



Healthwatch Lincolnshire

Unit 12  
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## Healthwatch Lincolnshire Patient Experiences for April 2019

We would like to remind stakeholders that our communications with you come from February 2013, when Sir Francis Keogh produced his review of the Mid Staffordshire Enquiry. Within this report Keogh cited a number of failings of the system and under the reforms, local Healthwatch is intended to be the local consumer voice with a key role in influencing local services. In both Winterbourne and Mid Staffs the patient voice and the voices of others within the system were not acted upon causing patient suffering and harm, as a local Healthwatch we must continue to raise and challenge the issues raised with us.

This report has been produced by Healthwatch Lincolnshire (HWL) to highlight the health and care experiences shared with us for the period 1 to 30 April 2019 where there were 230 comments raised.

The health and care experiences in this report reflected the same themes for both March and April. The following highlights some of the theme topics and where appropriate specific examples cited.

### Patient Centred Care

Overall Healthwatch feels from this report there is a lack of patient centred care throughout. Whilst we can empathise with the providers to some extent on the pressures they are facing, cancelling appointments, transport etc. last minute is not only mentally stressful but could result in a patient's vital treatment being missed, for example, **TASL, 6715** patients awaiting pick up from TASL were experiencing last minute cancellations.

**Pilgrim 8A, 6689** patient at Pilgrim received care which didn't recognise the needs of the individual's needs.

**6828 LCHS**, whilst care is being provided professionally in the home, the patient is still falling, with no real evidence of a holistic approach and review of the patient's circumstances.

### Condition Specific

Cancer has appeared throughout our report which supports our most recent escalation paper shared with providers, commissioners and regulators.

### Patient Communication 6830, 6668

More than one patient has commented that they have been 'stopped' from having an MRI. Whilst there may be a very valid medical reason for this i.e. the patient clearly doesn't require one, more needs to be communicated with the patient as to why this decision is taken, patients are taking the view that it might solely be down to cost.

**6806** highlights the duration of time patients are often waiting in the reception for their appointment, however we would like the practices to consider there is no tolerance levels afforded back to patients when they are running late for often very valid reasons.

### Primary Care

GP appointments – We note within this report patients inability to get booked back in for an essential follow up (with the same GP for patient consistency) for many weeks, *and also difficulty in getting an appointment for a health check. If a patient comes across too many barriers they will just stop going.*

GP Extended hours, patients are still confused about extended hours, and what the appointments are used for and where they are held. It appears (from a patient perspective) that practices are utilising the hours differently adding to the confusion.

It is also felt that there is a lack of follow up and communication with patients, particularly when articulating clinical decisions and treatments with ongoing care to patients.

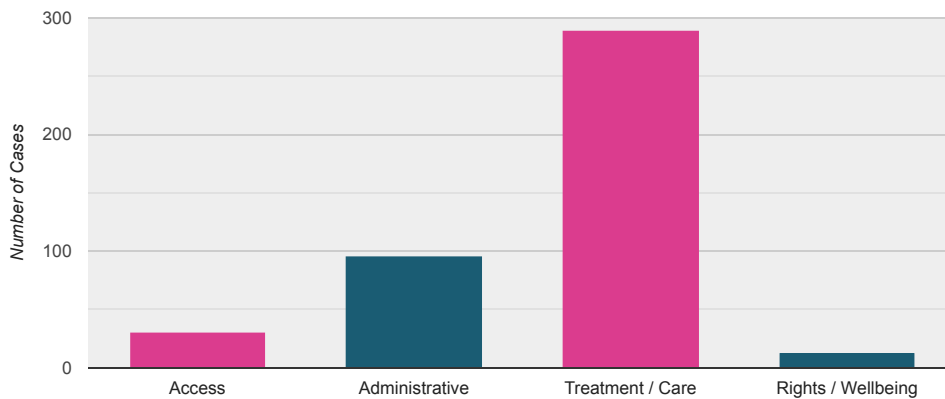
### Acute Hospital Main Themes (ULHT):

- From patient feedback there feels there is lack of dignity, respect, confidentiality. Wards needs to be reminded that care should start and finish with the patient and continue throughout their stay in the hospital. **Case 6804** is a really good example of this where in a 4 bedded ward in Pilgrim, an end of life discussion was overheard by everyone within that ward, other patients, family members etc.
- Patients continue to state that the Trust does not provide appropriate Accessible Information.
- Lack of follow up and communications with patients, particularly when articulating clinical decisions and treatments and ongoing care to patients.
- Lack of treating patients 'holistically' where they have more than one condition/disability. The patient needs to be treated as a whole person and not as a one condition specific issue (one example is **case 6798**).

## Statistics

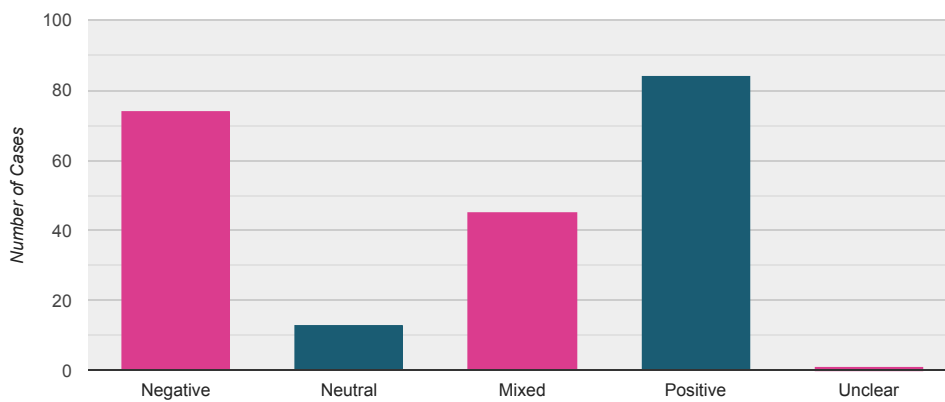
Total cases: 219

### Theme Areas



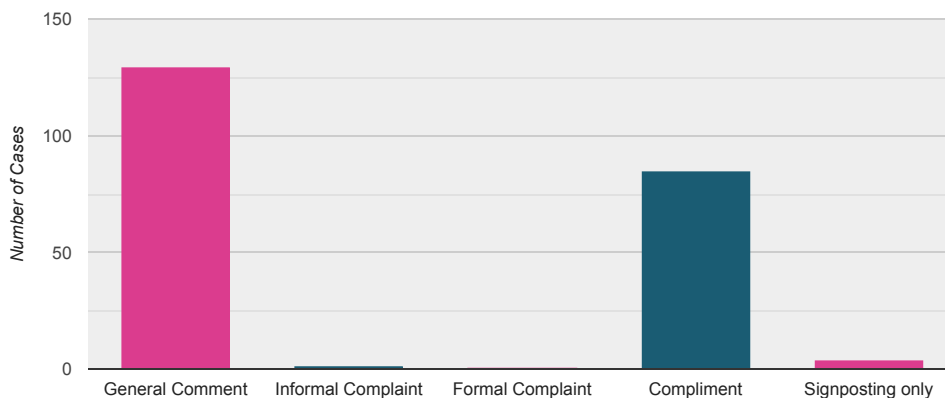
Theme Areas	Cases
Access	30
Administrative	96
Treatment / Care	289
Rights / Wellbeing	13

### Sentiments



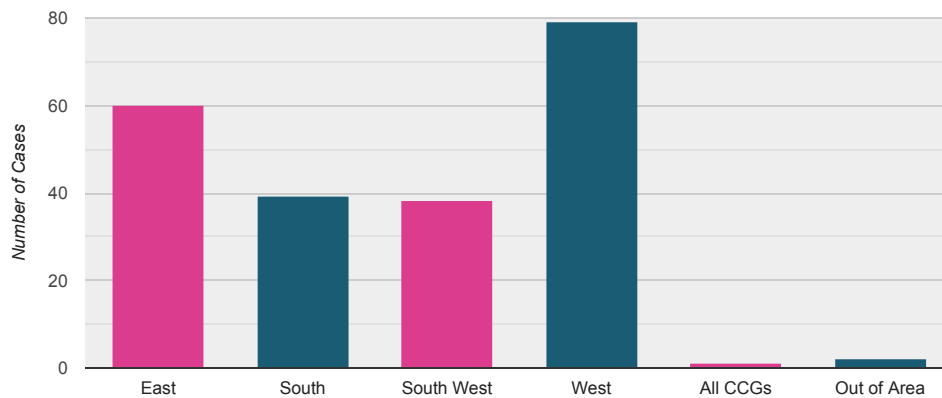
Sentiments	Cases
Negative	74
Neutral	13
Mixed	45
Positive	84
Unclear	1

### Case Types



Case Types	Cases
General Comment	129
Informal Complaint	1
Formal Complaint	0
Compliment	85
Signposting only	4

## CCGs



CCGs	Cases
East	60
South	39
South West	38
West	79
All CCGs	1
Out of Area	2

## Cases

### Community Health Services

CCG Area	Case Details
<p>East x 1</p> <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 6794 (24-04-2019)</b></p> <p><b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Child was given an assessment as part of seeing if they were dyslexic. In the report it was stated that the child would benefit from SALT intervention. The school agreed as did the parents so school made the referral. A few weeks later parent received a call from SALT Team saying they didn't believe their child would benefit from their intervention and that it would be a waste of every bodies time. Parent felt they were being pushed into taking away consent, however the parent requested the referral stand. At child's SEND review at the school, parent was informed that SALT team had contacted the school with the same thing where the school informed them they would need to be speaking with the parents.</p> <p><b>Provider Response</b></p> <p>LCHS response - We work with schools across the county to help raise awareness of those children that may benefit from a speech and language assessment and those for whom referral would not be valuable. We also make use of pre-referral check lists such as speech sound records that are reviewed at the point of triage by a qualified clinician. In certain circumstances the clinician may also use a telephone discussion with the parent and/or referrer to clarify need. If, when discussing a child's needs in this way, the clinician determines that an assessment is not indicated this should be discussed with the parent/referrer and the reasons why explained. We want parents and schools to feel included and listened to. If that is not the case in this situation we would welcome the chance to look into this further and encourage you to contact the patient liaison service (PALS) to make this possible.</p>
<p>South West x 2</p> <ul style="list-style-type: none"> <li>1 x General Comment</li> <li>1 x Compliment</li> </ul>	<p><b>General Comment</b></p>

	<p>1. Case 6619 (03-04-2019)</p> <p><b>Providers:</b> Grantham + District Hospital, NHS 111 Service, Pilgrim Hospital Urology</p> <p>Last year I went for TURPS operation. Had a catheter for 4 months. I got there and was told they could not do it. The Urology nurse was on holiday. The Consultant didn't know. No-one knew the nurse was not there. I was already in a gown and there was another patient waiting too. I was fitted with a catheter again and sent home with no info about what next. It was another 2 months with the catheter before I could have the Operation. You get all geared up and worked up for the procedure. No-one at the booking office were aware the urology nurse was on holiday. Everyone was charming, but there is a lack of organisation. When I did have the operation it was not initially successful, I was discharged with no info on what happens next. Eventually was sorted out with the nurses help even showing how to self catheterise. The Sleaford District Nurses were brilliant with follow up. Came when I needed them, even on the same day.</p> <p><b>Provider Response</b></p> <p>We are sorry to read that this was such a poor experience for you during your treatment pathway we will share this with the urology team as feedback for you.</p> <p><b>Compliment</b></p> <p>1. Case 6656 (04-04-2019)</p> <p><b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>I find the community nursing team to be invaluable, a relative has a range of needs complicated by dementia so have a team that respond efficiently to the physical needs while respecting the difficulties of dementia and actually listening to the concerns of other carers and family members is wonderful.</p> <p><b>Notes / Questions</b></p> <p>No patient information provided</p>
<p>West x 2</p> <ul style="list-style-type: none"> <li>• 2 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 6792 (24-04-2019)</p> <p><b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Support Worker concerned as patient is being pushed from pillar to post regarding their type 2 diabetic checks. Patient has recently been discharged from Hospital team and referred to the Community Team. Patient injects insulin but has recently been unable to do this, needles have changed. Patient has a needle phobia and previous needles they were able to use can no longer get. Support Worker has spoken with secretary at the hospital and GP surgery. Feel they are getting nowhere. Sugars quite high on day of call.</p> <p><b>Notes / Questions</b></p> <p>HWL - with patient consent contacted their GP regarding high Blood sugar who offered the patient an appointment for that day but patient declined the appointment. Also contacted Community PALS who relayed the patient would be seen the following week</p> <p>2. Case 6828 (30-04-2019)</p> <p><b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Diabetic Nurse</p> <p>The Diabetic nurse comes to my home to do my injection every morning, usually comes after 8 am. It is a different person every day, only there about 10 mins and then goes to the next person. But I keep falling, fell the other day at about 6 pm, I shouted for help but no one came. I crawled into the kitchen and tried to use a strong chair to get up with but I could not get up there so I went to the sofa and got on there instead. I am on my own.</p> <p><b>Notes / Questions</b></p> <p>HWL asks - who is looking at the holistic needs?</p>

## Primary Care Services

CCG Area	Case Details
<p>East x 35</p> <ul style="list-style-type: none"> <li>• 25 x General Comment</li> <li>• 10 x Compliment</li> </ul>	<p><b>General Comment</b></p>

1. Case 6683 (09-04-2019)

**Providers:** Boots Pharmacy

Boots Pharmacy Coningsby

I walked into the pharmacy mid-afternoon and nobody else was in the store at that time. I was told that they had my medications apart from one item, some 30min later other people had come in and been served with their items and I still waited. When I asked how long, I was told they were checking it now, eventually my 1 of 2 items came out I then asked for my spouses and was again told it was being checked but this arrived a few min later. I spent some 40 min in store and at least 8 other people's medications came out before. I am NOT very happy

2. Case 6817 (26-04-2019)

**Providers:** Boots Pharmacy Skegness, East CCG, NHS England Other

Boots Skegness

I am prescribed Allopurinol. Boots Pharmacy Skegness have supplied me with a box of medication with Allopurinol printed on their label but containing Atenolol which is a beta blocker used for totally different conditions. I've had a kidney transplant and I'm not sure what affect this medication would have had on me.

