCN: Boston Providers: Parkside Surgery Information provided via State of Health and Care Survey. Patient comments that used online services. Which highlighted a need for face to face interaction. This was completed the same day Notes / Questions No patient details provided 2. Case 16197 (04-05-2026) PCN: Meridian Providers: Tasburgh Lodge Information provided via State of Health and Care Survey. Patient commented that they had good help and advice regarding blood test results. Lots of reassurance given Notes / Questions No patient details provided
East Lindsey District Council x 35 • 20 x General Comment • 15 x Compliment	General Comment 1. Case 16177 (01-05-2026) PCN: First Coastal Providers: Beacon Medical Practice Information provided via State of Health and Care Survey. Patient states that was diagnosed with Polymyalgia rheumatica (PMR) in mid 2025. Not seen a Doctor since I was diagnosed over the phone. Recently asked for GP callback as I was struggling with a flare-up and pain. Received an unhelpful call and later discovered that it wasn't a GP - it was a clinical practitioner, who had no idea about my case. Notes / Questions No patient details provided 2. Case 16204 (01-05-2026) PCN: First Coastal Providers: Beacon Medical Practice Information provided via State of Health and Care Survey. Comment from patient that required a follow up face to face appointment with a Doctor as instructed at previous appointment, tried for three days at the 8am phone scramble no joy. Filled in online system received medication as a repeat prescription despite stating that I felt the dose was not right and still having problems. All signed off by Nurse not Doctor. Notes / Questions No patient details provided 3. Case 16510 (18-05-2026) Providers: Boots Pharmacy (Horncastle) For Information: Pharmacy Volunteer Engagement Activity. Patient commented - I collected a prescription from the pharmacy, I was told that they wouldn't be using paper scripts in future, I thought it was good they were telling patients early, however, I like to have a paper script, it reminds me the names of the medications I am currently taking, so I type the correct spellings onto Anima. It tells me when the new request for a prescription is due which I find also very helpful. This then gives me the option if I want to put a paper script into the GP Surgery. Paperless is currently being trialled in a number of Boots Pharmacy branches, but not in Horncastle yet, but they are expecting it. Notes / Questions No patient details provided

4. Case 16481 (14-05-2026)

Providers:**For Information:** Boots Pharmacy (Woodhall Spa), Pharmacy

Patient comments about Boots Pharmacy. I know my prescription has gone over to them but according to them it takes half a day to go over electronically. I could walk over there quicker. Sometimes they close as there is no Pharmacist. But you can see the staff in there. If you are collecting a prescription only you should be able to, you don't need a Pharmacist there if its been made up and checked already. They could also sell the other over the counter and on the shelf stuff to you. So you can see the staff in there , but you can't go in, annoying.

Notes / Questions

No patient details provided

5. Case 16486 (14-05-2026)

Providers:**For Information:** Boots Pharmacy (Woodhall Spa), Pharmacy

Patient comments that they get prescriptions from Boots Pharmacy at Woodhall Spa and they get on fine. They are always on time and I get what I need there is just one item. So its been ok . But when I was collecting a long list of things for my elderly relatives there were some difficulties and delays. The staff are very nice. I use the text service and find it helpful. On a couple of Saturdays they haven't had a Pharmacist on site. So you can trail down there and it is not open. I've been OK , but others won't have been.

Notes / Questions

No patient details provided

6. Case 16487 (14-05-2026)

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

Patient experience shared of NHS Dentist in Woodhall Spa. I get on very well basically because they know what they are doing. When I broke my tooth they were excellent with how they dealt with it. I usually get regular check ups. The Dentist or the Nurse explains things. I burst into tears once when the Dentist shouted at the Nurse as I get upset with things like that. But they are excellent. Your next appointment is booked as you leave.

Notes / Questions

No patient details provided

7. Case 16216 (01-05-2026)

PCN: Trent Care Network**Providers:** Cleveland Surgery**Information provided via State of Health and Care Survey**

Comment from patient - Had a rash for 5 months told by Surgery didn't need to see a GP go to the Pharmacist which I did they did help but after taking antibiotics it came back. Went back to see Pharmacist, said I need to see a GP contacted GP by AskMyGP. Saw a Clinician, given same antibiotics as Pharmacist. 2 boxes. Rang Surgery still cannot get a Doctors appointment. Tried AskMyGP again seen another Clinician who said I may be allergic to antibiotics gave me nothing and said your skin and body have a way of dealing with this left surgery with nothing.

Contacted GP by AskMyGP again asking to be referred to see a GP or dermatologist, no Doctor appointment again go to see a ANP (Advanced Nurse Practitioner). I feel I'm being passed from pillar to post and getting NO where. Went to surgery the other week for flu jab, went early and not one single patient waiting in the surgery. Why can I not see a GP, 3 months this has been going on for. My next step after seeing the ANP I'm going to contact PALS to see if they can do anything.

Notes / Questions

No patient details provided

8. Case 16453 (11-05-2026)

Providers: Dental Practice (Mr T Oyedele)**For Information:** Integrated Care Board Dental

Patient who is a regular caller rang has been having problems with dentist getting a plan of treatment. Has multiple health problems and mental health issues. Dentist has stated the patient needs 6 teeth to come out, more are snapping off on a weekly basis. Now will no longer see the patient as they would like all teeth taken out and false ones provided. Would like second opinion.

Notes / Questions

Healthwatch provided alternative NHS Dental Option

Provider Response

Has an appointment at alternative Dental Practice in the coming weeks.

9. Case 16464 (12-05-2026)

PCN: Meridian

Providers: East Lindsey Medical Group

The patient contacted Healthwatch after being signposted by SCOPE. They report that a GP was due to attend their home a couple of months ago but was unable to locate their address. Following this, the patient raised a complaint with the GP practice. Since making the complaint, they have been informed that they are now required to attend the surgery in person for appointments. The patient feels this change is a direct result of raising the complaint and believes it has affected their ability to access home visits.

The patient has significant and complex health needs, including small vessel ischaemic disease, severe mobility issues, functional difficulties, peripheral neuropathic pain, and degenerative spinal damage. They report being in constant pain and spending approximately 90% of their time lying down.

The patient has contacted the surgery several times in the past week and was advised that the Practice Manager would return their call; however, no contact has yet been made. Due to their health conditions and mobility limitations, the patient states they are unable to attend the surgery in person. They are seeking clarification on the local guidelines and criteria relating to housebound patients and access to home visits.

Notes / Questions

Patient request for Healthwatch to make contact with the Practice Manager, also ICB information provided to the patient if needed.

Provider Response

18/5/26 - patient not heard back from surgery neither had Healthwatch - patient request for Healthwatch to make contact with ICB PALs who would make contact with the patient

4/6/26 - Just writing to reassure you that my deputy manager and I have been in contact with the patient multiple times over the past few months. They do have an issue stating that they are housebound however, advises our team that they are able to attend the supermarket, therefore we are not able to deem them as a housebound patient.

On a regular basis the patient does request telephone calls and then is not home when we call them. We will continue to support the patient in the best way possible but have to follow our guidelines on what constitutes as a housebound patient.

10. Case 16467 (13-05-2026)

PCN: Meridian

Providers: East Lindsey Medical Group

Feedback from an Engagement Event

Patient commented, sometimes I can get an appointment, it is a nice surgery. When I phone for an appointment you ring at 8.30am and I find it ok. I don't always get to see the people I want to see though. They pass you around different staff even when I know who I need to see, you don't always get to see them. Reception do triage. They've got an on-site pharmacy which is quick.

The surgery doesn't always call you with test results. I get them via the NHS APP and then I call the surgery, the APP's ok, can be a bit clunky, but it does the job.

Notes / Questions

No patient details provided

11. Case 16233 (01-05-2026)

PCN: First Coastal

Providers: Hawthorn Medical Practice

Information provided via State of Health and Care Survey.

Comment from patient - After a blood test, I was told to make. Practice Nurse appointment called in reception to be told no appointment for the next month as all appointments taken. Told to try in a weeks time to see if any new appointments.

Notes / Questions

No patient details provided

12. Case 16491 (14-05-2026)

Providers:

For Information: Holland House Dental Practice (Moulder, Pittel + Johson) , Integrated Care Board Dental

Patient comments that registered with Holland House Dentist in Boston as NHS patient. They say that they get on ok, pay NHS fees , its expensive, but they are glad to have a dentist. Been a patient for 20 years. I'm very comfortable with them. The service is good. Over a year I spend about £ 150- £ 200. It is an issue for me financially. It is easy to book once you are a patient. Absolutely brilliant, and clean. I have a relationship with the Dentist and do really well. They have got better at saying what the cost will be before they do anything , say an x-ray. I have had treatments like a cap and fillings and there is a good quality of care and I trust them. I would recommend them.

Notes / Questions

No patient details provided

13. Case 16509 (18-05-2026)

PCN: East Lindsey

Providers: Horncastle Medical Practice

Volunteer Engagement Activity.

Patient commented - Getting into Anima has changed, not for the better. No longer log in with email and password, instead you make a choice of what you need, e.g. repeat prescription, then put in your personal information. From there you can only do what you've selected, can't navigate to do another request. So you have to go back to the beginning page get another passcode etc.

It took a longer time to receive an acknowledgement and as it was the first time using the new login I wasn't sure it had worked. I received a text message to request further action needed, but I couldn't find the section to be able to do this anymore. But then obviously not needed as received a text to say pharmacy had got the prescription, so I just left the Anima request without doing anymore.

I wondered about the security of the personal information, because it is entered before you log in, I always thought you needed to log in and log out to keep it safe.

Notes / Questions

No patient details provided

14. Case 16221 (01-05-2026)

Providers: JDSP Dental T/A Winsover Dental Care

For Information: Integrated Care Board Dental

Information provided via State of Health and Care Survey

Patient commented- In September 2025, I complained twice about the treatment I received from Winsover Dental Care Mablethorpe. I have not received any reply. I stated that my dental health was terrible and that I needed emergency treatment in my local urgent care centre but still no response.

Notes / Questions

Signposted to LICB

15. Case 16227 (01-05-2026)

PCN: First Coastal

Providers: Marisco Medical Practice

Information provided via State of Health and Care Survey.

Patient commented - The practice has turned to online booking, this is obviously AI powered as I needed a medical review I said I did not know my weight, height, or blood pressure, also asked questions about my medication. The only reply I got was to say my review was complete even though I did not give the information needed!

Notes / Questions

No patient details provided

16. Case 16456 (11-05-2026)

PCN: First Coastal

Providers: Marisco Medical Practice

Patient commented.

