



Healthwatch Lincolnshire

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

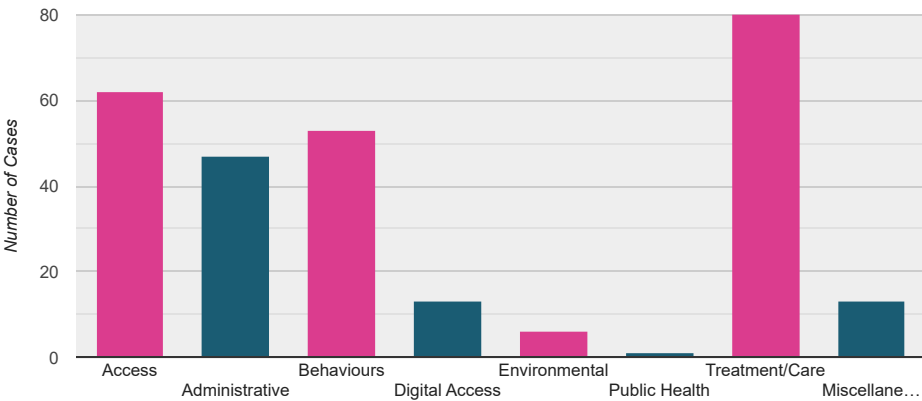
Healthwatch Lincolnshire Patient experiences: June 2026

Statistics

Total cases: 100

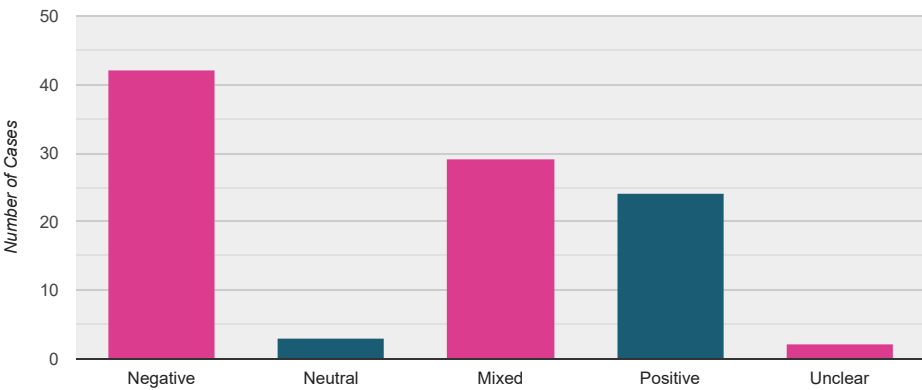
Cases responded to within 3 days: 100 out of 100 (100%)

Theme Areas



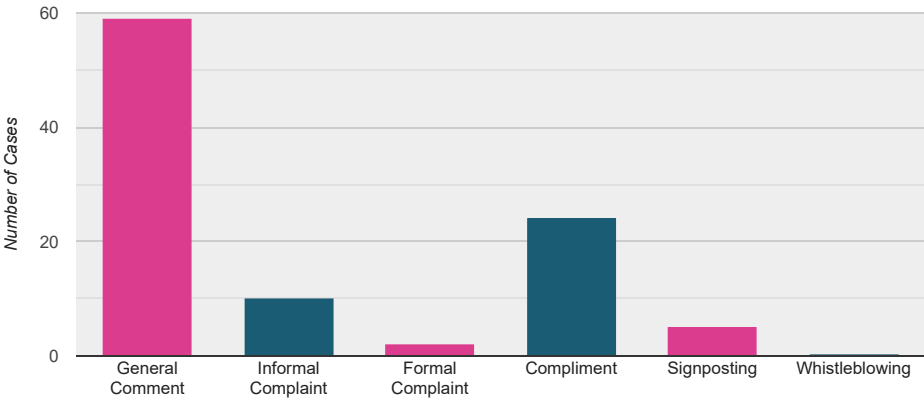
Theme Areas	Cases
Access	62
Administrative	47
Behaviours	53
Digital Access	13
Environmental	6
Public Health	1
Treatment/Care	80
Miscellaneous	13

Sentiments



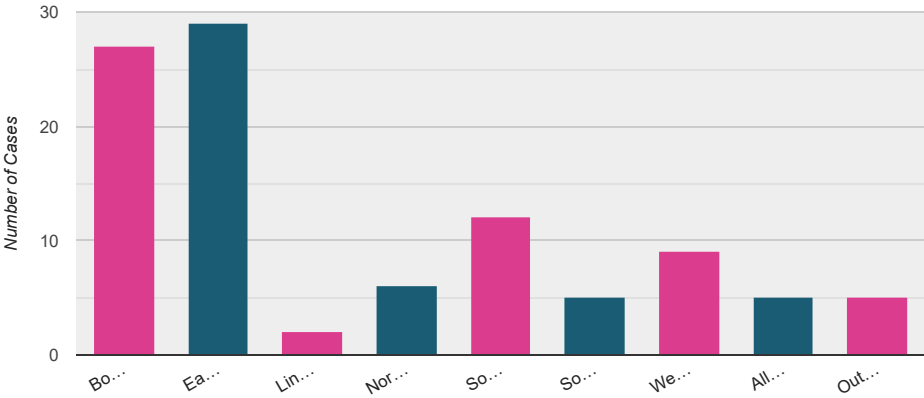
Sentiments	Cases
Negative	42
Neutral	3
Mixed	29
Positive	24
Unclear	2

Case Types



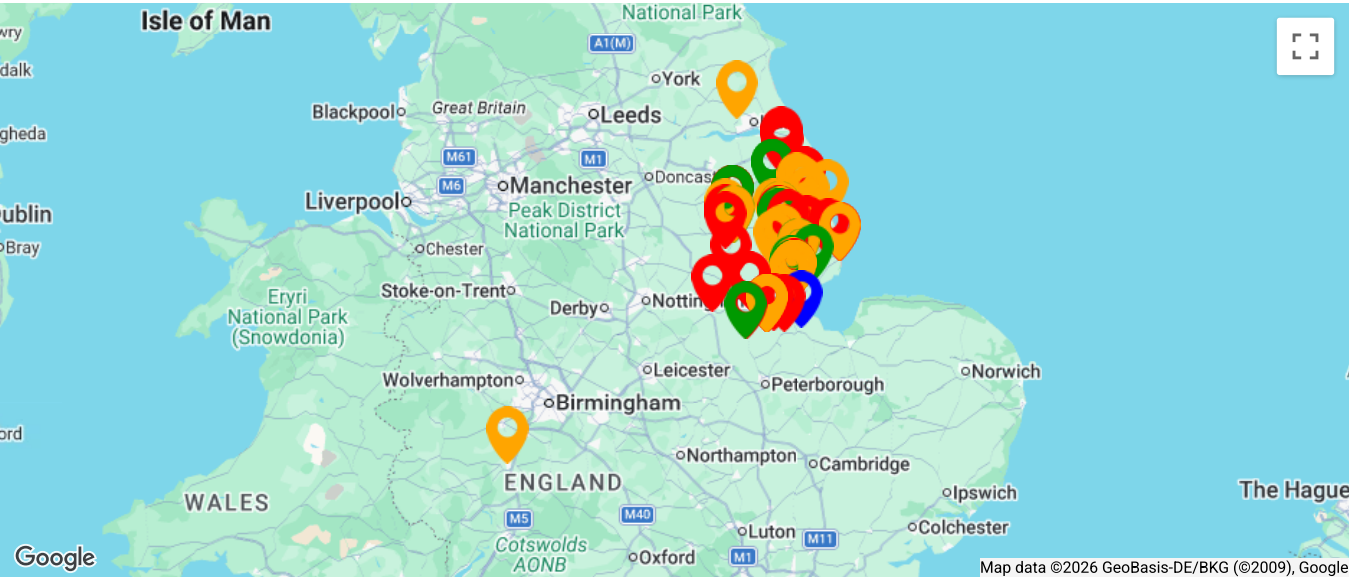
Case Types	Cases
General Comment	59
Informal Complaint	10
Formal Complaint	2
Compliment	24
Signposting	5
Whistleblowing	0

Areas



Areas	Cases
Boston District Council	27
East Lindsey District Council	29
Lincoln City District Council	2
North Kesteven District Council	6
South Holland District Council	12
South Kesteven District Council	5
West Lindsey District Council	9
All Areas	5
Out of Area	5

Map



Cases

Multiple Services

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

Area	Case Details
Boston District Council x 11 • 8 x General Comment • 1 x Formal Complaint • 2 x Compliment	General Comment 1. Case 16565 (10-06-2026) Providers: Addenbrookes Hospital (Cambs) For Information: Pilgrim Hospital, Specsavers (Boston) Patient comments that they have a brain injury and have had a severe issue with their left eye which was injured in a car accident over 10 years ago along with sustaining their brain injury. They were under Addenbrookes Hospital for the problems with their eyes. Addenbrookes told them that they needed an annual check up there for their eyes. This has not happened for the last 3 years and told by Addenbrookes they are low priority for check ups and treatment for eye condition. Patient goes to Specsavers and Optician got them referred to Pilgrim Hospital Royal Eye Department and was seen within 2 weeks. Patient informed by Royal Eye Department that the eye needs to be removed due to the deterioration. It may have been saved if the patient had received regular check ups from Addenbrookes. Patient says that it was lucky as this was their "poor eye " if it had been their other eye they would now be registered blind rather than " partially sighted " . Patient was made aware of the service provided by the Lincolnshire Sensory service and their support groups. Patient comments that the service provided by Pilgrim Hospitals Royal Eye Department and Specsavers at Boston was excellent , supportive, professional, knowledgeable staff. Notes / Questions No patient information provided 2. Case 16552 (05-06-2026) Providers: For Information: East Midlands Ambulance Service NHS Trust (EMAS), LIVES, Pilgrim Hospital Relative commented on their experience : their parent fell in Boston town centre on a Market day. One of the Stall holders helped to keep parent calm and comfortable while they waited for the ambulance, as parent convinced that they had broken their hip and was in a lot of pain. Parent waited a long time for the ambulance to get to them, about 2 hours. Parent was in pain and embarrassed but the stall holder made them as comfortable as possible and gave them as much privacy as possible. A passer by identified themselves as a LIVES first responder and stayed with them until the ambulance arrived. They also contacted relative and kept them updated as they made there way from Sleaford where they were at work. Parent was taken to Pilgrim Hospital A&E it was late afternoon and very busy. Lots of children with sports injuries ? from a sports day. Parent was in Ambulance for 2 hours before going into A&E . Spent 12 hours in A&E. Parent was x-rayed in this time had little contact with Nurse or Doctor. Observations were done, they had to request pain relief on a number of occasions. All staff saying yes but nothing happened. Luckily parent had not broken anything , was very shaken up, bruised and in pain. Mobility was affected. Now about 4 weeks later parent still in constant pain. Notes / Questions No patient information provided 3. Case 16562 (10-06-2026) Providers: For Information: East Midlands Ambulance Service NHS Trust (EMAS), Pilgrim Hospital Patient comments that following a car accident Police and Ambulance service came and advised patient to go to A&E to be checked out. Patient felt fine, a few bruises on ribs but nothing else other than being a bit shaken up. Police gave patient a lift to A&E and patient self checked in. Had been seen by Paramedic who advised going to A&E in case of trauma related injuries. Patient did not want to go at first, but eventually gave in and accepted a lift from the Police. Patient was in A&E for over 10 hours , x-ray and CT scans were done mid morning. Initial wait was about 1 hour but then waited another 9 hours for Doctor to get back to them with results for patient to be discharged home around 10pm that night. Patient was not asked if they had any means of getting home. Luckily had their phone on them and their partner picked them up from the A&E Department. Notes / Questions No patient information provided

4. Case 16627 (26-06-2026)

Providers:

For Information: East Midlands Ambulance Service NHS Trust (EMAS), NHS 111 Service, Pilgrim Hospital

Individual commented that their spouse was feeling unwell at the beginning of April which was very usual. Spouse was extremely concerned after a couple of hours and called NHS 111. They were advised due to spouses symptoms to go to A&E at Pilgrim Hospital and they called an ambulance. They were told the ambulance would be about 4 hours. Spouse got worse and they called them back and an Ambulance arrived within 90 minutes. Paramedics did everything they could but it became clear that their spouse was getting in distress and the Ambulance crew "bluelighted" them to A&E and was taken in straight away and suffered a heart attack whilst there. Following a number of difficult hours their spouse was transferred to ICU. Spouse stayed there and died 20 days later. Staff on ICU were amazing and did everything they could to help but told them that their spouse had suffered a severe stroke that had caused a huge amount of damage to their internal organs. Spouse feeling very lost at the moment and the staff have given them some numbers to ring and the Hospital Chaplain has been a great help.