I have contacted Boots, who have asked me to return the meds but I thought I'd let you know in case it happens to somebody else with more serious consequences

3. Case 6750 (23-04-2019)

**Providers:** East CCG, The Surgery Stickney

We have a genetic condition which was diagnosed in London, before we moved up here 5 years ago. Nobody wants to take responsibility for our ongoing needs. We are passed around like a hot potato - everyone wanting to discharge us into the care of someone else.

My big issue is with my middle child, who is chronically tired. The GP ran tests, vitamin D deficiency - which is apparently common in this condition. Levels are better now, but is still very tired and falling asleep at school, coming home, going to bed and sleeping until the next morning. I ran their symptoms past the support group and a suggestion came up. Went to GP but they can't test, so was referred on. Who won't take the case as a child. Trying to find someone else who might. They said the child needed to be seen by a rheumatologist, none for paediatrics in Lincolnshire. Child's general paediatrician said they would only see them 1 more time then discharge. Not dealing with this is not an option but not informed of what to do next. Caught in this admin nightmare is a poorly teenager that the NHS doesn't appear to be bothered with as they don't fit one of their neat boxes.

**Notes / Questions**

HWL - provided further support groups to assist. East CCG PALs information supplied

4. Case 6784 (24-04-2019)

**Providers:** East CCG, Lincolnshire Local Medical Committee (LMC), The Old Leake Medical Centre

Patient was registered with Old Leake Medical Practice previously, had a few issues with certain members of staff so registered with an alternative surgery, which consequently closed. Patient contacted Old Leake again and was assured the staff members they had issues with had now left, so they re-registered with this practice. Have now received a letter informing the patient that as they came from a non-dispensing surgery their medications will no longer be dispensed from the surgery but they would need to arrange from a pharmacy in Boston. Patient has done this and can get this delivered to the home address, however it is the short notice (Ad Hoc) prescriptions that are causing concerns. Patient feels that as the initial move to alternative surgery was out of their control that each patient's circumstances should be looked at rather than as a whole.

5. Case 6785 (24-04-2019)

**Providers:** East CCG, Lincolnshire County Council - Adult Social Care, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health), The Sidings

Patient described a number of failings in the delivery of Health and Social Care for several years and the impact that this has on them in the current day. The patient feels there is a depersonalised approach throughout their experiences with Health and Social Care, they have a number of mental health concerns that they feel are not being dealt with. The patient feels the systems as a whole are not working together to help patients as there is no joined up approach. The patient provided a paper with some of their concerns raised which also included a statement that said they are more frequently finding themselves in a situation where suicide seems a plausible option! When this was discussed with the patient, they said this wasn't a statement of intent, but rather something that perhaps needed to be said to get the help they needed (NFA).

Reference was made to data protection in terms of being able to see medical information held about them.

**Notes / Questions**

Patient raised issues related to the Sidings Practice and its lack of continuity, personalisation and responsiveness to patients complex needs. Patient asked and gave consent for HWL to contact the new PM @ the Sidings and make them aware that the patient may contact them. Contact confirmed.

The patient was provided with LPFT and other directories for mental health services. It was noted that despite a long history of mental health concerns the patient was apparently being told they did not fit the criteria for mental health services.

**Provider Response**

*The staff at the practice are doing all they can to address continuity of care and attempting to provide a more personal approach to health care.*

*We are sorry that in this instance the patient feels that the practice has failed in its delivery of health care. The patient in this instance was invited in to see the newly appointed Practice Manager and stated that they felt reassured after a discussion with him. The issues were with the NHS as a whole as opposed to the practice.*

6. Case 6786 (24-04-2019)

**Providers:** East CCG

As a family we were disgusted at the attitude of United Lincolnshire Hospital Trust and Marisco Practice both these organisations seem to think it was ok to lose personal items. The ombudsman seems to think that saying sorry makes things right what is needed is change and when mistakes are made there needs to be accountability

7. Case 6730 (11-04-2019)

**Providers:** Grantham + District Hospital, Louth County Hospital, Woodhall Spa New Surgery

I find it difficult to get an appointment at the surgery. I don't feel there are enough GP's locally. Surgery cannot help that. Resources are not being put in where needed. Closed A+E at Grantham Not good, and they are talking about closing down Louth Hospital, and I use that and find it ideal. I would choose the Louth hospital over Lincoln County to see the consultant, it is so much quicker

**Notes / Questions**

No patient information provided

8. Case 6837 (30-04-2019)

**Providers:** Greyfriars Surgery

The GP overall is very good. The staff are friendly and always helpful, however previously had an accident where the patient felt the Doctor gave the wrong treatment. Apart from this no issues

**Notes / Questions**

No patient information provided.

9. Case 6796 (24-04-2019)

**Providers:** Hawthorn Medical Practice

Skegness Support Group

Patients feel they cannot get through to Hawthorn Medical Practice on the phone first thing on a Monday morning when trying to book a same day appointment.

10. Case 6805 (25-04-2019)

**Providers:** Lincolnshire Community Health Services NHS Trust (LCHS), The Sidings  
Disability Support Group Comments

- The Sidings, Boston Medical Centre – patients expressed how disorganised the practice has become since it has merged. Are aware that LCHS has taken over running it for a year and patients have been made aware that there is a dramatic shortage of doctors at the practice. Patients when they check in for an appointment are directed to a waiting area within what used to be the 2 separate waiting areas. Most times they are directed to the wrong one by either the reception staff or the indicator boards and staff are wasting time looking for the patients in between appointments.
- The Sidings, extended hours offered at the practice but are only for new issues. What is the point of this if you are a working person and cannot get time off during the standard working week of Monday to Friday? Weekend appointments one member has been told that are not available to her unless it is a new issue not for an existing issue.
- The Sidings – patient who has complex medical needs and has LD was offered a Saturday appointment. Uses a wheelchair due to mobility issues and access to the surgery at a weekend is currently at the back of the building and this causes a lot of problems for patients with access / mobility issues. For patients who may go on their own, it is very difficult.

**Notes / Questions**

How is this going to be addressed by the surgery to make it much easier for the patient and the staff who are seeing these patients. Especially affects patients in wheelchairs anyone with a specially adapted wheelchair will have major problems getting into the surgery through this door.

How are extended appointments accessed for disabled patients?

**Provider Response**

*GP Surgery response - We acknowledge that there have been difficulties prior to, during and after the merger. A number of issues have been addressed. The confusing signage has been removed. We are in the process of relocating the check in screen into the front entrance which will direct patients left or right.*

*The extended access appointments are open to all routine cases and patients can be seen during these times if it is deemed to be more convenient.*

*We have wheelchair access at the rear of the building and anyone experiencing difficulties with access would be directed accordingly.*

11. Case 6808 (25-04-2019)

**Providers:** Lincolnshire Local Medical Committee (LMC) , The Surgery Stickney  
Council Support Group

Stickney Surgery reception staff were not aware of the Veteran List – they assumed this meant that a veteran would get preferential treatment. They ask this on the registration form, but no one knows what they needed to do with it.

**Notes / Questions**

Group asks - What does it mean and how many surgeries in Lincolnshire have signed up to it and what does it actually mean to the veteran and their future care?

**Provider Response**

*LMC response - The veterans scheme has not officially started yet, and is being trialled in various locations across England. Lincolnshire is not one of the trial sites. My understanding is that when this is rolled out across England practices will register veterans and mark their medical record as such. This will then give clinicians knowledge that the patient is a veteran, and thus at higher risk of mental health and physical problems. The scheme will also allow veterans access to various veterans specific services, such as Combat Stress.*

*Surgery response - The surgery code veteran patients if the surgery have been made aware. Currently there is no list, question is going to be added to the registration forms and then added onto the system, this will then highlight it to the GP. There will be training for the reception staff once it has been implemented in Lincolnshire. There is a board within the surgery for patients to inform reception if they are a carer, the veteran information is also going to be added to this board for anyone who is a veteran to bring it to the receptionists attention.*

12. Case 6831 (30-04-2019)

**Providers:** Liquorpond Surgery

Booking appointment is a problem for older patients who don't understand booking on line. My relatives are both in their 80's and are forced into telephone queueing and multi options. They end up abandoning it and then phone me to book for them. I have noticed people have more luck in booking an appointment if they go direct to the surgery reception.

13. Case 6833 (30-04-2019)

**Providers:** Liquorpond Surgery

Often difficult to get an appointment, it is difficult to call early hours when working. Staff do try to help as much as possible

**Notes / Questions**

No patient information provided.

14. Case 6835 (30-04-2019)

**Providers:** Liquorpond Surgery

The only negative we have is that the turn over of GP's is not good. So you have no continuity of care.

15. Case 6677 (05-04-2019)

**Providers:** Marisco Medical Practice

Elderly family member has Parkinsons and spouse has difficulties in walking. Raised concerns that they had been waiting for treatment for over 2 years with the GP practice.

**Notes / Questions**

Patient also raised no Dental cover in their area.

HWL - suggested to make contact with GP or Practice Manager to discuss why waiting for treatment. Also provided closest NHS dental information and Volunteer Car Scheme should it be required.

16. Case 6793 (24-04-2019)

**Providers:** Marisco Medical Practice

I live in Mablethorpe and accessing a GP has been almost impossible as I work and can't keep taking time off for the sit and wait clinics on the off chance I might get an appointment. I am also helping a friend who after months of misdiagnosis by nurse practitioners was finally put on the 2 week cancer programme. Has no one overseeing their investigations and constantly has to chase for prescriptions, results,next step and still hasn't been diagnosed. Has now been told they face a 4 month wait for their next appointment and investigation despite being too ill to leave home for months. So extremely unhappy with local services.

**Notes / Questions**

HWL provided information: Practice Manager; Extended hours; Wellbeing Service and PALS for the hospital. If they wished for HWL to chase anything to let us know, however no response received to date

17. Case 6734 (15-04-2019)

**Providers:** Pilgrim Hospital, The Sidings

Patient made an appointment at their GP surgery having found a lump in their breast, patient was examined with clothes on and said they could feel nothing but to go home and make another appointment if they thought they felt a lump again. Patient made a further appointment shortly afterwards and saw a Practice Nurse, who confirmed a lump and referred them to Pilgrim Hospital, after tests it was found they had stage 2 invasive breast cancer, says Pilgrim were very good. Late March patient had a radical mastectomy and told they would have the results back within 2 weeks and was given an appointment for beginning of April, did receive a phone call from the breast clinic to say that the results were not back but had to keep their appointment at the clinic so that they could check the wound. Patient was advised by the Consultant that they were very behind due to staff shortages and that the whole of the Oncology services were short staffed.

Patient and a friend went to PALS for this to be looked into. They phoned the patient to say that they had looked into it and the results were not back due to staff shortages but they hoped they would be ready the following week as the Lab is short staffed. It is not the patients fault that the lab is short staffed and if the cancer is metastasised then time is of the essence.Patient wishes to say that they have been more than satisfied with the care received from the Breast Clinic every time they have attended and cannot fault them.

**Notes / Questions**

Results not back on the 9th

HWL - has as a result of more than one patient sharing their experience about waits for breast cancer results, has escalated this issue.

**Provider Response**

ULHT are aware of short delays in clinic capacity and we have been actively working on extra clinics.Currently we are seeing patients within the 2ww time-frames.



18. Case 6709 (09-04-2019)

**Providers:** The New Coningsby Surgery

There is a massive detachment between the doctors and other staff. When you see the doctor they are really good. But reception lack in comparison, not just here, but at the hospitals too. In it for the money and not the care. There is a lack of communication. It is becoming impersonal with the self check in system. People don't speak to you anymore.

19. Case 6834 (30-04-2019)

**Providers:** The Sidings

I was not satisfied at all now I have been told all the doctors have walked out.

**Provider Response**

*Surgery response - Dr Holmes recently retired and Dr Uddin was not in a position to TUPE over to our new employer LCHS.*

*We have a number of regular clinical staff to give continuity of care. Patients are able to request to see the same clinician for any follow up appointments.*

20. Case 6838 (30-04-2019)

**Providers:** The Sidings

Treated with dignity but not respect. Some of the doctors are ok but some not. Nurses are good. Receptionists can be quite rude, abrupt, there is a way of saying things.

**Notes / Questions**

No patient information provided.

**Provider Response**

*Surgery response - Naturally we are disappointed to hear of any negative experiences at the practice. The findings will be presented to the practice team to explore how we might have dealt with situations differently, reflection on lessons learned and actions going forward to avoid negative experiences in future.*

21. Case 6722 (11-04-2019)

**Providers:** Woodhall Spa New Surgery

Just started new clinic where I can have injection for pain relief. I like that it has come here. Before I needed to go to Bardney. Difficult sometimes to get an appointment especially with on line system. I have to rely on friends to bring me as there is no bus service from where I live. This surgery covers a large area.

**Notes / Questions**

No patient information provided

22. Case 6723 (11-04-2019)

**Providers:** Woodhall Spa New Surgery

I have been recently and again today for ear syringe. Lucky getting an appointment today. But before I have had to call 23 times in order to get through. But they will try to get you in for emergency appointments. The thing I worry about most is trying to get an appointment/not being able to get an appointment. The doctors are really good. But there are too many people for too few doctors. Building lots of new houses in Woodhall. A lot of older people are not able to use the self check in. When they ask for help they are not given it. The receptionists are very nice but there is always one.

**Notes / Questions**

No patient information provided

23. Case 6725 (11-04-2019)

**Providers:** Woodhall Spa New Surgery

It is not easy to get an appointment. Phone up on the day cannot get what you need. Even if doctor has asked for you to make an appointment, you cannot make an appointment in advance. That is the main issue, otherwise I am happy with it.

**Notes / Questions**

No patient information provided.

24. Case 6729 (11-04-2019)

**Providers:** Woodhall Spa New Surgery

In general normally very good. Getting an appointment is a bit of a barrier. Did ok last week and got in within 3 mins for a non emergency appointment, but usually the phone is engaged as everyone rings at the same time. They do have an on line system, release at 2 pm for advance appointments. Nuisance as when go on they are all gone say by 3.45.

**Notes / Questions**

No patient information provided.