Nothing went well. It now seems to be impossible for my spouse to get a GP appointment.

Notes / Questions

Healthwatch provided Practice Manager information

17. Case 16475 (14-05-2026)

PCN: Meridian

Providers:

For Information: Tasburgh Lodge

Patient comments that GP Surgery could do with another Doctor. Someone on the phone calls all day. Older people need to talk, they get worried. Would be an ideal situation for getting advice about what to do next and see a Doctor or a Nurse. There should be room for a clinic to deal with physio and support for diabetes and for things like nail clipping. They need a Nurse for injections and taking blood. It was a long wait of 3 weeks at the moment to get a blood test. You can't always get an appointment and they say go to A&E which I think is shirking their responsibility to their patients who need their help.

Notes / Questions

No patient details provided

18. Case 16476 (14-05-2026)

PCN: Meridian

Providers:

For Information: Tasburgh Lodge

Patient experience shared that they have worked out which Doctor to see. They see through the rubbish and get things done, superb. I don't understand why you can't just ring and get an appointment without the need to justify it. If you're hearing is not 100%, telephone appointments are hard work. I like face to face appointments and I feel the Doctor can tell so much more about you if they can see you.

Notes / Questions

No patient details provided

19. Case 16488 (14-05-2026)

PCN: Meridian

Providers:

For Information: Tasburgh Lodge

Patient comments that they had rung up for a appointment at the GP Practice this week. I was given a telephone appointment for a date when I am on holiday so they are trying to get an earlier appointment for me. I'm not sure whether I've got hay fever or something else. Getting an appointment is usually reasonable. I ask for the same Doctor. I trust them so I try and stay with them. I go in to make my appointments and ask when they are available. They seem happy for me to do this. They have had AskMyGP then Anima systems and now it is Accurx. Not sure why they keep on changing. I will book to go when I'm back home. The Doctor I like is not always there, but I like the consistency.

Notes / Questions

No patient details provided

20. Case 16472 (14-05-2026)

PCN: East Lindsey

Providers:

For Information: The New Coningsby Surgery

Patient comments that it is a farcical booking process through AskMyGP.

Compliment

1. Case 16256 (01-05-2026)

PCN: First Coastal

Providers: Beacon Medical Practice

Information provided via State of Health and Care Survey.

Patient commented - I was told by DWP that I needed another fit note. Within less than 24 hours I had received the fit note.

Notes / Questions

No patient details provided

2. Case 16483 (14-05-2026)

Providers:

For Information: Boots Pharmacy (Coningsby)

Patient comments that the Pharmacist was lovely. They listened to me and was calm and that's what I needed. Helpful and I got the treatment I needed. Also I get a regular prescription from them and they have good communication. I use the text service.

3. Case 16534 (29-05-2026)

Providers: Conningsby Dental Practice

For Information: Integrated Care Board Dental

Comments made by member of public : I had a long period unable to find an NHS dentist locally, had to travel to my previous dentist in another county and eventually was removed. I saw this practice advertised and joined. I am also a nervous patient and they really put me at ease, all the staff are kind, considerate, professional and I have experienced really great care. They have an excellent model of patient reminders etc and I now feel so much more relaxed when I go now, my child also is there and has had great care. My Dentist is but all the support staff and hygienist are all really a credit to the practice.

4. Case 16242 (01-05-2026)

PCN: Meridian

Providers: East Lindsey Medical Group

Information provided via State of Health and Care Survey.

Patient commented - GP was very thorough. Carried out a lot of tests. I accessed the results through the NHS APP. No further treatments was needed.

Notes / Questions

No patient details provided

5. Case 16469 (13-05-2026)

PCN: East Lindsey

Providers: Horncastle Medical Practice

Volunteer Engagement Activity

Patient commented - The surgery send for my spouse to have regular checks. We have no complaints, spouse can get an appointment when needed. When I'm worried we can get one, which is good. We do have Anima but I don't like it, it's repetitive and then I lose the plot. Totally unnecessary and about 3 times too long. GP is very good.

Notes / Questions

No patient details provided

6. Case 16501 (18-05-2026)

PCN: East Lindsey

Providers: Horncastle Medical Practice

Volunteer Engagement Activity

Patient commented -The surgery are brilliant, they phone me up and say you are due your annual check up, very pro-active. Making an appointment at the surgery is not as easy as it was, I don't like Anima, I would rather phone up and they do let you do that. I like to speak to people.

Notes / Questions

No patient details provided

7. Case 16468 (13-05-2026)

PCN: East Lindsey

Providers: Horncastle Opticians

For Information: Opticians

Optician

Patient commented - My spouse goes to the Horncastle eyecare opticians in town. They get on fine and has no problems, they get a yearly test and they have a good range of glasses.

Notes / Questions

No patient details provided

8. Case 16240 (01-05-2026)

Providers: Smile Centre Boston

For Information: Integrated Care Board Dental

Information provided via State of Health and Care Survey.

Comments from patient - I have an NHS dentist and have my regular checkups with them every 6 months approximately. Appointments can be booked in advance and at a suitable time for me. If the dentist is unavailable they will reschedule the appointment for me.

Notes / Questions

No patient details provided

9. Case 16489 (14-05-2026)

Providers:**For Information:** Integrated Care Board Dental

Patient shared experience that they recently had lots of work done at the dentist, including wisdom teeth removal and this has cost lots of money. But I find them very good. Explaining what they're going to do and also never hurts me. It is easy to get an appointment. Went in as an emergency with wisdom tooth. Started giving me pain at the weekend and I rang the next working day and got an appointment. It was acceptable as the pain did subside after initial discomfort.

Dental Practice not named by patient

Notes / Questions

No patient details provided

10. Case 16507 (18-05-2026)

PCN: First Coastal**Providers:** Merton Lodge (Alford) GP**For Information:** Volunteer Engagement Activity.

Patient commented - I can get an appointment ok, I use online and I do find it easy to do, I think it is AskMyGP. You get triaged and if I've felt I needed an appointment I have got one.

I use the in-house pharmacy there too and they are good. They helped with a recent query I had straight away. Sometimes I struggle to get the medicine I need, the tablets needs cutting in half as well, which hasn't always worked very well, but they do try and fix it for me. I think generally there are issues with medication supplies.

Notes / Questions

No patient details provided

11. Case 16500 (18-05-2026)

Providers: Specsavers (Horncastle)**For Information:** Opticians**For Information:** Volunteer Engagement Activity

Relative is proxy for parent who lives in Horncastle. Relative had taken parent to opticians, (the new specsavers in Horncastle) who commented they were amazing, saw two different members of staff and they were both fabulous, We've got to know them now. They do the follow up calls they say they are going to do, they are really on it. Good demeanour and helped parent who was anxious, they showed expertise.

It was easy to get an appointment, so impressed. Also took parent for their hearing, where they changed the type of aid needed, we went 3 times.

Notes / Questions

No patient details provided

12. Case 16480 (14-05-2026)

PCN: Meridian**Providers:****For Information:** Tasburgh Lodge

Patient comments that GP Practice is alright. They have been there a year and don't see a Doctor. I've not been often, but I find them helpful and friendly.

Notes / Questions

No patient details provided

13. Case 16482 (14-05-2026)

PCN: Meridian**Providers:****For Information:** Tasburgh Lodge

Patient comments that have been at the Practice for 4 years and have never seen the GP. I see the Nurse for my injections. I had a B12 injection yesterday and in 12 weeks time they will remind me that I need another one. They tell me when it is due so I don't have to do it. So I find them to be good. Can't say anything about the GP as I've not seen one, but I'm happy seeing the Nurse.

Notes / Questions

No patient details provided

14. Case 16484 (14-05-2026)

PCN: Meridian

Providers:

For Information: Tasburgh Lodge

Patient comments that GP Practice are very good. I always say thank you to the Staff and treated them recently with a thank you gift. It's a two-way thong how you get treated . I get appointments OK . I use the email system and get them in a timely manner or I pop in and see them to get an appointment. I won't have a word said against them.

Notes / Questions

No patient details provided

15. Case 16473 (14-05-2026)

PCN: East Lindsey

Providers:

For Information: Woodhall Spa New Surgery

Patient comments that they get on well with going to the Nurse and Nurse Practitioner and they are very helpful. They find it easy to get an appointment. They go into the Surgery to make their appointments and they are ok with that . I get an appointment in a timely way.

Notes / Questions

No patient details provided.

Lincoln City District Council x 4

- 4 x General Comment

General Comment

1. Case 16183 (04-05-2026)

PCN: Lincoln Healthcare Partnerships

Providers: Brayford Medical Practice

Information provided via State of Health and Care Survey.

Patient commented - I was placed on a anti anxiety meds due to worries over physical health symptoms. Physical health symptoms not addressed or explained well. Never been given a review of meds despite this being a short term solution. Last 2 prescriptions that have been requested through the NHS app have not been processed and disappeared between the GP surgery and the pharmacy, with both blaming the other.

Resolving requires several phone calls and has led to me stop taking the medication as its too stressful to resolve. Staff at both locations are well mannered and polite. They answer the phone quickly and its easy to get advice online, however if you require further support after a first exchange of messages with a GP or practitioner online, this isn't possible as they do not reply beyond the first message. This has previously led me to ring 111 and attend A&E as they had failed to reply to my question about suitability of prescribed medicines.

Notes / Questions

No patient details provided

2. Case 16260 (01-05-2026)

Providers: Genesis Dental care (East Midlands Community Dental Association)

For Information: Integrated Care Board Dental

Information provided via State of Health and Care Survey.

Patient commented - Overall my experience of the dentist has been good. Up until last September I had an NHS dentist but now they've gone private. The cost of dentistry are enormous now. We need more NHS dentists, this is what we pay taxes for. The government need to provide more NHS dentists. People who can't afford to pay privately will be hugely disadvantage by this and will end up with much worse oral health.

Notes / Questions

No patient details provided

3. Case 16450 (11-05-2026)

PCN: Imp

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

Wound care blanket ban unfairly imposed by Lincoln GP practice consortium.

Patient writing to local MP

I am writing further to the case you dealt with last year on behalf of my parents, concerning the withdrawal of wound care services by a consortium of Lincoln GP practices, including my own practice, Minster Medical Practice.

As I understand it from my parent, the matter was not resolved following your intervention and was subsequently referred to Wes Streeting for further consideration?

Today, having developed a wound requiring medical assessment and care myself, I attempted to arrange an appointment with the nursing team at Minster Medical Practice, only to be informed that the consortium's blanket prohibition on contracted wound care services remains in place and that I would need to seek treatment elsewhere.

