



Healthwatch Lincolnshire

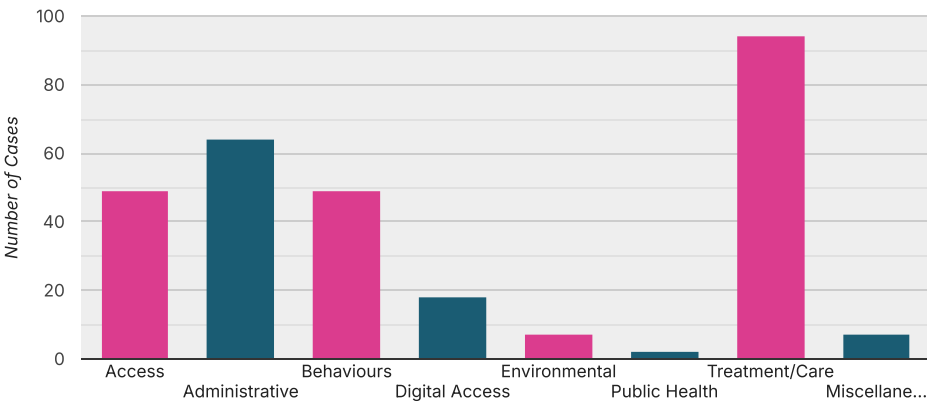
Rooms 33-35,
The Len Medlock Centre
St George's Road,
BOSTON
Lincolnshire
PE21 8YB

August 2026

Statistics

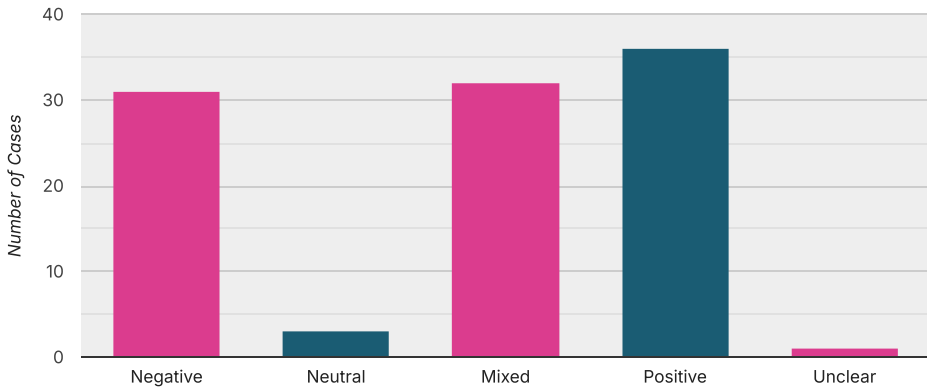
Total cases: 103

Theme Areas



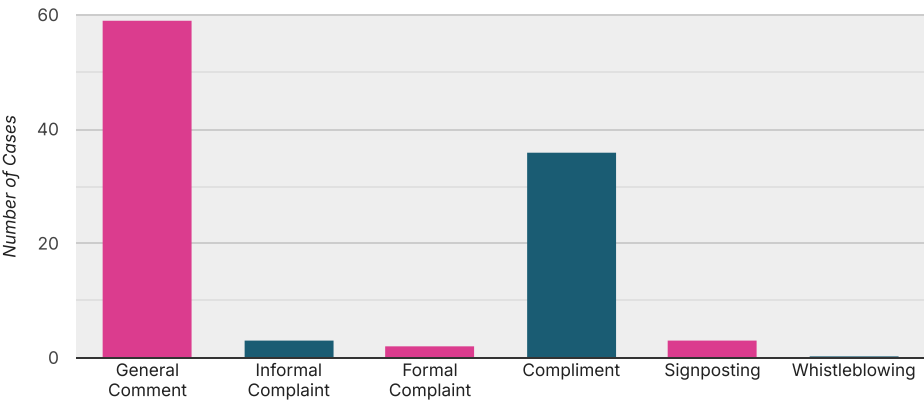
Theme Areas	Cases
Access	49
Administrative	64
Behaviours	49
Digital Access	18
Environmental	7
Public Health	2
Treatment/Care	94
Miscellaneous	7

Sentiments



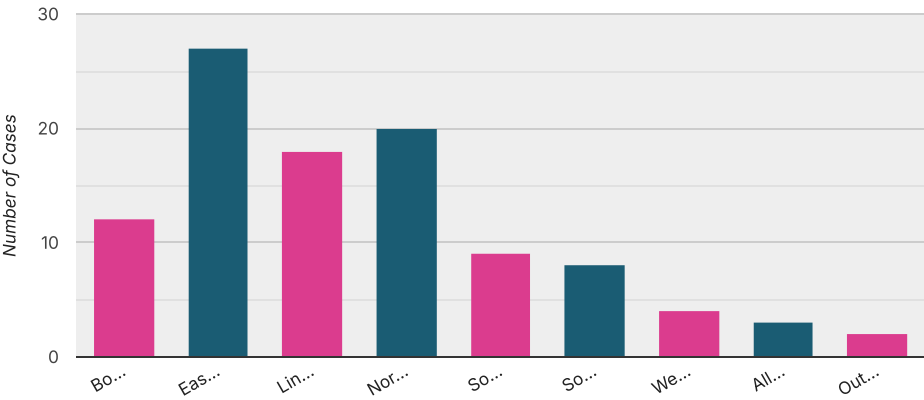
Sentiments	Cases
Negative	31
Neutral	3
Mixed	32
Positive	36
Unclear	1

Case Types



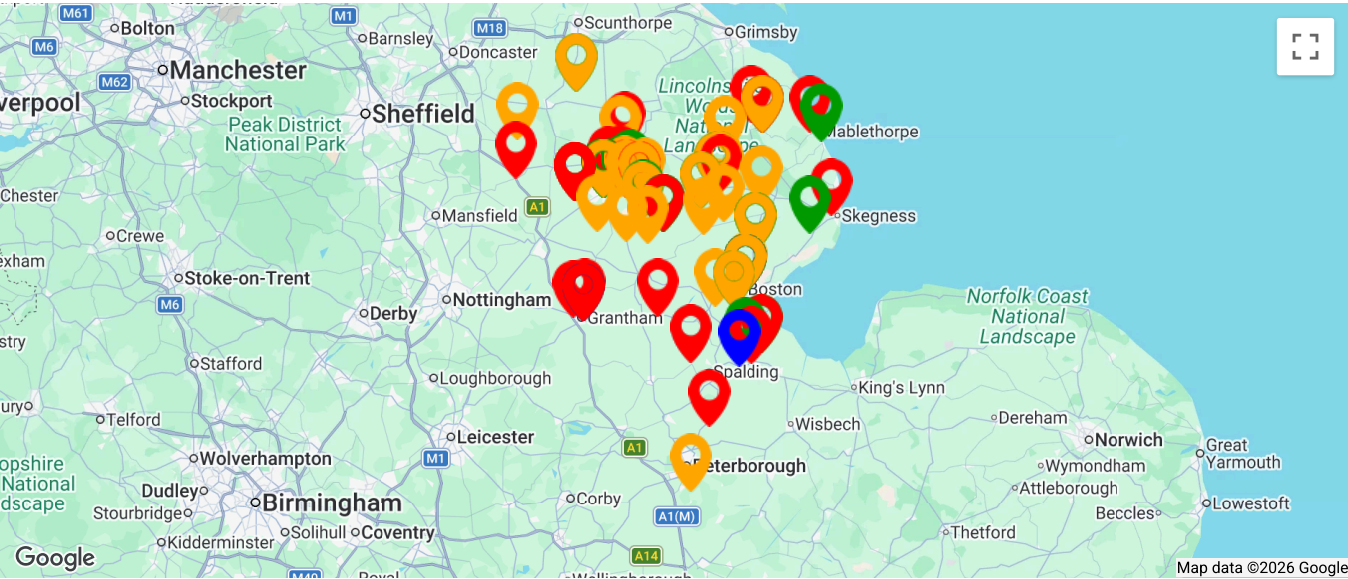
Case Types	Cases
General Comment	59
Informal Complaint	3
Formal Complaint	2
Compliment	36
Signposting	3
Whistleblowing	0

Areas



Areas	Cases
Boston District Council	12
East Lindsey District Council	27
Lincoln City District Council	18
North Kesteven District Council	20
South Holland District Council	9
South Kesteven District Council	8
West Lindsey District Council	4
All Areas	3
Out of Area	2

Map



Cases

Multiple Services

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

Area	Case Details
Boston District Council x 6 • 2 x General Comment • 3 x Compliment • 1 x Signposting	General Comment 1. Case 16808 (12-08-2026) PCN: Boston Providers: Lincoln County Hospital Individual who had come to Boston Stump today to see NHS Digital referred back to Healthwatch Outreach session that was taking place at the same time. Individual concerned as unable to complete and submit online forms before pre assessment appointment for a procedure at Lincoln County Hospital in 2 days time, individual worried that would not be seen if these not submitted. Healthwatch advised that individual tries to make contact with Patient Services Hub to make contact with the Pre assessment team. Will make contact with Healthwatch if this proves difficult. Individual has hospital (NEPT) transport booked for this appointment though has been let down before as has been cancelled with other appointments 3 times before. Will contact Healthwatch if any further problems. Notes / Questions Signposted to Patient Services Hub, Healthwatch Lincolnshire, Bobs brainwaves, headway Provider Response ULHT Patient Experience Team response: It is hoped the author contacted the relevant departments and received a satisfactory outcome. 2. Case 16772 (07-08-2026) PCN: Boston Providers: Pilgrim Hospital For Information: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health), Swineshead Medical Group Patient comments : I keep being forgotten with Outpatient appointments! I've had to ring twice within the past two weeks with different specialities, and I'm going to have to get in touch with a third within the next couple of weeks for ANOTHER speciality! My medicines are wrong a lot of the time. Notes / Questions Signposted to Practice Manager at GP Practice, Patient Services Hub, PALs at Pilgrim Hospital and LPFT Provider Response Response Patient Experience Team ULHT : It is hoped that the author contacted the relevant departments and received a satisfactory outcome. Compliment 1. Case 16796 (12-08-2026) PCN: Boston Providers: Liquorpond Surgery, NHS Digital For Information: Boston Stump Individual who made contact at Outreach at Boston Stump shared experience and commented : that they are in their eighties, has mobility problems, eyesight loss and other medical problems and lives alone. Always phones GP Practice for an appointment and asks for face to face appointment, which the Practice are always happy to do this, as they know their history and they feel that this is good service. Has macular degeneration and always has to pay for the aids that they use for sight though they do attend the sensory loss groups in Boston. Most days they go to the Stump and have a coffee and socialise which they feel is important as they live alone, also uses the visiting organisations, have found NHS digital really helpful.

2. Case 16800 (12-08-2026)

PCN: Boston

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

For Information: Boston Stump, NHS Digital

Married couple who attended Boston Stump shared experiences and comments : they both have good access at their GP Practice, easy to get prescriptions good parking and access in Surgery. Both have quite complex medical problems and mobility issues including COPD (Chronic Obstructive Pulmonary Disease) needing ambulatory oxygen, autoimmune condition, and heart condition. Both appreciate that the GP Practice when ringing for an appointment know their history. The Social Prescriber has also helped a lot supporting their wellbeing.

Respiratory team at ULTH have given great support and have good access to the team. They have especially found the Specialist Nurses very caring.

Attended the Stump today to see NHS Lincs digital to help with a phone problem they have done this before and found them really useful and also access the Stump for a wellbeing group. The only issue is parking around Boston especially for blue badge holders and very expensive, and different prices at different car parks.

Provider Response

ULHT Patient Experience Team response: Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.