25. Case 6740 (23-04-2019)

**Providers:** Woodhall Spa New Surgery

Usually it is good. Staff are very good. Very good doctors and nurses. Sometimes booking an appointment is difficult. I was told to see a specific doctor. All of the pre booked appointments had gone. I was not given an appointment, therefore, Even when doctor told me to get one, then I had to ring each morning to try and get an appointment with that doctor. However I was lucky to get the doctor I needed on the first day I called. Service is usually pretty good.

**Notes / Questions**

No patient information provided.

**Compliment**

1. Case 6745 (23-04-2019)

**Providers:** Boston West Hospital, The Old Leake Medical Centre  
Orthopaedics

My Doctor referred me and within 2 weeks I had been offered an appointment at the Hospital. All aspects of my visits to Boston West and the Consultant were excellent, Telephone follow up by nursing staff prompt and friendly. The outcome of treatment totally beneficial and any further intervention explained fully and offered at my discretion. Additionally the care from my GP at Old Leake Medical Centre was first class.

2. Case 6727 (11-04-2019)

**Providers:** Broadway Dental Surgery

Very good no problems, good care and staff. Keep us up to date with reminders for appointments. If they cancel they will help re arrange the appointment. Also flexible if you cancel.

**Notes / Questions**

No patient information provided

3. Case 6832 (30-04-2019)

**Providers:** Parkside Surgery

Pilgrim hospital have been great as well as the GP surgery. Pilgrim is much needed in the area covering many medical needs.

4. Case 6840 (30-04-2019)

**Providers:** The Old Leake Medical Centre

Doctors and nurses are brilliant. Waiting time can be a bit of a pain but overall I have never had a problem.

**Notes / Questions**

No patient information provided.

5. Case 6720 (11-04-2019)

**Providers:** Woodhall Spa New Surgery

Good service I have used them for a number of years and the staff are also pleasant I have never had any problems Happy to say they provide a good service.

6. Case 6721 (11-04-2019)

**Providers:** Woodhall Spa New Surgery

Very friendly, nice doctors and reception staff. Clean premises. Usually I can get appointments non urgent you get in 2-3 weeks. I use on-line and I like this option/system. I have not had to get an emergency appointment but am sure I could get one if needed.

7. Case 6738 (23-04-2019)

**Providers:** Woodhall Spa New Surgery

Good experience. They are always helpful. I have never been refused an appointment. I have rang in this morning and been able to get in today.

8. Case 6739 (23-04-2019)

**Providers:** Woodhall Spa New Surgery

I get on fine it is local for me. Tend to be able to get an appointment. Sometimes it takes a while because of pressure which I understand resources are pushed. I have been here for a long time. Handy to have same surgery for continuity of care.

**Notes / Questions**

No patient information provided.

9. Case 6741 (23-04-2019)

**Providers:** Woodhall Spa New Surgery

All staff were very sympathetic to my needs, I had an appointment given on the morning of the call. The doctor carried out various tests and treatment has been successful.

**Notes / Questions**

No patient information provided.

10. Case 6743 (23-04-2019)

**Providers:** Woodhall Spa New Surgery

It is good here. No problems getting an appointment. Good at follow ups, e.g. blood test for relative with ring back same day with results.

**South x 26**

- 10 x General Comment
- 13 x Compliment
- 3 x Signposting only

**General Comment**

1. Case 6718 (10-04-2019)

**Providers:** Gosberton Medical Centre

Elderly patient with memory problems, family member has Power of Attorney for health. Elderly patient received a letter informing them that as they had missed an appointment they would contemplate removing them from their list. Family member wrote a letter of complaint to the surgery in January but has not received any acknowledgement from the surgery. All correspondence should be sent to the family member and not the patient as explained they do have a memory problem. Patient has recently been seen by a Nurse at the surgery who was very good.

**Notes / Questions**

HWL - provided South CCG information as felt not getting any response from the Surgery.

## 2. Case 6680 (08-04-2019)

**Providers:** Holbeach Medical Centre, South CCG

My name is ..... and this is my story

I've been suffering with horrendous symptoms of exhaustion, migraines, muscle burning/ weakness, bone pain, vision problems, unable to breathe, sleep, flashbacks, electric shocks in my body, intolerance to everything, feel like concrete, fatigue, can't even chew, can't lift arms, pain pain pain.. ( the list goes on and on)

5 years ago I told the doctor I was deficient in something.. after 2 years I was then experiencing severe neurological problems, loss of balance, hand grip, lost feeling if I tip boiling water on my hands or hit my head, loss of coordination, muscle wasting etc etc They keep telling me I'm fine as I " look normal "

In October 2017 I was diagnosed with fibromyalgia ( having not ruled out any other conditions first) but as I researched this condition I realised my loss of feeling and hand grip etc was due to neurological problems which was more indicative of MS.

Many times I have told the doctor my symptoms but for some reason he has not taken down any of my complaints and keeps referring to me " appearing normal"

In fact I believe he has not noted down the fact I was having neurological symptoms until 3 years after my first complaint of them...

Between 2017-18 I started to research myself and found a horrendous story of someone who sounded exactly like myself and she claimed it was all due to a b12 deficiency... I asked for blood tests which revealed I had very low neutrophils, high mchc, high mch, low wbc, high haemoglobin, low esr , low b12, low iron and low gfr ( kidney function) Some of these bloods were in the red but it wasn't enough to bother the doctor, I was already supplementing b12, b complex and multivitamin so my results would have been worse without!

As the doctor said I was fine and that fibromyalgia was real I knew I had to help myself.. I researched every blood result on my list that was out and it either pointed to me having leukaemia or a b12 deficiency!!

I went back to the doctor and said I've found what it is and he raised his voice to me and told me " YOU DO NOT HAVE A B12 DEFICIENCY, YOUR RED BLOOD CELLS ARE THE RIGHT SIZE ( if you research this then you'll know that patients that have a b12 deficiency can have horrendous neurological symptoms before it even shows any sign in their blood!!!) How did he not know this and why wasn't he glad that I'd found an answer to my horrible life????

I asked to see a different doctor and I owe a lot to the 2nd doctor who said I could trial monthly b12 injections, well cut long story short after 4 months my pain had disappeared!!!!!! Also all of my high/ low blood results were returning to normal!

I could breathe, chew, lift my arms and wasn't falling or hitting into doorways etc, I thought it was amazing to be a bit of my old self back!

So happy to have found a fix for something so debilitating!

No migraines , all of the "fibromyalgia " symptoms disappearing Anyway a gastroscop showed I had a bug that could have prevented me absorbing b12 but I've been on monthly injections that have kept things at bay until recently the doctor decided to take a blood test to show a false high count and tell me I don't need injections anymore, I went along with it as thought I might be ok as I don't have a bug anymore but since I have seriously deteriorated, I begged for an injection or for them to point me in the right direction to help me medicate and inject myself if needed, I asked the neurologist ( who I had seen 4 months after starting injections when I was feeling great) to confirm what he had written in my letter which was to continue monthly injections as it was obvious I'd improved on them as my MS symptoms had disappeared but even he has now blamed my fibromyalgia symptoms and is ignoring the fact that I have had neurological symptoms before and now they are back it's like they want to sweep it under the carpet!!

I think they are putting me in a cheap department as they gave me a leaflet on fibromyalgia and offered me lots of painkillers and antidepressants but I want what my body needs and what will fix me and heal my damaged nerves!! Not just to mask the problems!!!!

There is a reason that not one professional has told the truth about my symptoms, none of them have mentioned B12 deficiency and that is because if they do that then they have to offer me the treatment for it which is a cost!

I know the government is making them cut back but I do not want lies written in my notes, I am now suffering with NEUROLOGICAL SYMPTOMS, I have pain back in my muscles and the pain in my hands and feet is terrible, I cannot hold the steering wheel to drive without burning muscle pain and I keep stumbling, banging into things like I am clumsy again and cannot open a bag of crisps or get money out of purse, it's embarrassing as I had overcome all of this, pins and needles in hands and feet at night, stabbing pains, I recently got told I can have injections every 6 weeks, that's very kind but because of the doctors negligence and the fact he treats me like a criminal when all I want is help means I've deteriorated back to a place where I cannot live like this again, someone has turned out the lights on me and there is no point anymore, I've asked for a prescription so I can inject myself so

that I don't cost you the time of the nurses etc but all they do is fabricate what suits them, I am so disappointed with my situation I am thinking of taking it further, I will find a way to get myself back to good health and I will come back fighting for the truth because that is what's right!!

#### Notes / Questions

HWL - with consent contacted Practice Manager who would speak with a GP and get back to the patient.

#### 3. Case 6654 (04-04-2019)

**Providers:** Munro Medical Centre

I would like to see a doctor and the same one each time! I would like the doctor to know me and not just an ailment. It is so difficult to get an appointment, usually with the triage nurse and then have to repeat the process with a doctor, another wait. I do not wish to discuss my problems with the receptionist in front of patients waiting. Things are not as they used to be and to what I have experienced in my 70 years.

#### Notes / Questions

No patient information provided

#### 4. Case 6814 (25-04-2019)

**Providers:** NHS England Dental

Parent raised concerns that adult child who is in a wheelchair most of the time, has home visits by GP and suffers with agoraphobia is in need of dental provision, is in pain and requires wisdom teeth checking as can't sleep or eat with the pain.

#### Notes / Questions

HWL - provided parent with Special Care Dental Services contact information.

UPDATE - parent made contact but they could not come out for 13 weeks.

HWL - spoke with NHS England and patient received home visit that afternoon.

#### 5. Case 6692 (09-04-2019)

**Providers:** Specsavers (Spalding)

Specsavers Spalding

Patient feels the staircase is very steep not good when you have hip problems. Last year first appointment to test hearing and given new hearing aids. Tried several months with it but unable to get on with the new hearing aid so went back to the original one. Made an appointment for a Saturday but they phoned to cancel and remade another appointment for another date. This was cancelled the day before which was inconvenient as I had arranged transport so needed to cancel this too. Still awaiting for the new appointment.

#### 6. Case 6661 (04-04-2019)

**Providers:** St Mary's Medical Centre

I saw a renal nurse in the latter quarter of last year and told to go back in 6 months. I telephoned in March and told that admin would send out an appointment. No appointment sent. Still waiting, if this appointment does eventually come, if it is not a suitable time then I will have to go through this again. How is this efficient. Previously I could phone for an appointment. Also I had an MRI scan weeks ago and have heard nothing.

#### Notes / Questions

HWL contacted the patient, now has a date with renal Nurse. Still no MRI results

#### 7. Case 6657 (04-04-2019)

**Providers:** The New Sheepmarket Surgery

I find it harder now to get to see my doctor, now that the surgeries have amalgamated.

#### Notes / Questions

No patient information provided

#### 8. Case 6660 (04-04-2019)

**Providers:** The New Sheepmarket Surgery

Why is it that the wait for appointments has trebled since the surgeries combined. Surely the appointment staff should have been increased.

#### 9. Case 6663 (04-04-2019)

**Providers:** The New Sheepmarket Surgery

I think there should be more doctors available, and more assistance at the reception desk, instead of shunting you from Lakeside to the Sheepmarket, when all your files are on record at Lakeside

10. Case 6664 (04-04-2019)

**Providers:** The New Sheepmarket Surgery

Since the amalgamation of the 3 surgeries everything takes so much longer to get an appointment

**Notes / Questions**

No patient information provided

### Compliment

1. Case 6758 (23-04-2019)

**Providers:** Gosberton Medical Centre

This surgery is running really smoothly. The call back service is excellent. Telephone service at times there are delays and this can be frustrating. If doctors are late, other doctors always are available.

**Notes / Questions**

No patient information provided.

2. Case 6759 (23-04-2019)

**Providers:** Gosberton Medical Centre

It is very difficult to see an actual doctor. I don't always wish to discuss certain things with the nurses. Maybe ask patients who they would prefer to see even if it means waiting for an appointment. Otherwise service is great !

**Notes / Questions**

No patient information provided.

3. Case 6760 (23-04-2019)

**Providers:** Gosberton Medical Centre

Everything about this practice is good. No complaints at all.

**Notes / Questions**

No patient information provided.

4. Case 6761 (23-04-2019)

**Providers:** Gosberton Medical Centre

Stiff neck and 12 weeks wait for Physio. Reception desk very friendly and listen ( very important )

**Notes / Questions**

No patient information provided

5. Case 6762 (23-04-2019)

**Providers:** Gosberton Medical Centre

I have nothing but positive feedback for my doctors surgery. I have always been seen when needed to and care is above and beyond.

**Notes / Questions**

No patient information provided.

6. Case 6763 (23-04-2019)

**Providers:** Gosberton Medical Centre

Excellent service and reception desk, always greets with a smile, just do not want any changes.

**Notes / Questions**

No patient information provided.

7. Case 6764 (23-04-2019)

**Providers:** Gosberton Medical Centre

Surgery walks on water. The best service, Reception, Pharmacy and GP all great.

**Notes / Questions**

No patient information provided

8. Case 6765 (23-04-2019)

**Providers:** Gosberton Medical Centre

New doctor's so difficult to make any judgements. Nurse practitioner very good. Reception Excellent

**Notes / Questions**

No patient information provided.

9. Case 6766 (23-04-2019)

**Providers:** Gosberton Medical Centre

The care and support to myself and my relative (who has dementia) has been excellent, friendly and caring. Appointments are quick and efficient and all staff from reception to doctors always polite and supportive however big or small the problem is.

10. Case 6768 (23-04-2019)

**Providers:** Gosberton Medical Centre

Always good telephone response for a call back or appointment as necessary

11. Case 6769 (23-04-2019)

**Providers:** Gosberton Medical Centre

Gosberton medical centre is a doctor's surgery I am both grateful for being able to use and recommend to others. All issues are dealt with well and promptly and I do not experience the delay in service that I hear of in other local surgeries.

**Notes / Questions**

No patient information provided.

12. Case 6770 (23-04-2019)

**Providers:** Gosberton Medical Centre

Everyone is professional and friendly from receptionists to doctors. Always manage to get an appointment even if it is a telephone appointment. Doctors always thorough

13. Case 6771 (23-04-2019)

**Providers:** Gosberton Medical Centre

Just newly signed up with the centre and so far done a full medical check and everything turned out fine.