I am both confused and deeply concerned that, despite previous representations and what I understood to be ministerial involvement, this essential local medical provision still appears to have been withdrawn. If this position remains unchanged, it represents a serious reduction in access to care for many patients across Lincoln.

I would be grateful if you could clarify whether any action was taken following the referral to Mr Streeting and whether there are plans to restore these services locally.

Notes / Questions

Healthwatch were Copied into this comment, original to the local MP. Healthwatch also provided ICB information

Provider Response

ICB response :

Wound care provision in general practice sits within the Treatment Room Service, which is not part of core GP contractual requirements. Instead, it is commissioned as an Enhanced Service, meaning that GP practices can choose whether or not to sign up to deliver this service. Some of the practices within IMP PCN chose not to deliver this service, Minster Medical Practice was one of these practices.

To ensure patients could still access necessary care, an alternative Treatment Room provision is currently provided by Heart of Lincoln Medical Group (HLMG) on behalf of the practices in IMP PCN who do not provide this service. Patients registered with Minster and other Imp PCN practices should therefore be directed to HLMG for wound care

4. Case 16245 (01-05-2026)

PCN: Trent Care Network

Providers: The Glebe Practice (Saxilby)

Information provided via State of Health and Care Survey.

Comments from patient - Helpful staff, online services generally helpful. Would like to see the same doctor all the time but accept that not practical.

Notes / Questions

No patient details provided

North Kesteven District Council x 15

- 6 x General Comment
- 9 x Compliment

General Comment

1. Case 16494 (14-05-2026)

Providers:

For Information: David Hallgate Optomerists (Boston), Opticians

Patient shares experience that they have a history of glaucoma in their family. So Optician sees them every year and do test and are thorough. I have full confidence in the Optician and technicians. I have been with them for 15/20 years and relationship is great. Although sometimes when I go in for an eye test I feel an obligation to purchase frames and lenses although I know there is no obligation but if you were vulnerable or if you've always done it ...

They are good for eye sight test but might go to Specsavers for good enough quality glasses that are cheaper. They are forthright and do give you the prescription appropriately. Theme is the cost

Notes / Questions

No patient details provided

2. Case 16215 (01-05-2026)

Providers: Integrated Care Board Dental, The Dental Design Studio - Sleaford

Information provided via State of Health and Care Survey

Patient commented - Dental Design Studio Sleaford: Forces people to make payments over the phone and in advance, as well as forces people to make appointments 6 months before and pay half for it. They are not informing people when a patient was transferred from being a private patient to being NHS patient.

Notes / Questions

No patient details provided

3. Case 16440 (05-05-2026)

PCN: APEX

Providers: Richmond Medical Centre

Patient commented - This practice always tells me that they don't have any emails to add to my record from specialists. They are always lying, and never check until I put in a complaint to the ICB. They also are misogynistic and have told me to do yoga and take paracetamol for extreme period pain and heavy bleeding. They refuse to follow NHS guidelines about treating perimenopause symptoms and still do blood tests. This practice is stuck in the 80s.

4. Case 16443 (06-05-2026)

Providers: Ruskington Medical Practice

Parent comments - My child has been experiencing a lot of nosebleeds on a daily basis for over 6 months now. They averages between 5 and 8 every day lasting between 14 minutes and 90 minutes. Despite having used the Accurx system (virtually useless) and being sent a link to the NHS website for advice - frankly insulting, and told to go to the pharmacy, again insulting, we have been offered blood tests and other than that, nothing. They have also been sent to A&E by school following their longest nosebleed because the school felt it necessary.

It has taken us becoming quite grouchy and pointing out that there is not only a family history of clotting conditions, but also pernicious anaemia etc and that it is simply unfair to be letting this drag on unchecked in the way that it is.

The law was recently changed to ensure that if a person visits 3 times or more regarding the same symptoms then the doctor has to take action. Where is the evidence that this law is being applied?

Notes / Questions

No patient details shared

5. Case 16446 (07-05-2026)

PCN: K2 Healthcare Sleaford

Providers:

For Information: Ruskington Medical Practice

Individual shared a mixed experience of accessing GP Practice.

- described how it is extremely hard to even speak with a GP.
- One GP suggested that they should seek private care if they wanted treatment, which they clearly found unacceptable.
- There is frustration that their medical records are not available and that doctors show little curiosity or understanding of their complex conditions.
- They did eventually speak with a GP who listened and engaged properly, but this seems to be an exception rather than the norm.
- They strongly feel patients should be able to see the same GP consistently, especially for complex conditions.
- They believe patients should have the option to request in-person consultations when needed.
- They argue that Accurix is not suitable for all patients .

Notes / Questions

No patient details provided

6. Case 16213 (04-05-2026)

PCN: K2 Healthcare Sleaford

Providers: Sleaford Medical Group

Information provided via State of Health and Care Survey.

Patient commented -They always tell you to go to the hospital whatever your problem is - they should listen better to their patients needs and for example write a letter to request an x-ray or MRI or other scans for the patient instead of telling them to go away. Lincoln Hospital: has long waits. Doctor does not want to offer an x-ray or scan.

Notes / Questions

No patient details provided

Compliment

1. Case 16231 (01-05-2026)

PCN: K2 Healthcare Sleaford

Providers: Billingham Medical Practice

Information provided via State of Health and Care Survey.

Patient comments- All staff put us at ease. Appointment easily available if you are happy to see nurse practitioner

Notes / Questions

No patient details provided

2. Case 16249 (01-05-2026)

Providers: Carholme Dental Practice

For Information: Integrated Care Board Dental

Information provided via State of Health and Care Survey.

Patient commented- Tooth extraction. Seen promptly. Extraction efficient, reassuring. After-care advice good. Great service.

Notes / Questions

No patient details provided

3. Case 16266 (01-05-2026)

PCN: South Lincoln Healthcare

Providers: Church Walk Surgery (Metheringham)

Information provided via State of Health and Care Survey.

Patient commented - I emailed 8am and an appointment at 11am. Saw the GP, where a thorough review done, referral sent for chest X-ray at Community Diagnosis Centre (CDC). On the same day antibiotics given to return if problem persists following Monday I emailed at 8am appointment for an hour later, got full check given, high dose steroids and was contacted midweek to inform me X-ray clear all this whilst surgery undergoing renovations!

Notes / Questions

No patient details provided

4. Case 16454 (11-05-2026)

PCN: K2 Healthcare Sleaford

Providers: Millview Medical Centre

Patient commented- I like the online system of triage. I'm not happy with the opening times as it's 5 am to 11 am. But, I have no problems getting an appointment once this has been completed. I find that this is usually face-to-face which I am happier with, but understand that sometimes it's not necessary so I would then have a phone call.

5. Case 16208 (01-05-2026)

PCN: South Lincoln Healthcare

Providers: Navenby Cliff Villages Surgery

Information provided via State of Health and Care Survey.

Patient commented - Messaged online through the website and was able to attach photos. Had a text on the same day with a link to book a face to face appointment and scheduled for the following week. This wasn't urgent so absolutely fine

Notes / Questions

No patient details provided

6. Case 16455 (11-05-2026)

PCN: APEX

Providers: Richmond Medical Centre

Patient commented - I filled an e-consult form in at 2.30 in the afternoon, and received a return phone call within minutes with an appointment in a hour on same day.

7. Case 16202 (01-05-2026)

PCN: K2 Healthcare Sleaford

Providers: Sleaford Medical Group

Information provided via State of Health and Care Survey.

Patient commented - I was unable to get an appointment with my registered GP despite having breathing difficulties due to a chest infection and asthma. The Sleaford centre was excellent and I didn't have to wait too long. The GP who saw me took plenty of time to assess the illness, prescribed meds and gave future care advice. I collected the meds from the on-site pharmacy .

Notes / Questions

No patient details provided

8. Case 16458 (11-05-2026)

PCN: South Lincoln Healthcare

Providers: The Surgery Washingborough

Patient commented - Our local GP service is excellent and very responsive. Appointments on the day are available for more urgent situations plus booking for routine appointments available through NHS app. The best surgery I've ever encountered

9. Case 16517 (18-05-2026)

PCN: South Lincoln Healthcare

Providers: The Surgery Washingborough

Patient commented - I have an amazing GP Practice. A lot of patients have recently transferred from another practice, so they have took on more GPs. The wait to see a GP has got longer but if I ring and need to see someone, an earlier an appointment is made. I recently had an appointment and the GP fitted me in for a follow-up the following week. They are fantastic doctors. Always feel safe with them and give excellent advice where needed.

South Holland District Council x 6

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

General Comment

1. Case 16224 (01-05-2026)

PCN: Spalding

Providers: Beechfield Medical Centre

Information provided via State of Health and Care Survey.

Patient commented- They have a new system in place where you fill in an online form then you get notification of availability to see or speak to a doctor, my earliest appointment was for a week later. I eventually got a phone call from a doctor the next evening, they were supposed to call me back the next day, but didn't.

Notes / Questions

No patient details provided

2. Case 16189 (01-05-2026)

PCN: South Lincolnshire Rural

Providers: Littlebury Medical Centre

Information provided via State of Health and Care Survey.

Patient commented- No female doctors, no good English speaking doctors. When things need to be explained it is very difficult to understand what is being said.

Notes / Questions

No patient details provided

3. Case 16499 (15-05-2026)

PCN: South Lincolnshire Rural

Providers:

For Information: Littlebury Medical Centre

Patient shared experience that they were put on new pills for a new back problem that I had to go to A&E to be diagnosed for as the Doctors couldn't / wouldn't see me. I thought I was having side effects to this new medication the hospital had put me on, so I filled in this online form explaining I think I'm having side effects to some new medication. I said I wanted a phone call reply but recieved a message to book an appointment ! The first appointment was in a weeks time! No questions asked what my symptoms were or anything, so I rang up and said a week for a possible reaction to prescribed medication and voiced my concern about how do you know it's not severe and will harm my health. This medication had been prescribed by the hospital. So the Receptionist went to ask the Doctor who said it was because I put reaction, and not allergy on the form. I explained to Receptionist I'm not a Doctor I don't know the difference hence why I wanted to see or speak to a Doctor today! Now my anxiety is through the roof can't see a Doctor as I told them, a dog gets treated by a vet better, than service they provide! Since when do animals get better service than humans!

Notes / Questions

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

Informal Complaint

1. Case 16502 (18-05-2026)

PCN: Spalding

Providers: Beechfield Medical Centre

Volunteer Engagement Activity

The parent reported that when their child was approximately 18 months old, they felt the surgery misdiagnosed their condition. As a result, the child's health deteriorated and they were later admitted to hospital, where they required brain surgery.