Notes / Questions

No patient details provided

5. Case 16633 (26-06-2026)

Providers:

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

Patient shared experience that they are in their mid twenties and diagnosed as a very young child with Cerebral Palsy. As they have got older and their condition has become increasingly worse with heart and breathing difficulties. They are now having 30-40 blackouts a day. Their parents are both in their late 50-60s are the main carers and have both had to give up full time work in order to care for them. Many pieces of equipment that they need to support their child they have to pay for themselves in order to support them. The waiting list is very long or the patient is deemed not meeting the criteria. The parents found out about SCOPE about 5 years ago by accident and were given vital support via a grant to get specialised equipment to support their child. They then got involved with the local group in Boston. Patient is under a number of NHS Professionals as they are getting very complex. They attend Lincoln Hospital for cardiology and awaiting results. Currently with an adapted car they can take their child to all of their appointments but worry when they are not able to do this in the future. They have had little support from Adult Social Care and have had to fight for everything.

Notes / Questions

No patient contact details provided

6. Case 16630 (26-06-2026)

PCN: Boston

Providers:

For Information: Lincolnshire Community Health Services NHS Trust (LCHS), Liquorpond Surgery, Pilgrim Hospital

Following a recent stay in Pilgrim Hospital my parent was discharged and needed follow up treatment for wound dressings. Experience shared: what a performance ! They were told as they were not housebound could not have a District Nurse to visit at home. They do not drive anymore due to macular degeneration and were told to contact the GP Surgery. Then told by Liquorpond Surgery that they could not get them done there and to go to the District Nurses! Eventually in frustration they persuaded a friend to take them to the UTC (Urgent Treatment Centre) at Boston. The Nurse there was lovely and took care of their wounds and told them that the Community Team should be doing them. They repeated the scenario and told the Nurse that they had been going around in circles. The Nurse after making a few enquiries managed to get them an appointment at the Clinic in Boston for the next change of dressings. They organised a lift to take them there. The Nurse also told them about the Voluntary Car Service if they were unable to get a lift. They felt very looked after by that Nurse and they were very grateful.

Notes / Questions

No patient information provided

7. Case 16605 (18-06-2026)

Providers:**For Information:** Lincolnshire County Council - Adult Social Care, Pilgrim Hospital

Individual shared experience that their elderly parent had a fall and was taken to the Accident and Emergency Department at Pilgrim Hospital. They were moved from ward to ward until they died. Individual shared that they are disabled and deaf and that they were told by the Social Worker that they were going to live in a Nursing Home. Individual has an elderly surviving parent at home but because of their history of domestic violence the individual could not stay at home. The individual says that they are autonomous, can work and keep a house tidy. They feel that the Social Worker did not listen to them or to their wishes.

Notes / Questions

No patient details shared

Provider Response

UTLH response: I have been advised for you to contact Social Work department directly yourselves.

HW response: there were no patient contact details with this experience that was shared. Adult Social Care were sent the case report for information only.

8. Case 16634 (26-06-2026)

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

Individual shared experience that they are in their mid twenties and have autism and a number of other disorders. They are partially independent and attend a day centre 3 times a week. They have their own Social Worker but is not deemed disabled enough to qualify for support from the Specialist Team. It was decided 18 months ago that they would not fund the transport to the day centre. They now have to fund this themselves through their Universal Credit/PIP. They have been using taxis, very expensive, and were referred to the Voluntary Community Car Scheme with a dedicated driver. They have also been able to secure funding for a 1:1 support worker for 4 hours per week, but have been informed that they need to make a contribution to this support. With everything getting more costly they are finding that they are having to compromise on what activities that they take part in. Individual has decided to investigate a different mode of transport, the College Bus but will need travel assistance training to be put in place or go only to the Day Centre alternative weeks to save money. Is this good for the wellbeing and development of personal skills towards independent living as they get older and their parents not able to give daily support.

Notes / Questions

No patient information provided

Formal Complaint

1. Case 16631 (26-06-2026)

PCN: East Lindsey

Providers:**For Information:** Greyfriars Surgery

Patient commented that they have issues with one of their hips and following on from an appointment at GP asked if they could be referred for an MRI scan. Was informed that they would need to get an appointment with a Physio (patient is a Nurse and just felt that this would be a waste of time), however when they said that it wouldn't help being seen by a Physio they were told they could not be referred for an MRI without going via the Physio. Patient then decided they had no choice, so took the appointment approximately in 3 weeks time. 3 appointments later so just over 3 months physio agreed to refer for an MRI. How long is the wait? During each appointment with the Physio which only lasted 5 minutes, no checking that the patient could do the exercises given on poorly printed sheets. Physio didn't listen to the patient when they tried to talk it was as if they had to get their checklist done. Patient went through the motions to get MRI scan. The 3 Physio appointments were a waste of time and inconvenient to patient and an MRI was needed. These appointments could have been given to someone else who really needed them. How many patients are being referred like this, wasting time and money.

Notes / Questions

No patient details provided

Compliment

1. Case 16550 (05-06-2026)

PCN: Boston

Providers: Parkside Surgery

For Information: Asda Pharmacy Boston, Pilgrim Hospital

Relative shared experience of the GP Practice that they had very good service. Recently their parent was visiting from Manchester and was taken ill. Relative called the Surgery for advice and was asked to bring their parent into the Surgery that afternoon to see a Nurse. Parent was concerned about going in but was reassured that they needed to have an x-ray done asap. This was done at Pilgrim Hospital. The x-ray Department was busy when they got there in the late afternoon, but on arrival they had to wait about 10 minutes before their parent was seen. By 6 pm they had a call back from the Surgery who had discussed issues with their GP in Manchester and a new prescription was issued. They went across to Asda Pharmacy to collect the medication so that they could start them as soon as possible. Within a few hours their parent was feeling so much better. Excellent service. They also received a call from their Surgery in Manchester 2 days later to check on them. When the system works it works well. Thank you.

Notes / Questions

No patient information shared

2. Case 16547 (05-06-2026)

PCN: Boston

Providers:

For Information: Lincolnshire Community Health Services NHS Trust (LCHS), Parkside Surgery, Skegness CDS Clinic (Lincolnshire Community Health Service), United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT

Skegness Community Diagnostic Centre (CDC)

Patient had a telephone consultation with their GP Surgery. It went very well. Appointment happened at the right time as arranged and patient needed to be seen which was arranged for the following day. At the face to face meeting it was determined that the patient needed to be referred for diagnostic testing. Patient was given a choice and was able to get an appointment arranged for the CDC (Community Diagnostic Centre) at Skegness as it was the least way to travel and patient was willing to do this. Within 7 days they had been seen and results sent back to the GP. The Surgery called patient and asked them to come in to discuss the results . This will be done face to face and plan for what happens next. Patient is feeling a bit anxious about this and feels that maybe further surgery or treatment may be on the agenda. Patient did not want to discuss the results over the phone which the GP understood and offered them a face to face appointment. They were advised to bring someone with them.

Notes / Questions

No patient information shared

East Lindsey District Council x 6

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

General Comment

1. Case 16589 (17-06-2026)

PCN: East Lindsey

Providers:

For Information: Citizens Advice, DWP

Carer attending Horncastle Library and shared multiple experiences of health and care relating to their spouse.

Spouse has had a brain injury and has complex medical issues this has only happened in the last few months. Carer now full time carer and provides all care and personal care for their spouse. Spouse now a wheelchair user and unable to move without carer lifting and transferring them. Carer now off sick from work as unable to leave spouse alone. Spouse previously employed in care sector. Carer is a Nurse.

Carer and spouse attended Horncastle Library on this day for Citizens Advice Outreach Drop in service. They had booked an appointment but everyone was running over time and they did not get seen. They had to go as car park ticket was running over. They planned to get another time for an appointment for the next Fridays drop in.

Carer provided information about why they were needing Citizens Advice support . They had applied for PIP. Were assessed at home and had assessor had seen spouse in bed. They were provided with standard living allowance only. Spouse scored as 0 for mobility which means you are OK , you can walk , etc. They have spoken to Universal Credit , they are getting funding, but it does not cover the bills. They have applied for Carers Allowance and they want more information. This is a massive and complicated process. Carer not familiar with doing this kind of thing . This could take 6 months. Is having to do application for the second time.

Carer and spouse currently in rented accommodation this is expensive and has used all their savings. In 2 months Carer and spouse will have no funding and maybe homeless. Carer unsure whether to go into local Estate Agents. They may be able to help but they just don't know and they are scared to go in.

Carer says that they are their spouses advocate so everything goes to them. Carer says that they need a Benefits advocate . The DWP could not give them a number and they were told to google it. Carer says that they have been promised benefits. Everyone is lovely and helpful when you talk to them, but then nothing happens.

2. Case 16591 (17-06-2026)

PCN: East Lindsey

Providers:

For Information: Diana, Princess of Wales Hospital (Grimsby), Lincolnshire Community Health Services NHS Trust (LCHS), Lincolnshire County Council - Adult Social Care, Pilgrim Hospital

Carer attending Horncastle Library and shared multiple experiences of health and care relating to their spouse.

Background information about spouses recent medical care : Comments that spouse was admitted to Grimsby Hospital in early March of this year. Spouse ventilated as no oxygen output. They were admitted to a resus room initially then moved to the Intensive Care Unit. Given antibiotics and ventilator for their breathing. Ventilation tube removed with sedation after a day and a half and then put on high levels of oxygen. Spouse came round and maintained oxygen levels so stepped down to the High Dependency Unit. Discharged home 2 weeks to care of spouse. Two days later spouse had a cardiac arrest and carer got them back with CPR. They went into Pilgrim Hospital for 5 days. Following this they were at home for 3 weeks and carer found spouse unresponsive and they had pneumonia. During this time their spouses brain had been starved of oxygen.