### Signposting only

1. Case 6675 (04-04-2019)

**Providers:** NHS England Dental

Patient looking for Dental provision, previous history of Jaw cancer so has not been registered with dental practice for a number of years. Now is back to normal and requires a dental practice and doesn't know where to look as Spalding area practices not taking NHS patients.

**Notes / Questions**

HWL - provided dental options to the patient.

2. Case 6733 (15-04-2019)

**Providers:** NHS England Dental

Caller moved to area from South Wales and struggling to find a dentist in the area.

**Notes / Questions**

Caller was provided with 3 telephone numbers all in and around the Boston area.

Caller happy with the information provided.

3. Case 6736 (18-04-2019)

**Providers:** NHS England Dental

Caller has recently moved into the Spalding area and struggling to access a dentist.

**Notes / Questions**

HWL offered the telephone numbers for 3 dentists all in the Boston area. The caller accepted the numbers and was happy with the information offered.

### South West x 32

- 14 x General Comment
- 18 x Compliment

### General Comment

1. Case 6810 (25-04-2019)

**Providers:** Lincolnshire South West CCG, OPTUM

A PPG asked.

Patients who have been referred via RFS/ERS for Treatment/procedure. GPs and patients are finding that patients are being triaged and not consulted on where they have their treatment. Many are going out of county, which isn't a problem initially, it has an impact when patients are unable to have physiotherapy after procedures as these patients are being rejected due to having their procedure out of county therefore having to travel much further for aftercare and not being offered choice.

**Notes / Questions**

HWL asks - do patients still get choice? Are they consulted.

2. Case 6630 (03-04-2019)

**Providers:** Millview Medical Centre

Takes 3-4 weeks to get an appointment. The booking systems they run means you cannot book an appointment very far ahead. Only say a month's worth in the diary. Alright once you are seen, but it is getting there. I am able to see the same doctor which is good for me as I have several problems. I can ring in the morning for an emergency, but I get interrogated by the receptionist and I do not feel they are qualified. And the number of appointments per day are limited.

3. Case 6631 (03-04-2019)

**Providers:** Millview Medical Centre

I was refused my medication when I moved surgery to Sleaford. Left in pain. Still fighting battle with them about my medication for my long term illness. Felt I was treated with little respect.

**Notes / Questions**

HWL - provided Practice Manager information

4. Case 6710 (09-04-2019)

**Providers:** Millview Medical Centre

It is good, it isn't as bad being able to get an appointment as you keep hearing about. I have had Cancer and Heart trouble so maybe they are more attentive to my needs. Waiting times are ok when in waiting room, I find them friendly and knowledgeable. On one occasion I was really struggling with my health and the practice nurse came out and advised my relative to take me to Grantham Hospital. I had sepsis so it was a life saver. It was a Friday so the practice nurse coming out was good as we would have struggled through the weekend. The surgery had struggled to diagnose other things, but the hospital did during this visit.

5. Case 6614 (03-04-2019)

**Providers:** Ruskington Medical Practice

I am not very happy. I go regularly for blood pressure. I see them and they say come back and specify a time. But then I cannot make that appointment at that time, no advanced appointments. I have to ring at 8 am and then cannot get fitted in at the time. I have not seen my own doctor for a long time. Only see the Practice Nurse, do not get me wrong, they are very good, but sometimes I would like to talk to a doctor.

6. Case 6627 (03-04-2019)

**Providers:** Ruskington Medical Practice

Scrap the phone-in before 8 am appointment system. Go back to the old ideas, I feel sorry for doctors and nurses, they are so busy. Need to look at systems more and their businesses. The Practice Managers need to manage the business, communication is two way, staff have zero tolerance with patient. Needs to be give and take on both sides. Medical staff are not always treated right.

**Notes / Questions**

No patient information provided

7. Case 6615 (03-04-2019)

**Providers:** Sleaford Medical Group

The main problem is the lack of doctors. It is a government created problem and is the same with dentists. Although we have just got a new dental practice in Sleaford. But I still go to Grantham as before. In Sleaford I don't think it is just down to the normal lack of doctors, it is how they run their business. I feel the appointment system is about rationing, How do they know what is an emergency. What happens if there is an emergency and they have no appointments. I feel our records no longer go back any further than when they became computerised, e.g. to childhood diseases. They did not know and I cannot remember. When it comes to my treatment for diabetes it is good. Sometimes they refer you for something else and you have to come back another day. Had no serious delays when waiting at the surgery and they do tell you about delays.

**Notes / Questions**

No patient information provided.

8. Case 6618 (03-04-2019)

**Providers:** Sleaford Medical Group

Sleaford Medical Group copes well with a large number of patients. Out of hours service is useful. Easy to book appointments on line. Had a problem after being referred to Heckington for small procedure, did not receive information about booking an appointment with Heckington.



9. Case 6622 (03-04-2019)

**Providers:** Sleaford Medical Group

It varies on the member of staff you see on the day. I always have to ask questions. The waiting area seats are a little uncomfortable for me because I had to sit a long time last time. I have to ask questions because they use medical terms which doesn't make it easy to understand. I sometimes have to go home and read it up for myself. I get appointments ok because of the problems I have they see me. I have had a few problems getting prescriptions in the past but it is better now. I struggle to see the same doctor, wish they would read on the computer about you before seeing you, feel they do not have time for you. I do not go unless I need to. For minor things I go to the pharmacist at Boots. At the doctors they do not really talk to you anymore and therefore miss things I had a Scan 4 years ago and did not find out until recently I had a bleed on the brain.

**Notes / Questions**

No patient information provided

HWL asks - what is the surgeries procedure with regards to informing patients of results post diagnosis tests?

**Provider Response**

*Surgery response - Results for diagnostic test that are requested by the surgery such as MRI, x-rays and ultrasound are reviewed with 2 working days. The duty doctor reviews these results and processes them accordingly. The patient may be informed by telephone of the results or asked to come in to discuss them at an appointment if necessary.*

*Please note: The practice does not receive the results of these tests if they were requested by a consultant at the hospital. These results will only go back to the requestor.*

10. Case 6626 (03-04-2019)

**Providers:** Sleaford Medical Group

Waiting for health checks, so busy, waiting since last year. Appointments are difficult to get can wait weeks and weeks. If you ring now at say 10 am you have to ring the next day at 8 am. But they do not answer early and by 9 am all appointments are gone. About 2 hrs waiting for appointment when you get there. Many times they do not listen, the doctors they know better. I prefer to engage in more conversations as I know how I feel.

**Notes / Questions**

No patient information provided

11. Case 6686 (09-04-2019)

**Providers:** Sleaford Medical Group

Patient suffering with Mental Health issues after parent passed away with vascular dementia. Feels other parent is going through the same thing. GP had prescribed anti depressants for the patient and recently were doubled, however the prescriptions was not ready and nearly running out, would not prescribe until they have seen the GP but unable to make an appointment in the timeframe.

**Notes / Questions**

HWL - suggested the patient make contact with the Operations Manager and provided bereavement counselling information.

UPDATE - patient contacted the surgery and spoke with Ops Manager who has sorted things out. Thankyou

12. Case 6806 (25-04-2019)

**Providers:** The Surgery Stickney

Resident commented on the fact that they had attended Stickney Surgery and had the first appointment of the morning. Had to wait over 20 minutes to go into the Doctor. Wasn't concerned about the wait, just that no one from the reception area had the courtesy to inform patients that the clinics would be running late. If a patient came in late they would have to make another appointment. On mentioning it to the doctor, they said that the patient was making a fuss as it was one of the better surgeries in the East of the County.

13. Case 6777 (23-04-2019)

**Providers:** Vine Street Surgery

Generally speaking the health care has been very good, but I am concerned that we have to wait so long for a GP appointment. The Grantham Hospital is appalling, no emergency care after 6.30 pm and travelling to other hospitals is too far away. As an elderly patient I am unable to get to hospitals in Nottingham and Boston for consultations, I realise the difficulties regarding staff, but more money should be spent at the bottom and less at the top, nevertheless we are fortunate to have an NHS.

14. Case 6782 (23-04-2019)

**Providers:** Vine Street Surgery

Changed GP within surgery recently and they are fantastic. Had some issues with the surgery when first registered but receptionist attitudes have improved. As a woman I usually see a female GP but on occasions seeing a male I don't feel comfortable. Overall the surgery has made a lot of improvements over the last year.

**Compliment**

1. Case 6681 (09-04-2019)

**Providers:** Caythorpe and Ancaster Surgery

Wonderful service!. Can always get an appointment or advice as to the best course of action. Doctors have been brilliant. Receptionists are helpful and accommodating. We came from a practice where only doctor telephone triage calls at home were available. This surgery is a breath of fresh air we feel very lucky to be registered here. The pharmacy is so efficient and helpful and we never have to wait long. Thank you all.

2. Case 6842 (30-04-2019)

**Providers:** Colsterworth Surgery

All staff helpful, communication still very good always try to help. Reception very helpful.

**Notes / Questions**

No patient information provided.

3. Case 6628 (03-04-2019)

**Providers:** R Gohil Pharmacy

Brilliant, the service is 2nd to none. Very, very helpful with any worries or concerns nothing is too much trouble.

4. Case 6616 (03-04-2019)

**Providers:** Sleaford Medical Group

Taken care of well. Had a good experience. Do not like the new system of ringing up at 8 am but apart from that we are quite happy.

**Notes / Questions**

No patient information provided.

5. Case 6629 (03-04-2019)

**Providers:** Sleaford Medical Group

It is good here. Staff are friendly, take care of me and are polite to me. They explain the treatment. Sometimes difficult to get hold of them for an appointment. When get appointment it is good. Often full of people when I get there. Doctors are not too bad.

6. Case 6744 (23-04-2019)

**Providers:** The Market Cross Surgery

I find we are very well looked after at the surgery. Everyone is always very kind and considerate, can't fault them on anything.

7. Case 6772 (23-04-2019)

**Providers:** Vine Street Surgery

I find the staff sociable and very helpful and the doctor is the 'Bees Knees', hard working and dedicated.

8. Case 6773 (23-04-2019)

**Providers:** Vine Street Surgery

Very good I was seen on time and my follow on appointment was booked on the same day.

9. Case 6774 (23-04-2019)

**Providers:** Vine Street Surgery

Pleasant, helpful reception staff. Nurses and doctors are always professional as well as kind and caring. Advice is always useful and tailored to needs and personal

**Notes / Questions**

No patient information provided

10. Case 6775 (23-04-2019)

**Providers:** Vine Street Surgery

Lovely atmosphere and always well looked after. Well informed by phone and email about appointment confirmations

11. **Case 6776 (23-04-2019)**  
**Providers:** Vine Street Surgery  
 Felt I was dealt with quickly in a good way and professionally, plans were put in place to help me.
12. **Case 6778 (23-04-2019)**  
**Providers:** Vine Street Surgery  
 I like Vine st surgery is clean and the staff are always polite with a more personal touch with some of them. e.g I see 1 nurse because knows my history of needle phobia and a couple of doctors knows mine and hubby's history with depression.
13. **Case 6779 (23-04-2019)**  
**Providers:** Vine Street Surgery  
 I am always able to get an appointment when needed. Either routine or other and all staff are always friendly and helpful and do what they can to help
14. **Case 6780 (23-04-2019)**  
**Providers:** Vine Street Surgery  
 I have been coming to this surgery for over 20 yrs and never had any trouble with staff of any kind. I find this surgery one of the best.
15. **Case 6781 (23-04-2019)**  
**Providers:** Vine Street Surgery  
 Always helpful, usually can get an appointment, explain all treatment , in fact couldn't complain about anything
16. **Case 6819 (30-04-2019)**  
**Providers:** Vine Street Surgery  
 Excellent Gp surgery. Waiting times for appointments good, especially if poorly child. Having experienced this staff always go above and beyond. Excellent level of care given.
17. **Case 6820 (30-04-2019)**  
**Providers:** Vine Street Surgery  
 Welcoming, pleasant, friendly,helpful, prompt when possible.
18. **Case 6821 (30-04-2019)**  
**Providers:** Vine Street Surgery  
 Can always get an emergency on the day which I love plus don't have to wait for a call back from a doctor to see if you can get an appointment. Routine appointment times are still a long wait sometimes though 2+ weeks but not always.

#### West x 45

- 20 x General Comment
- 1 x Informal Complaint
- 23 x Compliment
- 1 x Signposting only

#### General Comment

1. **Case 6687 (09-04-2019)**  
**Providers:** Brayford Medical Practice, Lincoln County Hospital  
 I have high blood pressure, generally see the nurse for blood pressure checks but will refer to the GP if any concerns, surgery appears to keep a close eye on me.  
 Discharge - I have been in Lincoln County Hospital 3 times in the last year, always had a good experience apart from discharge at 10 pm at night by Taxi, had to pay for that, dark and winter. Not appropriate for an older person alone.  
**Notes / Questions**  
 no patient contact details provided  
**Provider Response**  
**We would like to thank the patient for their feedback regarding their discharge. We would like to be able to share this with the ward the patient is on if they could please supply this information.**
2. **Case 6632 (03-04-2019)**  
**Providers:** Caskgate Street Surgery  
 I saw the doctor recently and felt dis-satisfied, so I came back to see a different doctor. Felt the first one spoke over me and did not listen, was sarcastic. Asked me if I wanted admitting to hospital and then put on my records that I refused to go. Felt ignored what I said about health and condition. Did not listen to a word. Gave me tablets which I thought were not appropriate for what I have. Will see what another doctor has to say today.

3. Case 6634 (03-04-2019)

**Providers:** Caskgate Street Surgery

Sometimes you can get an appointment and sometimes you cannot. I rang today, after 1 1/2 hr wait they rang back and I got a cancellation appointment Sometimes I have to wait up to 3 hours for the ring back. Doctors are alright. But I don't usually get my own doctor. I feel I would get more continuity of care if I did.

4. Case 6637 (03-04-2019)

**Providers:** Caskgate Street Surgery

They do generally get you in for an emergency appointment. I have never had an emergency where they have not been able to get me in. I do not like that I cannot see the same doctor, I feel my doctor knew me inside and out. I had a really bad experience with the way a receptionist treated me. I had seen a doctor and been given advice about treatment, told me what I needed to do, but receptionist told me I couldn't do it. I was in a bit of a state anyway so ended up in tears in front of everyone. It put me off coming back. Today reception were really good, it is different staff on reception today.

