

August Patient Experience Summary Report

During August 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 August 2019 about services in Lincolnshire.

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



Overall Sentiment

51% of all comments were **positive**

8% of all comments were **neutral**

25% of all comments were **negative**

16% of all comments were **mixed**

August 2019 - Feedback Service Themes



30%

Hospital Services



60%

GP Services



9%

Community Health Services



5%

Transport



7%

A & E



7%

Dentistry



6%

Mental Health & Learning Disabilities



7%

Social Care

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Patient Story

SUBJECT - ACCESSING OUT OF AREA SERVICES

Providers: West CCG Case 7228 (09-07-2019)

Patient who has been informed that they are unable to access a specialist in Leicester Royal Infirmary for Meniere's disease whom they have been under previously. Went to see their GP as experiencing attacks, the GP referred them in January 19 to see the Professor at LRI, the patient received an appointment in May, felt this was a long way off but accepted this appointment. Meniere's got worse so the GP surgery tried to get an earlier apt but to no avail. In March 19 the patient received a letter cancelling the May appointment and that it would be re-arranged at a later date. After a period of time the patient contacted the Professors secretary who then said as they live in Lincolnshire that they would not be allocating the patient with another date.

Patient queried choice with us today and has also been in touch with their GP again who has phoned the secretary at the hospital and was informed the same thing and that they would not be accepting patients from Lincolnshire, so no further forward.

Patient still experiencing problems and now doesn't know where to go, is happy to travel to see a specialist in this disease. I have asked PALS at Lincoln but they do not have a specialist just a Consultant that can see patients.

HWL - with patient consent contacted West CCG

Healthwatch asks - in light of this, where are Lincolnshire patients being seen for Specialist Care? How appropriate is it for Hospital staff to inform patients their care will no longer be delivered by them, should this not be discussed?

SUBJECT - VULNERABLE PATIENT

Providers: Lincoln County Hospital Shuttleworth Ward, Case 7348 (31-07-2019)

Elderly parent diagnosed with Vascular Dementia, COPD and other medical conditions, relative has Power of Attorney (POA). Parent had a fall whilst in care home and was taken by ambulance to A&E then being transferred to Shuttleworth Ward due to fracture of ankle. Family discussed what the best course of action would be should a procedure be required and felt due to other medical problems that it would be a high risk as General Anaesthetic would be required. Previously other procedures had not been carried out due to the contradictory conditions and distress it would cause the patient.

On visiting parent, relative was informed that parent would be going to theatre the following day, relative asked who had consented to the procedure as they had POA and had not had a discussion. Nurse would ask the Consultant to contact the relative to discuss. Relative waited for a call the following day, no call came so relative contacted the ward where a Nurse would chase the Consultant. Relative received the call where the Consultant felt it was in the patients best interest and they would monitor closely and keep the family informed of their progress. Relative informed the Consultant they did not give consent to the procedure, Consultant asked for the relative to go to the ward to discuss consent. On arriving at the ward parents bed was empty, on asking where the patient was, relative was informed they had been moved up the list and that they had gone to theatre.

Consultant talked about a DNAR/Respect form for parent, relative refused to sign one, but believes a form had been completed by another person. Relative feels there was a lack of communication across the board, nursing staff on the ward require dementia awareness training and infection control training