Carer and Spouses shared feedback about care at home and GP Practice : Carer comments that they are a Nurse and care for their spouses bedsore. They have let me do it. Carer has dressed and packed the bedsore and it is now looking a lot better. Carer has kept photo evidence of how it was to start with and how it is progressing. Their spouse is unable to walk. Carer does the transfers between bed and wheelchair. Luckily they live in a bungalow at the moment. Spouse thinks they can walk sometimes and tries then falls. Carer lifts , turns them gives bed baths and cares for their incontinence. Carer has asked for a falls mat, a thickener for drinks. Spouse using a straw at the moment and they keep saying to them " to go steady". Currently waiting for a swallow assessment. Carer administers spouses medication as they have forgotten how to do this. Also they have purchased their own commode.

Carer says that they sleep with one eye open all the time. If they go outside to mow the lawn spouse goes with them. Carer performs all spouses personal care. Our shower is over a bath so cannot access it. Carer is currently on sick leave as they are unable to leave their spouse to go to work. Carer thinks that services rely on the fact that they are a Nurse and spouse can manage. A Falls alarm would help. Carer aware that there is a Falls Team. Carer says that if they ask for help and people come, my spouse is not sure why they are there. They ask lots of questions and spouse gets very upset.

Provider Response

ULTH requesting patient details unable to contact patient as no contact details.

Informal Complaint

1. Case 16638 (26-06-2026)

Providers:

For Information: Integrated Care Board Dental, Lincoln County Hospital

Patient commented that they waited for 36 hours on a trolley in A&E in Lincoln. Also commented that not enough NHS dentists.

2. Case 16545 (05-06-2026)

Providers: Lincolnshire Community Health Services NHS Trust (LCHS), Pilgrim Hospital, Skegness Hospital

Caller directed to Healthwatch from Citizens Advice. Patient shared experience that they had a fall 8 weeks ago and went to Boston Urgent Treatment Centre, had an x-ray and was assessed given crutches to help walk, informed it was a torn ligament. This continued to be very painful and not improving so went to Skegness Urgent Treatment Centre seen again and assessed, same diagnosis then given a boot to help with walking on affected leg, still in pain, not prescribed any painkillers.

Went to Pharmacy and bought own painkillers. Went for 6 week follow up at fracture Clinic at Boston Pilgrim Hospital, yesterday, seen by a brilliant Clinician who looked at original x-ray and diagnosed a cracked bone, then very quickly seen and now has cast on leg and advice, information and follow up booked.

Patient very unhappy with previous visits and Clinicians diagnosis and worried that has for weeks been walking around on a cracked bone without correct treatment. Patient described this as medical negligence.

Notes / Questions

Signposted and given information about making a complaint PALs LCHS and Pilgrim, CQC, PHSO, NHS Advocacy

Compliment

1. Case 16639 (26-06-2026)

Providers:

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

Patient commented that Ambulance were ace , had a 2 hour wait and brought them home too, can't fault them. On Shuttleworth Ward where a patient very good, caring and treatment good. Parking for spouse who was visiting got a space every time. Still struggling now with recovery.

Notes / Questions

No patient information provided

Signposting

1. Case 16618 (24-06-2026)

PCN: East Lindsey

Providers:

For Information: CARERS FIRST, Lincoln County Hospital

Caller has been told by the CQC to ring Healthwatch. Caller comments and shares experience that as a couple they are in their eighties. Their spouse has diabetes, has ongoing treatment for cancer, can provide their own personal care but has limited mobility. Has had a stair lift put in their property and accessible shower which they have had to pay for , they receive DWP mobility payments and have a car. When they have asked for help before did not meet thresholds for social care assessment. Caller now does all shopping, cleaning , laundry , gardening. Feels like they hit a brick wall when asking for help and support. Adult social care don't want to know, Carers First were not helpful. Spouse has been recently in hospital in Basildon for 11 days and then transferred to Lincoln Hospital (Medical Emergency Assessment Unit) and was in hospital for another week. Caller says did not have discharge plan but going to Outpatients at Lincoln for appointment and going to meet Macmillan Nurse at Appointment. Caller's spouse worried that if they fall over when caller out what will they do. Spouse also feels that caller is a carer and needs support and advice.

Notes / Questions

Signposted to Local Age UK Lincoln and South Lincolnshire, Macmillan services, Carers First, Adult Social Care in an emergency.

South Holland District Council x 2

- 2 x General Comment

General Comment

1. Case 16544 (05-06-2026)

Providers:

For Information: Lincolnshire Integrated Care Services (ICS/ICB), Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)

Patient shared that following a brain haemorrhage 2 years ago, that they are now living a different life to what they thought they would be in their mid 30s. They have just returned to part time work as they were not able to return to a job that they loved and had extensive training for. However being alive was important and they have had to learn a number of skills over the last few years. They are only now able to engage in activities and address the impact that this has had on them both physically and emotionally. They have had to access counselling themselves as this had not been addressed by the NHS they were told that their needs were not a priority and did not meet criteria. This left the patient feeling frustrated. However the person that they have found is really helping them and they have been self funding this. They have been made aware of a charity that might be able to help with funding and has been given support to apply for this.

Notes / Questions

No patient information shared

2. Case 16543 (05-06-2026)

PCN: Spalding

Providers: Pilgrim Hospital

For Information: Munro Medical Centre

Caller very frustrated with Urology Department at Pilgrim Hospital and feels that system for their Outpatients and contacting patients not fit for purpose and it was documented on the NHS APP that it was their fault, as did not answer phone, caller states that this was not the case. Caller comments that referred to Urology by GP. Received telephone appointment for Urology appointment in early May has had same mobile phone number for many years, did not receive phone call or voicemail on that day and time arranged, sent another appointment, same thing happened again. Looked on NHS APP, it was documented that failed to attend these appointments. Tried to contact Urology Department unsuccessful. Needs appointment to sort out urology problem feels being unfairly treated and wanting help to resolve.

Notes / Questions

Signposted to PALs and Patient Services Hub Pilgrim

South Kesteven District Council x 1

- 1 x General Comment

General Comment

1. Case 16587 (15-06-2026)

PCN: Four Counties

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Patient stated they had received a letter on 11 June from PCSE (Primary Care Support England) which was dated 2 June. This letter stated that the patient needs to contact them **within 30 days** or they will be deleted from the GP list.

They have made contact with the Practice and spoke with the deputy who had no knowledge of why this would be, nothing on patient records to say why they would be taken off their patient list, the deputy was very helpful to the patient but was unable to help as this was not instigated by them.

No-one in the surgery is aware of these letters going out to their patients. The patient finds this alarming and would like to know, what has triggered these to go out. The letter does not have contact details of address or phone number on them.

Patient has tried to make contact with the ICB last Friday but unable to get through.

- Are you aware of these letters going out
- who has requested for these to be sent to patients
- why are surgeries not informed
- what should patients do
- why has this been asked for (what triggered these letters) as patients feel threatened if they don't do something then they will be taken off their GP List.

Notes / Questions

With patient consent, HW contacted members of the ICB. Contact details for PCSE and NHSE provided to the patient

Provider Response

ICB - I will need to log a request with PCSE, - HW released patient information.

It appears that letters have been sent out to patients at the request of NHSE to confirm patients are still registered at the address PCSE has on file for them. The letter supposedly gives patients 3 options to respond by:

- A scannable QR code,
- A phone number,
- A PO box to write a letter to.

If the patient writes a letter confirming their current address (they will also need to include their name and ideally NHS number), and can send the letter to:

PO BOX 350

Darlington

DL1 9QN

It sounds like its part of some routine checking they are doing and that there is a time limit as if they don't hear back the patient presumably is no longer at the address they hold. If they don't receive confirmation that the patient is at the address, there is a risk they will be removed from the practices list that they are currently on.

HW shared the information with the patient.

6/7/26 - Patient update, patient has now had a meeting with the Practice Manager and had a positive outcome, has received a letter confirming conversation.

West Lindsey District Council x 4

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

General Comment

1. Case 16613 (22-06-2026)

Providers: East Midlands Ambulance Service NHS Trust (EMAS), Lincoln County Hospital

Patient experience shared : their parents called an Ambulance as they were really struggling to breathe, the Paramedic greeting them with a nonchalant and almost dismissive - "do you have panic attacks a lot then". Patient was unable to explain their lung issues as they were fighting to breathe. Patient had been particularly struggling with their chest for a while after moving back to the UK from Spain and had been in hospital earlier in the year with an abscess (misdiagnosed repeatedly as lung cancer - which incidentally burst during their second time in as an inpatient in a couple of months and the locum Doctor refused to send a sample for analysis so they don't know exactly what caused it). The paramedics got patient on oxygen and took me in, patient was in the corridor for the whole night coughing and feeling really wrong in their chest. One Doctor just wanted to send them home with some antibiotics as their concern was a blood clot so when the D-dimer test was negative they wanted me out but they were terrified that they wouldn't be able to breathe again as no one had got to the bottom of why they were struggling so much. Another said patient should stay for observation. Patient was eventually sent home with some antibiotics, no follow up and no explanation as to why they were struggling to walk properly and get their breath, etc. Patients GP even sent them to A&E at one point for an x-ray as they said they thought my lung had collapsed. They sent patient away and referred them back to their GP as their eosinophils were through the roof and they seemed to think that was for my GP to sort. Again no specialist interaction. The Doctor even mentioned reduced air entry on the left hand side but I think they must have put it down to inflammation as they made nothing of it. After at least 4 visits to A&E and 2 inpatient stays patient getting worse and no-one would help so patient went online and found The Royal Papworth Lung Defence Team. Patients GP was happy to refer them urgently and they saw patient quickly and diagnosed a full lower lobe collapse. They have been treating patient since then and have saved their life. Patient can't believe they sent away from Lincoln several times with a collapsed lung and, prior to that, told repeatedly and incorrectly that they had cancer because they would not listen to the patient about a previous abscess in the exact same site.

Notes / Questions

Signposted PALs Lincoln Hospital and EMAS PALs. Information given about CQC

Informal Complaint

1. Case 16615 (22-06-2026)

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

For Information: John Coupland Hospital

Parent comments : their 13 year old child had pain in their foot from running hard playing in a football match and parents suspected a fracture. The triage Clinician only wanted to speak to the parent and not their child they wouldn't listen to the parent when their child tried to explain where the pain was so did not press on the painful area during their exam and they sent parent and child away saying they didn't have enough evidence to send their child for an x-ray. When parent got out and their child showed them where the pain was and as parent pressed gently where they had shown them they flinched in pain so parent took them to Gainsborough UTC. Parent comments that were very considerate and talked directly to their child, did a thorough exam and an x-ray and discovered that child had a fractured metatarsal. Clinicians could see their child had already fractured it once and it had started to heal and they had refractured it as parents and child hadn't realised the first time. Parent says that child has a genetic issue that means they are susceptible to easy fractures and they also has a very high pain threshold (which parent tried to explain to the first Clinician). Parent also has a genetic issue which has led to degenerative lung issues and blood cancer so parent wore a mask in A&E and several times parent has felt that has led to them being judged as an over anxious person but parent has very good reason to wear one. The reception staff were quite rude when asking parent to remove it to speak.