5. Case 6638 (03-04-2019)

**Providers:** Caskgate Street Surgery

Sometimes I cannot get an appointment. I have been in agony and have waited 5 weeks for this appointment today. Waiting times are ridiculous. You wait ages on the phone and it costs a lot. Then I come into the surgery and try and get an appointment and I couldn't get one. Before you can get an emergency appointment you have to see the nurse first. Really annoying too, I have had 6-7 appointments and only seen my own doctor once. They always ask you if you will see someone else. I have been here all my life and it has never been like this before. Smaller places have more GP's than we do in Gainsborough. Lot's of building going on, but facilities are non existent.

6. Case 6640 (03-04-2019)

**Providers:** Caskgate Street Surgery

Generally I am happy with this practice. However, it has been difficult to get my relative seen while back from University. Appreciate they are busy especially since one of the Gainsborough practices closed. But it seems they follow processes and are not concerned. The doctors have been good and sorted things out, but the admin is not so good.

7. Case 6646 (04-04-2019)

**Providers:** Caskgate Street Surgery

I find it can be an issue that bloods are not taken here at the surgery. I have to go to John Coupland Blood room, they only do mornings. When you are not well, mornings are not so good. I am a carer and I feel I have conditions which are contagious and are not being dealt with. I have no transport to get to John Coupland So I have to walk when feeling ill 2-3 miles.

8. Case 6647 (04-04-2019)

**Providers:** Caskgate Street Surgery

I wish I could get an appointment when I need one. I like to see my own GP. I am seeing him today and have been trying to see him since the end of last year. Also I do not like to discuss things with the reception staff, it is just my way and how I feel. Always treat me with great respect. Always look after me. Often refer me to the nurse, most of the things the nurse can do but it does depend on which nurse you see.

9. Case 6650 (04-04-2019)

**Providers:** Caskgate Street Surgery

The surgery would improve if they did blood tests. We now have to go to JCH and I have been doing so for the last 5 weeks. Quite happy with doctor. I have to catch 2 buses to go to JCH or get a taxi. I do not drive so it makes a difference for me. Did discuss care but no option given for me.

**Notes / Questions**

No patient information provided

10. Case 6749 (23-04-2019)

**Providers:** Church Walk Surgery (Metheringham)

Recognise that there are a lot of staff shortages in the NHS and they are struggling at the moment. It is the same here at the surgery. To get my appointment today I was on the phone from 8 am to 8.23 am

**Notes / Questions**

No patient information provided.

11. Case 6816 (26-04-2019)

**Providers:** Church Walk Surgery (Metheringham)

Church Walk Surgery - Metheringham

Elderly patient requested a Well Man health check at their surgery but did not fit into the age bracket 40 - 72 so surgery unable to provide this service. Patient has regular PSA checks and felt they would benefit from a full health check.

**Notes / Questions**

HWL - Provided West CCG and NHSE information

12. Case 6644 (04-04-2019)

**Providers:** Cleveland Surgery

Struggle to get an appointment. Appointments on the day system. Ring at 8 am get through by 8.30 am and no appointments are left. Drop in coincides with the school times so I am not able to use it as I cannot get there at the correct time.

**Notes / Questions**

No patient information provided

13. Case 6823 (30-04-2019)

**Providers:** Cliff House Medical Practice

It is not so good as it was. We have all new doctors. When I ask to see a doctor they say no. I am thinking of changing doctors and going to the new one on Monks Rd. But it is a bit of a walk for me as I live near County Hospital. My surgery got a lot more patients when another one closed down and they moved over. The surgery has too many patients at the practice. The Gresham St branch is too far for me as I am on my own and have no transport.

**Notes / Questions**

No patient information provided.

14. Case 6830 (30-04-2019)

**Providers:** Cliff House Medical Practice

Appointment system is poor, having to call at 8 am for an appointment then have to tell reception what the problem is, so they can assess same day or next day or in a few weeks, no reminder sent only confirmed on phone. When I called at 8 am on the dot the answer machine says queueing is full call again later. I keep calling until answer machine says 14th in the queue then when it came to no one in the queue it rang off !!! So had to start all over again and wait from 8th in queue second time. It is assumed that if you won't discuss problems with the receptionist it is not urgent. I once arrived 3-4 min late and was told that I could not see the doctor then I got a text message to say I had missed my appointment. The receptionists and some of the staff often look miserable. I have been seeing 2 doctors, which is fine, but one did not address my illness properly. I am never free of pain and had to request x-rays which showed nothing untoward. It is restricting my normal exercise routine but am told to do more exercise. I was referred to Physio but it has not really helped. I am under the impression I cannot have an MRI because it is too expensive.

**Provider Response**

**We are sorry that you are dissatisfied with the Practice.**

**We have had teething problems with our telephone system where it was cutting patients off before reaching position number 1 in the queue, this was reported to system supplier and appears to have now been resolved. The clinical system should automatically send confirmation of appointment and a reminder the day before if the patient has consented to SMS messaging. I apologise if this did not happen.**

**With regards to patient specific problems, the Practice would be more than happy to speak to the patient to discuss concerns**

15. Case 6717 (10-04-2019)

**Providers:** Crossroads Medical Practice

Support Group Comments

Patients struggled to get through on the phone as they are constantly engaged. Patients find by 8.15 all appointments have gone for the day. No on-line booking available at the moment. Feels there is no consistency with GPs, some patients not going to the surgery as they feel its not worth it, which is especially worrying for patients with long term life changing conditions.

16. Case 6827 (30-04-2019)

**Providers:** Crossroads Medical Practice

My surgery has been under special measures but it seems to be getting better now, but getting an appointment is still difficult. Last week I got a Nurse Practitioner appointment not a doctors appointment. I have been waiting since late last year with a problem with my finger/hand. Now the nurse has sorted an appointment for this Friday where I can go to Lincoln County Hospital for an injection. I went on Monday and I got a letter on Thursday, the same week. But I have been putting off getting an appointment because of the system. Queue for ages on the phone and when you get through there is nothing left. It has put me off getting the help I needed. And patients queue up outside and then get to go in and get all of the appointments. There are so many different doctors there is a high turnover. But the practice nurses are brilliant and have kept it going really.

**Notes / Questions**

No patient information provided.

17. Case 6704 (09-04-2019)

**Providers:** Lincoln County Hospital, The Surgery Washingborough

Good on the whole at the surgery. Recently been waiting for hospital results 7-8 weeks from Lincoln County Hospital been for a scan. Dreadful hospital not surgery's fault.

**Notes / Questions**

No patient information provided

**Provider Response**

**We are really sorry that this patient is still awaiting scan results after 7-8 weeks. Please arrange for the patient to contact the PALS Team at Lincoln County Hospital who will be happy to look in to this for the patient and see if they can help.**

18. Case 6824 (30-04-2019)

**Providers:** Lincoln County Hospital, The Branston and Heighington Family Practice

Physiotherapy

The Physio trapped a nerve in my neck and it made me very ill. I had to take 8 steroids a day. I had a swollen head, treatment caused me a lot of problems. The Physio didn't seem to understand what they had done. It had changed my life. They made a flippant comment to say at least I didn't have the problem I went to see them about. I had to stay with a relative. I did not like their dismissive attitude and felt they were uncaring and didn't understand what they had done. I have made a complaint and they are working still, but under supervision for 6 months. I have some compensation which I have not taken yet, £250 because someone was rude to me. I went to Lincoln County A+E with the problem and they told me I had got nerve damage. My doctor at Branston was wonderful. He is an extraordinary doctor. When he saw what had happened, he rang me at home to follow things up.

**Notes / Questions**

No patient information provided.

**Provider Response**

**Please pass on our apologies for this patient's experience, it seems that a Complaint was submitted and an outcome communicated to the patient. If the patient would like to discuss this further perhaps they would like to contact either the PALS Team or the Complaints Team at Lincoln County Hospital.**

19. Case 6688 (09-04-2019)

**Providers:** The Surgery Washingborough

Diabetic care

I wish my relative did not have to go to Lincoln hospital for Diabetic care. We have good diabetes nurses and care at our surgery. Wonderful diabetic nurses at the surgery. Would make it easier if just came to the surgery. I do understand we need to go to the hospital clinic 8 for diabetic check for eyes.

20. Case 6696 (09-04-2019)

**Providers:** The Surgery Washingborough

It is fine, I do not come very often, it is peaceful. Sometimes getting in to an appointment is quick, but other times there can be a wait. Appointments are generally late, but cannot stop it as the Dr's are not in a rush with you when you need them. They will only see you about one thing at a time. If you need more you have to book a longer appointment. Not very comfortable for me, chairs are too high. There are chairs for tall people but no small chairs for small people. Spend my life sitting on the edge legs not reaching the floor.

**Notes / Questions**

No patient information provided

**Informal Complaint**

1. Case 6735 (17-04-2019)

**Providers:** United Lincolnshire Hospitals NHS Trust (ULHT), West CCG

Patient had Breast Cancer 18 months ago, has had treatment and is now in remission. Had a pain in their arm so saw their GP who referred the patient for an X-ray at John Coupland Hospital. Once reported on a copy was sent to the GP where it stated/interpreted that the patient had Bone Cancer, this information was relayed to the patient. GP referred to Oncology in Lincoln where they had CT & Bone Scan. Report showed no Bone Cancer and Consultant shared this with the patient. Patient was traumatised for 2-3 weeks during which time they felt they had to get everything in order and started planning their funeral. They are pleased they have now been informed they do not have Bone Cancer but the 2-3 weeks period when they thought this was the case was extremely traumatic for them and the family. Unsure at this moment in time, if it was stipulated on the report re Bone Cancer or if GP interpreted this as Bone Cancer.

**Notes / Questions**

HWL - with patient consent made a referral through to POHWER. Options provided for counselling.

**Provider Response**

We are really sorry for this patient's experience. This would require a thorough investigation which I am sure POHWER will be able to help the patient to do.

**Compliment**

1. Case 6639 (03-04-2019)

**Providers:** Caskgate Street Surgery

Only been here for a year. Was able to see a nurse for ear syringing and it was the best I have had. Need them regular for continuing problem. No problems here. More relaxed here. I like the ring back system. Always managed to get in and get good service. Excellent and thorough when I registered and relevant tests were done when registering as new patient.

2. Case 6645 (04-04-2019)

**Providers:** Caskgate Street Surgery

It is ok here never too long to wait, self check in works well. Get on ok doing my prescriptions they are sent straight to Boots and that works well. Self check in tells you whether they are running on time or if there is a delay.

3. Case 6648 (04-04-2019)

**Providers:** Caskgate Street Surgery

I have changed doctors in the surgery the first one was not understanding, this one is wonderful, so no complaints now. Sometimes have to wait up to 5 weeks for an appointment but can get an emergency appointment if needed.

4. Case 6649 (04-04-2019)

**Providers:** Caskgate Street Surgery

It is ok. Annoying sometimes to get an appointment. Can get emergency ones. If you want to see your GP you have to wait 2 weeks. My young child was ill last week and I rang at 5 pm and they got me in which is good.

**Notes / Questions**

No patient information provided

5. Case 6747 (23-04-2019)

**Providers:** Church Walk Surgery (Metheringham)

I cannot fault anything here. Have just been marvellous, unbelievable. Drs are good. Brilliant with me. I have had a lot of problems and they have been wonderful to me.

**Notes / Questions**

No patient information provided.

6. Case 6748 (23-04-2019)

**Providers:** Church Walk Surgery (Metheringham)

Came last week it was very good. Quite busy sometimes and don't get into the appointment on time but they can't help it. Nurses are very good I come to them often. Kind and caring and talk to you, Listen to me and answer my questions. Everything seems fine. Went to the surgery near the Library until they closed but I have been coming here quite a while now and the Drs are fine.

7. Case 6753 (23-04-2019)

**Providers:** Church Walk Surgery (Metheringham)

I have no complaints about this surgery whatsoever. They go beyond the call of duty. Just are good, spot on. Can get appointments ok. I have even just called in and they have seen me. If the doctor cannot see you the nurse can.

**Notes / Questions**

No patient information provided.

8. Case 6617 (03-04-2019)

**Providers:** Cliff House Medical Practice

Just moved and had one visit. Found it ok registering with the practice. Had the first Well Man check in years. Saw the nurse and needed injections over 2 weeks, Absolutely excellent. No problems getting an appointment. They use text reminders and this was helpful. Nice, clean and tidy. Quick to see you. Friendly and efficient.

9. Case 6674 (04-04-2019)

**Providers:** Specsavers (Lincoln)

Just been for eye test, very good, very thorough. Long waiting time between different tests. friendly, very nice staff.

**Notes / Questions**

No patient information provided

10. Case 6658 (04-04-2019)

**Providers:** The Surgery Washingborough

I find the treatment here very good. Not too long in getting an appointment. The doctor I have seen recently is caring and positive and given treatment that works. I have been referred to Lincoln County Hospital. Think GP Surgery is working as good as it could do.

**Notes / Questions**

No patient information provided

11. Case 6667 (04-04-2019)

**Providers:** The Surgery Washingborough

Look after me well. Can get an appointment reasonably quickly. Have used the surgery over a good few years, Since it was built in fact. They ring you back without having to come in, that was useful.

**Notes / Questions**

No patient information provided

12. Case 6669 (04-04-2019)

**Providers:** The Surgery Washingborough

I get on very well, very helpful. I can always get an appointment. Feels nice and comfortable in here. They have not overcrowded things in here.urgent appointment get same day, non urgent get next day appointment, and can use Branston surgery. They have time for you. You can tell the doctor what the matter is and you are not rushed,although I know it is time limited. They seem to read up about you before you go in.

**Notes / Questions**

No patient information provided

13. Case 6670 (04-04-2019)

**Providers:** The Surgery Washingborough

Everything is fine no problems whatsoever. Keep to good time. When there has been a wait, someone comes out and explains. I use on line appointments which I like. You can pick and choose your own time and day from the appointments left.

14. Case 6671 (04-04-2019)

**Providers:** The Surgery Washingborough

Moved last year. It has been easy to get appointments here compared to a previous surgery where we were. Brilliant surgery always helpful Can ring up and get appointment within a day or two. The doctors are very friendly and helpful. I have seen the nurses and they are very good too can't fault them. Sometimes they offer appointment at Branston, but cannot get there. Easy joining process. Relative came here last year and says the same about the surgery.