3. Case 16829 (21-08-2026)

PCN: Boston

Providers: Greyfriars Surgery, Lincolnshire Community Health Services NHS Trust (LCHS)

For Information: Lincolnshire County Council - Adult Social Care

Relative shared experience : my elderly relative has had a couple of falls in the last year, one which meant that they had a hospital admission with quite severe facial and eye injury that needed ophthalmology follow up. They feel like that have had reduced mobility due to a combination of worsening medical problems and a bit of loss of confidence. They are wanting to use a walking aid a rollator walker but wants to use one which is safe and will reduce the risk of falls and increase their mobility. Relative has had to research which Professional organisations can assess their parent for the correct walking aid for their needs, this means a Physio/OT assessment and access to the Community Equipment Service. Relative rang the Community Therapy Service who were very helpful and responded quickly. Parent was told needed to go back to GP for referral to the Community Therapy Team. Relative contacted GP Practice and asked for referral into the Community Therapy Team which was done speedily. Relative now has an appointment with the Community Therapy Team who are coming to their home to complete an assessment for which walking aid they need.

Notes / Questions

Healthwatch asks: what are the pathways for a person who needs a Clinical Assessment for a walking aid or any other piece of equipment in the Community. Which organisations provide this assessment and referral into the Community Equipment Service so the correct piece of equipment can be ordered and delivered to the person?

Provider Response

LCHS Patient Experience Team response : Thank you for getting in touch. To obtain an adult community therapy referral, you can follow these steps: Self-referral: You can refer yourself to community therapy services without needing a GP referral. Telephone referral: Call the relevant contact number for the therapy service you are interested in. For example, Lincolnshire Community Health Services can be reached at 0300 123 4868. Email referral: Use the email address provided by the specific therapy service, such as LHNT.LCHSreferrals@nhs.net. Contact GP: If you are registered with a GP, they may also be able to provide a referral for community therapy services.

Signposting

	1. Case 16865 (28-08-2026) PCN: East Lindsey Providers: For Information: Lincolnshire County Council – Adult Social Care Person using Boston library accessed Healthwatch Lincolnshire Outreach session. They shared that are caring for their elderly parent-in-law at their home. Their parent-in-law does have carers come to the house who are great couldn't remember name of the company. But does feel at their parent-in-laws beck and call all the time, unsure whether this is a permanent situation. Their own spouse is also unwell and in hospital with lots of medical conditions. They themselves have their own medical conditions to manage, and they do not want to sound ungrateful, but find this very tiring and stressful. Notes / Questions Signposted and contact information given for Carers First, Healthwatch Lincolnshire. No personal information provided.
East Lindsey District Council x 7 • 2 x General Comment • 2 x Informal Complaint • 3 x Compliment	General Comment 1. Case 16851 (24-08-2026) PCN: East Lindsey Providers: Lincolnshire Community Health Services NHS Trust (LCHS) For Information: Horncastle Medical Practice Information gathered via Volunteer Activity I've been off work since February. I've been referred by the surgery to the physio which is based in the Memorial Hall in town. It is helpful, but the problem doesn't go away. I do the exercises they gave me, but I know them anyway. I also pay privately to go to a therapy centre in town. I show the receipts to my workplace so they know I'm trying to get back to work having been off for so long, and I think they are going to pay for these sessions. Notes / Questions No patient details provided Provider Response LCHS Patient Experience Team response : It is hoped the combination of physio and therapy centre attendance provides a satisfactory outcome. 2. Case 16850 (24-08-2026) PCN: First Coastal Providers: Lincolnshire Community Health Services NHS Trust (LCHS), The Spilsby Surgery Caller shared their experience - their GP had referred the patient to Musculo-Skeletal team in Louth as their wrist is swollen and extremely painful. Has now seen a Consultant who made a referral for an ultra sound, they had this and was then referred to another Musculo-Skeletal Consultant now the Consultant is saying they need to be referred to another department of Orthopaedics as urgent and that they need a certain medication to help with the pain and swelling as it is debilitating for the patient. Patient informed the referral will go through today along with the medication to the GP Surgery. Patient has been to A&E and UTC locally, but they are unable to help. Patient is worried as they have lost mobility in their wrist and is finding it difficult to manage day to day things. Has been informed it could be rheumatoid arthritis but the pain medication currently on, is not working. Notes / Questions Healthwatch suggested they make contact with the department they saw today to see if they can have a copy of the letter, so they know when to seek support from the surgery. Also suggested to leave referral to Orthopaedics for a few days, and PSH details provided regarding an appointment. Informal Complaint

1. Case 16817 (13-08-2026)

PCN: First Coastal**Providers:** Marisco Medical Practice**Individual referred to Healthwatch by Carer Support from Carers First.**

Individual shared experience that had been recently bereaved and their spouse who had died had been their carer. Finding the experience shared more stressful and upsetting because of this. Had been on co-proxamol for over 20 years that had helped with pain but this is now a red flag medication and GP Practice unable to prescribe. Because of medical condition, a blood clotting disorder, unable to tolerate many medications. Was unable to get any pain killing medication for 4 months. Did see Haematology Consultant 4 months ago who discussed medication and did write to GP Practice with medication that would be suitable, discussed that needed to take medication that would be effective for pain but ensure that individual was alert as now living alone and worried if has a fall or has an accident.

Individual is very angry that they have had to go 4 months without necessary medication and why did the Practice not chase up information sent by Consultant Haematologist. That the individual has had to chase this up themselves. They went to the Practice and GP now wants to see them every 4 weeks. Went to Reception to make appointment following leaving the Doctor, were told by the Receptionist in a rude way, that the Doctor should have made this before they left, individual is unhappy about the way they were spoken to.

Now has correct medication and is starting to take them and finding them helpful. Did get telephoned by staff member from the Dispensary who apologised and told them it was down to staffing issues. Individual still not happy about the unnecessary wait they have had to get their medication. Going back to Practice for follow up appointment tomorrow and will ask to speak to Practice Manager.

Notes / Questions

Signposted to Practice Manager in first instance. Signposted to bereavement organisations and counselling St Barnabus, CRUSE.

2. Case 16823 (20-08-2026)

PCN: First Coastal**Providers:** The Surgery Stickney**For Information:** United Lincolnshire Teaching Hospitals NHS Trust (ULHT) / ULHT

Patient comments : Got a fairly quick appointment but it was with the Doctor that I have stated many times that I don't wish to be treated by. I have good reason for this and they didn't fail to let me down again. They stated that they had made an emergency request for a scan at the hospital in view of my symptoms suggesting cancer reoccurrence. I waited and waited, then rang my Oncology Team. My scan had been requested as a 2, which is a 12 week wait when it should have been requested as a 5! I'm now going in a couple of days. This same Doctor, who is incidentally stated that for 4 yrs I had nothing wrong with me and I had in fact had got cancer.

Notes / Questions

Signposted to Practice Manager in the first instance, LICB, CQC, PHSO

Provider Response

ULHT Patient Experience Team response : It is hoped the author contacted the relevant departments and received a satisfactory outcome.

Compliment

1. Case 16826 (20-08-2026)

Providers: East Midlands Ambulance Service NHS Trust (EMAS), Lincoln County Hospital, NHS 111 Service

Patient commented : that they have recently been in hospital with pneumonia. The medical services that they used were good and they had a positive experience. The NHS 111 service were helpful and listened to what the patient was telling them so able to assess their condition well and sent for an Ambulance. The Paramedic crew who arrived at their home were excellent and assessed them quickly and took them to Lincoln County Hospital, A&E Department. Though they were in A&E for 36 hours, they were in a cubicle they had a named Nurse each shift, who checked them on a regular basis, helped to use a commode and when able walked them to the toilet with their oxygen in-situ, and helped with personal care when needed. They felt safe and cared for. They had an ECG, x-ray, scan and bloods done in a timely manner and were given results and treatment plan by the medical staff. They were seen regularly by the medical team and given prescribed medication on time. They were offered food and drinks. Though no decaffeinated drinks available. They are gluten free and an amazing Hospital Volunteer who was in A&E Department managed to get them a gluten free meal.

Provider Response

ULHT Patient Experience Team : Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.

2. Case 16830 (21-08-2026)

PCN: Boston**Providers:** Lincoln County Hospital, Parkside Surgery, Pilgrim Hospital**For Information:** NHS 111 Service

Relative of elderly patient shared recent experience : my relative became unwell in the night with headache, dizziness, felt very unstable on their feet, blurred vision and nausea. They rang NHS 111 who remained in contact with them every 2 hours in the night asking about how their symptoms were, this did reassure them. NHS 111 advised them to get an urgent GP appointment as soon as possible in the morning, not to drive, and if this was not possible to go to A&E.

Relative able to get an early GP appointment, and taken to GP Practice by friend. Relative describes the GP who they saw as excellent and had thorough examination and observations. Felt listened to and had plan in place. GP concerned that relative was having a stroke as headache, loss of balance, blurred vision, nausea and raised blood pressure. GP documented findings of examination and requested a head scan as soon as possible, gave this information to relative in a paper version, relative then advised to go to A&E at Pilgrim Hospital as soon as possible.

Relative arrived in A&E, triaged quickly and taken into cubicle in the main department. Relative accompanied by spouse, they are both in their eighties so obviously very scared and this is the first time my relative has been in hospital or had anything wrong with them, which amazed the Doctors and staff. My relative felt put at ease by all staff who cared for them, was kept informed about what was going on and the plan. All examinations and observations explained. Also was scanned quickly which showed that they might have had a stroke. Medical opinions were got from Neurology at QMC and Stroke Unit at Lincoln County Hospital.

Relative taken by Emergency Ambulance on blue lights directly to the Stroke Ward at Lincoln Hospital. This was in the afternoon the same day. Relative also felt ambulance crew put them at ease even though relative felt really unwell. Relative stayed on Stroke Unit for just over 24 hours, thankfully had a head MRI which showed that they had not had a bleed or stroke they had menieres disease and now have information, medication and follow up for this. My relative has been blown away by all staff that cared for them in this time from GP, A&E, and Stroke Ward, how hard everyone works, how busy it is, and the excellent care they received. This made a very frightening experience much better.

Provider Response

ULHT Patient Experience Team Response : Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.

3. Case 16867 (28-08-2026)

PCN: First Coastal**Providers:** NHS 111 Service, Pilgrim Hospital, The Surgery Stickney

Patient shared experience : that in the last year they had found a lump in their neck and were obviously very worried. This was over a weekend so they rang NHS 111 who told them to go straight to Urgent Care centre. They were seen and had bloods done told to go to their GP the following day. Went to GP Practice and referred for scan and specialist opinion. Within 2 days had a scan at Pilgrim Hospital and by the next week they were having a tumour removed from their thyroid gland. They said that all the medical professionals and care they received was excellent.

Provider Response

ULHT Patient Experience Team response : Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.

South Holland District Council x 3

- 2 x General Comment
- 1 x Signposting

General Comment

1. Case 16784 (11-08-2026)

PCN: South Lincolnshire Rural**Providers:** Connect Health Services / Cora Health - Pain Management , Littlebury Medical Centre, One Health , Skegness

Patient contacted Healthwatch as they are suffering with severe back pain in the lower back, and feels they are banging their head against a brick wall. Has been under Sheffield Spinal Hospital previously. Fell out of bed a few years ago and as they were due to see the spinal Specialist in Sheffield and physio they decided to speak with them about this as their hip now hurt. Physio suggested that their GP make a referral for an x-ray, which they did, but was arranged for Louth Hospital is over an hour away, when Spalding is only up the road, or Pilgrim. However patient duly went to the appointment, however on going into the room, there was no x-ray machine, only a desk and a couple of chairs. Spoke with the Clinician that they were referred for an x-ray, Clinician stated no it was a referral for an examination, both parties had different letters of referral. So no x-ray and the Clinician couldn't do anything for them.

Patient feels they are going round in circles, had been referred to One Health, where the patient thought 'great' now I'll get some treatment, the Clinician was very knowledgeable, and showed them on their computer the part of their spine which had a gap in, patient very happy with the Consultation and came away feeling something was going to be done now. Nothing was done.

Has been privately for nerve block which afterwards was pure bliss and worked for over 18 months, saw the Consultant again, decided to try another one, however this time it didn't work. This was explained to the patient that this might be the case.