Notes / Questions

Signposted to PALs Lincoln County, CQC

Compliment

1. Case 16595 (17-06-2026)

PCN: East Lindsey

Providers:

For Information: Binbrook Surgery, Castle Hill Hospital, Cottingham

Patient comments : have appointment there today and I get on fine. It's easy to get an appointment. I go into the Surgery at 8am and they are very accommodating and I usually get an appointment that way. I have bloods taken at the Surgery and then go to Castle Hills Hospital in Hull a week later. It does run smoothly because I am organised and I make sure it does. The people at Castle Hills Cancer Hospital are lovely.

Notes / Questions

No patient information provided

	2. Case 16614 (22-06-2026) Providers: Lincoln County Hospital Patient comments : My most recent visit was with my 13 year old child who had been attacked at school, strangled and punched in the head. The staff were all really lovely, helpful and kind on this occasion. They spoke very respectfully to my child and they were thoroughly examined with excellent advice and guidance on what to look for and reassurance that we had done the right thing going in to make sure they were properly checked and that their symptoms were not serious.
All Areas x 1 1 x Signposting	Signposting 1. Case 16567 (10-06-2026) Providers: Volunteer for Healthwatch Lincolnshire asking for signposting for their client who has mental health issues and other complex issues. Volunteer also asking for advice and signposting about funding for a health education business in Lincolnshire. Notes / Questions Signposted to : LPFT SPA , Chat Health. Business Lincolnshire, Lincolnshire Community Foundation, CVS Lincolnshire, LICB funding Options
Out of Area x 2 2 x General Comment	General Comment 1. Case 16546 (05-06-2026) Providers: Out of area Patient contacted Healthwatch and shared experience : I am writing because I am completely desperate and I do not know what else to do. I hurt my neck really badly at home back on March 17th, and for nearly 12 weeks now, I have been passed back and forth between doctors and completely left without any help. Since the day I hurt my neck, my whole body has gone wrong. I lost 2 stone in weight, because I was being sick in the first month, I have constant horrible nausea, and my stomach feels completely bloated. I am only able to go to the toilet 4 or 5 days now. I was also passing out 6 or 7 times which caused me to have a really bad fall down the stairs weeks ago. After a month of no help out of desperation I took matters into my own hands using an inner tube and an engine lift (winch) I created a traction device. I have been to Accident and Emergency at the Grimsby hospital 4 times now. Every time I go, the A&E staff tell me I need something different, the first time A&E Doctor said I needed a hospital physiotherapist to look at my neck. Second said ENT they found nothing, the third time they said it was my heart. But when I go back to my GP, they just keep sending me to local community clinics. I have been to 3 different places now (including Cora Health and Hope Street) and every single one of them has turned me away. They told me my case is "too complex" for them and they refuse to touch me. I even tried talking to the hospital PALS team, but they told me to go away because they said it is a GP problem. Nobody has actually physically sat down and examined my neck in nearly three months. The only people who have looked at me are the emergency doctors in A&E to make sure my neck isn't broken before sending me right back into this broken loop. My GP is completely ignoring the fact that my stomach has stopped working. My symptoms are not sleeping properly 2 to 3 hours per night (when not on meds) palpitations, dizziness that changes from low to really bad, visual disturbances, tightness at the top of my stomach, bloating, and now going to the toilet every 4 to 5 days. Right from the start a sharp pain/burning feeling in the middle of my neck which has now moved under my jaw, and when I turn my neck it feels like it's pulling. Notes / Questions Patient was contacted to gain consent to transfer information and experience to North East Lincolnshire Healthwatch contact details shared with patient. Information shared with North East Lincolnshire with patient consent. Contact information shared with patient. Provider Response Patient also cc'd Lincolnshire Integrated Care Board into there experience. Response to patient : Thank you for your email received by NHS Lincolnshire Integrated Care Board (ICB) Complaints and Customer Care Team on 5 June 2026. Unfortunately, Lincolnshire ICB do not manage complaints and concerns in relation to The Raj Medical Practice, as this comes under Humber and North Yorkshire ICB (HNYICB). For speed, as I do not have consent to share, please can this be sent to: hnyicb.experience@nhs.net

2. Case 16619 (26-06-2026)

Providers:

For Information: West Midlands Ambulance Service, Worcester Royal Hospital

Person visiting the The Stump in Boston and shared experience with Volunteer at engagement event : says that the ambulance came quickly and the paramedics very thorough. The hospital canteen was awful !

Community Health Services

Area	Case Details
Boston District Council x 1 1 x General Comment	General Comment 1. Case 16621 (26-06-2026) Providers: For Information: Boston West Hospital Patient commented that saw a Doctor at Boston West Hospital about a abdominal hernia who was not helpful but they did get things put right. Now awaiting a future operation for their hernia.
South Holland District Council x 1 1 x General Comment	General Comment 1. Case 16563 (10-06-2026) Providers: For Information: Lincolnshire Community Health Services NHS Trust (LCHS), United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT Grantham CDC (Community Diagnostic Centre) Patient comments that had to go to Grantham CDC (Community Diagnostic Centre) they have had a head injury for more than 20 years. They contacted the CDC to make sure that the MRI could go ahead as they have clips in their head following the head injury they sustained. They were assured that after the medical notes were seen the MRI would take place. After a 50 mile round trip , organising child care and arriving in time for an appointment , waited 90 minutes on a trolley to be told " due to the clips in your head ", MRI was not suitable. Patient was very agitated by the long wait, tired as they had to leave home at 6am to get to the appointment, hungry, etc. Since having a brain injury they have not always been able to moderate their emotions (unfortunately a side effect of their injury). Will now have to have another appointment made with cost ,time and childcare. Patient asks why is there time not taken into account ? It is just as important as a Clinicians. Patient is not able to drive, so again they will need someone to take them. This means their spouse is also affected by this. Especially when they have called and spoken to someone and had been assured that everything would be okay for MRI scan to go ahead. Notes / Questions No patient information provided

Primary Care Services

Area	Case Details
Boston District Council x 10 5 x General Comment 5 x Compliment	General Comment

1. Case 16551 (05-06-2026)

PCN: Boston

Providers: Greyfriars Surgery

Patient commented : they had made contact with the Surgery to arrange vaccinations that were due for their child. On calling the Surgery at first told by a Receptionist to go online to book or phone. Patient eventually got the person to understand that this was the reason they were there in person to book an appointment. Patient is a Nurse at the hospital and this was their day off. They were trying to book an appointment for the immunisation clinic which is on a Tuesday. This is a day the patient works as part of their shift pattern every week. Patient was told that they could not give them another appointment on another day as vaccines are done on a Tuesday at the Clinic.

Patient explained that they were a Nurse but no exceptions could be made, as if people found out they would all expect a appointment on a different day. Patient did not feel that they would be able to take annual leave to keep the appointment. Patient was also told that they could arrange for a friend/relative to bring their child to clinic. Patient was not happy and their child had to wait for their other parents next day off to arrange an appointment on a Tuesday.

Patient asks why is there no flexibility on this? Could this contribute to families in the Boston area not being able to get time off work to keep appointments for vaccines.

Notes / Questions

No patient information shared.

Provider Response

ICB - I had a chat with the practice manager earlier. Their feedback was that their clinics for first baby imms are on a Tuesday because that's when they have the GP and nurse available at the same time to do all of the new mum and baby checks/imms together. They usually find that's more convenient for parents than coming back several times, and mums find it ok as they are generally on maternity leave. If someone really can't make a Tuesday they do their best to accommodate at other times but can be a delay in co-ordinating appointment availability. They have also already recognised that more options for these clinics are necessary and have started to train another nurse in imms so alternatives are easier.

For all other child imms appointments they do/should offer much more flexibility in timings. The practice manager is going to see if she can work out which member of staff they spoke to in case a receptionist needs reminding of the process. They are also going to do a more broad update for reception.

2. Case 16548 (05-06-2026)

PCN: Boston

Providers:

For Information: Liquorpond Surgery

Patient in their 70's introduced to the NHS App and online booking by Surgery Staff. Finds the NHS App straight forward to use. The Surgery App is a different story. Ordering repeat prescriptions is good/easy on the NHS App and very straightforward.

Booking appointments on GP App not so good takes a lot more time. Patient will usually end up phoning the Surgery to book an appointment as it is quicker. GP App will often log them out and this is frustrating.

Patient has seen other patients in the Surgery (in person) asking to book an appointment and they have been told to phone in. This seems strange as they are there in person. Firstly patients are asked to go online and then asked to phone through to get help. What about patients who are unable to do this? A friend of theirs is hard of hearing and has some sight loss. They are not able to go online and have difficulty phoning. Has booked appointments on their behalf but has to have phone on loud speaker so that the Surgery can speak to them. They don't always hear and you can imagine the problems it causes as they have to keep repeating the questions to their friend and then inform the staff many times that they cannot hear. They are a friend trying to help and this can get very frustrating.

Notes / Questions

No patient information shared

3. Case 16626 (26-06-2026)

PCN: Boston

Providers:

For Information: Liquorpond Surgery

Patient commented that they have Type 2 Diabetes and I get good care from their Surgery. However I would appreciate more personal contact with my Doctor in order to discuss my treatment. I am 88 years old and quite healthy and active. I have recently been referred to the Vascular Department at Pilgrim Hospital.

4. Case 16583 (15-06-2026)

PCN: Boston

Providers: The Sidings

Patient commented they cannot afford dental treatment. I have a mouth full of rotten teeth. I'm on Universal Credit. GP, dismisses any issues they are having with ongoing illnesses. Never do regular check ups. They made a complaint about 1 GP last year, about them saying their blood test results were normal when they were not. The Surgery Practice Manager didn't respond, instead the GP rang them, to shout at them. They felt ashamed and embarrassed to not complain again.

Required emergency assistance last year as showing signs of a serious infection. Paramedic didn't take observations and talked down at them. Never looked at me physically. Then proceeded to lie in their report that they did the checks. Because I had a few boxes in my kitchen, also called them a hoarder.

Notes / Questions

No patient details shared.

5. Case 16629 (26-06-2026)

PCN: Boston

Providers:

For Information: The Sidings

Carer commented that they were a carer for their elderly parent who is fairly independent but does need some support. Since their other parent died about 5 years ago they have taken a more active role in their parents life to ensure that they have a good quality of life . They are generally in good health but finds The Sidings very challenging. They say that a number of staff and Doctors can be quite dismissive of an older patient. One particular recently following a routine check up and bloods etc when their parent asked about something that was worrying them. Said " what do you expect , you are old ". The Doctor they saw was very dismissive. Their parent was very upset and mentioned it to the Receptionist when they said the GP name they rolled their eyes. This is very disrespectful to someone in their 70s and fairly well, independent. My parent has said that they have told the Receptionist not to book any further appointments with that GP. Carer wanted to complain to the Practice Manager but my parent did not want too. Maybe because they have to go there again.