The parent expressed ongoing concerns that their worries were not listened to or taken seriously by the surgery at the time. They felt their concerns were often dismissed, and as a result, they asked their partner to attend appointments with them in order to ensure their complaint would be taken more seriously.

Notes / Questions

Healthwatch provided information on making a formal complaint to Practice Manager or ICB

Compliment

1. Case 16526 (22-05-2026)

Providers:

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

Feedback from Community Wellbeing Group, Spalding via Engagement activity

Patient went for routine eye test in last few weeks to be told that they were showing signs of macular degeneration. Very scary news. However, the optician was very good at explaining what was going on in their eyes and what might happen with my sight explaining the signs that I would need to look out for. We also talked about some lifestyle changes that I could make to protect my sight for as long as I can. There was no timeline given to me about when things would change. The optician said it could be many years before any major changes might occur. I have an appointment again with them in one year's time unless I experience any major changes that they are worried about.

2. Case 16246 (01-05-2026)

PCN: South Lincolnshire Rural

Providers: Long Sutton Medical Centre

Information provided via State of Health and Care Survey.

Patient commented- Excellent care from all concerned. Staff are very helpful and do their best for me.

Notes / Questions

No patient details provided

South Kesteven District Council x 8

- 5 x General Comment
- 3 x Compliment

General Comment

1. Case 16230 (01-05-2026)

Providers: Bourne Dental Practice

For Information: Integrated Care Board Dental

Information provided via State of Health and Care Survey.

Patient comments- Myself and my family have been with the dental practice for over 30 years and I was shocked when I learned at my last checkup in October, that it was to be my last appointment as an NHS patient, the explanation given was that there was no funding to support NHS treatment. I was not given the statutory 3 month notice in writing and I have been unable to find a NHS dentist in my area. My spouse and child are still patients of the same practice and when I asked why they were still patients, I was told that on their next appointment it would be their last NHS check up. I have since broken two teeth and as a last resort have had to find a private dentist to obtain treatment which I could ill afford.

Notes / Questions

No patient details provided

2. Case 16466 (13-05-2026)

PCN: K2 Healthcare Sleaford

Providers:

For Information: Caythorpe and Ancaster Surgery

Patient comments that they arrived 2 minutes late for an appointment and tried to sign in to an archaic "reception" terminal, and it asked me to go to reception. I then waited for an older patient to deal with their medication problems (I am not sure why they were not directed to the pharmacy window). This took 7 minutes for me to be seen, despite there being another receptionist in the room who could have dealt with me.

Notes / Questions

No patient details provided

3. Case 16261 (01-05-2026)

PCN: Four Counties

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

Information provided via State of Health and Care Survey.

Patient comments- Difficulty getting face to face appointments. I have had two this year which went well. Absolutely no follow-up appointments to see if prescribed medication was working.

4. Case 16515 (18-05-2026)

PCN: South Lincolnshire Rural

Providers: The Deepings Practice

Patient commented- Getting a response the same day. Having to keep logging in to book my own appointment. The surgery should book it. I have to check in 7/8 times a day to book my appointment. Ridiculous system

Notes / Questions

No patient details provided

5. Case 16516 (18-05-2026)

PCN: South Lincolnshire Rural

Providers: The Deepings Practice

Patient commented- Had blood test for TSH (thyroid-stimulating hormone) levels as had thyroidectomy 9 years ago. TSH levels extremely low however no hypothyroid symptoms. GP sent link for appointment to discuss but no appointments available for next 8 weeks, my 7 day link ran out today. I frequently have to chase up my repeat prescription as it often takes over 8 days to be ready, sometimes I run out despite putting in my request while I still have ten days worth of pills. This all causes me extreme anxiety

Notes / Questions

No patient details provided

Compliment

1. Case 16268 (01-05-2026)

PCN: K2 Healthcare Sleaford

Providers: Caythorpe and Ancaster Surgery

Information provided via State of Health and Care Survey.

Patient commented- Had a steroid injection for tennis elbow. The risks and benefits were clearly explained and the procedure was done within an acceptable time frame from first consultation.

Notes / Questions

No patient details provided

	2. Case 16270 (01-05-2026) PCN: K2 Healthcare Grantham and Rural Providers: Glenside Country Practice Information provided via State of Health and Care Survey. Patient commented - Fast response to my query posted on AskMyGP, and although the answer was not the one I wanted, the reasons were explained by a particular Dr, clearly and supportively Notes / Questions No patient details provided 3. Case 16471 (14-05-2026) PCN: K2 Healthcare Grantham and Rural Providers: For Information: St Peters Hill Surgery Patient experience shared was that they requested a face to face appointment from their preferred GP. There was a delay as they were on holiday but they got an appointment the minute they came back. It was a very thorough appointment and several issues were covered. They have written to the hospital on my behalf Notes / Questions No patient information provided
West Lindsey District Council x 9 • 8 x General Comment • 1 x Compliment	General Comment 1. Case 16232 (01-05-2026) PCN: Trent Care Network Providers: Caskgate Street Surgery For Information: Lincolnshire Integrated Care Services (ICS/ICB) Information provided via State of Health and Care Survey. Patient commented- I have to have regular blood tests (three monthly) for haematology, I also have regular blood tests for my GP these are never at the same time meaning I have to have double the blood tests because the computers don't talk to each other and my GP can't see results of blood tests requested by my consultant. Notes / Questions No patient details provided 2. Case 16218 (01-05-2026) PCN: Trent Care Network Providers: Cleveland Surgery Information provided via State of Health and Care Survey Patient commented- Constant obstacles trying to get some help. All staff will say is "government guidelines " I overhear them telling patients to go to minor injuries as they have nothing to give them. Surgery waiting room always nearly empty! Notes / Questions No patient details provided 3. Case 16191 (04-05-2026) PCN: Trent Care Network Providers: Cleveland Surgery Information provided via State of Health and Care Survey. Patient commented - The last doctor I saw was very good. The one before that rung me an hour before 6pm see if I could go then instead of 7pm. I went at 6.45pm when changed taxi. I wanted to talk about a couple of issues the Dr said they could only talk about 1 problem and I would have to make another appointment. Then said is that it because I will be late leaving I have to go !! Unacceptable. Notes / Questions No patient details provided 4. Case 16460 (11-05-2026) PCN: Trent Care Network Providers: Cleveland Surgery Patient commented- Wanted an MSK team appointment ignored for 2 weeks, when I re contacted the surgery, I was advised no appointments on system, then when saw MSK team member didn't really know what to do, advised will do an x-ray but not what could do after that, very poor communication. GP system said seen within 2 weeks. Not really correct.

5. Case 16265 (01-05-2026)

Providers: Nettleham Medical Practice

Information provided via State of Health and Care Survey.

Patient commented - Service ok but slow. Didn't resolve my problem

Notes / Questions

No patient details provided

6. Case 16251 (01-05-2026)

PCN: Trent Care Network

Providers: The Glebe Practice (Saxilby)

Information provided via State of Health and Care Survey.

Patient commented - Had a painful shoulder ongoing for 6 months. So a medical professional in the surgery, opted for pain relief and referral for an ultrasound scan to see if anything was actually damaged. This was in early October. I have still not been given an appointment date for the scan. Tried to make another appointment to see the GP about the pain and a rash on my hands the appointment offered was for 1 month in the future.

Notes / Questions

No patient details provided

7. Case 16461 (11-05-2026)

PCN: Imp

Providers: The Ingham Surgery

Patient commented - Got the medication I asked for and my preferred type. Did not get referred to specialists but my GP doesn't have the knowledge to look after me

Notes / Questions

No patient details provided

8. Case 16203 (01-05-2026)

PCN: East Lindsey

Providers: Woodhall Spa New Surgery

Information provided via State of Health and Care Survey.

Bardney Branch

Patient commented - You can never get an appointment and if you get a telephone appointment it seems they've already decided before you speak to them.

Notes / Questions

No patient details provided

Compliment

1. Case 16228 (01-05-2026)

PCN: Trent Care Network

Providers: Hibaldstow Medical Practice

Information provided via State of Health and Care Survey.

Patient commented- Excellent / phoned on time, knew me and problems, sorted me out and made another appointment.

Notes / Questions

No patient details provided

Out of Area x 4

- 4 x General Comment

General Comment

1. Case 16496 (14-05-2026)

Providers: Out of area

Woodfield GP Practice Grimsby

Patient commented- Always a long wait for an appointment and usually over the phone, been a long time since I had a face to face appointment with a GP.

Notes / Questions

Feedback forwarded to Healthwatch North East Lincolnshire

2. Case 16497 (14-05-2026)

Providers: Out of area

Scunthorpe area GP Practice

Patient commented - Had issues initially getting appointment at GP but success in the end. Had to use the on line triage system.

ALL went quickly after that

Notes / Questions

Feedback forwarded to Healthwatch North Lincolnshire

3. Case 16518 (19-05-2026)

Providers: Out of area

South Axholme Practice

Patient commented- My GP won't see me until my blood pressure has been lowered

Notes / Questions

Information sent to relevant Healthwatch

4. Case 16522 (20-05-2026)

Providers: Out of area

Information sent by Healthwatch England

Chantry Health Group, Grimsby

Patient commented -The appointment lasted less than three minutes. It felt like the Dr had decided there was nothing they were going to do before I even sat down. They did not carry out an examination and begrudgingly agreed to blood tests.

Notes / Questions

Information sent to Healthwatch NorthEast Lincolnshire

Hospital Services

Area	Case Details
Boston District Council x 2 1 x General Comment 1 x Compliment	General Comment

1. Case 16463 (11-05-2026)

PCN: Boston

Providers: Pilgrim Hospital

The patient contacted Healthwatch as they were unsure where else to turn, having previously accessed Healthwatch support and experienced a positive outcome.

The patient was referred urgently by their dentist to the Maxillofacial Department in June last year for the removal of two teeth. The referral was made due to the patient being on blood-thinning medication and experiencing severe anxiety. The patient waited for contact from the hospital and received an appointment for September last year, which was cancelled at short notice. They were advised they would hear again regarding a new appointment.

After hearing nothing further, the patient contacted the Maxillofacial Department and was informed they had been moved to the back of the waiting list. They were later told they would be brought closer to the front and could expect an appointment in April this year. However, no appointment was received. The patient reports ongoing pain and recurrent abscesses during this time.