15. Case 6672 (04-04-2019)

**Providers:** The Surgery Washingborough

Used last week. Only in for about 15 minutes as a walk in. Staff very friendly and very good. It was comfortable and clean. I was there at 7 pm. I saw the reception and they sent me to out of hours service.

16. Case 6673 (04-04-2019)

**Providers:** The Surgery Washingborough

On the whole very good office staff very helpful. Can use the telephone service for bookings and repeats which is good. I did try online prescriptions but found it a bit inflexible so gave up. Doctors are very helpful and good attention is given.

**Notes / Questions**

HWL - recommends the Surgery work with the PPG to find out if other patients have difficulties with the on-line prescription service and consider any solutions to resolving the problem.

17. Case 6694 (09-04-2019)

**Providers:** The Surgery Washingborough

No problems with the pharmacy. Get prescription and take it to Park Lane Pharmacy around the corner. The repeat prescription is usually sent to the chemist.

**Notes / Questions**

No patient information provided

18. Case 6698 (09-04-2019)

**Providers:** The Surgery Washingborough

Very good. Compared to where I moved from. I can get an appointment. Everyone is chirpy. Dr's and nurses very accommodating. Came to see relative at home while she was ill, before she died. Good all round nothing to improve.

19. Case 6699 (09-04-2019)

**Providers:** The Surgery Washingborough

Very good. Hear horror stories about waiting times, but here I can get an appointment, I don't mind which doctor I see. Always very efficient, staff are helpful and polite. Often given leaflet to explain treatment

**Notes / Questions**

No patient information provided.

20. Case 6702 (09-04-2019)

**Providers:** The Surgery Washingborough

Do not use a lot. Today only second time. Always been able to get an appointment within a couple of days and I can pick time to suit me as I work full time, so I can get one in a late afternoon.

21. Case 6705 (09-04-2019)

**Providers:** The Surgery Washingborough

Fine no complaints always well treated, generally no complaints. Find it easy enough to get appointments, always fit you in when it's an urgent. Non urgent this time and waited nearly a week. Involvement in decisions can vary from doctor to doctor and now getting used to new staff, a lot seems to have gone.

22. Case 6706 (09-04-2019)

**Providers:** The Surgery Washingborough

Get on fine, They are efficient, I have been registered here for a number of years.

**Notes / Questions**

No patient information provided

23. Case 6716 (10-04-2019)

**Providers:** Welton Family Health Centre

Parkinson Support Group Comments

Patients expressed a good level of service from the surgery. Appointments for routine can be obtained in 2/3 days, urgent appointments are available on the same day. Has its own pharmacy and very few problems with medications. Pharmacist will make contact with the patient if any problems.

Signposting only

1. Case 6788 (24-04-2019)

**Providers:** NHS England Dental

Disabled patient looking for dentist in Lincoln area where they can have treatment in their wheelchair as unable to transfer.

**Notes / Questions**

HWL - provided information on Dental Services as requested.

## Acute Services

CCG Area	Case Details
<p>East x 23</p> <ul style="list-style-type: none"><li>• 18 x General Comment</li><li>• 5 x Compliment</li></ul>	<p><b>General Comment</b></p> <p>1. Case 6786 (24-04-2019)</p> <p><b>Providers:</b> East CCG</p> <p>As a family we were disgusted at the attitude of United Lincolnshire Hospital Trust and Marisco Practice both these organisations seem to think it was ok to lose personal items. The ombudsman seems to think that saying sorry makes things right what is needed is change and when mistakes are made there needs to be accountability</p> <p>2. Case 6742 (23-04-2019)</p> <p><b>Providers:</b> East Midlands Ambulance Service NHS Trust (EMAS), Lincoln County Hospital, Pilgrim Hospital</p> <p>The staff here are fantastic. Very good at both Boston and Lincoln Hospitals, the Ambulances have to wait a long time to do handovers. I have been rushed in several times, it took about an hour last time. In my area we are very lucky to have an ambulance here, not like some other rural areas. It was therefore only 10 mins getting to me. Cannot understand why they can't have another system for handover, they take all your details in the ambulance so the handover can be quicker and get the ambulance back on the road to help others.</p> <p><b>Notes / Questions</b></p> <p>No patient information provided.</p> <p><b>Provider Response</b></p> <p>Thank you for your feedback which we will share with A&amp;E management so they can discuss at their meetings with EMAS. Thank you for your feedback, we will ensure that we feed this back to the team. We regularly review our processes and ambulance handover is included in this. We are working hard with East Midlands Ambulance Service to make this as swift a process as possible.</p> <p>3. Case 6730 (11-04-2019)</p> <p><b>Providers:</b> Grantham + District Hospital, Louth County Hospital, Woodhall Spa New Surgery</p> <p>I find it difficult to get an appointment at the surgery. I don't feel there are enough GP's locally. Surgery cannot help that. Resources are not being put in where needed. Closed A+E at Grantham Not good, and they are talking about closing down Louth Hospital, and I use that and find it ideal. I would choose the Louth hospital over Lincoln County to see the consultant, it is so much quicker</p> <p><b>Notes / Questions</b></p> <p>No patient information provided</p> <p>4. Case 6633 (03-04-2019)</p> <p><b>Providers:</b> Lincoln County Hospital</p> <p>Patient over the past 4 years has had problems with Perianal Abscesses, GP referred to Lincoln County Hospital Oct 17 where a procedure took place. The patient should have had follow ups in June 18, however this did not happen, patient kept having flare ups. GP chased the appointment and the patient was seen in January 19 where they saw a different Consultant. They referred the patient back to the original Consultant as believes the drains need to be removed. Patient has not heard anything and isn't sure what to do now.</p> <p><b>Notes / Questions</b></p> <p>HWL - provided patient with PALS information</p> <p><b>Provider Response</b></p> <p>Unsure if the patient did contact PALS or not. If they haven't if they are still experiencing problems please encourage them to make contact.</p>

#### 5. Case 6642 (03-04-2019)

**Providers:** Pilgrim Hospital

Patient and family member attended Skegness Hospital early April 2019 and the service was excellent but due to the particular illness had to be transferred to Boston Hospital. Patient was informed at Skegness that they would be staying over night at Boston and will be having blood tests and a CT scan. They got to Boston Hospital mid afternoon, were seen as they arrived and put in a room where from time to time the nurses did check ups and blood tests. Late that evening the patient and escort were told that they will still be having the CT scan but have not got a bed yet, soon after they had the CT scan and was then transferred to Ward 5A, so we made sure that the patient was comfortable for the night.

A number of years ago patient had an Endoscopy and was fully awake and it has caused distress and anxiety for years. At Boston Hospital patient and family member were in the room waiting for tests to be done the patient gave consent for the nurses to do an examination of body but were told NOT to do an anus examination because of the stress previously suffered. After family member left the hospital at about 1 o'clock in the morning the patient was visited by two nurses and received an anus examination. So the family member received an early morning phone call from the patient saying their results of the CT scan will be told to them today and what happened in the early hours of this morning. Also family member asked the nurses that when the results of the CT scan were ready that they would tell the patient at a time when they had someone with them and yet patient had been informed that the doctor is on his rounds and will be giving the result of what they have found to the patient straight away. So family member has had to race over to Boston to be with patient.

#### **Notes / Questions**

HWL - referred the patient to PALS.

UPDATE - the patient contacted HWL back to say a big thank you for a quick response, they did make contact with PALS on HWL suggestion. PALS acted on it straight away and all concerns were resolved, patient and family were put at ease and received an apology from the Nurse.

#### 6. Case 6679 (08-04-2019)

**Providers:** Pilgrim Hospital

Partially sighted patient is currently having issues around appointments letters. Messages are being left on the ansaphone and not being followed up with a letter. Patients are being asked if they prefer being contacted by phone, which in some instances is easier but not all the message is being recorded or it could be missed. Telephone appointments should be followed up with a letter if not spoken to the patient in the first instance as on many occasions the letter is required so the patient can make transport arrangements. It just adds to the stress.

#### **Notes / Questions**

HWL - Provided PALS information.

HWL asks - are patients still sent letters if messages have been left on their ansaphone machines?  
Are you able to ensure all letters are prepared with patient sight requirements in mind.

#### **Provider Response**

This was raised with PALS and information was given to share amongst the forum. Patients are asked to contact appointments and ask for the relevant letters to be sent in large print.

#### 7. Case 6689 (09-04-2019)

**Providers:** Pilgrim Hospital

A&E / Ward 8A

Patient was referred to Pilgrim Hospital however referral was not received. Patient went to A&E, after waiting 8 hours was seen and someone came to take bloods. Unable to find a vein and blood was pouring down patient's arm during attempts to get blood. Blood went over the Nurse's trousers where they went to get a paper towel to wipe it off, not offering to assist the patient with the blood running down their arm. Patient was then transferred to Ward 8A, patient felt the Consultant was not interested in their condition but suggested the patient lose weight. Patient felt the Consultant showed little respect. A nurse on the Ward was very rude and took little care in taking further bloods. I desperately needed the commode so pressed the buzzer for assistance, when a temp Nurse came I was told off for pressing the call button, the nurse informed me they had been called to an emergency and a patient could have died, implying that another patient was higher priority than anyone of us on the ward. During the evening I was told off for getting out of bed to try and go to the toilet myself so as not to rely on the nursing staff.

#### **Notes / Questions**

HWL provided PALS information

#### **Provider Response**

We are sorry to read this and if the enquirer has not already done so please ask them to contact PALS so we can ensure this is looked into and responded to.

8. Case 6726 (11-04-2019)

**Providers:** Pilgrim Hospital

Ward 7b

On the ward not too bad. Very bad at looking after toileting can sit there for 20 mins before they come, similar when waiting in bed.

**Notes / Questions**

No patient information provided

**Provider Response**

Please accept our apologies for this level of care. This will be shared with the ward sister as feedback.

9. Case 6734 (15-04-2019)

**Providers:** Pilgrim Hospital, The Sidings

Patient made an appointment at their GP surgery having found a lump in their breast, patient was examined with clothes on and said they could feel nothing but to go home and make another appointment if they thought they felt a lump again. Patient made a further appointment shortly afterwards and saw a Practice Nurse, who confirmed a lump and referred them to Pilgrim Hospital, after tests it was found they had stage 2 invasive breast cancer, says Pilgrim were very good. Late March patient had a radical mastectomy and told they would have the results back within 2 weeks and was given an appointment for beginning of April, did receive a phone call from the breast clinic to say that the results were not back but had to keep their appointment at the clinic so that they could check the wound. Patient was advised by the Consultant that they were very behind due to staff shortages and that the whole of the Oncology services were short staffed.

Patient and a friend went to PALS for this to be looked into. They phoned the patient to say that they had looked into it and the results were not back due to staff shortages but they hoped they would be ready the following week as the Lab is short staffed. It is not the patients fault that the lab is short staffed and if the cancer is metastasised then time is of the essence. Patient wishes to say that they have been more than satisfied with the care received from the Breast Clinic every time they have attended and cannot fault them.

**Notes / Questions**

Results not back on the 9th

HWL - has as a result of more than one patient sharing their experience about waits for breast cancer results, has escalated this issue.

**Provider Response**

ULHT are aware of short delays in clinic capacity and we have been actively working on extra clinics. Currently we are seeing patients within the 2ww time-frames.

10. Case 6790 (24-04-2019)

**Providers:** Pilgrim Hospital

Gynaecology department

Once I saw the consultant and was then told to wait back in the waiting room for a form for physiotherapy I waited an hour before going in to ask where the form was, only then to be told the Consultant had filled in a referral form and would hear about an appointment in the post. So why was I sat there for an hour waiting. I did have to wait for another appointment at 4.45 at a different department, but they weren't aware of this. The chairs are so uncomfortable not meant to be sat in for that length of time

**Provider Response**

We are really sorry to read of this miscommunication in the department. Please accept our apologies for this level of care during your appointment.

11. Case 6798 (24-04-2019)

Providers: Pilgrim Hospital

Disability Support Group Comments

Pilgrim Hospital one member was an inpatient in November 2018 following spinal operation and who is diabetic. Patients are not being looked after as well as they should be in the care and management of their diabetes. Consultants in particular who are not experts in diabetes are not listening to the patient and other professionals such as the Diabetic Nurse. This is causing additional distress to the patient and is undermining the knowledge and expertise of other professionals such as the Diabetic Nurse. On one occasion, a patient heard the Consultant saying to the Diabetic Nurse that he was the consultant and knew best for the patient, even though this advice would have not been in the best interest of the diabetic patient

**Provider Response**

We are really sorry to read of this. Diabetes is a serious illness and should be taken seriously by the specialists. If patient does come back please encourage to contact the PALS team so we can take the relevant information and pass to the correct department.

12. Case 6800 (24-04-2019)

Providers: Pilgrim Hospital

Disability Support Group Comments

On recent visit to Pilgrim Hospital a patient who has dual sensory loss (hearing and sight) was not given "Ask Me" band and when asked for one, no-one seemed to know about them. Patient felt very isolated when on the ward and no one seemed to be aware of their dual sensory loss even though this is part of the medical notes. Often medical staff would "talk around the patient" rather than making them aware that they were taking to them.

**Provider Response**

We are really sorry that this patient had this experience as irrespective of the Ask Me wristbands our staff should be aware of particular individual needs. We are very sorry but the Ask Me project didn't take off the way we had hoped; partly due to the number of different wrist bands in place already but also because we need staff to be asking regardless and considering every individuals needs. We will share this experience as an example of how important this is and how it feels to be the patient in such circumstances.

13. Case 6802 (24-04-2019)

Providers: Pilgrim Hospital

Disability Support Group Comments

Acute Medical Short Stay (AMSS)

A group member asked what is the protocol for handover at ULHT Hospitals? One member was shocked that the handover was taking place in the corridor of a busy ward discussing detailed information about their spouse which they could hear along the corridor. As the spouse approached the patient they could hear from the hospital bed what was being discussed and most of the patients in the ward could hear as well. A lot of the information was very confidential about the patient and they were very upset when they realised that they were discussing them in this way. Spouse confronted the nurse on duty about this and expressed the horror at how this was being handled. Nurse did not seem to understand the implications of this and confidentiality. Spouse did report to PALS who felt they didn't seem to be very supportive.