Notes / Questions

No patient details provided

Compliment

1. Case 16606 (18-06-2026)

Providers:

For Information: Boston Dental Care, Integrated Care Board Dental

Patient shared experience that they had previously been going to a private dentist for care for about the last 2 years as following Covid had difficulty in accessing their NHS Dental Practice. Rejoined this Dental Practice as a NHS patient about 4 months ago. Very impressed with all staff, are helpful, professional and caring. The NHS Dentist I have seen has been particularly thorough, professional, kind and listened and taken on board my medical problems that will impact further treatment and care. The treatment plan I have been given I am very happy with 3 monthly appointments and referral to Dental Professionals for treatment. The other Dentist I saw for a private Consultation at the same practice for a second opinion re treatment was also very thorough, kind and honest so that can make informed decisions about further treatments. I do find it concerning that the previous private Dentist who had the same medical history who I went to on a regular plan never discussed any issues re my teeth or gums or referrals for other treatments

2. Case 16620 (26-06-2026)

PCN: Boston

Providers:

For Information: Greyfriars Surgery

Patient commented : had medication review with Pharmacist attached to the Surgery over the telephone. Positive experience with Pharmacist being courteous and professional. Rang back following appointment to ensure that I had received a link via text to arrange blood test.

Notes / Questions

No patient details provided.

3. Case 16624 (26-06-2026)

PCN: Boston

Providers:

For Information: Liquorpond Surgery

Patient commented that GP Practice registered with did blood pressure checks and that Clinicians and staff were very helpful and informative.

4. Case 16607 (18-06-2026)

PCN: Boston

Providers:

For Information: Swineshead Medical Group

Patient comments: That felt listened to by GP who they had a consultation with about their complex medical problems and that current care and treatments had not prevented further complications and had not got a definitive diagnosis even after 7 years . As requested they have referred them for a second opinion at a Specialist Hospital.

5. Case 16549 (05-06-2026)

PCN: First Coastal

Providers:

For Information: The Surgery Stickney

Patient comments that they called the Surgery to talk to someone with regard to a message left on mobile phone. Call answered in around 5 minutes. Receptionist was very helpful, confirming my personal details etc, and informing me that it related to booking a follow up appointment. I was given lots of choice for my appointment, date and time which suited them around my work and childcare. They were told that appointments need to be done between 9am and 2.30pm so that bloods can be collected on the day that the sample was taken to the Lab. They were told that if anything unusual found that I would get a follow up call approx 7 days later. The information could also be found on the NHS App for them to look at. They are happy to use the NHS App but not being medical , they would need someone to explain the results to me.

Notes / Questions

No patient details provided

East Lindsey District Council x 12

- 8 x General Comment
- 4 x Compliment

General Comment

1. Case 16597 (17-06-2026)

Providers:

Individual comments that at the Pharmacy there is limited stuff on the shelves. For over the counter things the shelves are empty. So you go to Tesco, etc . They like to support the local pharmacy . More stuff on the shelves would give more footfall. But you end up going to Amazon and its cheaper too. Have considered using Mydoctor online. It is sad though that services locally are not used properly.

Notes / Questions

No personal information provided

2. Case 16599 (18-06-2026)

PCN: East Lindsey

Providers:

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

Patient comments and shared their experience : Found that staff are very nice and lovely people at the Practice. However the patient shared that their hobby is to go on cruises sometimes for 3 months at a time. They are responsible adults and have been on their medication for a long time and know how to manage it. Trying to get medication for an extended period is a problem. Sometimes given a prescription and we are trying to get it say in Portugal. Some of the medications are "heavy duty" and they can't get them in other countries. It is really hard, it took them 6 months prior to their holiday dates to get their medication to take with them. They got them the day before they left going on a £30 k cruise . They just want to give them for 28 days. They do lock up their medications safely. They saw the GP and explained everything. They can't function without medications. Are they saying " no holidays " . The Receptionist tried hard on their behalf as did the Boots Pharmacy they just needed the GP to sign off. Monthly prescriptions are a suggestion they are not compulsory or set in stone. Extended prescriptions can be done. So its more of a frustration for us.

3. Case 16600 (18-06-2026)

PCN: East Lindsey

Providers:

For Information: Horncastle Medical Practice

Patient commented : that they get on very well and are very happy. They moved from Conningsby Surgery a few years ago as they were not happy there. Finds that Horncastle Practice listen and speak clearly, patient is deaf. They don't speak to the computer screen they speak to you the patient. Staff who have English as a second language speak clearly which is important for them as they struggle with accents. They are good at referrals. They get appointments OK . Anima is a bit hit and miss, and they forgot their password, sometimes they leave a message on the phone and Practice ring back. But they do find it difficult to use the phone. They prefer to go in, but they won't speak to you.

Routine results : patient comments that they do not contact you if the results are normal or within range eg for their cholesterol I like to know if it is up or down so they can watch changes. It maybe within range but they find it useful to know if it is up or down from the last blood test.

Notes / Questions

No patient details provided

4. Case 16637 (26-06-2026)

PCN: East Lindsey

Providers:

For Information: Horncastle Medical Practice

Patient comments that trying to get an appointment is very hard. Anima is not helpful when working full time . It seems trying to see a GP is made much harder than it needs to be. Once you do get to see a GP it is very good.

5. Case 16578 (12-06-2026)

Providers:

For Information: Integrated Care Board Dental, My Dentist Skegness

Patient comments : They went into hospital in December just before the pandemic. They received 2 pairs of dentures after everything opened back up. They were told by their dentist surgery they had been taken off their books. So now they have no false teeth as the ones they were given don't fit.

Notes / Questions

Signposted to information about NHS Dentists and emergency dental care.

6. Case 16585 (15-06-2026)

PCN: First Coastal

Providers: Integrated Care Board Dental

Patient who had made contact with Healthwatch England has been deregistered from their dental practice, asked for some help finding other dentists in the local area, and for some advice about their rights to care.

Notes / Questions

Healthwatch provided information as requested, options of local NHS Dentists taking on new patients etc

7. Case 16601 (18-06-2026)

Providers:

For Information: Integrated Care Board Dental, Kordel House Dental Practice Horncastle

Individual shared experience that they have no dentist. They moved from mid Wales and tried to bring their dental plan with them but Kordel Dental Practice have their own. The one that they have doesn't cover everything they need or have and it costs more money.

Notes / Questions

No patient details provided

8. Case 16625 (26-06-2026)

PCN: East Lindsey

Providers:

For Information: Integrated Care Board Dental, Newmarket Medical Practice , Louth

Patient commented that while the GP service has improved you can now get an appointment now they use online requests. I have been back in the UK for 4 years and can't find a dentist. Also when I requested a sleep apnoea test the GP refused at first.

Compliment

1. Case 16590 (17-06-2026)

PCN: Meridian

Providers:

For Information: East Lindsey Medical Group

Carer attending Horncastle Library and shared multiple experiences of health and care relating to their spouse.

Spouse has had a brain injury and has complex medical issues this has only happened in the last few months. Carer now full time carer and provides all care and personal care for their spouse. Spouse now a wheelchair user and unable to move without carer lifting and transferring them.

Carer comments that the GP has been so good. Has sent all the information and completed a 4 page assessment. They have written everything down. They have been so supportive and recorded everything. This has severely affected spouses mobility and memory. It is not known if some or any will be regained. GP deserves an OBE for their work. We have to go back again now for their help.

2. Case 16604 (18-06-2026)

PCN: East Lindsey

Providers:

For Information: Horncastle Medical Practice, Specsavers (Horncastle)

Patient comments : that they went to the Surgery a few weeks ago about a hearing problem. The Surgery referred them to Spec Savers . The Spec Savers staff were very nice and understood their problem and explained to them that they had an infection. They prescribed a treatment and told them to come back to check the hearing. Very helpful and caring.

3. Case 16593 (17-06-2026)

Providers:

For Information: Louth Vision Centre, Opticians

Patient comments that they have glaucoma so seen regularly by Optician. They send appointments to the patient via the NHS app. They go every 6 months and are efficient . They are in and out quickly. Patient knows the routine now.

Notes / Questions

No patient information provided.

4. Case 16596 (17-06-2026)

Providers:

For Information: Specsavers (Horncastle)

Individual comments about that has positive feedback about Opticians. Their relative has contact lenses and they were struggling to use them. The staff there have been brilliant and have taken time with them. They have show them different ways to do things and try. They have been able to go in several times to see them and they have called them back to help. It has made a huge difference. They can now do this spontaneously and found it very difficult wearing glasses. It has given them huge confidence.

Notes / Questions

No patient information provided

Lincoln City District Council x 2

- 2 x General Comment

General Comment

1. Case 16617 (24-06-2026)

PCN: Lincoln Healthcare Partnerships

Providers:

For Information: City Medical Practice (Portland)

Patient comments : No pain medication for breakthrough pain has been sent with my last prescription and I'm in so much pain I cannot leave the house please help.

Notes / Questions

Information given to contact Practice Manager in the first instance and if no resolution to contact LICB feedback centre.

2. Case 16571 (12-06-2026)

Providers: Rodericks Dental Practice (Lincoln)

For Information: Integrated Care Board Dental

Individual shared experience : I have always had a NHS dentist but in 2024 my dentist chose to go private at the same practice. Their reasons were to have more time with patients but this is about money. I had no choice but to go private because my teeth have been damaged by side effects of medication for my health conditions (something the GP never told me about).

As soon as they went private I ended up having a root canal treatment and this was hell to go through both physically and financially. The cost of the treatment was £800 so I had to get a loan to pay for it even though I work full time. This one tooth cost more than my mortgage!

What was noticeable was what they were charging for and have since. Paying for the use of equipment and recently when I was there for the checkup again I had to pay an extra £30 for one x-ray as the plan I am on only allows one set of x-rays per year. I feel so trapped now because I need a Dentist due to what my medications do.

I work in the NHS and have given it over 21 years but get nothing in return. I get a good service but they do forget that not all of us paying private don't actually have the money but are forced into.

Notes / Questions

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

North Kesteven District Council x 2

- 1 x Informal Complaint
- 1 x Compliment

Informal Complaint

1. Case 16579 (12-06-2026)

Providers: Integrated Care Board Dental

For Information: Millview Medical Centre, Spilsby Dental Surgery

Patient commented : I have a fab private dentist. Although expensive they are very good. I am allergic to dental anaesthetic. I have broken a tooth last October. I need it removed under general anaesthetic. Oh my goodness - help !The GP will not help as they are not licenced for dental issues! The infection is spreading through the bone and I'm very concerned as is the dentist. I have had seven courses of antibiotics (prescribed by the dentist) which are not tackling the infection just dampening it down, the dentist has made three NHS referrals to have it taken out. The first two were rejected!

Wanting me to wait for allergy testing to see if there's a local anaesthetic I can tolerate. There's a years waiting list for very urgent referral and this is out of county service as it's not even offered in Lincolnshire NHS. I now have thrush (that the GP will treat !?!) and increasingly unwell between courses of antibiotics. I'm hoping the 3rd referral is successful but even then I have no idea about the wait. My understanding is that these sort of infections can be very dangerous when not managed well. It such nonsense I can hardly believe what's happening to me! The NHS is trying to reduce use of antibiotics!!! This is crazy and making me ill. I will have no choice but to go to A&E eventually which is not something that should be necessary for a situation that should have a managed and prompt clinical pathway. I have complained to LICB - not interested.