The patient contacted the department again in April and was advised they would receive a letter confirming an appointment date, but this has not occurred. While attending an ophthalmology appointment at the hospital, the patient visited the Maxillofacial Department in person to seek an update. They were informed that no referral could be found on the system, and there was no record of their case, which has left the patient feeling distressed and desperate.

The original referral was made by a BUPA Dental Practice in Boston, though the patient has since moved dental practices.

The patient is registered disabled and already experiences significant anxiety, which they state has been made worse by the ongoing delays, lack of communication, and uncertainty. They expressed that they are in pain, feel extremely anxious, and are seeking help to get the situation resolved as soon as possible.

Notes / Questions

Patient requested Healthwatch make contact with the PALs Team to see if this could be resolved.

Provider Response

PALS - All sorted the patient had called the community pals but the patient has been provided with the relevant information to call the PSH (patient service hub) as they are the only ones who can now check the appointments – the patient was happy with this. HW contacted patient to see if they had made contact with the hub

Patient update- I've been trying to contact the number they gave me but after so many rings it cuts off. HW confirmed the contact number with the patient and to have their NHS number ready.

Compliment

1. Case 16470 (14-05-2026)

Providers:

For Information: Pilgrim Hospital

Patient comments that Ward 1b, Woman's health, were really friendly, helpful and settling, made me feel really at ease, had 3 lovely Staff who were really lovely, pleasure to of had them look after me.

Notes / Questions

No patient details provided

East Lindsey District Council x 10

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

General Comment

1. Case 16531 (28-05-2026)

Providers:

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

Patient comments: I have had an operation and discharge notes haven't been done to send to GP. Was informed I have an auto immune disease and I'd like to know more and also require medication of steroid spray to prevent further surgery's. Please can someone help me.

Notes / Questions

Signposted to PALs Grimsby Hospital.

2. Case 16513 (18-05-2026)

Providers: Lincoln County Hospital, Pilgrim Hospital

Patient shared experience. Between Pilgrim Hospital and Lincoln Hospital last week, after weeks of being given false information and being messed around with advice from GP I contacted PALs who were amazing they also have been messed around and now the person who's been helping me is now on annual leave, they sent me an email last Thursday saying I can make a formal complaint which I responded yesterday that's what I would like, but this morning I had a response today from another person saying a formal complaint can take 50 days!

I was put on urgent list for surgery following appointment at the end of February I got the procedure date went for pre op the day of surgery with spouse taking time from work went to Grantham for 7.30am and then refused due to me needing a heart loop which I've been on the list for that since last year, Drs on the ward said they had spoken to Lincoln and I would get appointment within 2 weeks that didn't happen, with my health is effecting my daily living and numerous GP appointments, where I was advised to contact cardiologist secretary which I did no response, then contacted Lincoln Hospital with no response either, so with advice contacted PALs and a named person was very helpful and they kept contacting waiting list, I was told April, then told May now being told it could be July I'm at my wits end, and don't know what to do.

Notes / Questions

Patient request for Healthwatch to contact Patient Experience Lead

Provider Response

PALs are the experts in this area, so would be able to assist

Healthwatch, contacted patient and gave patient hub contact details; PALs and local MP

3. Case 16511 (18-05-2026)

Providers: Pilgrim Hospital

For Information: Lincolnshire Families Maternity & Neonatal

Volunteer Engagement Activity.

Maternity

Patient commented - I gave birth at Pilgrim Hospital Maternity wing and was pleasantly surprised at how comfortable I felt, given this was my first pregnancy. The staff were all so lovely and accommodating, I had a lovely big room, where I gave birth and felt the care team were very accommodating, caring, knowledgeable and reassuring.

The only downside was that the showers in the unit weren't working so I wasn't able to shower afterwards.

Also I gave birth at 7pm and by the time I was back in the ward it was midnight, I had been awake for hours and my spouse was not allowed to stay the night to support me. I do feel that not allowing the spouses to stay overnight, particularly on the first night, is putting enormous pressure on the mums at a time when they should be supported the most. I think this is definitely something that needs reviewing to ensure better care and support for mums and their babies.

4. Case 16184 (04-05-2026)

Providers: Pilgrim Hospital

Information provided via State of Health and Care Survey.

Patient commented- Although I have given an answer as good for this service, I do feel in retrospect that something more could have been done to investigate the root cause of my medical problem.

Notes / Questions

No patient details provided

5. Case 16514 (18-05-2026)

PCN: Meridian

Providers: Pilgrim Hospital

Patient struggling to make contact with Sleep Apnoea clinic, has been recently diagnosed with the condition, had spoken with someone in the department who stated that a machine would be sent to them, for the patient to use overnight and then it would be collected with the readings. This was 2 months ago and not been able to get hold of anyone since, the phone keeps ringing out and no-one picks up.

Notes / Questions

Healthwatch provided Patient Service Hub and PALs information

Provider Response

ULTH asking for patient details. HW sent email request to patient no response. Who then spoke on the phone happy to release details to Patient experience team at Pilgrim Hospital and still awaiting results of the sleep apnoea 3 months later is unable to drive at the moment which is causing lots of problems until has results. Information given to Patient experience team to see if they can assist.

7/7/26 - patient still not heard anything from anyone - Healthwatch contacted PALs again

8/7/26 - HW - Chased, PALs Comment - it was escalated today we will let you know the outcome HW informed the patient.

Informal Complaint

1. Case 16537 (29-05-2026)

Providers:

For Information: Pilgrim Hospital

Orthopaedics, Orthotics, Podiatry

Carer shared a recent experience of taking child with visible disabilities and special needs to Podiatry/Orthotics/Orthopaedic Department at Pilgrim Hospital. Cared for person has issues with legs, ankles, and feet meaning that they need specialised crow walker appliances for legs and shoes to assist walking as one had broken. Previous follow up with Royal Orthopedic hospital at Stanmore which was excellent. Carer did not feel listened to or respected, did bring broken appliance with them, left it in boot of car by mistake at time of appointment. When saw Consultant, felt they were dismissive, would not let them get appliance out of boot of car, cared for person agitated by this, told these appliances did not exist. Sent for cast of leg which caused pain and ulcers on heels so now cared for person has been without shoes for the last 6 weeks and unable to do what they would normally do. Feels very let down by these services.

Notes / Questions

Signposted and information provided for Complaints at ULTH

Compliment

1. Case 16278 (01-05-2026)

Providers: Diana, Princess of Wales Hospital (Grimsby)

Information provided via State of Health and Care Survey.

ENT department

Patient commented - Seen by a caring consultant who listened to me, put my mind at ease over cancer concerns, personally did an observation on my throat and gave me really good advice plus information sheets about my condition. I was referred within a week for a barium X-ray and my GP received the change to my medication within a fortnight.

Notes / Questions

No patient details provided

2. Case 16477 (14-05-2026)

Providers:

For Information: Lincoln County Hospital

Patient comments that you can make an appointment at Lincoln County Hospital for blood tests and go there to get this done.

Notes / Questions

No patient details provided

3. Case 16200 (04-05-2026)

Providers: One Health North Hykeham

Information provided via State of Health and Care Survey.

Patient commented- All though the orthopaedic surgeon I had a consultation with could not help with the surgery required on my knee as it is a very complex operation required, they were very helpful and described everything to me very well and the reasons why they couldn't do it and was referring me back to the NHS services for the operation. Surgeon was also very apologetic.

Notes / Questions

No patient details provided

4. Case 16254 (01-05-2026)

Providers: Pilgrim Hospital

Information provided via State of Health and Care Survey.

Patient commented- I had a fall and hit my head a bit. So rang 111 as I felt shaken as it was evening. An ambulance happened to be fairly close and called. They took me into Pilgrim after checking me and I was admitted for two days during which I undertook a number of tests. Thankfully other than some bruising, I was deemed ok and allowed home. I was a while in A&E as queues. Then spent some time on a trolley whilst waiting for a bed to become available. I'm not sure how long I was waiting on a trolley as no watch or phone. Everyone was very professional and on the whole cheerful; I think the end of a long shift drags down your cheerfulness!

Everyone was polite but seemed harassed at times. Trying to undertake the routine observations whilst having constant interruptions which had to be responded to. Whether staffing levels are actually pitched correctly or if there were some staff off suffering with stress? I cannot complain but if there had been a higher ratio of staff I would have spent less time occupying a bed and releasing it for perhaps someone waiting for an operation. I certainly felt that the nursing staff were under a great deal of pressure but professionalism won out! The food was very nice and you were offered a good choice. Obviously I was keen to get home but not because of my experience in Pilgrim.

Lincoln City District Council x 3

- 1 x General Comment
- 2 x Informal Complaint

General Comment

1. Case 16451 (11-05-2026)

Providers: Lincoln County Hospital

A&E / Emergency Department

My feedback concerns severe overcrowding and lack of beds in the A&E / Emergency Department at Lincoln County Hospital.

An elderly, seriously unwell patient was left in a chair rather than a hospital bed because no beds were available. This was despite severe anaemia, pain, vomiting, and the need for urgent review and treatment. Leaving a vulnerable patient in a chair in this condition appeared unsafe and undignified.

My concern is mainly about systemic overcrowding, bed shortages, patient flow, and the impact on safety and dignity, rather than blaming individual frontline staff, who appeared overstretched and under pressure.

Notes / Questions

Healthwatch provided PALs information to highlight concerns

Healthwatch asks - what is the Trust doing to sort out concerns such as these highlighted?

Informal Complaint

1. Case 16441 (05-05-2026)

Providers: Lincoln County Hospital

Patient commented - I feel I have been bullied by Doctors in A&E and Nurses all joined in . All whilst I was in a highly distressed state BP 210/122 stroke like symptoms. And when I got upset, as I felt I was not being listened to and felt they were playing head games with me, they labelled me aggressive and abusive and refused my care.

The security were called didn't find me abusive or aggressive just very upset and in distressed state. Hospital boss asked me to stay in the ward in a chair the night for brain scan. I was that distressed I left. If I was dying it would be at home in my bed. Not in that terrible environment.