Now back with One Health, was given appointments all over Lincolnshire who didn't know anything about spines, more recently had another consultation under One Health where the patient felt they did not know anything about their condition, has tried to make contact with One Health several times, to speak to someone, but no-one has called them back.

Spoke with their GP surgery who has now made another referral through to Cora, has had the phone appointments, where questions were asked, and has been notified that their face to face appointment will be in Grimsby. Patient has difficulty driving due to the nature of their severe spinal pain and wonders why not in this county.

Patient in severe pain but no treatment plan in place, no co-ordination of care and that this has been ongoing for years and no further forward. Patient very emotional about their situation. Has contacted their Surgery and is waiting for their response. Feels pushed from pillar to post with no positive outcome. Is the main carer for spouse and finding that roles are being reversed.

Notes / Questions

Healthwatch suggested waiting to see what the Surgery came back with. Patient will make contact with Healthwatch again once response is received.

Provider Response

One Health Response from Service Improvement lead wanting patient details so they can investigate concerns. Personal details sent with consent to One Health as requested.

One Health Service Improvement Lead response : I have had a look into this patient's journey within One Health Group, and it does not match the information that has been given.

The patient came through to OHG(One Health Group) and was booked in with one of our spinal APP's (Advanced Physio Practitioners) who sent them for imaging and saw them again to discuss these results. The APP advised that surgical intervention may be an option and that the patient needed reviewing by a spinal surgeon. The patient was booked in with a spinal surgeon who advised surgical intervention was not necessary, and the outcome was for their GP to refer them to their local pain team. The patient was not happy with this, so we booked them for a second opinion with a different spinal surgeon, however, the patient did not attend this appointment. The patient had previously failed to attend one appointment and had cancelled two further appointments. In view of this appointment history, no further appointments were offered by OHG. In addition, the patient's GP had already arranged a referral to an alternative provider. The patient has not been under OHG's care since end of July 2026, when they were formally discharged from our service.

I therefore dispute the assertion that the patient was offered appointments across Lincolnshire with surgeons who had no spinal expertise. The patient was managed appropriately through the established OHG pathway, including being offered a second opinion. However, the patient did not attend this appointment, in addition to the previous cancellations and non-attendance. Accordingly, I am satisfied that the patient was provided with appropriate opportunities to progress their care within OHG.

Practice Manager response : I have looked at the patient's record and can see that the Pain Management Service at Cora Health advised the patient that they were arranging an appointment to discuss Pain Rehabilitation and had stated that injections would not be appropriate for the type of pain they are experiencing and its location. This was the appointment the patient attended. Additionally, the Spinal Surgery Service advised them in May that surgery is not appropriate in their case.

The patient subsequently spoke to a GP and asked to be referred to Leeds spinal team, advising that they had a letter from them confirming that they would accept a referral. The GP asked to see a copy of the letter and that they could then make the referral, but the patient refused and ended the call. We would be happy to refer if we can see a copy of the letter as we need evidence to make any referral. I will ring the patient to discuss and see if there is anything we can do to help.

2. Case 16789 (12-08-2026)

PCN: South Lincolnshire Rural

Providers: Gosberton Medical Centre, Pilgrim Hospital

Patient commented - A Doctor at the GP practice is described as unhelpful, with several serious incidents linked to their decisions.

The patient reports: Two patients with breast cancer whose symptoms were dismissed, later found to be terminal. A person with severe bleeding repeatedly told "nothing is wrong", later rushed to A&E and required blood transfusions.

Patient personally suffered a head injury and broken tooth, which they say happened because a Doctor didn't follow the with clear Consultant instructions. Patient feels no action is being taken to address their concerns.

Patient ended up in Boston Pilgrim having broken their leg, it was an horrendous experience, the Consultant, just kept telling the patient their leg is fixed, whilst the break might be, they can't walk with that leg after 20 months. Patient now has to face major surgery, where they are attending the Royal Orthopaedic Hospital later this month.

There are no NHS Dentists in my area, only Private.

Notes / Questions

Healthwatch provided information - Practice Manager for GP Surgery or ICB; PALs for Pilgrim Hospital and NHS Dental Options in the local area.

Provider Response

Practice Manager response : would be happy to discuss further with patient following Healthwatch gaining consent from patient to share their details. Patient details shared with consent.

Patient experience team at ULHT response: It is hoped the author contacted the relevant Departments and received a satisfactory outcome.

Signposting

1. Case 16868 (28-08-2026)

Providers:

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

Individual shared experience of being a carer for elderly parent who now is receiving end of life care in a Care Home, 3 hours away from where they themselves live. How much of a juggle this is and how systems are very difficult to navigate, particularly funding, other benefits, decisions about care and issues around wills and other family members. That they themselves need some support and guidance and how important it is to look after their own mental and physical health.

Notes / Questions

Signposted to Carers First, Citizens Advice and to seek legal advice.

South Kesteven District Council x 4

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

General Comment

1. Case 16766 (04-08-2026)

PCN: K2 Healthcare Grantham and Rural**Providers:** Lincoln County Hospital, St Peters Hill Surgery

Patient shared their experience: This is intended to describe my experiences being a patient with Type 1 Diabetes, and in particular some of the challenges surrounding communication, medication & appointment management, a feeling of a lack of access, and ultimately, what feels like a complete lack of personalised care. The content is based on my experiences with St Peters Hill Surgery, Grantham as well as with the Diabetes Care Team at Lincoln County Hospital. It isn't intended as a complaint, but I do feel I need to highlight some frustrating issues. I am also very conscious of the number of other patients with needs, and I am trying to be mindful about this as I write. I know I am only a small component of the system demand. It isn't targeted at any individual or service, but is more about the system as a whole.

Notes / Questions

Healthwatch were copied into this comment, main recipients - ULTH; GP Practice.

Others cc'd were ICB; Diabetic Nurse Specialist.

Provider Response

Response from LICB to the patient : Thank you for your email and for sharing your experience regarding your diabetic care under St Peter's Hill Surgery and United Lincolnshire Teaching Hospitals (ULTH). I have saved this information on file and I will leave this with St Peter's Hill and ULTH to take this forward.

ULTH Patient Experience Team response : A conversation has taken place between the author and a satisfactory outcome has been achieved.

2. Case 16816 (13-08-2026)

PCN: K2 Healthcare Grantham and Rural**Providers:** One Health North Hykeham, The Harrowby Lane Surgery**For Information:** Lincolnshire Integrated Care Services (ICS/ICB)

Patient comments : that has brain injury that causes problems with memory loss, also has problems with mobility and uses walking aid lives alone. Has been to GP and asked for referral for issues with knee has had to wait for 3 years for anyone to contact them about an appointment. Did go back to the GP who stated that referral lost. GP re-referred for an assessment of knee, to One Health, was seen and assessed and needs knee replacement. Doctor and Nurse that patient saw did reassure them about the operation and recovery, listened to patients concerns about an epidural and medication, and how brain injury sometimes changes behaviour and can interact with medication in a negative way, also that can have memory loss. Doctor and Nurse also discussed recovery and that would need support at home following procedure as would be discharged within 24 hours if well, said to patient that they would need to set up support for going home after the operation.

In the last couple of days One Health have rung the patient and given them a date for the operation in the near future on the proviso that patient had organised support for discharge home. Patient explained that had forgotten about this because of brain injury. The person who had rung the patient from One Health stated that because support at home following discharge had not been sorted out that they would be discharged from the service. Patient told to go back to GP. Patient very unhappy with this and feels discriminated against because of their brain injury and related symptoms, and doesn't know what to do.

Notes / Questions

Signposted to LICB feedback team, adult social care team , health and wellbeing services , Connect to Support, Voiceability Advocacy

Provider Response

Response from One Health Service Improvement Lead requesting sharing of patient personal information so that they can investigate this issue further.

Compliment

1. Case 16794 (12-08-2026)

PCN: K2 Healthcare Grantham and Rural**Providers:****For Information:** Lincolnshire Community Health Services NHS Trust (LCHS), St Peters Hill Surgery**Patient shared their experience -**

GP - Excellent service today, but do struggle to get issues resolved at times.

District/community nurses - received excellent care for troublesome wounds

Signposting

	1. Case 16776 (10-08-2026) Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health) For Information: Lincolnshire Integrated Care Services (ICS/ICB) Patient diagnosed with schizophrenia, has moved from Sleaford area to be closer to family and not registered with a GP Practice in this area as yet. Is under Sycamore house, but looking to get registered with a GP Practice. Notes / Questions Healthwatch provided information on local GP practices and where to register, close to where they are now residing.
West Lindsey District Council x 1 1 x General Comment	General Comment 1. Case 16861 (26-08-2026) PCN: Imp Providers: Lincoln County Hospital, Welton Family Health Centre Caller shared recent experience of their GP Practice, referral processes: they have had ongoing and progressive issues with their legs and arms which are painful and now impeding their walking and mobility for about a year. They physically cannot get up and downstairs and feel that they can't leave the house as they are unable to walk. They have had investigations to rule out structural issues and they have come back OK. But they are still having the same problems and pain. Have been seeing the GP and at times been sent to A&E. The GP has referred them to Neurology which they have been told has been expedited. But have had heard nothing and get sent links that are not helpful. Has had no referrals for pain assessment. They are wanting a Right to Choose referral for Neurology from their GP out of county. They have tried to request this but are only getting sent unhelpful links. They have a job which at present they cannot do and have had a lot of time off sick and are due a welfare meeting next meeting and they think that their job may be jeopardised. Notes / Questions <i>Signposted to :</i> GP Surgery Practice Manager, LICB if no resolution. NHS Right to Choose Information. PALs . Patient Service Hub. Connect Health Pain Management. NHS Advocacy. Citizens Advice info. <i>Also provided Information on:</i> Community Equipment services, Lincolnshire Community Therapy team. Adult social care . Wellbeing Lincs. Connect to support. Provider Response ULTH Patient Experience Team response : It is hoped the author contacted the relevant departments and received a satisfactory outcome.
Out of Area x 1 1 x General Comment	General Comment

1. Case 16818 (14-08-2026)

Providers:**For Information:** Out of area**Carer comments:**

I look after 2 people my parent, 97 and my spouse, 81. Both have COPD, limited mobility and cognitive issues. Recently my elderly parent went into hospital from A&E after a minor fall, they kept them in overnight and then although there was no medical reason, refused to discharge without a package of care. I thought this would take a couple of days but it was nearly 3 weeks. During this time they was not allowed to walk, they spent most of the time in a bed with cot sides. Some time in a chair which they were unable to get out of. On one visit I found them with a feeding cup, they did not have to keep sitting them up. They were then deemed unable to come home and allotted a place in a home which I was assured would promote their independence, through supported exercises and activities. It was 2hr drive away. The first week they spent in bed they could not reach the bedside table, there was an en-suite but no support rails and they could not do exercises / they did walk to the toilet. They were very withdrawn and reluctant to talk, quite anxious. Before this they had a very organised routine. They got up and body washed and dressed themselves, got their breakfast, and went out on their scooter to town and had tea at Tesco's. Independently they continued their day, taking their medications, meals and snacks.

They returned with no confidence in walking, needing help with all self care and has carers visit 4 x a day. After a month at home they are starting to wash and use commodes (not confident enough to walk any more than a short distance.) They are still eating a soft diet. I hope for them to gain a little more confidence but don't expect them to return to their previous abilities. What could have been done better? They could have contacted those professionals already working with them to help assess their needs. They could have talked to me the carer to explore what help was at home already. It was ignored. Their home has grab rails where needed, perching stools to enable them in the bathroom and the kitchen. A stair lift and toilets up and down stairs with seats at the right height and support rails. This was in their notes and the facility was informed and given pictures. I think it would be useful to allow elderly patients to walk, ensure they are not trapped in beds or chairs. If there is not staff with time then the the provision is not meeting needs and should be re-assessed. My parent has taken up much needed space in hospital and the cost of this expensive facility and now having re-enablement at home which have been fantastic. If they had been re assessed and come home they would still be able to get their own meds and go out on their scooter. At 97 I feel this has unnecessarily reduced their quality of life and it has been devastating. They have in the past attended the local minor injury unit and they have been very good putting them at ease and giving them the time they need to mobilise etc.