Notes / Questions

Signposted to the Community Specialist Dental Service, Charles Clifford Dental Hospital, Sheffield, Dental Team, Glenfield Hospital, Leics

Provider Response

Patient update - I had been trying to contact the Dental Department within Pilgrim Hospital, as this was where the referrals had been sent to, unable to get through, just rings out.

Healthwatch suggested PALS

Patient update - my next job was to contact PALS and my MP. I do work, as well as being a carer for my spouse who has dementia, so I'm always a bit short of time!

Patient update- I have written to PALS this morning

6/7/26 - Just to update you. I ended up in A&E at the weekend with a swollen face and painful eye. I was put on IV steroids and IV antibiotics as there was a risk of sepsis. They were fantastic in A&E. On Monday I saw the Maxillo Facial Team and they were also fab. *I am now booked in at the end of this month for tooth extraction under GA.*

The teams were in disbelief that I'd had so many courses of antibiotics, and that the East Midlands dental triage service was suggesting I wait for allergy testing which could be another year! I am pretty appalled to be honest that they can miss something that was a significant risk .. This should have been a planned and managed urgent procedure.

Compliment

	1. Case 16635 (26-06-2026) PCN: South Lincoln Healthcare Providers: For Information: The Branston and Heighington Family Practice Patient commented that they took their child to see the GP . GP was very polite, knowledgeable, and made a plan for ongoing investigations. They ordered blood tests and we were able to go straight to Washingborough Surgery to have them done. This was appreciated as it mean't not having to take my child out of school again to have them done.
South Holland District Council x 7 • 5 x General Comment • 1 x Informal Complaint • 1 x Signposting	General Comment 1. Case 16564 (10-06-2026) PCN: Spalding Providers: For Information: Beechfield Medical Centre Patient comments that they have a head injury and had a medication review over the phone with a GP that was not known to them. There were a few issues with the conversation as GP had english as a second language and a strong accent. Patient has to be given time to process information since brain injury. The neurologist had changed medication but instructions to the GP were not clear. Patient felt that GP should have had a conversation with the Neurological Consultant and/or Pharmacist before the conversation with patient. It was clear that the GP was not sure how to proceed with the new dosage. The medication had to be increased gradually over a period of weeks until the right level was found that worked for the patient. The medication could not apparently be put onto a repeat prescription during this period of adaptation, so patient would have to have several different prescriptions to cover the changes . Patient has been left not knowing when the changes will happen and when next week to take 2 pills instead of 1 ! Notes / Questions No patient information provided 2. Case 16566 (10-06-2026) Providers: Crowland Pharmacy For Information: Pharmacy Patient shared experience that has had at Crowland Pharmacy : at the beginning of May (Tuesday after first bank holiday) their spouse had been prescribed some new medication for a stomach upset by their GP. Following a difficult conversation with someone at the Pharmacy the prescription was only to be delayed by a couple of days, but they were not very happy with the staff's attitude. Has emailed the pharmacy on crowlandpharmacy@warwickltd.co.uk in May and to date has not heard anything back. Patient would like to know what to do next to escalate their concerns. Notes / Questions Healthwatch provided ICB information 3. Case 16574 (12-06-2026) Providers: For Information: Integrated Care Board Dental, JDSP Dental T/A Winsover Dental Care Patient commented : NHS dentist of over 20 years stopped offering NHS care and I had to seek a new NHS dentist. The quality of the care at my new dentist is poor. I have overlapping teeth and should be offered a scale and polish routinely, or have a discussion about this treatment if is required but the new NHS dentist did not discuss this or offer it. I had to request it and when it was performed it was done with unnecessary force causing pain that I had not experienced previously. I suspect that this was to deter me from requesting this again. Notes / Questions No patient information provided 4. Case 16575 (12-06-2026) Providers: For Information: Lincolnshire Integrated Care Services (ICS/ICB), West Elloe Pharmacy Patient commented : usual Pharmacy is in chaos and has been for a number of months now with significant delays in issuing new and repeat prescriptions. Previously it was 3 to 5 days now it can be over 3 weeks resulting in medication running out. Notes / Questions No patient information provided

5. Case 16573 (12-06-2026)

PCN: Spalding

Providers:

For Information: Munro Medical Centre

Patient commented : GP pressed for time with strict limitation on appointment offered. Have had a number of symptoms that are related but was advised that I could only discuss one issue and could not book an extended appointment. Immediately made a complaint and escalated my concerns to the practice manager and was then offered a longer appointment. I am capable of advocating for myself and pushing for the right level of service, others are not. Online services are much improved with very prompt responses and clinical advice given without having to see a GP sometimes.

Notes / Questions

No patient information provided

Informal Complaint

1. Case 16581 (15-06-2026)

PCN: Spalding

Providers: Moulton Medical Practice

Moulton Medical Centre

Patient commented, they have been struggling to access B12 injections since moving to this practice. Has had these for a couple of years and always found they worked. Since moving to this practice, the patient is finding it difficult to access. Has had Consultant intervention who has agreed and given advice about B12 supplementation. Consultant advice to GP was for an agreement between you and the patient to stop this, check levels and if low, give a short trial of oral supplements (for 3 months) to see if the B12 levels improve. The Consultants advice in regard to oral supplements is clearly conditional on my agreement and checking levels later, to catch any fall in levels.

Notes / Questions

Healthwatch provided PALs and CQC information

Provider Response

Patient response - I appreciate your suggestions and will take them forward

Signposting

1. Case 16554 (08-06-2026)

Providers: Integrated Care Board Dental

We have just moved to Holbeach and are having difficulty finding an NHS dentist that is taking on new NHS patients so I wanted to ask if you have any advice of if you may know local dentists that are able to help?

We have moved from London and we would like to carry on with our check ups any help you can offer we would be most grateful for!

Notes / Questions

Healthwatch provided information on NHS Dentists taking on a little further afield, also provided 'Find a Dentist' Website as unsure if children are on benefits applies.

South Kesteven District Council x 2

- 1 x General Comment
- 1 x Compliment

General Comment

	1. Case 16588 (16-06-2026) PCN: K2 Healthcare Grantham and Rural Providers: St Peters Hill Surgery Patient commented: Medication review, last year was drawn out and was told it would be better this year, it was to align and streamline everything. Not my experience. I received a text message to complete a questionnaire and then asked to make appointment for a blood test. At that appointment asked for my urine sample, no one had told me prior to the appointment and had been to the toilet waiting for appointment. So had to return with this another day. To find this is only for BP medication, so 3 contacts and activity for surgery for only partial review. Test results texted, click on a link if you want advice to read about how to address changing things to manage lipids, no explanations as to why and risks as why it is important, so easy to ignore, my time is precious as a carer, so no rational no actions. 1 week later I received another text link to a questionnaire for HRT asking for some details provided a couple of weeks earlier (weight height , BP pulse rate). Then response triggered please ask for a routine appointment to discuss this. Just put it through system and wait, no indication whether they contact out the blue or send approximate appointment. This is 5 contacts so far for medication review, it doesn't strike as an efficient use of practice resource anymore than my time. So over a 6 week period not all completed yet. Why does basic info (bp, weight height etc) not automatically cross fill as last year it was sold to me as streamlining all at the same time? Opportunity to influence my health is lost. How does someone who does not use mobile and email (a small but vulnerable minority) gain access. These people fall through the gaps and become emergency problems and would be blamed for not engaging. Notes / Questions No patient details provided Compliment 1. Case 16569 (11-06-2026) PCN: South Lincolnshire Rural Providers: For Information: Bourne Galletly Practice Team Patient commented : An excellent service from a Practice rated outstanding by the CQC which are only 1% of GP practices rated outstanding by CQC across England. I am very fortunate to have a customer focused service from skilled people.
West Lindsey District Council x 2 • 1 x Informal Complaint • 1 x Compliment	Informal Complaint 1. Case 16616 (22-06-2026) PCN: Imp Providers: Treeline Dental Lincoln For Information: Integrated Care Board Dental Patient commented : The staff and Dentists seemed nice but they cracked a tooth during a filling which led to a huge abscess forming which quickly spread to another tooth further back so I lost 2 teeth as a result. My child had several fillings done with them which were substandard. We were so concerned about the poor quality dentistry that we were too scared to go back, so had no option but to go to a private dentist, which I cannot afford, and have the teeth removed and my child had to have all their fillings removed and redone as they had sealed in decay. The drills they used that cracked my tooth were very noisy, large and vibrated a lot - the ones my current dentist uses are small and delicate so there is no wonder my tooth was cracked. Either way we have both been in a lot of pain and discomfort for many months as a result of the horrendously poor dentistry and I have had to spend thousands on private dentistry so that we can both be free of pain and discomfort. Notes / Questions Signposted to LICB feedback centre and dental team Compliment 1. Case 16592 (17-06-2026) Providers: For Information: Bupa dental Surgery Market Rasen, Integrated Care Board Dental Patient comments that goes to dentist as an NHS patient and they get appointments easily. They make your next appointment there and then. They treat me with respect . I have been going there for years maybe 11 years.
All Areas x 1	Signposting

- 1 x Signposting

1. Case 16568 (11-06-2026)

Providers:

For Information: The Heath Surgery (Bracebridge Heath)

Board member of Charity asking for information about funding for non statutory piece of respiratory equipment for a local GP Practice.

Notes / Questions

Signposted to Asthma Relief Charity, CPG Charity Fund, Pulmonary Fibrosis Trust, CVS Lincolnshire

Provider Response

Patient will share this information with the PPG

Hospital Services

Area	Case Details
Boston District Council x 5 • 3 x General Comment • 2 x Compliment	General Comment 1. Case 16570 (11-06-2026) PCN: Boston Providers: Pilgrim Hospital Former Healthwatch volunteer commented that very angry and frustrated about the Patient Service Hub that has been implemented at ULTH without patient consultation, GP or Consultant teams being aware of changes. Feels that this is detrimental to patient care and staff time. Shares experience that had care under the Colorectal Team last year and wanted to know some information about ongoing care. Tried to contact Medical Secretary that they had contact with before and was unable to do this , that was last week. Did call the Patient Services Hub and had to wait for 30 mins before being put through to a person to talk to about this. Details given to this person who told caller that would get back to them with information, this was on the Tuesday, by Friday nobody had got back to them. Caller then rang the Colorectal Department themselves and got through to someone in the Stoma Department , who was very helpful , took their details found them on the computer and they have since received an appointment for the correct Consultant and Department. Caller has been to GP for another issue and discussed Patient Service Hub with them . They said that they had not been consulted that this system was going to change and it was now very difficult to refer patients. Also has a family friend who is a Consultant at the hospital who said that they were not aware of the new system.

2. Case 16609 (19-06-2026)

PCN: Boston

Providers:

For Information: Pilgrim Hospital

Patient commented: over the last 11 months I have had 3 monthly appointments at Fracture Clinic at Pilgrim Hospital because of injuries that I sustained and a medical condition that affects my bones. All staff have been professional, caring, kind and reassured me that everything has been healing as it should and I have now been discharged with information given that I would be able to refer myself back to them over a six month period if any worries or concerns, PIFU(Patient Initiated Follow Up) and not have to go back to GP for referral. Appointments have always been on time or before time and then sent to x-ray before seeing the Consultant. Sometimes there has been a delay in the x-ray department as even early in the morning it gets very busy with very sick patients from A&E and the wards, but then I have been seen almost straight away when I have gone back to Fracture Clinic.