Notes / Questions

Healthwatch provided PALs information

	2. Case 16449 (11-05-2026) PCN: South Lincoln Healthcare Providers: Lincoln County Hospital Patient contacted Healthwatch and asked. How do I do a complaint please? I am rather unhappy with Lincoln Hospital and things need to change. I have had to go back on the medication Lincoln Hospital stopped and have an urgent appointment for a heart specialist. My ECG at my doctors was not good. A&E wrote it was normal what I had there. I hadn't had one. My heart problems should have been picked up at my A&E visit. My GP tries to insist I call 999 when things don't subside but it is pointless and I am better off laying down at home. I have chosen a different hospital for my heart appointment as I just couldn't go to Lincoln if I ever got an appointment. My GP chased up a referral for Lincoln for my heart from end of December. The GP surgery couldn't apologise enough as I had disappeared off the system. It's the hospital that should be apologising. No wonder so many people die at the hands of Lincoln. I am furious they lied and did not properly look into things and stopped my heart medication without a thought for consequences for myself. I may need a heart operation. How can something so blatant not be looked into? I actually panicked at the thought of an appointment at Lincoln and I am the most laid back person you could meet. People should feel safe going to hospital in the knowledge they will receive appropriate care. Not to not receive the appropriate care and lies written about the visit that could see the patient die. I am extremely lucky to have amazing GP's. Other people are not so lucky. If my GP tells me I need to go to A&E where I really do need to, it's definitely not passing the buck as they do all they can. But it's a total waste of time and you leave with an illness you didn't go with. Notes / Questions Healthwatch provided complaints and CQC information.
North Kesteven District Council x 3 • 2 x General Comment • 1 x Compliment	General Comment 1. Case 16269 (01-05-2026) Providers: Lincoln County Hospital Information provided via State of Health and Care Survey. Patient comments - The staff were very dismissive and unhelpful. My parent was misdiagnosed and then discharged from A&E when they were very close to being septic. We had to go privately, and once seen in London was admitted to hospital for three weeks and given IV anti-biotics to cure the infection, having been sent home from A&E days before, being told it was all normal. Notes / Questions No patient details provided Healthwatch asks - what checks are completed prior to being discharged? 2. Case 16533 (28-05-2026) Providers: For Information: Lincoln County Hospital Comments made by patient : I was taken into hospital and stayed for 2.5 weeks. In that time I was on 4 wards. Staff were amazing from Consultants to housekeeping. Communications could be better, food not great and it took other patients to explain things that staff really should have. Compliment 1. Case 16263 (01-05-2026) Providers: Peterborough City Hospital Information provided via State of Health and Care Survey. Patient commented - Although I waited a full year for the appointment, the whole experience at the Hospital was excellent. We arrived a few minutes early, able to park without charge. Reception was super efficient and I was given clear directions to the clinic waiting area, after just 10 minutes I was called, Doctor very friendly and helpful and gave me their personal contact for future issues. Notes / Questions No patient details provided
South Holland District Council x 2 • 1 x General Comment • 1 x Compliment	General Comment

1. Case 16524 (22-05-2026)

Providers:**For Information:** Glenfield Hospital - Leicester, Lincoln County Hospital**Feedback from Community Wellbeing Group, Spalding.**

Patient referred to Glenfield Hospital for cardiac issues. Waiting time was approx 3 months, though information from Lincolnshire had not been shared with hospital prior to the patient attending the appointment. Scans and x-rays were not sent across in time for the appointment. This resulted in a waste of a journey for the patient and cost for transport. Another appointment was rearranged for a few weeks later, and patient checked in with the Consultant a few days beforehand to ensure that all information had been sent across in time for the Consultation.

Patient was reassured that everything had been sent and when they arrived for the appointment all was in place. Their operation was arranged to take place at Glenfield a few weeks after the appointment. All went well for the procedure and patient felt that they had been treated very well by the team there. No issues with getting home as on admission this had been discussed and a plan had been put in place. Slight delay in waiting for medication on the day of discharge but otherwise everything went very well. All follow appointments are done here in Lincoln County with their cardiologist. Very happy with service and aftercare.

Compliment

1. Case 16262 (01-05-2026)

Providers: Pilgrim Hospital**Information provided via State of Health and Care Survey.**

Patient commented- Colonoscopy - Very well organized and seamless. Staff were delightful and very kind and helpful.

South Kesteven District Council x 5

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

General Comment

1. Case 16209 (01-05-2026)

Providers:**For Information:** Lincoln County Hospital**Information provided via State of Health and Care Survey****Gynaecology**

Patient commented - I was given a hysteroscopy, they refused to give me any pain relief and completely ignored me telling them to stop as it was too painful, instead they continued as it was almost over. I was then left to get dressed and walk back to my car where I sat in complete shock.

Notes / Questions**No patient details provided**

2. Case 16198 (04-05-2026)

Providers: Lincoln County Hospital**Information provided via State of Health and Care Survey.**

Carer commented - The two doctors my elderly parent saw (I was accompanying them) were very good but overall the service was poor. Parent had been taken there from Grantham Hospital in the early hours and I took my other elderly relative (spouse) back to their house and then drove to Lincoln to be with my parent. When I got to A&E I told the receptionist I was there to be with my parent as they have dementia and I was their carer. They asked if I had a carers badge and when I said no the receptionist said, and I quote, "You're not a carer, you're just a relative". This was 5am and it was probably near the end of a long night shift for them but I thought that was an unhelpful comment.

My parent was in one of the 'armchairs' for patients waiting for a bed on a ward. One patient near them had been there for over two days waiting for a bed. Although Nurses were putting up drips etc. and a very kind staff member came round with a breakfast trolley, it didn't seem like there was anyone overseeing the welfare of patients waiting for a bed. In the 6 hours I was there with my parent before they were admitted I didn't see anyone asking if patients were OK, needed help going to the bathroom etc. The medical care my parent received was very good but the welfare support for patients in those chairs was poor.

Notes / Questions**No patient details provided**

Healthwatch asks - are there designated staff to make sure patients are kept informed and supported during their stay in A&E?

3. Case 16188 (01-05-2026)

Providers: Pilgrim Hospital

Information provided via State of Health and Care Survey.

Patient commented - A lot of significant neglect. Immobile patient, drink often left where could not be reached, food not able to be accessed as not appropriate with broken dominant arm and no assistance. Staff did not identify cognitive issues and so did not look after appropriately. No real attention to personal care. Communication poor or non-existent.

Notes / Questions

No patient details provided

Informal Complaint

1. Case 16530 (26-05-2026)

Providers: Lincoln County Hospital

Close relative contacted Healthwatch as their family member of 95 years old had recently been admitted to A&E after a fall at home. Family member stated that the department was overrun and was extremely busy, staff were run off their feet. However, this should not mean lack of care or communication, there is no excuse for this. When raising some concerns with members of staff, they were either ignored or informed not their patient.

Family member had to keep repeating what had happened, elderly relative had hurt foot and back. Foot was x-rayed in time, but not their back. Then after visiting in A&E a day or so later, they found relative on a bed with blocks round their head, staff mentioned, could have broken their back. During this time the relative was lying flat no fluids or moisture tabs given, little to no foods as forgot about the patient. Urine drenched bed, and plaster on foot was covered in urine. Only when went to a ward were they catheterised. Relative has now been transferred to Grantham Hospital, but their experience with Lincoln County Hospital A&E department they felt was appalling and does not want anyone else to go through this.

Notes / Questions

Healthwatch provided Complaint Department information and Advocacy details

Compliment

1. Case 16459 (11-05-2026)

Providers: Stamford and Rutland Hospital

Patient commented- A very smoothly run ophthalmology department at Stamford and Rutland hospital. Very nice nurses, very approachable optometrist and easy to navigate.

Notes / Questions

No patient details provided

West Lindsey District Council x 4

- 4 x General Comment

General Comment

1. Case 16235 (01-05-2026)

Providers: Lincoln County Hospital

Information provided via State of Health and Care Survey.

Patient commented - Originally I had a fall which injured both my shoulders so got a scan which took weeks. GP referred me to orthopaedics (shoulders) . They have since cancelled three of my appointments . The latest one to be cancelled was via a telephone call with no date for a new one

Notes / Questions

No patient details provided

Provider Response

Thank you for bringing this to our attention.

I am very sorry to hear that your appointment has been cancelled on three occasions. I appreciate how frustrating and disappointing this must be, and I apologise for the inconvenience caused.

This is not the standard of service we aim to provide for our patients. If you would like me to look into this matter further, please feel free to contact me directly with your details, and I will be happy to investigate this for you.

2. Case 16237 (01-05-2026)

Providers: Lincoln County Hospital

Information provided via State of Health and Care Survey.

Patient commented- A&E prompt attention at reception, but treated as an object and set of data from thereon - no humanity, no care, no consideration for my concerns

Notes / Questions

No patient details provided

	3. Case 16239 (01-05-2026) Providers: Lincoln County Hospital Information provided via State of Health and Care Survey. Ophthalmology Patient commented- Regular appointments for injections into left eye to combat a retinal haemorrhage. As good as it could be although never fun. My one grumble is the limited provision of toilets in the outpatients department Notes / Questions No patient details provided 4. Case 16243 (01-05-2026) Providers: Lincoln County Hospital Information provided via State of Health and Care Survey. I was visiting a friend who was an inpatient as they had broken their hip and also had a stomach infection while they were there which needed antibiotics. While visiting them my friend urgently needed the toilet which was likely with their stomach infection but needed someone to help them as they were effectively trapped in bed due to their broken hip. They pressed the buzzer over and over again and after a long wait a staff member came to see them to ask what they needed. Then this staff member disappeared with no explanation. My friend was getting more and more upset and ended up having an accident in the bed. I enquired of a staff member at the desk who said that the assistant was getting their PPE and they eventually returned to help my friend. Just a little more communication and care would have left my friend with more dignity. Lots of other staff were around and talking to each other and effectively ignoring pleas for help as I assume it wasn't their job. I came away very upset for my friend and understand why they wanted to get out of hospital. Notes / Questions No patient details provided
All Areas x 1 1 x General Comment	General Comment 1. Case 16448 (08-05-2026) Providers: United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT Information shared at Patient Experience and Involvement Group: ULTH and LCHS where Colleague attends: Bereavement Services: many relatives raised concerns when their loved one is at end of life on the ward that the ward is very noisy and disruptive, no offer of spiritual support for the person who is dying or their relatives, wrong advice given in relation to death certificate etc by nurses, missing items belonging to the loved one such as dentures, wedding rings etc, wrong clothing items returned to the relatives after death, concerns over the personal viewing of their relative in the mortuary. No training given to staff to support relatives in the bereavement and grieving process. Many families do not want to go through a complaints procedure with PALS due to the grieving process. There were many concerns of the lack of compassion and personal care at the end of life for the patient when they die on a ward. This can affect anyone on any ward in the acute setting. Care of the Patient at End of Life is out of date at the Trust and needs to be reviewed. What training is in place for ward staff and how is this implemented across all ward staff? How are relatives given information after a death in a hospital setting? Not all wards have a Champion for Palliative or End of Life Patients. Who has this responsibility? How is this information shared amongst the whole team on the ward? Do they have an opportunity to discuss this at the daily huddles? If not, then when is this information discussed / shared with all ward staff? It was discussed at the PEIG that this must be a whole Trust approach. There are new bereavement booklets / information packs and a leaflet on care after death - when do relatives get this information and who is responsible to ensure that relatives are supported during this difficult time? £35 000 has been spent on contract funerals for families but only £5 000 has been recouped so far. What is the Trust putting in place to recoup this money? Many people who identify as part of the LGBTQ+ community and neurodiverse community do feel that they are forgotten and do not always engage with services. There is still a fear of accessing health care. Carers within the LGBTQ+ community have a number of barriers to overcome. What are the options to support these people within the services provided? Is there a bespoke bereavement pack available? It was suggested that the Trust would discuss this with their PRIDE Group to improve the service to the community.
Out of Area x 1 1 x General Comment	General Comment

1. Case 16442 (06-05-2026)

Providers: Out of area

Scunthorpe Hospital

Patient commented- Appointment for 15-00 for endoscopy finally call in at 16-00

Notes / Questions

Feedback for forwarded to Healthwatch North Lincolnshire.