Notes / Questions

Information transferred to Healthwatch North Lincolnshire. No patient information provided,

Community Health Services

Area	Case Details
East Lindsey District Council x 1 1 x General Comment	General Comment 1. Case 16856 (24-08-2026) PCN: East Lindsey Providers: Lincolnshire Community Health Services NHS Trust (LCHS) Information gathered via Volunteer Activity – Horncastle Library I was sent via NHS 111 to the Urgent Treatment Centre (UTC) at Pilgrim Hospital, as there were no GP availability on the same day. The UTC was overcrowded in the waiting area, patients sitting on the floor. No sense of waiting times or updates whilst waiting. Doctor was friendly and the person taking the observations. 2-3 hours wait before seen. We were waiting in an isolation room due to suspected transferable disease. After evening shift change only one Doctor on duty which was not sufficient for the demand. A flow of people coming in was constant. Experience was only manageable, mainly due to waiting in own room though.
West Lindsey District Council x 1 1 x Compliment	Compliment

1. Case 16773 (07-08-2026)

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

Relative shares experience: The Lincolnshire Community Nurses have been extremely responsive to my parent who has pancreatic cancer and is on palliative care. They completed a proper ReSPECT form, unlike their oncology Consultant and carried out a holistic assessment and made lots of supportive referrals. Absolutely brilliant, under rated and under funded and under staffed. They can do so much to prevent hospital admissions. They have taken over the role that Health Visitors used to have when they treated all ages. There just isn't enough of them.

Notes / Questions

No patient details

Primary Care Services

Area	Case Details
Boston District Council x 4 1 x General Comment 3 x Compliment	General Comment 1. Case 16809 (12-08-2026) PCN: Boston Providers: Parkside Surgery Patient comments: the services at the GP Practice are fluid. They just get annoyed because they never know which Doctor they are going to see. Notes / Questions Healthwatch asks - are patients informed when booking appointments, who they are going to be seen by and which named clinician? Compliment 1. Case 16807 (12-08-2026) PCN: Boston Providers: Kirton Medical Centre Individual who made contact with Healthwatch Outreach Clinic held at Boston Stump : has quite complex neurological issues following having a brain tumour removed as a child, does have memory loss, and mobility issues, lives alone. GP Practice very good, as when rings for appointment they make appointment there and then and also send text reminders for appointments which individual finds very helpful. Does not drive and uses buses to travel. 2. Case 16802 (12-08-2026) PCN: Boston Providers: Liquorpond Surgery Comment and experience shared by person visiting Boston Stump where Healthwatch Outreach taking place, comments : that GP access is good, usually uses GP online services to get an appointment. No problem getting repeat prescriptions and medication. 3. Case 16803 (12-08-2026) PCN: Boston Providers: Liquorpond Surgery Individual comments to Healthwatch Outreach Clinic at held at Boston Stump : that has a very good service provided by their GP Practice and would compliment them.
East Lindsey District Council x 14 9 x General Comment 5 x Compliment	General Comment

1. Case 16854 (24-08-2026)

PCN: Meridian**Providers:** East Lindsey Medical Group***Information gathered via Volunteer Activity – Horncastle Library***

Tetford Branch & Louth GP Practice

The point of contact is Louth and it could be improved, if they listen to the public. They have a triage system starting with a Care Navigator, used to be a receptionist, but changed their names. If you get past them, there is a team of 3 to also triage. It would be better if you have a problem that they would see you, looking after you keeps getting delegated to the triage team. There is a lack of flexibility, both ways, in explaining. A lack of consistency with the person dealing with your case. They have a team approach. I think this is choosing the hard way to do things. The person you do see can pick up the threads of what's going on but it would be better to see the same person.

Reference blood tests, if ok then no contact, if you do hear, then there is something wrong. They need to take the holistic approach, there could be more than one thing going on. I need to be able to take control and buy in more to help myself.

There should be regular input into health and concentrate on areas need to.

Doctors are doing a job and a half in dealing with the public, but they are well compensated.

Notes / Questions

No patient details provided

2. Case 16847 (24-08-2026)

PCN: First Coastal**Providers:** Hawthorn Medical Practice***Information gathered via Volunteer Activity***

I've just moved to another part of the county, 3 weeks ago, but I was with Hawthorn Surgery in Skegness. So this experience is with them.

I booked appointments online and that was alright and straight forward. A couple of days to get an appointment. I've felt generally unwell, I do have 2 young children, they just said it was stress. Don't feel I got advice or the information I needed, they always say it is stress, I think they see on my records and that I've suffered before with anxiety so assume it's that again and don't explore anything else. It's annoying, in 2020 my parent had cancer and they kept saying to them it was stress and anxiety.

Reception are nice at this Surgery though. Have now moved to a different GP Practice in another area of the county, hoping they take me more seriously.

Notes / Questions

No patient details provided

3. Case 16781 (10-08-2026)

PCN: East Lindsey**Providers:** Horncastle Medical Practice***Patient comments about GP Appointments.***

I have been finding it very difficult to make /get appointments to see a GP, any GP at the practice.

On one occasion when I was actually in the surgery, I asked for an appointment only to be told that I need to go home and phone in! or use the Anima APP on a tablet or smartphone.

On another occasion I phoned and an automated voice told me that I was 26th in the queue. Yet another time when I was in acute pain I phoned and asked for an urgent same day appointment to be told it would be a week before I could be seen, so I went to the Urgent Treatment Centre in Lincoln. These experiences were all in the last 6 months. When you can get an appointment the care is good.

4. Case 16845 (24-08-2026)

PCN: East Lindsey

Providers: Horncastle Medical Practice, Specsavers (Horncastle)

Information gathered via Volunteer Activity – Horncastle Library

I have experienced sudden hearing loss in one ear. I have been seen by the Doctor 3 times and asked for a referral to ENT. Not very happy. The last Doctor I saw made me feel "not good" and as though I was wasting their time. My parent has had a good experience with them, but not me. I don't mind the Doctor, they are doing their best in the circumstances, but there are not enough Doctors. I've been at the surgery for over 5 years after moving from overseas, where the medical care was better. They do their best, but need more appointments, more Doctors as there are more and more patients/people.

I use Anima but it's not easy, it's like a battle with so many questions for triage. My issue isn't seen as important. Sudden hearing loss, 3 appointments but no referral to ENT. It took going to an audiologist to be referred as urgent to ENT.

Although I went to Specsavers Audiologist and they made the referral, I've not got an appointment yet. The letter said I would be seen and if I didn't have an appointment in a certain timeframe, I could contact them after the 10 days. I did this, it didn't help, just said I had to wait, said it might be a year before being seen by ENT.

I'm deaf in one ear, I feel sad, I hoped the hearing could be restored, but I feel the longer it goes on, that it might not be possible. This is my first issue in the UK, my concern first concern, worrying I won't hear anymore, I would pay.

Horncastle has a growing and older population who get more ailments.

Notes / Questions

No patient details, however volunteer provided Healthwatch signposting information should they require any advice.

5. Case 16846 (24-08-2026)

PCN: East Lindsey

Providers: Horncastle Medical Practice

Information gathered via Volunteer Activity – Horncastle Library

Get on ok with Anima, it's fairly easy to use, but not always. I get appointments in a timely manner. Appointment is generally with who I want to see unless it's an emergency and then they put you in with someone.

There is a very good GP there at the moment, so I get the help I need. I've also had 3 referrals recently. They are notified to me through a secure messenger, rather than a letter. I have the NHS APP which I find useful. I can check results and tests. If you are ok with tech, I would say use it, it's functional.

Notes / Questions

No patient details provided

6. Case 16849 (24-08-2026)

PCN: East Lindsey

Providers: Horncastle Medical Practice

Information gathered via Volunteer Activity – Horncastle Library

I only go for routine things, I go through Anima and the Doctors do get back to you quickly. I'm computer literate so I'm fine. I get an appointment through Anima the same way you would if you rang for one, usually in a few days time. I look on NHS APP for my results, I get on ok with that. I believe the surgery get in touch with you if there is an issue. Looking at the APP for results I sometimes have to try to translate because of the terminology used. Also I don't think the hospital results can be seen on this APP, I believe you can only see those from your surgery. I think the hospital send results by letter, which is a shame that all results aren't uploaded.

Clinicians are fine, some receptionists can be awful, but some nice ones now, they have not always been helpful, but overall I'm pretty happy.

A couple of years ago, where I saw it for myself, the surgery had pinned a notice to the outside door, which named a patient who had been struck off. For me that was too public and wrong, regardless of what the patient had or hadn't done.

Notes / Questions

No patient details provided

7. Case 16857 (24-08-2026)

PCN: East Lindsey**Providers:** Horncastle Medical Practice**Information gathered via Volunteer Activity – Horncastle Library**

Getting an appointment at GP Practice is difficult sometimes and have to wait a few weeks for an appointment. Anima can be difficult, the questions when you have dyslexia, there is no help button. The colours are not good, the words move on the page, would help if there were different settings for different people.

Sometimes I'm able to see who I want to, but other times I'm directed elsewhere or I have to wait to see the person I want to. Sometimes staff are friendly, but not always. Most of the time I do get the advice I need. Half the time I get the referrals I need or they say I need to cope.

Notes / Questions

No patient details provided

8. Case 16855 (24-08-2026)

PCN: East Lindsey**Providers:** Integrated Care Board Dental**Information gathered via Volunteer Activity**

There are no NHS Dentists, there need to be. You have to go privately which you are forced to go this way.

Notes / Questions

No patient details provided

9. Case 16866 (28-08-2026)

PCN: First Coastal**Providers:** The Surgery Stickney**For Information:** Lincolnshire Integrated Care Services (ICS/ICB)

Person using Boston Library services shared experience - is resident in static caravan at present, has another property overseas, that they will go back to in second week of September. When resident in Lincolnshire temporarily registers with Stickney GP Practice. Has got a condition that effects their thyroid gland and needs regular medication and monitoring for. They have an NHS S1 certificate which they understand means that they don't have to pay for medication and should be entitled to exemption certificate for thyroxine. They have recently been charged for medication by the NHS Business Authority the same organisation that distributes the S1 Certificate. The GP Practice do not seem to know what the S1 certificate is.

Notes / Questions

Signposted to NHSBA complaints information and contact details.

HW asks : are health providers in Lincolnshire aware of what NHS S1 certificate entitles patients to in the UK ?

Provider Response

ICB response : NHS S1 certificates are not commonly encountered within general practice and therefore awareness may vary depending on whether practices have previously supported patients using these arrangements. Any queries regarding entitlement under the S1 scheme, prescription charges or refunds should be directed to NHS Business Services Authority (NHSBSA), which administers the scheme. The ICB has noted this feedback and will make the relevant primary care colleagues aware of the issue raised.

Compliment

1. Case 16848 (24-08-2026)

PCN: East Lindsey**Providers:** Kordel House Dental Practice Horncastle**For Information:** Integrated Care Board Dental**Information gathered via Volunteer Activity – Horncastle Library**

I go every 6 months, I can get appointments ok. They let me know if there is a cancellation, good at keeping in touch. Gentle, kind and talk you through procedure. I feel, we are lucky to have them in the town.

Notes / Questions

No patient details provided

2. Case 16862 (26-08-2026)

PCN: First Coastal**Providers:** Marisco Pharmacy**For Information:** Pharmacy

Patient comments: In contrast to other services the local pharmacy have been brilliant.

3. Case 16852 (24-08-2026)

PCN: East Lindsey**Providers:** Specsavers (Horncastle)**For Information:** Opticians**Information gathered via Volunteer Activity**

I got new reading glasses recently, there were limited frames because of the lens I need. But that's ok for me, not too bothered. Cost £150 so that's ok. Not much of a wait for an appointment, it was 2 weeks and that's good. I went in March and I go every 6 months because I have Glaucoma.