The waiting area for Outpatients at Pilgrim Hospital is still being used as an overflow for A&E. I am aware that this is a temporary measure because of improvements being made in A&E Department but this has been going on for at least a year or more while I have been attending appointments. The entrance is shared between A&E, UTC, and Outpatients. This entrance is small, cramped, dark, and the signage is not good. I have tried to use the self check in systems but on numerous times they are not working then you have to queue to book yourself in. The main area for waiting for Outpatients has always been full with no seats, seats taken up by sick A&E patients, laying across them, people with drips in chairs, vomit bowls on floor, and pools of liquid on the floor. Not enough toilet facilities for the amount of people using this waiting room. I have been always called through to Fracture Clinic in a timely fashion. I feel sorry for the patients and staff that have to wait and work in this environment, and have been with family members who have been waiting in this area for A&E treatment in the last year. I think this gives the public such a poor first impression of services that are provided there.

Notes / Questions

Healthwatch asks : Do all Departments give patients the opportunity to use PIFU (Patient Initiated Follow Up) and is this a new pathway ?

When will the improvements in A&E at Pilgrim Hospital be finished so that the Outpatients waiting area will not be used for A&E patients and when will access and Reception area be moved to improve the current patient experience ?

3. Case 16623 (26-06-2026)

Providers:

For Information: Pilgrim Hospital

Patient commented that the ENT Department at Pilgrim Hospital were unhelpful, slow and not consistent with care. The audiology Department were friendly, prompt, with good communication throughout.

Compliment

1. Case 16628 (26-06-2026)

Providers:

For Information: Lincolnshire Community Health Services NHS Trust (LCHS), Skegness CDS Clinic (Lincolnshire Community Health Service), United Lincolnshire Teaching Hospitals NHS Trust (ULHT) / ULHT

Skegness Community Diagnostic Centre (CDC)

Patient commented that had to visit had to visit the Skegness Community Diagnostic Centre (CDC) in the last few weeks. They found that it was so much easier to get to, park and less of a wait for their scan rather than travelling into Boston to the Pilgrim where it is always difficult to get a parking space. Parking was easy, location was good and the Staff seemed to be less stressed here than the ones at the hospital. A fab modern facility/resource for local people. Once the Boston one is open that will be even more convenient for me to get to. Well done ULHT! A great resource and keeps so many of us away from the main hospital when we don't need to go there and pay high car parking charges.

Notes / Questions

No patient information provided

2. Case 16622 (26-06-2026)

PCN: Boston

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

Patient commented that they have had six monthly telephone calls from Oncology Consultant for monitoring purposes following an operation in 2020 for colon cancer.

East Lindsey District Council x 6

• 4 x General Comment

General Comment

- 1 x Informal Complaint
- 1 x Compliment

1. Case 16632 (26-06-2026)

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

Patient commented that they are living with Parkinsons and due to an infection had to be admitted to Grimsby Hospital . The patients biggest concern was not getting their medication in a timely manner as it has very serious consequences for them. The patient ended up staying in hospital for 5 days. Whilst in the hospital, their spouse came across the " All About Me " booklet that they thought was amazing and they filled it in during that stay. However, no staff member looked at it and kept putting it away in the drawer rather than leaving it out to be shared. Patient found that very frustrating as it is such a good booklet and staff should be referring to it. This will save patients having to repeat themselves or support people with Learning Disabilities or memory loss. The treatment whilst in hospital very good.

Notes / Questions

No patient information provided

2. Case 16603 (18-06-2026)

Providers:**For Information:** Lincoln County Hospital

Patient commented : that they were referred in August 25 for an appointment to ENT Department after visiting the Doctors with an ear problem. They received a letter in September 25 telling them they were on a list for an appointment and to contact them in December 25 if they had not heard anything . They waited until Feb 26 before they called when they were told they were in the next cohort for appointments going out. It is now June, and they still are having problems but not heard anything.

Notes / Questions

Healthwatch contacted patient has now received an ENT appointment via the NHS App and attended appointment. Has waited a year for this appointment.

3. Case 16594 (17-06-2026)

Providers:**For Information:** Pilgrim Hospital

Patient commented : That they had an appointment in early August with ENT Department at Pilgrim Hospital because they have pulsative tinnitus. They are concerned that they have a blocked artery (which could lead to vascular dementia). I was told I could have a scan, but after receiving an initial letter I have not heard anything further and don't know who to contact as my Doctor says it is out of their hands now.

4. Case 16611 (19-06-2026)

Providers:**For Information:** Pilgrim Hospital

Patient commented : Dental/cancer appointment received within 2 weeks, very efficient. Initial appointment informative. However, I arrived for x-ray to be told that staff member for this specific procedure was not available on that day. 2nd attempt arrived to be told that staff member was sick, no phone call! 3rd attempt after confirming that the X-ray and clinician were both available on that day (which had been scheduled on the very first appointment) arrived at hospital to be told that no-one could do X-ray. They had in fact sent me to the wrong clinic.

Notes / Questions

Signposted to PALS

Informal Complaint

1. Case 16608 (19-06-2026)

PCN: Meridian

Providers:**For Information:** Pilgrim Hospital

Regular caller to Healthwatch comments that had a appointment at Outpatients Department at Rheumatology Department at Pilgrim Hospital last week. Had to call to check appointment details as nothing received by post or text, difficulty calling and getting through, also needing to confirm details as needing to book transport to get to appointment. Did get to appointment and attend then received a text when got home with details of appointment that they had just attended, too late. Will make a complaint.

Compliment

	1. Case 16602 (18-06-2026) Providers: For Information: Lincoln County Hospital Patient commented that they were rushed into hospital in November 25. They had a heart rate of 175 beats per minute and they were quickly taken into Resus room and then onto a Cardiology Ward where they spent 2 weeks. They were discharged with a heart rate of 150 beats per minute and have since then had an ECG and echo cardiogram. My heart has now gone back to a normal.
North Kesteven District Council x 4 • 2 x General Comment • 1 x Informal Complaint • 1 x Compliment	General Comment 1. Case 16558 (08-06-2026) Providers: Lincoln County Hospital Patient Service Hub Patient commented : still trying to get a date for my operation. Work full time and get a limited time for lunch. Spending the entire time in a queue waiting to speak to someone, once in the queue you don't get a time or wait time. Absolutely appalling service and no direct number for the GP Practice to ring either. Notes / Questions Healthwatch provided contact details for PALs 2. Case 16636 (26-06-2026) Providers: For Information: Lincoln County Hospital Patient shared experience about Lincoln County Hospital , A&E Department. Comments that communication not good a after temporary cast fitted. No information for the next part of the Process. Had to chase the hospital for further information. Found this very stressful. Informal Complaint 1. Case 16610 (19-06-2026) PCN: South Lincoln Healthcare Providers: For Information: Lincoln County Hospital Patient shares experience : that has been trying to contact by phone the Medical Secretaries of Cardiologist and Oncologist who they are currently receiving care and treatment from in the last month. They have previously contacted these Secretaries and have their contact numbers when they now do this it goes straight through to the Patient Services Hub (PSH). When they have been put through to the PSH they have had a 20 minute wait and they do not want to discuss their current medical treatment with a third party or clerk. They are currently receiving immunotherapy treatment in the Oncology Department and was previously told to speak to the Oncologist Secretary before and after their regular treatments in the Department. This would let the Consultant know how they were and how they were responding to the treatment. They have now written to the Cardiology Consultant. They will speak to Staff at their next Oncology appointment about their difficulties with contacting them and discussing ongoing treatment now that they are having to make contact through the PSH. Nursing Staff have given them a contact list of useful telephone numbers ward number, Nurse Specialist , if they are having any issues with specific treatments, when rang Nurses went to Voicemail and no one has rung back to date. They have also rang the Hospital switchboard and this also goes straight through to PSH. Compliment 1. Case 16541 (02-06-2026) Providers: Lincoln County Hospital Lincoln Surgical Admissions Lounge (General Surgery) Patient commented : everything went very well. Everyone was amazing so kind, friendly and helpful. Thank you all. Notes / Questions No patient details provided
South Holland District Council x 2 • 2 x General Comment	General Comment

1. Case 16576 (12-06-2026)

PCN: Spalding

Providers:

For Information: Fitzwilliam Hospital

Patient commented : due to lack of capacity within NHS I had ACDF surgery (neck fusion) carried out by a private surgeon on the NHS. Excellent level of care but it was over 12 months on the waiting list.

Notes / Questions

No patient information provided

2. Case 16577 (12-06-2026)

PCN: Spalding

Providers:

For Information: Peterborough City Hospital

Patient commented : Hospital outpatients appointments - finding somewhere to park is a nightmare. Appointments do not run to time with extended waits. If the Consultant issues a prescription for medication that can only be issued at the hospital, the wait time from submitting the prescription to the medication can be over 3 hours which then results in paying more for car parking than is strictly necessary and hanging around the hospital.

Notes / Questions

No patient information provided

South Kesteven District Council x 2

- 1 x General Comment
- 1 x Compliment

General Comment

1. Case 16582 (15-06-2026)

Providers: Lincoln County Hospital

Information patient sent to PALs - I am writing to raise a complaint regarding my rheumatology appointment scheduled today at 9:00am.

I did not receive any appointment letter, nor was the appointment visible on the NHS App. The only communication I received was a text message confirming that I had an appointment. Because of this, I travelled to Lincoln Hospital for the appointment.

I have arthritis and travelling is extremely difficult and painful for me. I do not drive, so I had to pay for a train and then walk uphill to the hospital, which caused me considerable pain and expense. Earlier this year, around January/February, I emailed requesting that my appointments be arranged in Grantham instead, as it is much more accessible for me due to my condition and financial situation.

When I arrived at the hospital today, I was informed that the appointment was actually supposed to be over the phone. Despite this, I was never contacted by the doctor and received no phone call at all.

I have not had an appointment since September, and during this time my condition has been getting worse and spreading. I feel extremely frustrated and upset because I do not feel that my condition or circumstances are being taken seriously.

I would also like to raise concerns regarding my current Doctor. I often leave appointments feeling uncomfortable, as I have found some comments made during consultations to be rude and lacking sympathy. Because of this, I would like to formally request to be transferred to a different doctor.

Patient sent to Healthwatch - I'm messaging you because I'm quite desperate. I have been trying to get an appointment for more than 6 months now. PALs booked me an appointment in May that didn't happen, making spend money I honestly don't have and walking up the hill to the hospital just to be told the appointment was over the phone and received no calls. Emailed PALs the same day (28/05) and until now I had no response. I don't know what to do, I have no rheumatology in my home town (Grantham) the doctor I have in Lincoln Hospital is rude and dismissive with me, no communication with rheumatology department and now PALs are ignoring me.

Notes / Questions

Healthwatch provided Complaints information; Volunteer Car Scheme; How to claim travel monies back; and if they had made contact with the number provided by PALs

Provider Response

5/8/26 - request from ULTH to release details.

10/8/26 - consent received, information shared with ULTH.