Mental Health and Learning Disabilities

Area	Case Details
Boston District Council x 1 1 x General Comment	General Comment 1. Case 16523 (22-05-2026) Providers: For Information: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health) Individual shared experience. For many years I have been a friend, offering help and support to a Boston resident originally from Lithuania and their schizophrenic adult child. I am their only close friend in England. A week ago, while at Luton airport on way to visit spouse in Lithuania, the parent collapsed and died. The adult child rang me for support. I rang hospital in Harlow, as I felt they needed to know about the adult child's vulnerability, etc . After some initial hesitation (GDPR) I was contacted by a Doctor and was accepted as family best friend. No relatives in England. Sibling lives in France. They came to England the next day, but only able to stay a week. I know that adult child's care needs will have to be reassessed and wanted to inform mental health team about the situation, as hoped they would be able to discuss with relative before they returned to France. Found a telephone number for Community Teams. Rang this line. No reply. I then found a central telephone number, which I was informed, was the correct number, but was treated with complete lack of empathy. Told I could not speak to anyone without permission. Where was the adult child? In London, then I should ring London! Would not listen to anything I said. Data protection etc!! I accept that Data Protection means I may not be given any information, but it does not prohibit me from giving information which is in the best interests of an individual. Notes / Questions Signposted to LPFT PALs, Healthwatch in Harlow, information and support contacts about bi polar disorder MIND charity. Contact with caller stating that if wanting to raise a concern with an organisation and in the patients best interests GDPR should not be used as a barrier to do this.
Lincoln City District Council x 1 1 x General Comment	General Comment 1. Case 16258 (01-05-2026) Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health) Information provided via State of Health and Care Survey. Patient commented - Explained everything very poorly, I had an assessment and they advised they would be in touch in Feb to book me on a course to continue to look at a diagnosis. They didn't contact me until June, the course was not what I expected and now I am being discharged. I've been given no diagnosis, no signposting on to further support and no care management plan. This is a chronic, debilitating illness. They also completed a referral for another service with me during my appointment; I waited a year and then was advised they never put the referral in. When I asked them about it, they said I should have known they couldn't refer me as it was a service outside of LPFT. Notes / Questions No patient details provided
North Kesteven District Council x 1 1 x Signposting	Signposting 1. Case 16437 (05-05-2026) Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health) I am a teacher at Bassingham Primary School in Lincoln. I recently visited a church with some children and picked up a booklet from there called A Guide to mental health and Wellbeing support and was wondering if you would be able to send some of these to our school for the local community (parents) to use for signposting. The booklets are so much nicer than printed out. Notes / Questions Healthwatch provided H.A.Y Lincolnshire contact details
West Lindsey District Council x 1	General Comment

1 x General Comment	1. Case 16196 (04-05-2026) Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health) Information provided via State of Health and Care Survey. Patient commented - Dr and Colleagues Psychiatric Services. The face to face appointments were ok, it is the wait time for the assessment letter detailing diagnosis and further options for support and treatment. I am awaiting this report to enable a referral to be sent to the prescribing team and appropriate treatment. I have been off sick from work since February due to this. My assessment was 11 weeks ago and still waiting, despite being told it would be up to 8 weeks, which I feel is still too long a wait Notes / Questions No patient details provided
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Patient Transport

Area	Case Details
East Lindsey District Council x 1 1 x General Comment	General Comment 1. Case 16474 (14-05-2026) Providers: For Information: Community Volunteer Car Service, Non-Emergency Hospital Transport (NEPTS) EMAS Patient comments that if you need to be referred for a hospital appointment there are issues with transport to hospital. If you have a disability, physical, sight, hearing you can't get onto a bus. Therefore how should you get to hospital ? Lots of elderly people can't get there. You can't afford to pay for a taxi or voluntary car service. Need more help , the Government keeps cutting all the help. Notes / Questions No patient information provided
Lincoln City District Council x 1 1 x Signposting	Signposting 1. Case 16506 (18-05-2026) Providers: B M I The Lincoln Hospital For Information: Lincolnshire Integrated Care Services (ICS/ICB) Caller from Private Hospital looking for Community Volunteer Car Schemes to provide their patients with when necessary. Notes / Questions Healthwatch provided the Private Hospital with a list of Volunteer Car Schemes

Social Care Services

Area	Case Details
Boston District Council x 1 1 x Signposting	Signposting 1. Case 16519 (19-05-2026) PCN: Boston Providers: Lincolnshire County Council - Adult Social Care, Lincolnshire Integrated Care Services (ICS/ICB) Caller shared experience that elderly parent in a Residential Care Home, currently self funding. Relative has heard about Contuniung Health Care funding and assessment, but isn't sure if parent would be eligible. Relative also mentioned what happens when the money runs out as may only have enough for the next 9 months. Parent is 97 years old, has severe Dementia and no social worker that they are aware of. Has been informed for an Assessment it could take over a year for this to be completed and is worried that this will be over the time parent has any funds for. Notes / Questions Healthwatch explained CHC funding and assessments for both CHC and Adult Social Care. Suggested when parent gets closer to the elgible funds to make contact with Adult Social Care for an assessment. Contact details provided along with other information of financial assessment etc.
East Lindsey District Council x 1 1 x General Comment	General Comment

	1. Case 16520 (20-05-2026) Providers: Lincolnshire County Council - Adult Social Care, WALNUT CARE AT HOME Walnut Care Individual comments. Get daily carers. Come all different times. Don't wear name badges. Different people all the time so no consistency. Notes / Questions No patient details provided
North Kesteven District Council x 3 • 1 x General Comment • 1 x Formal Complaint • 1 x Signposting	General Comment 1. Case 16168 (01-05-2026) Providers: Lincolnshire County Council - Adult Social Care Information provided via State of Health and Care Survey. Individual comments- Adult Social Care - social work review very good experience for my spouse. Direct payment contributions extremely high and inflexible. Very difficult to find appropriate care and support in rural Lincolnshire. Carers remain under paid and working with poor conditions / terms of service. Notes / Questions No patient details provided Formal Complaint

1. Case 16444 (06-05-2026)

PCN: K2 Healthcare Sleaford

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

For Information: Cedar House, Swallow Lodge Care Home

Healthwatch cc'd into email sent to Councillors by carer who has previously contacted us.

Subject: Concerns Regarding Proposed Closure of Respite Services

A parent and full-time carer of an adult child with profound disabilities (including severe learning difficulties, epilepsy, and complex physical needs) has raised serious concerns about proposals to close two respite services. The individual's adult child requires full-time support, is non-verbal, non-mobile, and relies entirely on caregivers.

Following significant challenges in securing suitable respite care after the pandemic, the family found a placement in 2023 that has since provided consistent, high-quality support. The service is described as safe, reliable, and staffed by skilled professionals who understand the adult child's complex needs. This provision has been especially critical during periods of family crisis, including a recent major medical operation for the carer's partner, when respite care ensured stability and safety.

The proposed closure of these services is causing considerable distress. Key concerns include:

- Lack of prior engagement with alternative providers before proposing closure.
- Uncertainty around the availability, location, accessibility, and suitability of alternative respite placements.
- Insufficient detail about how a centralised booking system would operate and whether families would have choice or continuity in placements.
- Concerns about whether alternative settings (e.g., care homes or shared living arrangements) will meet appropriate training, regulatory, and safeguarding standards for younger adults with disabilities.
- Potential impact on personal respite budgets and whether support levels will be reduced.
- Questions about oversight, monitoring, and quality assurance of new arrangements.
- Unclear level of consultation with families, carers, and relevant stakeholder groups.
- Concern that closing existing services will lead to loss of experienced staff and negatively impact continuity of care.

The parent emphasises the critical importance of reliable respite services for families managing complex care needs, especially as carers age. They express concern that financial considerations may be prioritised over the wellbeing of vulnerable individuals.

The overall request is for the council to reconsider the closures, explore alternative solutions, and retain the existing services alongside any new provision to ensure continuity, quality, and adequate capacity.

Notes / Questions

Healthwatch sent email to acknowledge that organisation had been cc'd into email complaint that individual has sent to local Councillors.

Provider Response

Response from Local Councillor Gainsborough South West Ward : I would very much like to attend a meeting of this nature, although my influence at a district level is limited, however the 8th of May is far too short notice for me to be able to attend. If there is any opportunity for a later date I would welcome the opportunity to participate. A lot of correspondence toing and froing from Councillors in relation to this comment and meeting.

Signposting

1. Case 16527 (22-05-2026)

Providers:

For Information: CARERS FIRST, Lincolnshire County Council - Adult Social Care

Feedback from Community Wellbeing Group, Spalding

Carer needed some information on voluntary car schemes that was shared. They needed it for both social and medical needs. Carer asked about respite care and information shared on Adult Social Care as a starting point. Carer was not aware of Carers First as a service and again information shared.

Notes / Questions

Signposted to Carers First, Adult Social Care, Voluntary Car Schemes.

- 2 x General Comment

1. Case 16465 (13-05-2026)

Providers: Cedar House, Lincolnshire County Council - Adult Social Care

I'm writing to ask you to help us keep Cedar House open.

I was deeply saddened to read the news about the planned closure of Cedar House.

Respite Care is incredibly important and valuable for both parents and their disabled children. For the young adults staying at Cedar House, it is much more than just temporary care. It is a place where they can learn independence, confidence, social skills, and how to spend time away from their parents in a safe and supportive environment. It gives them dignity, experiences, and opportunities that every human being deserves.