**Provider Response**

We are sorry to read of this. Patient handovers are extremely important and in an ideal world should be in a area for staff only as this can cause upset for all involved. Please accept our apologies that on this occasion this was being discussed in a public corridor. PALS will ensure this is shared with the ward sister

14. Case 6803 (25-04-2019)

Providers: Pilgrim Hospital

Disability Support Group Comments

Spinal Unit nurses not responding to patients' needs – patients having to wait a long time for someone to respond to them such as getting to the toilet. Many patients see the nurses on mobile phones and are unhappy with this.

**Notes / Questions**

Group asks:-

- Is this how the nurses update the computer medical notes on the patients with the observations?
- Are there notices around the ward addressing this so that patients and relatives are aware that they are “not on their phones for personal reasons” and are doing this as part of their job?
- Is this explained to the patient before they come into the ward and again readdressed when they are on the ward?
- How is this information communicated to the patient, when and in what format?

**Provider Response**

1. Yes; we have a number of systems where ipads and ipods are used to enter details such as observations.

2. Actually this is a really good point as we do have some posters in our ED but not aware of any on the wards. We will discuss with our comms team to develop something.

3. We would hope our staff, as they go about their role and jobs explain this to patients. One problem is that there is so much information we give to patients it may get 'lost' or forgotten so we need to encourage staff to add this explanation to general conversations.

However the fact that these questions have been asked tells us we aren't doing this very well. We will share with our nursing leads so this can be cascaded to their staff.

15. Case 6804 (25-04-2019)

Providers: Pilgrim Hospital

Disability Support Group Comments

One member who was admitted to Pilgrim Hospital was on a 4 bedded ward (patient is sight impaired) and quite poorly following investigations. The patient expressed that there were 2 end of life patients sharing the same 4 bedded ward and when Consultants and their teams came in to discuss the 2 patients at end of life, all patients could hear what was being discussed and decided about the patients. Patient found this quite distressing and felt that they were not treating the 2 patients with the dignity that they deserved at a very difficult stage in their life's journey. They were told that the reason the 2 patients were in this ward was due to bed shortage and the Trust did not have anywhere else for them to be. The other 2 patients were aware of what was going on before the relatives of the 2 end of life patients' families were as they had heard what the team was going to do.

**Notes / Questions**

What training / protocols are in place for staff to deal with this situation under very challenging situations?

**Provider Response**

We are so sorry; this must have been really hard to hear and experience and we are grateful it has been brought to our attention. The reality is that even without bed pressures patients at the ends of their lives will still at times be cared for in multiple bays and not in a side room; that is unfortunately the actuality of hospital life. This does not however disregard the experience not only of the patients themselves but those also in the bay. Our ward staff have made great improvements and developments in supporting end of life care and have been highly rated in their standards of care though clearly we did not meet such standards on this occasion and we are really sorry. Staff are supported by a skilled palliative and end of life specialist team and the Trust is promoting the Swan Scheme which for example includes symbols to alert staff and others that someone may be dying nearby and to be sensitive to this. We will share this experience to be sure our staff appreciate how others may feel and to consider this as well as the patients directly involved.

16. Case 6812 (25-04-2019)

Providers: Pilgrim Hospital

Ward 8A

Patient admitted to Ward 8A. Has physical disabilities and is wheelchair bound. Found that whilst on the ward it was difficult to have dignity, would be waiting for 2-3 hours once the button was pressed to have assistance to go to the toilet and the same when waiting to get off the toilet. No shaving mirrors in the bathrooms that were of a height they could use, no none slip transfer mats available. The staff were lovely but very busy. Patient commented there seemed to be a lack of physio equipment in the hospital so whilst in the ward, losing the use of limbs.

**Provider Response**

We are so sorry to read of this experience on the ward. I will pass this to the ward sister to deal with appropriately.

17. Case 6818 (30-04-2019)

Providers: Pilgrim Hospital

Orthotics

Patient was informed they would need to be seen in 6 months' time for follow up care. Letter arrived for an appointment for 6 weeks rather than 6 months. Patient wondered if there had been an error. Patient also commented that they had now received their letters in their preferred format for the first time and very pleased.

**Notes / Questions**

Patient has been in touch with appointments at the Hospital

18. Case 6801 (24-04-2019)

Providers: United Lincolnshire Hospitals NHS Trust (ULHT)

Disability Support Group Comments

Members asked about the access to Translators for those patients whose first language is BSL. They understand that that are few translators available in Lincolnshire. There seems to be little staff awareness around the patients' needs and how best to communicate with them (especially with hearing and sight loss).

**Notes / Questions**

Group asks - What training for disability awareness is taking place in Lincolnshire across the 3 Trusts? HWL suggests Trust link with South Lincs Blind Society, Lincoln & Lindsey Blind Society and Action for Hearing Loss for any assistance.

**Provider Response**

All NHS organisations in Lincolnshire have a contract with Topp Language Solutions (TLS) for all sensory impairment translation and interpretation (this is primarily British Sign Language). TLS are contractually responsible for the provision of registered interpreters and draw on a network of translators. The majority of interpreters for all languages tend to work free-lance and TLS invites all local translators for sensory impairment translation, who are trained and registered with a national body, to register with TLS and provide services to the NHS and our patients.

We have provided our staff with information about the Accessible Information Standard. Recently (last week) we had a pilot of deaf awareness training, led by TLS staff, with our A&E staff, and I have today received the evaluations and the training evaluated very well. Further, we met with deaf people from the Boston area to hear their experiences and they were all pleased to hear we had piloted deaf awareness training. Following the pilot, I will now engagement with the senior leadership of the Trust in relation to the feasibility of further training sessions for front-line staff

**Compliment**

1. Case 6707 (09-04-2019)

Providers: Boston West Hospital

Steroid injection

Very good, efficient, didn't take very long. pleasant staff.

2. Case 6745 (23-04-2019)

**Providers:** Boston West Hospital, The Old Leake Medical Centre

Orthopaedics

My Doctor referred me and within 2 weeks I had been offered an appointment at the Hospital. All aspects of my visits to Boston West and the Consultant were excellent, Telephone follow up by nursing staff prompt and friendly. The outcome of treatment totally beneficial and any further intervention explained fully and offered at my discretion. Additionally the care from my GP at Old Leake Medical Centre was first class.

3. Case 6684 (09-04-2019)

**Providers:** Pilgrim Hospital

Have been in Pilgrim Hospital three times, wonderful nurses, amazing care. Certainly would not want to be shipped to Lincoln hospital.

**Provider Response**

Thank you for this feedback.

4. Case 6799 (24-04-2019)

**Providers:** Pilgrim Hospital

Disability Support Group Comments

One patient has had a successful operation resulting in Cochlear implants and is doing very well. Very happy with the service that they received.

**Provider Response**

Thank you for this feedback.

5. Case 6836 (30-04-2019)

**Providers:** Pilgrim Hospital

X Ray

I went for an x ray and the staff were polite towards me, they gave me all the advice I needed.

**Provider Response**

Thank you for this feedback.

South x 11

- 6 x General Comment
- 5 x Compliment

**General Comment**

1. Case 6665 (04-04-2019)

**Providers:** Connect Health Services - Pain Management

Unfortunately the pain management contract has ended for patient in Lincolnshire. We were told Lincolnshire will come under a company called connect services for pain management, so back to square one. Not very happy!!

2. Case 6666 (04-04-2019)

**Providers:** Connect Health Services - Pain Management

Treatment has been moved to a different provider. We had no option to continue our treatment here for continuity of care. No information on the new provider Connect. For people who are anxious about what is going to happen, who providers are, where they are etc. On a separate note I could be prescribed hundreds of pounds of medication but I have refused in favour of other pain relief eg. tens machine, freeze gel. non of which the NHS will fund.

**Notes / Questions**

HWL - provided information on Connect Health and how it would work.

3. Case 6641 (03-04-2019)

**Providers:** Peterborough and Stamford Hospital

Rheumatology clinic - Stamford Hospital

I came away from the clinic dazed at being dealt with by a particular Doctor. I felt I was not listened too, no examination was done, said I was doing fine but every time I tried to tell them I was not and that I was in terrible pain the Doctor would stop me and change the subject. Explained nothing and did not include me in any discussion about my illness. I now have to suffer in pain for another six months before my next appointment comes up.

**Notes / Questions**

No patient information given



4. Case 6731 (15-04-2019)

**Providers:** Peterborough and Stamford Hospital, South CCG

Fibromyalgia Support Group feedback

The head Rheumatology at Peterborough patients are experiencing difficulties and find they are rude and arrogant and all they say to people with Fibromyalgia is you need to go train like an athlete and you will be cured. Patients mentioned that if you pay then the Consultant will pull out all the stops and is very helpful. The reason I know this is because a patient commented and was saying how wonderful their specialist was and the fact they could not do enough for them, however they had paid to see them privately. So it seems that if you pay for the service you get treated very differently as to if you go on the NHS shocking really.

5. Case 6783 (23-04-2019)

**Providers:** Peterborough and Stamford Hospital

Fibromyalgia Support Group Comments

Stamford Hospital he's the only male rheumatologist there. Does not let you speak unless it fits with their idea of your condition, if you challenge they dismiss you. Exactly what happened, I'm questioning the outcome in my head, I could not believe the whole thing it was awful. I had the awful experience twice of this rude Consultant. First on my own when I was diagnosed. Never let me talk and just preached at me about doing lots of aerobic exercise. At that point I was in so much pain I just sat and cried as I had pinned so much hope on that appointment. Six months later I had another Consultation and took my spouse with me. On this occasion the Consultant was rude to us both, and said it didn't look like I had done any exercise and discharged me. I've sent a three page letter via rheumatology secretary a month ago outlining everything. A letter was sent to GP and me saying "this lovely \*\*\*\*\* is doing really well" when I was in excruciating pain, can't cope and extremely fatigued. Has had that complaint letter for over a month has not replied.

**Notes / Questions**

HWL asks the Trust if they can respond to this patients comments at their earliest convenience and HWL will give the response back to the patient.

**Provider Response**

*Thank you for your comments and I am sorry that you have received such a poor experience during your visits and with the specific Consultant. Could I please ask that you share further details with me for me to lodge this as a formal complaint to be investigated so that we can ensure that this does not happen again*

*HWL relayed information to patient*

6. Case 6787 (24-04-2019)

**Providers:** Peterborough and Stamford Hospital

Stamford Rheumatology

I saw a Rheumatology Consultant six months ago, in the very short consultation they were surprised how much pain I was in, then turned to their filing cabinet and pulled out a leaflet. Then said "you also have this now" and gave me the leaflet, left the room for a few minutes. On returning did not discuss this diagnosis, nor did they consult on how I should manage this additional condition. Abruptly stopped me asking any questions. I was in shock. I was on my own and got very upset, I was dazed by the experience, then just showed me the door. I don't feel this is a very professional or compassionate way to tell someone they have a life changing medical condition.

**Compliment**

1. Case 6623 (03-04-2019)

**Providers:** Peterborough and Stamford Hospital

Ultrasound

I was referred to Peterborough City hospital for a scan and have received an appointment within 2 weeks.

2. Case 6651 (04-04-2019)

**Providers:** Peterborough and Stamford Hospital

Radiology

Feeling anxious and not a little scared. The staff soon have you feeling confident and relaxed that you are in good caring hands.

3. Case 6652 (04-04-2019)

**Providers:** Peterborough and Stamford Hospital

Gynaecology - Stamford

I bring a friend regularly for appointments. The service has always been exemplary. I have been a patient at the Stamford clinic and have always been treated promptly, with courtesy and been happy with my treatment.

**Notes / Questions**

No patient information provided

4. Case 6653 (04-04-2019)

**Providers:** Peterborough and Stamford Hospital

Best of treatment at all hospitals. But long waits for appointments has been frustrating.

5. Case 6655 (04-04-2019)

**Providers:** Peterborough and Stamford Hospital

Radiology

Everyone was kind and helpful. Radiographer and nurse both wheeled me to waiting room rather than leaving me in the corridor. All really kind. Seen, X-rayed and report all in 1 hr 15 minutes.

South West x 4

- 1 x General Comment
- 3 x Compliment

**General Comment**

1. Case 6619 (03-04-2019)

**Providers:** Grantham + District Hospital, NHS 111 Service, Pilgrim Hospital

Urology

Last year I went for TURPS operation. Had a catheter for 4 months. I got there and was told they could not do it. The Urology nurse was on holiday. The Consultant didn't know. No-one knew the nurse was not there. I was already in a gown and there was another patient waiting too. I was fitted with a catheter again and sent home with no info about what next. It was another 2 months with the catheter before I could have the Operation. You get all geared up and worked up for the procedure. No-one at the booking office were aware the urology nurse was on holiday. Everyone was charming, but there is a lack of organisation. When I did have the operation it was not initially successful, I was discharged with no info on what happens next. Eventually was sorted out with the nurses help even showing how to self catheterise. The Sleaford District Nurses were brilliant with follow up. Came when I needed them, even on the same day.

**Provider Response**

We are sorry to read that this was such a poor experience for you during your treatment pathway we will share this with the urology team as feedback for you.

**Compliment**

1. Case 6620 (03-04-2019)

**Providers:** Grantham + District Hospital

Minor Injuries

Fell in the shower yesterday. were good. seen very quickly. All patched up.

2. Case 6624 (03-04-2019)

**Providers:** Grantham + District Hospital

Minor Injuries

We were first in the department at 8 am so had very little time to wait.

3. Case 6625 (03-04-2019)

**Providers:** Lincoln County Hospital

A+E

Excellent experience quick and looked after me, amazing. Quicker for pain relief and meds.

**Notes / Questions**

No patient information provided

**Provider Response**

Please thank the patient for their positive feedback, we will ensure it is shared with the team.

West x 33

- 25 x General Comment

**General Comment**

- 1 x Informal Complaint
- 7 x Compliment

1. Case 6687 (09-04-2019)

**Providers:** Brayford Medical Practice, Lincoln County Hospital

I have high blood pressure, generally see the nurse for blood pressure checks but will refer to the GP if any concerns, surgery appears to keep a close eye on me.

