

Monthly Report

January 2022

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New to the report:

We are now able to map the location of comments made to us by physical location using the postcodes of services. The map points are coloured according to the sentiment of the comment:

Positive - green

Negative - red

Mixed - orange

Neutral - blue

Unclear - grey



Call us on **01205 820892**

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Overview

January 2022 Monthly Report

During January 2022 Healthwatch Lincolnshire received **151** patient experiences directly to our Information Signposting Officer. This is a summary of the key themes raised by patients, carers and service users during January 2022 about services in Lincolnshire.

For more details you can call us on 01205 820892
Email: info@healthwatchlincolnshire.co.uk



Overall Sentiment

11% of all comments were **positive**
70% of all comments were **negative**

7% of all comments were **neutral**
9% of all comments were **mixed**

December 2021 – Feedback Service Themes Sentiment



12%

Hospital Services
(All services)



38%

GP Services



3%

Community Health
Services



2%

Accident &
Emergency



0.7%

Diagnosis &
Screening Services
(GP)



31%

Dentistry



5%

Mental Health &
Learning
Disabilities



18%

Social Care

%s total greater than 100% as many comments we receive contain multiple service themes

GP Services

During January 2022 we conducted a localised survey on GPs, therefore, many of the comments we received during this month related to one GP surgery in the county.

Key Themes

- Access to appointments due to issues with phone systems
- Poor communication and coordination between services and patients



What you told us

During January 2022, 38% of the comments we received related to GP services. Unlike the previous month the use of online and digital services was not mentioned. Instead issues with poor communication and coordination between different services and patients persisted. This resulted in long waits for referrals and treatment. A key problem highlighted in the survey relating to one surgery was poor phone systems. Individuals were concerned that when they rang their surgery the phone would either ring out for long periods of time or they would be waiting in a long queue for over an hour before they got to speak to someone. This caused considerable frustration as individuals were ringing earlier in the morning in the hopes of getting an appointment, but when they got through, all the appointments had already been taken.

Your experiences



“When you're "number 58" in telephone queue at 08.30 in the morning and waiting for over an hour and a half on hold to speak to anyone something is wrong. [...] Please update the phone system asap.”



On a positive note:

“Appointment for my 2-year-old child - received wonderful treatment by the doctor and all the staff, everything was explained.”

“The effort involved in just trying to speak to someone is too much, the affect, is to give up even trying.”



“I moved to the area in 2014 and on my first trip to my GP I had to explain my complicated health conditions. At every different appointment with the various services and consultants I have had to coordinate my own medical records, getting copies of various letters, test results etc from various hospitals.”



“Really good when you can get an appointment. Have to ring at 8am, very busy and can wait a long time on the phone. Difficult to get an appointment but once seen the doctors are brilliant.”



Dental Services

Key Themes

- Lack of NHS provision
- Lack of NHS treatment – offered private but not affordable for many
- Reduction and centralisation of some dental services



What you told us

31% of all the comments we received during January 2021 related to dental services in Lincolnshire, up 17% from December 2021. However, the issues raised this month were the same as those in December. Lack of NHS provision and lack of NHS dental treatment for those registered with NHS dentists were the main concerns. Many contacted us asking for help to find an NHS practice taking on new patients, having already rung many practices themselves but being unable to find any appointments. Whilst individuals are struggling to find NHS provision there is ample private provision, with NHS practices being able to take in private patients. We received many comments about a specific lack of services in the Mablethorpe area.

Additionally, individuals are unable to seek preventative or emergency treatment. The lack of preventative treatment is likely to lead to issues in the future and the lack of emergency treatment is leaving people in pain whilst their teeth deteriorate further. Furthermore, there is also still confusion as what classifies for emergency treatment and why private practices can offer treatment whilst NHS practices are not.

We recognise that issues with NHS dentistry in our county is a serious problem, therefore, we invite you to join our YourVoice event on dentistry on 30th March 2022, 10am-11am. The event will include a panel of experts, from service commissioners, public health representatives and dentists, all ready to answer questions about dentistry in Lincolnshire.

Link to sign up: YourVoice@Healthwatch: Dental Services

Finally, in relation to dentistry we received a few comments concerned about the reduction and centralisation of dental services which perform small dental operations. Individuals were concerned about having to travel considerable distances for treatment with sites having poor public transport links.



Your experiences

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"I was waiting to go into hospital to have 5 teeth removed and treatment done as I have a sprained Temporomandibular Joint Dysfunction (TMJ), so unable to keep jaw open pain-free. I still haven't been able to register with an NHS dentist. Have a HC2 form as can't afford private. Consequently, now have even more broken teeth, which keep getting infection under them. I suffer with depression, and this is affecting me, as front teeth effected. When oh when will I be able to register with a dentist so I can get my smile back, mental health improved?"