For parents and carers, respite care is often the only chance to rest physically and emotionally from the constant responsibility of caring for a disabled child day and night. It allows exhausted carers to recover mentally, regain strength, and continue providing loving care for their children without reaching complete burnout.

After the death of my spouse following chemotherapy treatment, I have been raising my disabled child alone. They suffer from epilepsy, diabetes insipidus, and holoprosencephaly, cannot walk independently and needs assistance from another person. They can only say a few words and requires help with dressing, eating, bathing, and all daily activities, also wears nappies. Although they are in their twenties, their mental development is similar to that of a three-year-old child.

Adult Child stays at Cedar House for just two nights each month gives me an enormous amount of support and relief. Those few days allow me to rest, recover emotionally, and manage everyday responsibilities that are often impossible to deal with while providing constant care. At the same time, Cedar House helps child develop confidence and a small degree of independence away from their parent.

I have no family here who can help me. My entire family lives in Poland, and I face these daily challenges completely alone.

Closing Cedar House would be a devastating blow to some of the most vulnerable and defenceless members of society — disabled people who often cannot speak for themselves or fight for their own needs. Families like ours already live with enormous emotional, physical, and financial pressures every single day. Removing one of the few sources of support available to us would cause unimaginable hardship for many families.

This decision would also mean the loss of jobs for the highly skilled, compassionate, and dedicated staff at Cedar House, whose kindness and professionalism make a life-changing difference to vulnerable people and their carers every day.

I sincerely hope that funding can be found to keep Cedar House open. Services like this are not a luxury — they are essential. A compassionate society should protect and support its most vulnerable people, not take away the few places that give them safety, dignity, care, and hope.

Notes / Questions

Healthwatch provided MP & Health Scrutiny information

2. Case 16452 (11-05-2026)

Providers: Lincolnshire County Council - Adult Social Care

Caller contacted Healthwatch Lincolnshire with concerns that spouse was going to be released from hospital back home after 5 weeks. Caller raised concerns that spouse has parkinson's, police have intervened twice prior to hospitalisation. Social worker involvement, however caller feels that they are not listening to them, as does not feel safe if spouse is released home. Social Worker has stated that there will be a care package, and if caller does not allow spouse home, they will be homeless and it is their martial duty!, however this does not help with safety. Caller has raised this with safeguarding, Adult Social Care, Local MP and hospital.

Spouse has had second phychiatric assessment as previous one they failed. Second MDT meeting is to take place imminently, with safeguarding, phychaitrist, Dr and Adult Social Care, so caller looking for legal advice.

Notes / Questions

Healthwatch unable to advise on legal, signposted to Solicitors and Advocacy service.

Other

Area	Case Details
South Kesteven District Council x 1 • 1 x Compliment	Compliment

	1. Case 16182 (04-05-2026) Providers: NHS 111 Service Information provided via State of Health and Care Survey. My spouse had collapsed. I rang 111 as they were conscious and the adviser triaged well and signposted us to A&E at Peterborough Hospital. They seemed very caring. Notes / Questions No patient details provided
All Areas x 1 1 x Informal Complaint	Informal Complaint 1. Case 16504 (18-05-2026) Providers: NHS 111 Service On 17/05/26, I called NHS 111 having been bounced from the mental health crisis line. My spouse was heavily sedated and in bed. I requested to answer on their behalf with their consent. The triage agent insisted on questioning them directly despite my objection that they were sedated and the questions were causing distress. The contact provided no clinical resolution. I am formally complaining about the handling of this call. Notes / Questions No patient details provided

Not Specified

Area	Case Details
East Lindsey District Council x 2 2 x General Comment	General Comment 1. Case 16495 (14-05-2026) Providers: For Information: DWP Information from Volunteer Engagement in Woodhall Library re DWP visiting Officers who are able to visit clients at homes, care homes, hospitals etc to support in new claims to benefits or benefit reviews. They can complete information requested by product lines. Can make decisions regarding appointees (new/reviews/dispute) . Benefit entitlement checks. To refer for visits , please leave a voicemail with client details and contact details, will contact client to discuss a visit. 2. Case 16493 (14-05-2026) Providers: For Information: Integrated Care Board Dental, My Dentist - Louth Patient comments that registered at private dentist as could not get NHS one.I get on fine and have no problems with getting an appointment and they keep to time . You pay more but its worth it. Notes / Questions No patient details provided
South Holland District Council x 1 1 x General Comment	General Comment

1. Case 16528 (27-05-2026)

PCN: Spalding

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

For Information: Elegant Smile Dental - Spalding, Integrated Care Board Dental

Individual who has contacted Healthwatch previously has shared their experience : I am writing to request your assistance and guidance regarding an urgent and ongoing dental and medical issue that has become increasingly difficult to navigate through the NHS referral system.

In 1998, while 20 weeks pregnant, I was diagnosed with ovarian cancer at age 32. A month after giving birth, I underwent a full hysterectomy, omentectomy, and appendectomy. Since then, I have been on HRT. In recent years, I have also been diagnosed with osteopenia, which was first flagged by my dentist due to concerns about gum thickness.

Despite taking calcium and vitamin D supplements and increasing my physical activity, my bone density issues have continued to progress. Over the years, I have lost several teeth, beginning shortly after my cancer treatment, when I experienced multiple abscesses that did not resolve even after root canal treatment. I now have only one lower molar remaining and am missing two upper molars.

Dentures were previously provided, but the lower denture repeatedly broke and eventually became warped beyond use. My dentist has now advised me not to wear it at all. Unfortunately, during this period, my dentist stopped providing NHS services, and I had to continue privately.

My GP referred me to a hospital dental clinic to explore options such as implants and possible bone grafting. After waiting 18 months, I attended an appointment on 14 May at PDH (Peterborough District Hospital) , only to be told that I had been referred to the wrong clinic and that they could not provide the specialist treatment I require. I was told I would need to be referred back through my GP.

I have since returned to my dentist, who will attempt to refer me again, but they expressed concern that by the time I reach the correct specialist clinic, my gum bone may be too thin for treatment. Dentures are no longer a viable option, and I am increasingly worried about my ability to eat and maintain oral health with only one functioning molar.

I am asking for your help to:

- Understand which specialist NHS service or clinic is appropriate for my situation.
- Confirm whether bone grafting and dental implants are available under the NHS for medically complex cases like mine.
- Support me in ensuring that my referral is directed correctly and urgently, given the progressive nature of my bone loss.

This situation is having a significant impact on my quality of life, and I would be extremely grateful for any assistance, advice, or advocacy you can provide.

Thank you for your time and support.

Notes / Questions

Signposted to : What Healthwatch can and cannot do, Integrated Care Board Dental and feedback team, NHS Advocacy, Community Specialist Dental Service.

Contact information given re Spire Health dental care, Charles Clifford Dental Hospital Sheffield.

Patient asked by Heathwatch if would be happy to share experience with contact at dental ICB for further info re pathways specialist NHS service or clinic is appropriate for your situation. Confirm whether bone grafting and dental implants are available under the NHS for medically complex cases like yours. Would you be happy for me to share a summary of the experience that you have shared anonymously.

Healthwatch contacted ICB Dental Team for more expert information and guidance as requested by the patient.

Update from patient : Referral to Addenbrookes Facial Max Unit went from GP this week for triage.

Healthwatch contacted patient with information from ICB Dental board member

Provider Response

ICB Specialist information: Contact details and information given re Restorative Consultants at Glenfield Hospital , Leicester and other teaching hospitals at Leeds, Sheffield and Birmingham.

South Kesteven District Council x 1

- 1 x General Comment

General Comment

1. Case 16508 (18-05-2026)

Providers: Pilgrim Hospital

Feedback from Spalding Macular Support Group:

1. eye department at Pilgrim Hospital is now located on the second floor signage is poor and if you have to use the stairs, the step edge is not clearly marked with black and yellow markings. It can be difficult for people with some eye conditions to see the edge of the steps. This could lead to someone misplacing their footing and potentially having a fall.
2. the hallway to the new eye department in Pilgrim is dark and not well lit. Again this can be difficult for people living with a range of different eye conditions and impaired sight.
3. signage to the new department location is not very clear. If a volunteer is available when you arrive at the Pilgrim Hospital has escorted patients to the department so that they could find their way there.
4. when a patient is given news about a life changing diagnosis to do with their sight, there is a lack of emotional support available for that individual. Patients have to source their own support. Some do not know where to go and might not need it until the news has been digested. Some people might need counselling as no one seems to address the emotional impact of receiving news about loss of your sight can have on the wellbeing of the person and their family.
5. currently it is a voluntary requirement (the group understood) for the patient to inform the DVLC if their sight loss will directly affect their ability to drive. Unfortunately, the group were aware of people who continued to drive when they should not be behind a wheel. What is the process for a clinician when they are aware of a significant sight loss and driving? Do they have a legal duty to inform the DVLC directly?
6. some people with sight loss / blindness will wear a badge highlighting this fact to other people that they come into contact with. A discussion took place about the pros and cons of this and how some people will not wear this identifier as they feel that it can make them appear more vulnerable and could be taken advantage of.
7. one member shared their experience of the support that Lincs Digital gave them in the last few months to download a mobile APP so that they could make payments in shops that was b=very useful as they were struggling with the paying machines to put their PIN in as their visual ability was limited the screen too small and keyboards were very fiddly. Found that they feel more confident using the APP to make payments and do not have to rely on someone else putting their PIN in the machine for them.
8. admissions to hospital can be quite challenging as many of the staff seem to ignore the fact that the patient is blind or has impaired sight. Often the patient is not aware that the staff member is talking to them. This can be very frustrating when all you can hear is the voice but you do not know who they are addressing the conversation to. One member expressed being in Pilgrim Hospital recently and the nurse who was doing the observations (blood pressure etc) did not make themselves known to the patient and without speaking directly to them, took their arm. This was quite scary when you are not expecting this to happen and cannot see the person who is doing this. Staff need to be mindful about how they approach people with sight loss / impairment. Always make yourself known and talk to the patient and inform them what they are going to do.

West Lindsey District Council x 1

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Compliment

1. Case 16492 (14-05-2026)

PCN: East Lindsey

Providers:

For Information: The Wragby Surgery

Patient comments that they haven't seen a GP recently. They do get in person medical reviews which is fantastic. They went in and asked and they said yes. I get the review annually usually to see a Nurse. It is run differently to other practices and I think it is better for it.

Notes / Questions

No patient details provided