Had it for some time now and I used to go to hospital but they said nothing further could be done, just go to your optician. However Specsavers have suggested I go to the Eye Clinic at Lincoln County Hospital again as there has been more developments with care.

I have been referred to the Eye Clinic, not considered as urgent, they've said it will be 30 - 40 weeks wait for my appointment.

It is good to have Specsavers in Horncastle as I need to go regularly. Because of the Glaucoma I struggle to cross the roads, so it will be good to find out if I can get more help for this.

Notes / Questions

No patient details provided

4. Case 16853 (24-08-2026)

PCN: East Lindsey**Providers:** Specsavers (Louth)**For Information:** Opticians**Information gathered via Volunteer Activity – Horncastle Library**

They are a fine, well-oiled machine. They help you even with a walk-in, eg, will mend broken frame - bend it back, for free. Prices are inching upwards though. Good, loads of choice of frames, maybe too many almost. They are doing ok, no complaints or improvements. They are always busy, but deal with you and do follow up.

Notes / Questions

No patient details provided

5. Case 16822 (18-08-2026)

PCN: First Coastal**Providers:** Wainfleet Pharmacy**For Information:** Pharmacy

Patient shared their experience - I feel very lucky and privileged to have such a fabulous pharmacy in our town.

Wainfleet Pharmacy is part of the NHS Pharmacy First Scheme and therefore the wonderful Pharmacists in there are able to treat specific minor conditions resulting in me not having to contact my doctors surgery with an infected insect bite that needed antibiotics to clear.

I had struggled with the insect bite for 3 days, unaware of what had bitten me but knowing where and when it had happened, my skin was itchy, the whole area of my foot and ankle was swollen, red, inflamed and hot and sore to touch. I had done the usual thing of taking antihistamines, paracetamol, iced compress and resting my foot but nothing seemed to be working.

Rather than ringing my GP surgery I decided to go to the Pharmacy and pick up some antihistamine cream that had been recommended to me by a friend.

The Pharmacist was wonderful, as are all of the staff in the pharmacy, as I was asking for the cream and explaining my condition the Pharmacist came out of the office and I was taken into a private room, sat down, my temperature taken and gave me a consultation. I was asked lots of questions along with my consent to access my records. Very quickly an infection was detected and diagnosed and I was prescribed antibiotics.

I cannot thank the Pharmacy enough, not only was I saved the trouble of ringing the Surgery for an appointment and either waiting for a call back or given an appointment later in the day, but I was seen immediately, face to face, medication prescribed all within 20-30 minutes of walking through the door.

I am now recovering well, just finished my antibiotics, the swelling has gone down and the soreness around my ankle is getting better. My work has not been affected by taking time off and did not need to the GP and all in all this is a wonderful service and one that hopefully will continue but not taken for granted.

Wainfleet Pharmacy works closely with my GP Surgery, Hawthorn Medical Practice, in Skegness. My spouse and I are both on long term medication. The Pharmacy runs a service that allows me to drop my repeat prescription into a box near the counter and within a couple of days my medication is available for me to collect. No phone calls to the Surgery or the Pharmacy, simply drop off and collect. Fabulous!

Lincoln City District Council x 17

- 11 x General Comment
- 6 x Compliment

General Comment

1. Case 16768 (05-08-2026)

PCN: South Lincoln Healthcare

Providers: Brant Road Surgery

Information gathered via Volunteer Activity

Bleed on the brain, 4 weeks in QMC in Nottingham, then home, then re-admitted back after 2 weeks. Amazing care from Nottingham.

No BP checks for 6 weeks after returning back to care in GP surgery.

QMC wrote to the surgery which is on the system.

Not been reassured what's normal or abnormal for a bleed on the brain

Not taking into consideration about situation at home, would like it to go back to the old family practice not a tick sheet and number.

2. Case 16804 (12-08-2026)

PCN: South Lincoln Healthcare

Providers: Brant Road Surgery

Patient shared their experience at Volunteer Activity - receptionists are always friendly, helpful and professional, always respond quickly. AskMyGP is closed down too early for a query which if you want to respond you have to start a new one. Doctors are doing the best they can, under the present circumstances.

3. Case 16806 (12-08-2026)

PCN: South Lincoln Healthcare

Providers: Brant Road Surgery

Patient provided their experience at a Volunteer Activity - patient explained how lovely the staff were, how they were excellent when they found a lump in breast and the patient found all NHS Staff caring and understanding towards them and their family. The patient commented though there was a staff member greeting patients at the desk, who came across quite sharp and abrupt with them, which upset the patient after they had received great care from other staff members, just lets it down.

Notes / Questions

No patient details provided

4. Case 16782 (11-08-2026)

PCN: Lincoln Healthcare Partnerships

Providers: Heart Of Lincoln Medical Group

Newark Road Surgery - Telephone system

Patient commented - I was on the phone for over 2 hours trying to get an appointment, when I got to 2nd in place, the phone just went dead so I had to try again. I was then 13th in the queue and also before going into the queue the message seems to be the same and lasts for over 2 minutes.

5. Case 16788 (11-08-2026)

PCN: Lincoln Healthcare Partnerships

Providers: Heart Of Lincoln Medical Group

Newark Road Surgery

Patient commented - with not going to the surgery for a while, I was not informed by a letter as I have no mobile phone or computer/laptop. I find myself isolated from what is happening at the surgery and find too much expectation that patients are expected to know what to do, and that if it is not an understanding that some patients should not be expected to use the new system, especially if over the age of 60.

Notes / Questions

No patient details provided

6. Case 16797 (12-08-2026)

PCN: Lincoln Healthcare Partnerships

Providers: Heart Of Lincoln Medical Group

Newark Road & Portland Street

Patient commented at a volunteer activity - I was making an appointment on phone to talk about getting tested for bowel cancer, as it's a sensitive area, as my Grandparent had it and now my other Grandparent has it, plus 2 other members of our family have different forms of cancer, so I have been really worried. So I made an appointment for mid April, I received a message by text but as I am dyslexic I had no know idea which surgery this was at, so I went to my normal surgery of Newark Road, I was then informed it was at Portland Street Surgery and not my normal surgery so I was unable to get there in time, I wasn't offered choice.

I wanted to ask if it was a male or female GP or a nurse, but as I had arrived at the wrong place it didn't seem worth asking.

On a positive note, I was offered an appointment for the following day at my normal practice, which was good.

Notes / Questions

Healthwatch asks - for such patients with dyslexia, is it highlighted on their medical notes so staff are aware for Accessible Information Standards (AIS)

7. Case 16798 (12-08-2026)

PCN: Lincoln Healthcare Partnerships

Providers: Heart Of Lincoln Medical Group

For Information: Pharmacy

Newark Road

Patient commented - I came to ordering a medication to prevent skin from getting sore, due to eczema, I use this cream in small amounts so it goes further, I do not request it much because of how I use it. However, when it comes to reordering it seems this has now been taken off my repeat prescription, I have had no notification of this and no-one has asked if I still require it or why I didn't order each time. I struggle with dyslexia and normally have support in doing online requests as you don't get long before it times out.

It would have been good customer service if the Pharmacy or Surgery had made contact with me to discuss, as there are other medications that have not been used a lot longer than the one they took off. It is a shame communication around this was lacking as this Surgery normally give a high standard of care.

8. Case 16799 (12-08-2026)

PCN: Lincoln Healthcare Partnerships

Providers: Heart Of Lincoln Medical Group

Newark Road & Portland Street

Patient experience shared at a Volunteer Activity - generally very good however, very long standing issue, two times weekly medication in dosette box, used to be sent through to pharmacy automatically, but instead since before Christmas, the surgery kept reassuring me they would be ready for collection on a specific day, but when it came to collecting from the pharmacy, they would state that only one dosette box was ready so had to go back the following day for the other one. Common sense would be more patient focused on them both being available on the same day, rather than a patient having to go on two separate consecutive days.

Notes / Questions

No patient details provided

9. Case 16801 (12-08-2026)

PCN: Lincoln Healthcare Partnerships

Providers: Heart Of Lincoln Medical Group

Newark Road

Patient experience shared at a Volunteer Activity - patient had made an appointment and received a text message to confirm the appointment, when they arrived they tried to sign in with the machine, however the screen would not allow then to sign in, so they had to speak with a receptionist, where they stated there was no appointment for the patient arranged. Patient stated they had received a text message with date and time, was asked to prove this, which they did, but made them feel disbelieved and upset, especially as they had made special arrangements to attend.

Notes / Questions

No patient details provided

10. Case 16831 (24-08-2026)

PCN: Lincoln Healthcare Partnerships**Providers:** Heart Of Lincoln Medical Group**Portland Street Practice**

Information gathered via Volunteer Activity - Surgery failed to diagnose skin cancer on face. Failed to treat me for heart problems they discovered. Went against heart specialists written findings and advice, ie carry on treatment, for atrial fibrillation, bradycardia and high blood pressure - no treatment offered, has made a complaint. Gave poor PIP report, refused to alter report for months, then did report too late for appeal... another Complaint...refused to answer complaints - now said Doctor's have left, so impossible to answer complaints.

11. Case 16786 (11-08-2026)

PCN: APEX**Providers:** Woodland Medical Practice**Patient provided feedback via Healthwatch England.**

Never give feedback following blood tests. No proper annual check on drugs being taken

Notes / Questions

No patient details provided

Compliment

1. Case 16769 (05-08-2026)

PCN: South Lincoln Healthcare**Providers:** Brant Road Surgery**Information gathered via Volunteer Activity**

Experience has excellent service would like to see a water station for patients, staff polite and friendly and understanding of my needs.

2. Case 16777 (10-08-2026)

PCN: South Lincoln Healthcare**Providers:** Brant Road Surgery**Information gathered via Volunteer Activity**

Absolutely brilliant surgery. Always putting patients first. Always seen quickly and feel seen and heard.

3. Case 16778 (10-08-2026)

PCN: South Lincoln Healthcare**Providers:** Brant Road Surgery**Information gathered via Volunteer Activity**

I can only give praise for the service I have received in the last 6 months, from receptionists through to GP and other care workers.

There has been quite a few times I have maybe needed to see someone but got a phone call instead, but this has only been a few times. That is my only negative thing.

4. Case 16779 (10-08-2026)

PCN: South Lincoln Healthcare**Providers:** Brant Road Surgery**Information gathered via Volunteer Activity**

Phlebotomist.

I came in for a blood test. It was done by a named Healthcare Assistant, as usual I couldn't feel a thing, and they were as professional, friendly and polite as always.

I was seen within a few minutes of my appointment time - excellent.

5. Case 16780 (10-08-2026)

PCN: South Lincoln Healthcare**Providers:** Brant Road Surgery**Information gathered via Volunteer Activity**

Always helpful, I use AskMyGP a lot and find it easier and quicker to get through. Never had any problems. Staff lovely and friendly, keep control of my diabetes and other illnesses.