Compliment

	1. Case 16598 (18-06-2026) Providers: For Information: Grantham + District Hospital Patient commented : I went to Grantham Hospital tower block Ward 2 for biopsies of prostate and bladder it was day surgery case. I have had catheter in since February till yesterday, from the moment the team welcomed me I felt at ease ,Staff Nurse was brilliant from 7am till discharging me at 7pm. My Surgeon was fantastic they did what they said they would and more. I'm know catheter free. I just didn't expect this all the team theatre team and recovery team were brilliant. Thank you so much. Notes / Questions Information given to contact PALs at Grantham so able to name members of staff in compliment
West Lindsey District Council x 3 • 1 x General Comment • 1 x Informal Complaint • 1 x Compliment	General Comment 1. Case 16561 (09-06-2026) Providers: Lincoln County Hospital I have sent various emails to people. My grandchild is in Lincoln hospital - Rainforest ward - Frog room. Last week my relative noticed a mark on child's leg and took them to the doctors. They also mentioned it to their health visitor on Friday. Relative was reported to child services and told to meet the social worker at Lincoln Hospital. Relative got there on Friday at 4.30pm. Grandchild needed to have a CT scan, x-ray and blood test. These could not be done until Monday. They were told there would be serious consequences if they went home for the weekend. There is no proper provision for food for parents on the ward. They are still at the hospital. The tests came back clear except for the CT scan. They were hoping to leave hospital yesterday. The scan was done at 2pm and they did not receive the results till late. There was a worry about the top of the skull. The scan was reviewed by someone who deals with adults and not babies. All this has caused immense stress to my relative and spouse. They have had a stressful few years. They had 2 miscarriages before having grandchild. The pregnancy was very stressful , there were problems and my relative suffered from high blood pressure. If someone went through all this to have a baby and immediately sought medical advice for the mark, why would they abuse the baby? I understand there are protocols to go through, but I am extremely worried about my relative and their mental health. I'm worried the baby will be taken from them or that something is seriously wrong. What happens in the future - babies when they crawl and learn to walk have bumps. Will this go against them? There has been talk that they will need to be monitored for 2 weeks. If someone checked their medical records they could see what they have been through. I would appreciate any help. Notes / Questions Healthwatch provided PALs information, Family Liaison Officer information also provided Provider Response Patient Experience Team at ULTH requesting patient details. Informal Complaint 1. Case 16586 (15-06-2026) Providers: Pilgrim Hospital Neurology Pilgrim Hospital Boston Patient commented : Went well was that had 2 week wait appointment in Feb 2026. DID NOT GO WELL Pituitary macroadenoma diagnosed, consultant said they would urgently refer to Endocrinology, ophthalmology and Neuro surgery....but this referral was not made until 11 weeks later. PALS were contacted who told us there were no secretaries to type the referral. They did not offer any further help at that time. We contacted secretaries who said they had typed the letter but the consultant had not signed it off electronically. We contacted PALS again who told us the referral appeared on the Clinical system at the beginning of May. To date we have still not heard about Neuro surgery appointment. No communication about anything has been forthcoming from the hospital. We would like to speak to a manager to ask some questions. Notes / Questions Healthwatch provided the Patient Services Hub contact details Provider Response Patient update - I have tried this number a few times and it only states more than 10 in the queue, no idea of whether I would be 11 or 100. Compliment

	1. Case 16612 (22-06-2026) Providers: For Information: Lincoln County Hospital Patient commented : I have had a very positive experience with a Doctor in the Oncology Haematology Department at Lincoln County Hospital. They listen and understand my other conditions and how they affect the cancer and treatment going forward. They are honest, reassuring and very open to questions and give considered advice and guidance. I have had some very bad experiences with the Respiratory department so was very nervous to be referred to Haematology here but cannot fault the Doctor I have seen. Notes / Questions Advised patient to contact PALs so the named Doctor and Department receive the compliment personally.
All Areas x 1 1 x General Comment	General Comment 1. Case 16540 (01-06-2026) Providers: United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT ULHT phone number. Patient commented : I have to speak to a specific Consultants secretary. Easy? No. An operator answered my call within seconds. I have the reason for my call and read, put through to a "hub" which has options for appointments only. I waited 50 minutes to be answered and they were unable to put me through. So now an overworked PALs team have to deal with it asking the secretary to phone me. Is this sensible? Notes / Questions No patient details provided
Out of Area x 2 2 x General Comment	General Comment 1. Case 16557 (08-06-2026) Providers: Out of area Grimsby Hospital - Same Day Emergency Care (SDEC) Patient commented :the whole experience was poor from entering to leaving. Poor welcome. Over worked Nurses, Doctor who was rushing handed off my case to a very Junoir Doctor who somehow managed to prescribe a medication that I'm allergic to and could of killed me. When I raised concerns later they would speak to Doctor about some reflection to there poor actions ! Notes / Questions Forwarded to relevant Healthwatch in Northeast Lincolnshire 2. Case 16559 (09-06-2026) Providers: Out of area Castle Hill Hospital (HEY) thoracic department Patient commented : When I first saw the Surgeon they clearly stated in writing that my case was a matter of urgency and would be referred to an MDT (Multiteam Disciplinary Meeting), however after a couple of months I chased this with their Secretary only to be told that there was a staff vacancy and everything was on hold, this went on for over 6 months before my case was reviewed by the MDT. Following on from the surgery that was approved/recommended, I was discharged and told that I would be seen post-op in 6 weeks, at 5 weeks having heard nothing I contacted the Medical Secretary to chase and was told that there was a delay, I was on the list but couldn't give me any idea of when my review would be. This review also includes clearance to drive following the operation and other physical activities so to me it is important. Also under the type of surgery I had the official recommendation is that a surgical review shall be carried out at 6 weeks, this was also recorded on the discharge paper work. From a medical point of view I have only praise for the whole of the nursing, doctors surgery and other members of the teams, however my criticism is about the admin system. Notes / Questions Information shared with relevant Healthwatch in North Lincs

Mental Health and Learning Disabilites

Area	Case Details
East Lindsey District Council x 1	Formal Complaint

1 x Formal Complaint	1. Case 16572 (12-06-2026) PCN: First Coastal Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health) Individual shared experience that was diagnosed with bipolar disorder 15 years ago and had a manic episode and was very unwell and at that time was in a very abusive relationship. Was at that time medicated and did move around the country as was very scared about having another manic episode. Since moving to Lincolnshire has isolated themselves because of the fear that they will have another manic episode. In June they saw the GP as developed a hypersensitivity and rash from their medication and was referred to the Mental Health Team. Now not taking medication and feeling well. Has now made a formal complaint through the normal NHS and PALS pathways about how they were treated by the Consultant and Mental Health Practitioner about how they were not listened to and what was written in their medical records which they feel is untrue and want this removed, and has recorded on their phone all these interactions. Has found this all very traumatising and now feeling very overwhelmed by this process. Has contacted the CQC, GMC, and the PHSO and has a reference number to contact them again when complaints investigation are concluded on the first week of September. Has now sort legal advice. Asking for information about advocacy in this part of Lincolnshire. Notes / Questions Signposted to Voiceability NHS Advocacy service
All Areas x 1 1 x General Comment	General Comment 1. Case 16555 (01-06-2026) Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health) The memory clinics - Memory assessments etc, what is the waiting times for these please once referred by a GP. If lengthy, is there any option of support whilst waiting, as with many of these patients, time is crucial. Notes / Questions Healthwatch asked these questions of LPFT Provider Response The memory service have provided the following information in response to your enquiry: The wait time for a memory assessment varies across the county. If this request relates to a certain area, we can provide an approximate wait time. Patients living in the community (excluding care homes) who have been referred for a memory assessment are contacted by a "Waiting Well Practitioner" if they remain on the waiting list for longer than 18 weeks. The Waiting Well Practitioner makes telephone contact with the patient and / or family and carer to discuss any concerns, provide any advice and signposting and to escalate any risks to the relevant memory assessment team. This contact also provides an opportunity to identify the most suitable setting for assessment (clinic, home visit, virtual etc).

Patient Transport

Area	Case Details
East Lindsey District Council x 1 1 x General Comment	General Comment 1. Case 16556 (08-06-2026) PCN: Meridian Providers: Non-Emergency Hospital Transport (NEPTS) EMAS Patient struggling to make contact Non Emergency Hospital Transport, has been provided with an appointment at Pilgrim Hospital. Patient has tried over the past 3 days and unable to get through. Is getting anxious. Notes / Questions Patient requested Healthwatch make contact with provider. Provider Response EMAS NEPTS response : Thank you for sharing, I am not sure why they could get through unless it has been call volume at the times they tried. Control team, would you mind asking one of the call takers to contact the patient below please to go through the normal booking/eligibility process please. Patient update : You're a star all sorted, thank you very much for your help.

Social Care Services

Area	Case Details
East Lindsey District Council x 1 1 x Informal Complaint	Informal Complaint Case 16560 (09-06-2026) Providers: Lincolnshire County Council - Adult Social Care East Lindsey social services Individual commented : Irregular phone calls constant messages left. I think not fully qualified social workers. Other Service users paperwork sent to me not the right person breaching confidentiality. Notes / Questions Healthwatch provided information on raising a formal complaint and Data Protection Officer information. Healthwatch asks - what reassurances are there for patients that their details are not shared, was this raised as a SI Provider Response Patient response - I sent the letter to social services, they told me that this has been dealt with, filed and the person I received paperwork of, was also told. I even went to Louth to drop off paperwork.
Out of Area x 1 1 x General Comment	General Comment Case 16553 (08-06-2026) Providers: Out of area Adult social services safeguarding service Individual comments :Safeguarding is not fit for purpose for adult social care. I have reported agency care that sometimes leaves a service user unfed, fed tea less than 2 hours after their lunch time call so they don't eat it and then nothing until almost 11am the next day. This is more than once they are reported. Nothing is ever done. Some agencies seem to be allowed off Scot free. Notes / Questions No patient details. Patient stated they reside in Northeast Lincolnshire. Information shared with relevant Healthwatch

Other

Area	Case Details
East Lindsey District Council x 2 1 x General Comment 1 x Compliment	General Comment - Case 16542 (03-06-2026) Providers: NHS 111 Service For Information: Lincolnshire Integrated Care Services (ICS/ICB) NHS 111 Patient commented : I phoned 111 as I had a Urinary Tract Infection (UTI) and had been in bed most of the day. It was 7pm they said a doctor would phone back in 2 hours. It was 1am the next day and basically said they couldn't do anything but go to UTC (Urgent Treatment Centre) which I was unable to as I don't drive and my spouse's medication means they can't drive for 8 hrs. The reason for the call at that time was my spouse had an angina attack. Not sure if they realised when they suggested could a neighbour take me! Compliment - Case 16584 (15-06-2026) Providers: NHS 111 Service NHS 111 Patient commented : Phoned 111 because of a bad fall my parent had and they were bleeding. They were extremely efficient and directed me to the right place I needed to go with parent very quickly. Notes / Questions No patient details provided

Not Specified

Area	Case Details
All Areas x 1	Signposting

- 1 x Signposting

1. Case 16580 (12-06-2026)

Providers:

Individual contacted Healthwatch and asked : Do you know who I contact to come and do a home Smear Test as I have no movement in my right side and need to hoisted in and out of bed ?