"Can we please have a dentist in Mablethorpe as I am a wheelchair user and have to travel 1.5 hrs on a bus to Skegness."

"Why is it I will lose 2 teeth because NHS dentists could not drill but if I go private I can get the work done ????"



"I was horrified to learn that small dental operations will now only be at 3 places instead of 5. One of the locations was Spalding. It stated that consideration had been given to the ease on which patients could travel by car, bus or train. Can you please investigate what methods they used to calculate travel from Grantham to Spalding, taking into account costs, time, and the ease for disabled travellers? Trains have to change at Peterborough, £8.75 each way! Buses can be smelly, too hot or cold, and dangerous places with coughs and sneezing, and possibly the new variant of COVID. Has any account been given to those living in the countryside that cannot drive and would have to get to Grantham Bus or Train station by public transport or taxi?"

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Social Care

During January 2022 we published the results of our survey 'Life in a care home'. We conducted this survey to understand the experience and outcomes of living in care homes across the county and examine how this has been impacted by the COVID-19 pandemic. Therefore, the majority of the comments for this month around social care relate to this survey.

Key Themes

- Care homes have done a tremendous job of coping with the COVID-19 pandemic
- Deterioration in staffing levels leading to a reduction in care quality
- Reduction in visiting hours



What you told us

18% of the comments we received during January 2022 related to social care services, with the majority focusing on care homes because of our Life in a Care Home survey. The comments were overwhelmingly positive with care home staff being praised for how they coped with the COVID-19 pandemic. During unprecedented times, they managed to continue to deliver excellent care and keep residents safe. 72% felt that the quality of care had stayed the same during the pandemic and staff had gone above and beyond to entertain residents and keep them in touch with relatives whilst visiting hours were reduced. Sadly, not everyone had a positive experience, others told us that staffing levels had deteriorated, leading to a reduction in care quality. Furthermore, some struggled to keep in contact with relatives during this difficult time leading to mental distress.

To read the Life in a Care Home Report in full, please click the link below.

[Life in a Care Home 2021](#)



Your experiences

Positives

"I am very impressed with how the staff and residents welcomed my relative into their community family. Having to care for a new resident during the Pandemic cannot have been easy for the Care Home, but they have done their utmost to accommodate them as a person with complex needs. I am proud of the way they have communicated with me and made me still feel part of relative's care and wellbeing."

"All members of staff have been extremely challenged by COVID demands and they have risen to the challenge magnificently. Everything possible has been done and is being done to protect our loved ones."

"All the staff have been amazing during the pandemic. When lockdowns were in place, they were fantastic at keeping the residents entertained & safe."

Negatives

"Life is very lonely, people have been shutting their rooms. It's about time that care homes allowed visits in residence rooms again."

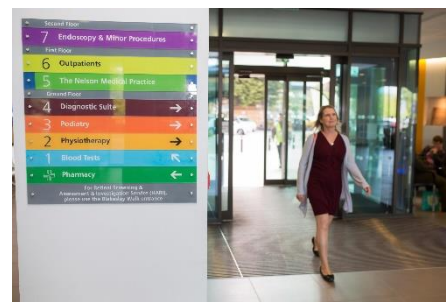
"Staffing has deteriorated. Very difficult to talk or get through to relatives in the care home. Seems there is some inconsistency at times regarding COVID regulations?"

Hospital Services

Many of the comments we received relating to hospital services this month were very specific to each individual case.

Key Themes

- Long waits for follow up and referral appointments and test results
- Poor communication
- Poor quality care



What you told us

This month the sentiments around hospital services were mainly negative. Long waits for follow up and referral appointments are ongoing issues both in the county and nationwide. For those who have had such appointments, they reported poor communication between services and patients, with tests results taking months to come through. All of this contributes to considerable distress and frustration. Furthermore, poor communication was also an issue for those trying to keep in touch with loved ones in hospital and stay updated about their progress. Sadly, several people raised very specific concerns around poor quality care whilst in hospital.

Your experiences



“Patient was sent for an endoscopy in October 2021 and was told that they would receive an appointment for an ultrasound. Still has not received this information.”

“Mid November 2021, I had an Ultrasound of the abdomen. To date, I have not received the results and I was told that I would get the results within a week.

Calling the given telephone numbers to the hospital, no one can or will not give me information whether my results are on the way and whether they are missing. The results are needed to assess health and exclude life threat.”

On a positive note:

“Huge praise for A&E care at Peterborough.”

- *To note: Many Lincolnshire residents access services outside of Lincolnshire*






healthwatch

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