	6. Case 16805 (12-08-2026) PCN: South Lincoln Healthcare Providers: Brant Road Surgery Patient provided their experience at a Volunteer Activity - I find the surgery very good, I never have any problems myself. Always been treated with respect from the Doctors, Nurses and all the team at the surgery.
North Kesteven District Council x 14 • 7 x General Comment • 7 x Compliment	General Comment 1. Case 16783 (11-08-2026) PCN: South Lincoln Healthcare Providers: Church Walk Surgery (Metheringham) Patient commented - they have recently registered with this surgery and found the staff in the main lovely and very friendly. However, on one occasion since moving to this surgery they experienced an extremely rude pharmacist on collecting their medications at the surgery. Patient ordered their own and spouses medications in the timeframe given by the surgery, on going into collect after the designated timeframe, as no text messages sent to patients if it is ready or not, they made sure they arrived in plenty of time prior to closing for lunch. Patient arrived and stood by the window for dispensing and could see the person was busy sorting out loads of medications, so just waited courteously. A receptionist saw they had been waiting for a while, so spoke with the pharmacist to say that a patient was waiting, there is no bell to ring for patients waiting. The patient was then taken aback by what happened next. The pharmacist was rude and their attitude was disrespectful, to say the least. Very abruptly patient was informed that there was no medication ready for them, just their spouse, when patient asked why, as thought they might have done something wrong on the APP, the patient was informed, 'because I haven't done it'. Patient went home and burst into tears at the way they had been spoken to and felt very let down. Has now requested for all their medications to go to a local pharmacy for collection. Has also spoken with the Practice Manager who was very nice. As the medications have now been requested to go to local pharmacy, the patient went on the NHS APP and did the usual by ordering in plenty of time, checked the APP before going to collect, where it stated 'Dispensed' on arriving at the pharmacy, they were informed the prescription had not arrived and seemed to have gone missing, patient spoke with surgery, who said 'sometimes this happens', and was provided with a code so they could get their medications. Patient concerned now, how could this go missing, when on NHS APP it stated dispensed, was there a glitch in the system? can the surgery see if there was any amendments to their prescription on the system. Notes / Questions Healthwatch suggested speaking with the Practice Manager to put their minds at rest. 2. Case 16836 (24-08-2026) PCN: South Lincoln Healthcare Providers: Church Walk Surgery (Metheringham) Information gathered via Volunteer Activity Very easy to get an appointment, online system is fantastic, I find the online booking is very effective. Triage system works - is very efficient. You get a phone call or a text response in a timely manner, using the method of contact you've chosen. One tricky thing is passing on information to them, as the admin part doesn't take attachments, eg a letter, and you can't email the surgery. The section only allows a certain number of characters and there aren't enough, so to share letters, I either go in person or send by post. An online enclosure would be better. The Doctors take on/listen to what you say. They act on what information you give them. They take you seriously. Are professional and friendly. They have recently had some building work done, including automatic doors for the entrance, they communicated well about the changes and how to access the building during the alterations, eg, through a different door. The surgery Pharmacy is not so reliable, I had a prescription for my spouse for over 100 tablets, they only had 20 so I was told to go elsewhere for the other amount. 20 tablets lasts 4 days, and we had a holiday during this time. We are often told to go and try another Pharmacy. Did try other community Pharmacies but no-one could cover the amount. I may consider going to Boots to get all medications delivered, as travelling all over the countryside is not easy. Notes / Questions No patient details provided Healthwatch asks - Are patients able to attach Consultant Letters etc? if not how would a patient provide this information?

3. Case 16837 (24-08-2026)

Providers: Treeline Dental Lincoln**For Information:** Integrated Care Board Dental**Information gathered via Volunteer Activity**

Get on very well. They're very helpful, I had a tooth extraction in July, but not all of it was removed, therefore, my dentures didn't fit very well. So they've now trimmed the tooth so it's ok. You eventually get an appointment, I go regularly for check-ups. Usually can book from one time to the next one. They are very good at explaining things. They are as gentle as they can be. Not much or any parking, except in public car parks. I use a taxi to get there as I am partially sighted.

Notes / Questions

No patient details provided

4. Case 16785 (11-08-2026)

PCN: K2 Healthcare Sleaford**Providers:** Ruskington Medical Practice

Patient comments: Having at last secured an actual face to face with one of the Practice's Doctors and not a locum this time. I arrived at my appointment in early February 2026 - having first had a blood test in mid January 2026 as requested by the Practice, hoping to, at long last, to be able to discuss my symptoms and brief past history of a possible serious condition that had blighted members of my family for at least three generations and could be responsible for my continuing ill health and previously frequent infections and hospital visits. I was to be very deeply disappointed. Once in the room I had also hoped for a professional adult conversation between a medical professional and myself, the patient, but received nothing of the kind. Instead, from the start, they were very rude and totally self-opinionated, refused to listen to any of my past history and tried to be as offensive as they could for the entire consultation. They did look slightly ill at ease when I informed them that having been the main carer for my profoundly disabled adult child for 20+ years, who suffered from an extremely rare neurological condition, I was not ignorant of medical matters. Despite this, they continued to act in an entirely unprofessional manner to the very end, dispensing advise that only a fool would follow, so I was forced to leave an entirely surreal 'medical' consultation with only their word against mine as to what had transpired between us. I said nothing to reception as I passed, but found out months later, talking to a trusted acquaintance, I had not been the only one who had been treated like this by the same doctor.

Notes / Questions

Healthwatch provided Practice Manager information to raise a complaint, or LICB

5. Case 16839 (24-08-2026)

PCN: South Lincoln Healthcare**Providers:** The Branston and Heighington Family Practice**Information gathered via Volunteer Activity - Branston Practice**

The odd Doctor knows about you, but otherwise you have to try and tell them. There are some good ones, but others I feel they just don't listen, then I feel I don't want to bother and come in. They just don't take any notice of you. Sometimes I struggle to understand them.

The nurses are great, I go to them for COPD and Diabetes and they are spot on, I can't fault the nurses.

I tend to phone for my appointments, I prefer to do that. I ring at 8am or if it's an emergency for that day, I ring them.

But, around middle of last year, I came into the surgery, I had a body spasm, I felt the receptionist was rude, I was turned away, told to make an appointment for the next day. I got an ambulance, and the Paramedics contacted the surgery to complain and talked to them, I've not seen that receptionist since.

Notes / Questions

No patient details provided

6. Case 16840 (24-08-2026)

PCN: South Lincoln Healthcare**Providers:** The Branston and Heighington Family Practice**Information gathered via Volunteer Activity - Branston Practice**

I put in a sample about 4 weeks ago as I've got a UTI (Urinary Tract Infection), it's very painful. I need antibiotics, getting no sleep and I'm worn out. I understand if you are over 64 and have a UTI, you should get an appointment, I'm over 80 and can't get one. I ring in and there's no appointments, no communication about the UTI/sample. They rang me to come in for my yearly review, so I asked if they would see me at the same time about the UTI and I've brought another sample with me today.

Notes / Questions

No patient details provided

7. Case 16810 (13-08-2026)

PCN: South Lincoln Healthcare**Providers:** The Heath Surgery (Bracebridge Heath)

Patient comments : that they have had a mouth ulcer for 3 months. They were told they would be attending for an urgent appointment as they have had 3 rounds of steroid mouth wash and 1 round of antibiotics. They attended their urgent appointment and were told to take over the counter vitamins and there is nothing to be done for mouth ulcers, despite the ulcer not responding to any treatments.

Notes / Questions

No patient personal information provided.

Compliment

1. Case 16833 (24-08-2026)

PCN: South Lincoln Healthcare**Providers:** Lincoln Co-op Chemists Ltd (Branston)**For Information:** Pharmacy**Information gathered via Volunteer Activity - Branston Pharmacy**

Excellent, and polite staff. Try and make sure your prescriptions are there for when you need them.

Notes / Questions

No patient details provided

2. Case 16841 (24-08-2026)

PCN: South Lincoln Healthcare**Providers:** Lincoln Co-op Chemists Ltd (Metheringham)**For Information:** Pharmacy**Information gathered via Volunteer Activity**

Very good, very efficient, and nothing is too much trouble. Staff are very helpful. Medications is ready on time. The text service is a bit intermittent, but I know it will be ready anyway within the week.

Notes / Questions

No patient details provided

3. Case 16819 (14-08-2026)

PCN: APEX**Providers:** Richmond Medical Centre

Patient comments : I have regular BP checks. If I'm worried I can record my own BP at home then send in to the medical practice for evaluation. No problem getting medication.

Notes / Questions

No patient information provided

4. Case 16832 (24-08-2026)

PCN: South Lincoln Healthcare**Providers:** The Branston and Heighington Family Practice**Information gathered via Volunteer Activity - Branston Practice**

It's the first time I've used the surgery for a while. I phoned this morning at 8am and got my appointment for today, I was 10th in the queue and it was answered 10 - 15 minutes wait, I'm ok with that.

I don't know how to use the online system, not sure how I'll get on today as not been in yet, but I've never had any problems when I've been seen before.

Notes / Questions

No patient details provided

5. Case 16834 (24-08-2026)

PCN: South Lincoln Healthcare**Providers:** The Branston and Heighington Family Practice**Information gathered via Volunteer Activity - Branston Practice**

I have no problems getting an appointment. I rang this morning and have got an appointment today, I've not tried online as I'm not that sort of person.

Notes / Questions

No patient details provided

6. Case 16835 (24-08-2026)

PCN: South Lincoln Healthcare**Providers:** The Branston and Heighington Family Practice**Information gathered via Volunteer Activity - Branston Practice**

Always very helpful. I come regularly, they go out of their way to help you. I get appointments in a timely way. I phone in for my appointments, I've not mastered the APP, I have tried but got lost, so I phone in.

They are good and try to get appointments for you.

Notes / Questions

No patient details provided

7. Case 16793 (12-08-2026)

PCN: South Lincoln Healthcare**Providers:** The Surgery Washingborough

The Surgery Washingborough - absolutely amazing.

Patient shared experience - I was answering to the question about blood pressure and heart condition. I had a heart attack in 2022. I was very lucky that I was at a clinic appointment at the time. I had to go through A&E to be admitted - awful experience. My experience on the ward was excellence, well cared for and informative.

Since then - thank god for my amazing GPs as outside care is non existent.

Notes / Questions

No patient details provided

South Holland District Council x 6

- 4 x General Comment
- 2 x Compliment

General Comment

1. Case 16791 (12-08-2026)

PCN: South Lincolnshire Rural**Providers:** Abbeyview Surgery

Patient experience - Initially referred to GP by my Gym. The GP was very good, regular reviews/blood tests. Practice changed ownership - reviews stopped, BP went up, additional meds, beta blockers added, my BP charts taken daily ignored. GP told me I had to go on Statins. I refused and was told not to come back!

Saw a different GP who was leaving the practice, was told there was no need for me to take statins - I never have. My BP has been stable for many years, yet some of my meds were increased? Year later asked for a review with GP, new to practice, who was appalled I had not had a review for years and that I was still on beta blockers. Reduced my beta blockers and I feel more alert have more energy. I requested a meds review some months later as BP and heart rate were low. Bloods taken and 24hrs ECG. Months later I received my results, nothing wrong but I should go on statins. My results were being measured against a healthy 25 year old, I am 70+ with a long term condition! I have lost all faith in my GP practice.

Notes / Questions

No patient details provided

2. Case 16811 (13-08-2026)

PCN: South Lincolnshire Rural**Providers:** Littlebury Medical Centre**Information gathered via Volunteer Activity**

Patient comments : that the Dispensary miss all prescriptions. They only received one box of their medication from their usual prescriptions. No apologies were given or an explanation, they felt disrespected.

Notes / Questions

No patient personal information provided

3. Case 16812 (13-08-2026)

PCN: South Lincolnshire Rural**Providers:** Littlebury Medical Centre**Information gathered via Volunteer Activity**

Patient comments: that it is difficult to get appointments face to face. Telephone appointments are not the same. They feel that this is not a good service, and feel that telephone appointments are too robotic.

	4. Case 16814 (13-08-2026) PCN: South Lincolnshire Rural Providers: Littlebury Medical Centre Information gathered via Volunteer Activity Patient comments : that they have been registered at the Practice for 18 months and for the first year it was brilliant in every way. But since January 26, they don't know what has happened. Now slow service, missed orders and failure to call back on the on-line services are just a few of the issues. Compliment 1. Case 16813 (13-08-2026) PCN: South Lincolnshire Rural Providers: Littlebury Medical Centre Information gathered via Volunteer Activity Patient comments: states that there are very good services at the GP Practice and the staff are very welcoming. 2. Case 16815 (13-08-2026) PCN: South Lincolnshire Rural Providers: Littlebury Medical Centre Information gathered via Volunteer Activity Patient comments : 9 patients gave feedback that their overall experience of the Practice was very good and that they would describe this as a compliment. No other details given. Notes / Questions No personal patient information given.
West Lindsey District Council x 1 1 x General Comment	General Comment 1. Case 16774 (07-08-2026) PCN: Imp Providers: Nettleham Medical Practice For Information: Lincolnshire Integrated Care Services (ICS/ICB) Patient comments : Struggling to get appointments and having to go to Urgent Treatment Centre (UTC) instead, but the waiting room at the Practice is lucky to have 2 patients waiting. Also I have incorrect information in my medical notes that I now have to contact the ICB manager to get removed. The service is so bad now that I'm going to sign up for a different Practice. Notes / Questions No personal information provided.
All Areas x 1 1 x General Comment	General Comment 1. Case 16863 (27-08-2026) Providers: For Information: Lincolnshire Integrated Care Services (ICS/ICB) Patient comments but GP Practice not named : That they went at 8.30 am to the Surgery for a blood test. Heard the Receptionist say to someone on the phone that as Ask My GP was full for the day they had turned it off. Then heard them say go to A&E! Which is not for anything and everything. Was under the impression a Practice was not allowed to turn Ask My GP off. Notes / Questions No patient details or GP information provided

Hospital Services

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

1. Case 16828 (20-08-2026)

PCN: Boston**Providers:** Pilgrim Hospital

Relative of elderly parent comments and shares recent experience of Patient Service Hub and Haematology Department : my relative has an ongoing medical haematology condition that is ongoing and they have had monthly bloods, depending on the results , a monthly telephone appointment with Consultant Haematologist who checks and alters their medication dependant on blood results. For the last 3 months the Consultant has not been able to get through , unknowingly my relative had put a block on their mobile phone for unknown numbers, the PSH (Patient Service Hub) did ring me as an emergency contact and let me know so this block has now been removed. Consequently my relative has received 3 letters from the Haematology Consultant that are contradictory about starting and stopping medication and to contact the Haematology Department if any further concerns to contact the Haematology Department. My elderly relative has tried to do this via PSH first time there were 30 people in the queue so unable to wait on the phone this long the second time there were 7 people in queue call was answered they were unable to speak to Haematology but advisor said that the Haematology Department would be in touch but no time scale for this. This worried my elderly parent as was worried about treatments and medication needed.

Notes / Questions

Patient requested that HW make contact with PALs as had still not heard anything from Consultant.

Provider Response

PALs response : I have just rung the patient who advised me that about 15 minutes ago they were rung by their specialist in haematology and it is now all sorted. But if you they do have any further concerns, please do not hesitate to contact us again.

East Lindsey District Council x 3

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

General Comment

1. Case 16827 (20-08-2026)

Providers: Lincoln County Hospital

Patient Comments : that following on from being in a cubicle in A&E for 36 hours as had pneumonia was transferred to AMSS (Acute Medical Short Stay Ward). Patient describes this as the pits. The ward was very busy, noisy and dark. Even though it was very hot outside the ward was very cold. The patient had to have 5 very thin blankets to keep warm. The showers and the toilet were very old and well used. Though the staff were nice and patient did get to order gluten free food.

They arrived on the ward at 6pm and were then transferred to the Discharge Lounge at 12 pm the next day. Doctors told the patient that they needed to discharge the patient quickly as they had no beds, even though the patient still felt unwell and were told that they would have stayed longer if there were beds available. To the patient care seemed to be coordinated and they were discharged at 5pm that day. Though staff member who discharged them did not seem to think much about primary care services, when patient said that it would take them 3 weeks to get appointment for bloods, they took bloods there and then.

Provider Response

ULTH Patient Experience Team response : Thank you for taking the time to share your experience with us. We are pleased to hear that you found our staff to be kind and that arrangements were made to provide you with gluten-free meals during your stay. We are sorry to learn that aspects of your admission did not meet your expectations. We appreciate your comments regarding the ward environment, including the noise levels, temperature, lighting, and the condition of the toilet and shower facilities. We recognise how important a comfortable environment is to patients' recovery, particularly when recovering from an illness such as pneumonia, and we will share your feedback with the ward team for review. We are also sorry that you felt your discharge was influenced by bed availability rather than your recovery needs. While we do experience significant pressures on bed capacity, discharge decisions should always be based on clinical assessment and whether it is safe and appropriate for a patient to continue their recovery at home. We regret that this was not clearly explained and that you were left feeling concerned about the timing of your discharge. It is encouraging to hear that your care appeared well coordinated and that staff responded to your concerns regarding access to follow-up blood tests by arranging these before you left hospital. Thank you again for bringing your experience to our attention. Patient feedback is invaluable in helping us identify where improvements can be made and in recognising the positive aspects of care delivered by our teams. We wish you well in your continued recovery.

Informal Complaint

	1. Case 16775 (07-08-2026) PCN: First Coastal Providers: Pilgrim Hospital Patient comments : that is a single, old age pensioner who lives alone and normally has eye injections at Pilgrim Hospital every 4 weeks for macular degeneration. Last injection was in July so expecting next appointment in August. Has received a letter for the next appointment in October, which is not right, and is very worried about their deteriorating eyesight. The letter also stated that they had glaucoma which is not the right diagnosis. They have contacted the eye liaison officer at Pilgrim Hospital who has said that there are no available eye appointment slots across the Trust and there is nothing that they can do. Patient is very anxious and worried about this and wanting to make a complaint. Notes / Questions Patient requests that Healthwatch make contact with PALs at Pilgrim. Provider Response PALs response : I have asked the booking team to look at this and contact the patient. Response from Retinal Administrators, Ophthalmology, Lincolnshire Community and Hospitals NHS Group : I have contacted patient regarding their appointments they are happy with appointment in October and doesn't want this bringing forward . I have offered them a cancellation on second week of Sept. I explained it was booked in this way due to capacity through the trust where we run injections on a regular basis. Formal Complaint 1. Case 16821 (17-08-2026) Providers: Pilgrim Hospital Ward 6B Relative made contact with Healthwatch wishing to raise a complaint around their relative who is currently on the ward. Relative had a fall whilst in the hospital, delayed x-ray of spine only on visiting relatives insistence did they x-ray spine, now has been diagnosed with fractured vertebrae. Notes / Questions Healthwatch provided information on CQC and formal complaints Provider Response ULHT Patient Experience Team response : It is hoped the Author contacted the relevant departments and received a satisfactory outcome
Lincoln City District Council x 1 • 1 x Compliment	Compliment 1. Case 16770 (05-08-2026) Providers: Lincoln County Hospital For Information: Lincolnshire Families Maternity & Neonatal Patient stated, After a first difficult birth I have recieved support and care regarding this pregnancy. GP and hospital midwives have been very understanding. Notes / Questions No patient details provided
North Kesteven District Council x 4 • 3 x General Comment • 1 x Compliment	General Comment 1. Case 16838 (24-08-2026) Providers: Lincoln County Hospital For Information: East Midlands Ambulance Service NHS Trust (EMAS) Information gathered via Volunteer Activity A&E / Cardiology In May 2025 I broke lots of bones, the paramedics and Ambulance crew were there quickly. I told them I had heart problems and this was relayed to the staff in A&E. Haematology sent information and the Orthopaedics Department, but the Cardiology Team didn't contribute. They've never been in touch with me since, I'm not happy with the Cardiology Team, I complained to my GP Surgery and they followed it up, but I do feel like making a formal complaint, the only thing stopping me is they have saved my life twice before, so I'm reluctant to make a complaint about them. Paramedics and A&E were very good, can't fault them. Cardiology did not acknowledge, from the contact by A&E. Notes / Questions No patient details provided

2. Case 16790 (12-08-2026)

Providers: Lincoln County Hospital**Cardiology**

Patient commented - I received an appointment stating telephone consultation with Doctorr.... on date & time. I was surprised to receive it as I wasn't expecting the appointment so soon. The day prior I received a phone call from the appointment clerk saying the appointment time had been put back to.... Not a problem from my end.

An hour & half after the time the Doctorr should have phoned. They said they were expecting me at a face to face appointment so I explained my side. So we didn't actually discuss my health issues as it was coming up to 19.00 on a Friday evening. It is the rest of the system which appears to be at fault, especially if the Consultant was expecting me for a face to face appointment and I had received a letter informing me it was a telephone appointment.

I am unsure what the plan is going forward now.

Notes / Questions

Healthwatch provided Patient Service Hub contact details

Provider Response

Patient update - Having spoken to the Patients Hub I am no further forward other than knowing that the Consultant has specifically requested a face to face appointment for the next one.

3. Case 16844 (24-08-2026)

PCN: South Lincoln Healthcare

Providers: Lincoln County Hospital

Information gathered via Volunteer Activity**A&E**

Over the weekend I went by ambulance to A&E, 4 hour wait for an ambulance. Would normally go via parents as we know the ambulance service is so busy, however my parents were away and I was in extreme pain. I was in A&E for 20 hours. There were no beds available, I wasn't comfortable. But I did have a reclining chair.

There was no space. Both Lincoln & Pilgrim Hospital waiting wards, are so noisy, and very busy. It's the waiting and communication was a problem.

The Doctors and Nurses, were brilliant, I got scans and they did everything they should have. I've now got an urgent referral for Gynaecology, hopefully this week or possibly next week, it has been put through as Urgent.

At another hospital (Chesterfield) A&E department they have recliners in a quiet area, when you have problems this is quieter and lights are turned down and the noise. Would be nice to have a quieter area in Lincolnshire A&E departments with less stimulation.

Patients also seemed to have 3-4 relatives with them, using the chairs. I can understand if a patient is seriously ill, but patients could be using those chairs, however, I can see both sides. Feel some relatives could be moved for sick patients and also infection control.

It would be good if the A&Es could build more space, but then you have to find the staff, but need to review the number of relatives and people who are there should sanitise their hands.

A notice said patients would get hot drinks regularly, there was 4-5 hours between each drink. Staff are brilliant, but stretched. There was a volunteer there for about 3 hours out of the 20 hours I was there. The volunteer was nice, polite, as some patients were not capable of getting to the water machine themselves.

Notes / Questions

No patient details provided

Provider Response

ULHT Patient Experience Team response : Thank you for taking the time to share your experience. I am very sorry to hear about the distressing circumstances that led to your attendance at A&E and the significant pain you were experiencing. I appreciate that waiting four hours for an ambulance and then spending around 20 hours in the Emergency Department must have been extremely difficult, particularly when the department was busy, noisy, and overcrowded. I am pleased to hear that you felt the doctors and nurses who cared for you were brilliant and that your scans and investigations were completed appropriately. I also hope that your urgent gynaecology referral is progressed as quickly as possible and that you receive the specialist care you need. Unfortunately, both our Emergency Departments are currently experiencing exceptional levels of demand. In addition, Boston Emergency Department is undergoing building works to expand and improve capacity, which we hope will benefit patients in the future. However, the current pressures across the hospital mean that patients are sometimes required to remain in the Emergency Department for longer periods while awaiting an inpatient bed. We recognise that spending extended periods in a busy Emergency Department is not the experience we want for our patients. Recliner chairs are available to provide greater comfort where beds are unavailable, but we understand that this is not a substitute for an appropriate bed space. I am particularly sorry to hear that communication and waiting-time updates were a concern during your attendance. Keeping patients informed is an important part of their care, and your feedback will be shared with the Emergency Department team to help us improve the information and reassurance provided to patients during periods of prolonged waiting. We also aim to complete regular nutrition and hydration rounds, typically every two hours, to ensure patients have access to food and drinks while they are waiting. If this did not happen consistently during your visit to Pilgrim Hospital, I apologise for this shortfall in our usual standards of care. Patient feedback is invaluable in helping us understand where improvements can be made, and I wish you well with your ongoing treatment.

Compliment

1. Case 16842 (24-08-2026)

PCN: South Lincoln Healthcare**Providers:** Lincoln County Hospital**Information gathered via Volunteer Activity****Breast Clinic & ENT**

Both departments have been really good and quick. I was 2 months from coming to my GP Surgery to starting Chemotherapy with the breast clinic. I had a plan in 8 weeks and chemo dates, - all my dates. Staff were lovely at both clinics.

After a scan for my breast cancer, another lump was found. There was a Multidisciplinary (MDT) meeting with staff from both teams, I was told the cancer on my thyroid was slow growing, therefore they would concentrate on the breast cancer first, I then moved onto ENT, I was happy with that as they explained well and I didn't need any follow up once lump on thyroid was removed.

Staff were really lovely, made me feel ok about my experience. The volunteers in the chemo suite were good and brought you tea, the volunteers help a lot to support rushed staff.

Parking was not good all the time, I can walk ok, so I used the overflow car park by the prison, for my parent it's not so good as there isn't much parking for the disabled.

Notes / Questions

No patient details provided

Provider Response

ULHT Patient Experience Team response: Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.

South Kesteven District Council x 4

- 3 x General Comment
- 1 x Compliment

General Comment

1. Case 16763 (03-08-2026)

Providers: Lincoln County Hospital**Fracture Clinic**

Patient commented - Following breaking a bone in my foot. Dealt with perfectly at Grantham Hospital, I was contacted for a follow-up appointment at Lincoln Hospital? I spoke with one of your appointment staff, querying why I was given an appointment in Lincoln. They assured me this was because Grantham Hospital doesn't have a Fracture Clinic. Despite me explaining to them that there is a Fracture Clinic in Grantham Hospital, even telling them exactly where it is located, (directly left of the UTC reception). Your receptionist refused to book me an appointment in Grantham Hospital. This resulted in a 70 mile round trip, 30 minutes trying to park, (I have a Blue Badge), a considerable walk within Lincoln Hospital, including stairs. The doctor spent less than 3 minutes consulting with me to determine my progress. Then dismissed me saying they would phone in around 4 to 6 weeks. Why can't I use Grantham Hospital? I have been informed that all patients have the right to choose which hospital they attend.

Notes / Questions

Original Sent to ULTH - Healthwatch provided PALs information.

Healthwatch asks - Why are all booking staff not aware of available clinics in each hospital

Provider Response

ULTH Patient Experience Response : It is hoped the author contacted the relevant departments and received a satisfactory outcome.

2. Case 16792 (12-08-2026)

Providers: Lincoln County Hospital

Patient shared experience - Breathing problems started in 2020. Told heart failure. I had an outpatient with a named Cardiologist in Lincoln Hospital. I told them over and over that I struggled to breathe, but it made no difference, I couldn't even walk. They discharged me to my GP who wasn't happy with my symptoms. They ordered an Echo which showed a pre-pericardial effusion. My doctor wrote to the Cardiologist asking if I could go private for a stand up MRI because I can't lay flat but they said on my medical record that I refused an MRI.

Then discharged me back to my GP as cured. 6 months later I fainted 10 times and a wonderful Dr at Grantham watched me on a computer and I had complete heart block. I had wonderful care with a heart team in Lincoln until the original Cardiologist pretended they didn't know me and said in a loud voice "you are full of aches and pains". I have osteoporosis and stage 5 kidney failure. I have been discharged also by the Endocrinologist who I have never met in person as cured. I have a lesion on the right parathyroid gland. It's age discrimination. I have a DNR on me that I didn't give permission for.

Provider Response

ULTH Patient Experience Team response : Awaiting response

	3. Case 16787 (11-08-2026) Providers: Peterborough City Hospital Cardiac Investigations My spouses's orthopaedic surgery was halted at the 11th hour when their heart monitor went berserk. They were referred to cardiology and is on a pathway. The care they have received has been good, but oh the long waits for tests, then results, before decisions are made about next steps! In the meantime, the orthopaedic condition is getting worse. Notes / Questions No patient details provided Compliment 1. Case 16858 (25-08-2026) Providers: United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT Oncology outpatients and Gynaecology Ward From post cancer check, to admission, to gynaecology ward, my treatment was prompt and with care and kindness Notes / Questions No patient details provided Provider Response ULHT Patient Experience Team response : Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.
West Lindsey District Council x 1 • 1 x General Comment	General Comment 1. Case 16820 (17-08-2026) PCN: Trent Care Network Providers: Lincoln County Hospital Cardiology Team Experience shared - After my relative suffered a heart attack last weekend and was discharged after stents were fitted. They experienced chest pains and was advised to go to Lincoln A&E. An A&E doctor misread the discharge paperwork and bluntly informed us they had a critical blockage and was at risk of another heart attack. The doctor's delivery lacked any compassion—I felt as though they were being treated like a number rather than a person during an incredibly frightening moment. Luckily, we were referred to the cardiology team for a second opinion. The named, Consultant and their colleague were fantastic—they clarified that the paperwork had been misread, took the time to properly assess their symptoms, and answered all our questions without rushing us. They even contacted our relatives original hospital to confirm their follow-up appointment details. We are extremely grateful for their care and compassion. Notes / Questions Healthwatch provided PALs information Provider Response ULHT Patient Experience Team response : It is hoped the author contacted PALS and received a satisfactory outcome.
All Areas x 2 • 1 x General Comment • 1 x Compliment	General Comment 1. Case 16825 (20-08-2026) Providers: Lincoln County Hospital Patient comments : Nothing went well, from start to finish I had to continuously justify why I was declining a particular scan, a procedure was carried out without sufficient pain relief, the Doctor continued even when I said stop. I then went for surgery and neither nerve block worked, it took students 3 attempts to cannulate me and I was left for over 4 hours post surgery without pain relief. I have a neuropathic pain condition triggered by physical trauma. Three years later and I am still suffering as a result of this incompetence. Notes / Questions Signposted to PALs, CQC, PHSO Provider Response ULTH Patient Experience Team Response: It is hoped the author contacted PALS and received a satisfactory outcome. Compliment

	1. Case 16859 (26-08-2026) Providers: United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT Patient shared experience of Gynaecology services : They had a transvaginal ultrasound, followed by a consultation with the Gynaecologist to discuss the results and have a biopsy sample collected. The Nurse who attended to me was very attentive, polite, and careful. I was very pleased with the care I received. Notes / Questions No patient details provided. Provider Response ULHT Patient Experience Team response : Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.
Out of Area x 1 1 x Formal Complaint	Formal Complaint 1. Case 16771 (06-08-2026) Providers: Lincoln County Hospital Caller shared recent experience of hospital admissions at Lincoln County Hospital : has had two admissions to A&E and MEAU at Lincoln County Hospitals in the last two weeks. Caller was staying with their partner on these occasions in Lincoln. Caller became very unwell with vomiting and diarrhea possibly related to an ongoing gastric problem. Caller does take medically prescribed cannabis this is done privately. They take this for their mental health issues and finds that this helps with their Complex Post Traumatic Stress Disorder (CPTSD). Caller felt stigmatised and found that the Medical Staff could not get past their prescribed cannabis and put their symptoms down to Cannabinoid Hyperemesis Syndrome (CHS) which can cause similar symptoms to which they presented with. They were called and it was documented in their medical records that they were a drug seeking individual. They did have a CT scan which showed that they had a cyst on their liver. They were discharged home with an anti-emetic and told to stop their cannabis use, no help was offered with their mental health. They were re-admitted with similar symptoms that had not gone away the following day. Medical notes had been lost, they were started on antibiotics, and did not receive any paracetamol or antibiotics until the next day. They did have blood cultures done which showed they needed antibiotics. They were still feeling very unwell and the hospital wanted to discharge them, caller refused to leave. They did have an MRI the next day which did not show anything so they were discharged with no ongoing care and told to go to their GP. They have done this and asked not to be referred to Gastroenterology in Lincoln but because of their experience wants to go to another hospital. They are very concerned about the way they were treated, not listened to, made to feel like a drug addict and felt that Medical Staff could not look past this. That medical notes were missing and now recorded that they are a drug seeking individual. That they received no help with their mental health issues which are triggered by the hospital admissions. Caller has started formal complaint process with PALs and has received an apology from the Clinical Manager of MEAU. Notes / Questions Signposted to Information of making an NHS complaint. Also signposted to CQC, PHSO, NHS Advocacy Provider Response ULHT Patient Experience Team :It is hoped the author contacted the relevant departments and received a satisfactory outcome.

Social Care Services

Area	Case Details
East Lindsey District Council x 1 1 x General Comment	General Comment

	1. Case 16764 (03-08-2026) Providers: Stewton House Care Home For Information: Lincolnshire County Council - Adult Social Care Resident in a care home, concerned that they have been informed there is a DoLs order against them, has spoken with the Care Home and requested to see the order, but nothing forthcoming. Resident has spoken with the DoLs team who stated that this assessment is in progress, no-one has been to assess the resident and they feel frustrated as they want to go out into town to do some personal bits and has been informed by the home they are unable to do this. Resident does not want anyone to go with them and feels they have now lost their independence. Has a 4 wheeled walker, has had falls recently but isn't worried. Notes / Questions Healthwatch explained that there is a process for DoLs for a persons safety, and a legal document that needs to go through the proper channels. Resident requested HW speak with Social Worker to see if they were aware. Provider Response Social Worker aware of request, is going to speak with the Home Manager
North Kesteven District Council x 1 1 x General Comment	General Comment 1. Case 16843 (24-08-2026) PCN: South Lincoln Healthcare Providers: Lincolnshire County Council - Adult Social Care Information gathered via Volunteer Activity I've moved house recently to be closer to my family because of my health and mobility issues. I've been offered adaptations, like a wet room, but I've not heard anything more and nothing has been installed yet. It's taking too long and it's affecting my health further as there is nothing in place. I thought I would have got more information by now. Notes / Questions No patient details provided

Other

Area	Case Details
Boston District Council x 1 1 x Compliment	Compliment 1. Case 16864 (28-08-2026) PCN: Boston Providers: Age UK Boston Area, CARERS FIRST For Information: Lincolnshire County Council At Outreach session in Boston Library : Carer shared positive experiences of contact with Carers First, Age UK groups and how this helps with caring for their spouse who has dementia. Finds these organisations and activities helpful as they are support for the Carer and has made meaningful connections with other carers locally who have the same lived experience. Describes their caring role as exhausting and stressful at times. Appreciates coming to the library and choosing books for the little downtime that they get. Notes / Questions No personal details provided
East Lindsey District Council x 1 1 x General Comment	General Comment

	1. Case 16767 (04-08-2026) Providers: Housing Association - Platform Housing Platform Housing My partner has been accessed for a stairlift by our housing association, gave permission for it to be done, we got disability facilities grant (DFS) for it. The house is all in my name. I received an email and also a letter saying that we are going to get service charges. The charges start after 6 months they will be about £2.00 a week and then when the warranty runs out it will go up to £7.00 a week. I spoke to platform and they said its a new thing starting. Please is this right to be charged this, they on about adding on the rent when its been installed. Are you aware of this. Notes / Questions Healthwatch contacted Citizens Advice, who provided information about the policy. Healthwatch also provided this information to the person and to make contact with their local Citizens Advice or Shelter who also offer housing advice.
North Kesteven District Council x 1 • 1 x General Comment	General Comment 1. Case 16765 (03-08-2026) Providers: NHS 111 Service NHS 111 Carer commented - Originally phoned NHS 111 in mid afternoon in early August, about spouse needing medication for urinary tract infection (UTI). Nobody contacted us, so we phoned again at 11pm and again had to answer questions about spouse's condition and was informed that someone would call us back in a couple of hours... We eventually got the call in the morning the following day... My spouse still has the UTI and will be seeing our GP as there seems to be no duty of care from NHS 111 as they were quite prepared to make my spouse suffer unnecessarily. It seems that it takes some 17 hours for a medical professional to pick up the phone and contact those that are suffering....I personally think that it is an appalling state of affairs received from the NHS. Notes / Questions Healthwatch asks - Is this normal for a patient to wait 17 hours for a response?