Discharge - I have been in Lincoln County Hospital 3 times in the last year, always had a good experience apart from discharge at 10 pm at night by Taxi, had to pay for that, dark and winter. Not appropriate for an older person alone.

**Notes / Questions**

no patient contact details provided

**Provider Response**

We would like to thank the patient for their feedback regarding their discharge. We would like to be able to share this with the ward the patient is on if they could please supply this information.

2. Case 6678 (08-04-2019)

**Providers:** Connect Health Services - Pain Management

Patient has been expecting an appointment for Pain Management as is overdue their epidural, has not received a letter informing them of the changes but is well aware of the situation. Doesn't know who to contact to find out as their GP doesn't know.

**Notes / Questions**

HWL - Provided the patient with Connect Health Services information.

On patient contacting the service, they informed them that they were not on the list to call back in 2 weeks to see if they were on the next list that was being provided.

HWL asks - we were under the impression that patients would be informed and appointments would be sent out.

**Provider Response**

Connect Health response - At this time not all patients on our transition/backlog MDS had been received and/or registered from the incumbent providers, and therefore if any patients contacted us and we didn't have their details we were advising them of the expectations of when we expect to receive, register and contact them, but do contact us again in 2 weeks if you haven't heard anything. This plan was to safety net those patients who may have been expecting to be transferred to us but maybe weren't on our MDS (dataset)

3. Case 6693 (09-04-2019)

**Providers:** East Midlands Ambulance Service NHS Trust (EMAS)

Rheumatology

Very good nurses are very friendly.

Last year I had a kidney stone operation at Grantham Hospital but had difficulties so I was blue lighted to LCH. Didn't go to plan as there were no ambulances available.

**Notes / Questions**

No patient information provided

**Provider Response**

we are sorry to read this experience with your transfer to LCH. If the patient wishes this to be looked into further please direct them to the PALS team.

4. Case 6701 (09-04-2019)

**Providers:** Grantham + District Hospital, Lincoln County Hospital

Emergency Surgical Unit

Spouse went to ESU at Lincoln County Hospital in July 18 for a procedure, recovered well and had a stoma bag fitted but patient went downhill. Never saw a physio for 4 weeks whilst in hospital and Doctors were unsure if further surgery would be needed. Saw Consultant from Grantham in August 18 who said further surgery was not needed so discharged patient. Patient had lost over 1 1/2 stone in weight. Contacted Stoma Nurse when home, equipment fitted 6 weeks later. September doctor said as the patient was too weak whilst in hospital the question of wanting chemo was not asked, but they now have 2 weeks to decide. Appointment in November at the hospital was pointless, patient explained to the Consultant that they felt they still had a functioning bowel so CT scan given for end of November. No results have been passed to the GP and they are still waiting for surgery.

**Notes / Questions**

HWL - with patient consent made contact with PALS who would make contact with the patient.

**Provider Response**

This case PALS at PHB dealt with the patient on 13/03/2019.

5. Case 6751 (23-04-2019)

Providers: Grantham + District Hospital, Lincoln County Hospital, Louth County Hospital

Gall Bladder surgery

At the end of last year my relative had Gall Bladder Operation cancelled at Lincoln County and again at Louth hospital. Then had the surgery at Grantham Hospital. Apparently at Lincoln and Louth they could not get enough doctors for the surgery so the Operations were cancelled. Nice staff at Grantham and no problems there.

**Notes / Questions**

No patient information provided

**Provider Response**

We are really pleased that your relative did get their surgery done finally at Grantham Hospital. Gall Bladder removal is not done at Louth County Hospital any more and as Lincoln County Hospital is a Trauma Hospital there is a chance that patient's elective treatment can be cancelled due to bed availability. As a united Trust, using our resources across our hospitals is the best thing we can do for our patients.

We are sorry to read of the cancelled operations sadly we do have to cancel procedures at short notice if we are unable to provide clinicians. Thank you for the feedback regarding Grantham

6. Case 6659 (04-04-2019)

Providers: Lincoln County Hospital

Operating Theatre

It was shocking , I got a real bad infection. I needed to go to Lincoln County Hospital and then dreadful because of the infection. My relative was in Lincoln County Hospital for 3 week and on 5 different wards and the lost their whereabouts at one stage. Moving them at all different times of the day.

**Provider Response**

Can you please pass on our thanks for this feedback, we will ensure that it is shared.

7. Case 6685 (09-04-2019)

Providers: Lincoln County Hospital

Car parking

Was horrendous, about 2 weeks ago, the clock ticking over and costing more. Long queues I couldn't get in to the disabled car parking as it was full. Had to drop off relative and drive to the other end of the car park. Got back to relative just in time to make the appointment time. Lots of people complaining. I have always found it bad. Have to take my relative to the door. Once in the hospital no problems with the service. I would also like to see the money go to the hospital rather than private parking company.

**Provider Response**

We are really sorry that the patient's relative found it difficult to park, unfortunately we have limited disabled spaces which does sometimes mean that the driver needs to drop off the disabled patient and then park in the main car park. We would like to confirm that all parking charges do come back to the Hospital Trust.

8. Case 6690 (09-04-2019)

Providers: Lincoln County Hospital

Cataracts/Ophthalmology

I turned up and they said my appointment had been cancelled. I had received a text reminder for the appointment the day before. I only found out it was cancelled when I tried to check in. I showed them at reception the text reminder I received. Reception got me in touch with the appointments dept. But I feel if I had been less pro-active nothing would have happened. The appointments system is chaotic and staff seem to agree. Also had problems with relatives orthopaedic appointment, feel when you get treatment it is good, but it is the system.

**Notes / Questions**

No patient information provided

HWL - how are the Trust working towards resolving these ongoing admin issues?

**Provider Response**

We are really sorry that this patient made the journey for their appointment only to find it was cancelled. On occasions it is necessary to cancel clinics at short notice due to sickness or unavoidable events however every attempt would be made to contact the patients if enough notice is given to the team. If the patient encounters this again, which we hope they don't, they can always contact PALS at Lincoln County Hospital who will be able to look in to the events that caused the cancellation and see if they can help rebooking another appointment.

9. Case 6691 (09-04-2019)

Providers: Lincoln County Hospital

Orthopaedics

My relative should have had an appointment at the beginning of the year for a hip operation. It has been re organised about 5 times and is now organised for the middle of the year. Hoping it won't be cancelled again. One appointment was made and cancelled within hours. Relative is struggling with walking. And this has been a 5 months wait for the initial consultation, not even for the operation, so more waiting time on top of that.

**Notes / Questions**

No patient information provided

**Provider Response**

We are really sorry that this patient has had previous cancellations of their operation at Lincoln County Hospital. As a trauma hospital we cannot always predict the level of patient's that will require admission via our A&E department and this can mean a bed previously available for an elective patient is taken up due to an emergency admission. We can only offer our apologies for these cancellations and if the patient is cancelled again please ask them to contact PALS to see if they can help.

10. Case 6695 (09-04-2019)

Providers: Lincoln County Hospital

A&E

Patient taken to A&E via ambulance, very good time response from original call. Long waiting times when got to hospital around 6 hours wait, with no drink or food offered. Bloods and X-ray taken. Family who had come to the hospital to be with the patient went to get some food but the vending machines only had junk food in, of crisps etc. Still do not know what happened to me, chest pains were unexplained. I am grateful for the staff there but I found the whole experience shocking.

**Notes / Questions**

HWL - provided PALS information

**Provider Response**

Please pass on our apologies to this patient, we have recently changed our processes so we can monitor patient in different areas of A&E and where appropriate we can offer food and drink. If the patient hasn't already been in touch with PALS and they still need some answers please encourage them to make contact.

11. Case 6704 (09-04-2019)

**Providers:** Lincoln County Hospital, The Surgery Washingborough

Good on the whole at the surgery. Recently been waiting for hospital results 7-8 weeks from Lincoln County Hospital been for a scan. Dreadful hospital not surgery's fault.

**Notes / Questions**

No patient information provided

**Provider Response**

We are really sorry that this patient is still awaiting scan results after 7-8 weeks. Please arrange for the patient to contact the PALS Team at Lincoln County Hospital who will be happy to look in to this for the patient and see if they can help.

12. Case 6708 (09-04-2019)

**Providers:** Lincoln County Hospital

Antenatal clinic, Poor receptionist, Rude and Snappy.

**Notes / Questions**

No patient information provided

**Provider Response**

We are really sorry for this patient's experience we will ensure that it is shared with the team

13. Case 6711 (10-04-2019)

**Providers:** Lincoln County Hospital

Parkinson Group Comments

Patient commented had a cataract operation which went wrong, patient suffered with a stroke that was undetected. Had a number of TIAs since with little support. Is due to have a stroke assessment.

**Notes / Questions**

Patient already has Wellbeing involved for equipment and support

**Provider Response**

Please direct this patient to PALS at Lincoln County Hospital to see if they can help with the patient's continuing care.

14. Case 6712 (10-04-2019)

**Providers:** Lincoln County Hospital

Parkinson Group Comments

Clinic 1 / Pharmacy

Patients feel is a very inefficient service offered, with very long waits for medication. On many occasions medications are not there and patients are expected to go back at a separate time to collect, many of these medications could be obtained through their local pharmacies. Consultant prescriptions are often written wrongly and patients are expected to go back to the clinic to get them changed. For some patients living with Parkinsons Disease this is a very difficult task to undertake. No support from the pharmacists.

Parkinsons Nurse

Only works part-time and doesn't prescribe, unable to go into the community. Patients expressed frustration at not being able to see them as and when required and feel the Nurse doesn't follow up on requests for support or information if messages are left.

General comments around the inefficiency of the hospital appointment system, letters not in large print when requested by patients, letters arriving after their appointment dates, including cancellation of appointments or routine procedures. General lack of information coming out to patients in a timely manner.

**Provider Response**

We would like to thank the Parkinson Group for this feedback, we will ensure that it is shared with Pharmacy and the Neurology Teams

15. Case 6713 (10-04-2019)

Providers: Lincoln County Hospital

Parkinson Group Comments

Patient living with Parkinsons received treatment and a procedure under Orthopaedic team. Patient found treatment was not up to standards.

**Provider Response**

**We are sorry if the patient felt their treatment was not up to standards. Please see if the the patient would be happy to contact the PALS Team, we would like to know more detail so this can be looked in to.**

16. Case 6714 (10-04-2019)

Providers: Lincoln County Hospital

Parkinson Support Group Comments

General comment relating to appointment letters do not contain contact details for the secretary of the team the appointment relates to, if a patient wanted to follow things up. The letter says, please contact secretary but no direct dial number is given. Patients have to go through the switchboard and often get cut off before being able to speak to the secretary.

**Notes / Questions**

HWL asks - why is the Secretary information not provided on letters to patients

**Provider Response**

**Can you please thank the Parkinson Support Group for bringing this issue to our attention. As a result of your concern we will review our appointment letters and attach a number as appropriate.**

17. Case 6732 (15-04-2019)

Providers: Lincoln County Hospital

Patient had shoulder surgery to repair Rotator Cuff tear in March 2018. Patient found their aftercare was lacking. No follow up appointment sent, patient had to call the hospital to see if they could make the appointment or what to do. Patient was not informed that their GP surgery would be taking out their stitches and was in pain, lost weight as unable to feed themselves. The Doctor who saw the patient after surgery refused to give cortisone injections and made a prescription for Tramadol, which they wrote out incorrectly. Physio therapy at the hospital was cancelled by the department without informing the patient. The hospital informed the patient they had called the patients home number, however the patient had left home to get to the appointment, had mobile number but this was not called. Physiotherapy wrote to the patients Consultant requesting they have an ultra sound but this was ignored. Patient unhappy with the treatment.

**Notes / Questions**

HWL - gave PALS information.

HWL - the after care is an essential part of patients pathway, why was physiotherapy not offered automatically

**Provider Response**

**We are unsure if this patient contacted PALS or not however if they are still unhappy please encourage them to make contact. We would need to investigate whether the physiotherapy was arranged as part of this patient's discharge and whether this was to be done at the hospital or within the community.**

18. Case 6746 (23-04-2019)

Providers: Lincoln County Hospital

When I went the last time the lady doing the mammogram said it would be my last one. I have never had a letter though to confirm this or to tell me it is the end of the programme. Person who took mammogram said nothing and have not had results to say everything is fine.

**Notes / Questions**

No patient information provided

**Provider Response**

**If this patient makes contact again can you please direct them to the PALS Team to see if they can help with the concerns they have raised.**

19. Case 6754 (23-04-2019)

Providers: Lincoln County Hospital

A+E

I went with my relative the other day, the waiting time was appalling. The doctor from their Surgery sent them straight from the surgery. It took 6 1/2 hours and the chairs were really uncomfortable. The surgery thought my relative was having a heart attack. I had to find someone to take us.

**Notes / Questions**

No patient information provided.

**Provider Response**

**Thank you for your feedback. I am genuinely very sorry for the long wait you has in our ED. Unfortunately ED has been incredibly busy which has impacted the waiting times. We are looking at how we can make this a better experience for our patients**

20. Case 6755 (23-04-2019)

Providers: Lincoln County Hospital

Rheumatology

Last year I started having appointments at Lincoln County Hospital. Then I received a letter to cancel my appointment and they say they couldn't make another appointment. I came to see my doctor who was as angry as I was. He asked me if I minded where I went and I received an appointment at Queens Medical Centre. It is over an 1 hour away. My relative has to take time off work each time I go. I have an appointment every 3 months. The QMC are very good, fantastic from going in to who I see, everyone.

Eye clinic

I have also had a similar experience with my eyes, Lincoln County have moved me to Pilgrim as Lincoln was not able to fit me in. Boston have been brilliant, 100% no problems. It is just Lincoln County that is no good.

**Notes / Questions**

HWL - The Trust needs to provide clear explanations to patients

**Provider Response**

**We are really sorry that your appointment with Rheumatology was cancelled at Lincoln County Hospital and another appointment was not made for you. If you have a similar problem in the future please contact the PALS Office at Lincoln County Hospital and they should be able to help arrange another appointment for you. We will ensure this is shared with the team.**

**Eye clinic, if you wish to get your care transferred back to Lincoln County Hospital then please arrange to contact the PALS Team and this can be arranged. We do understand that if you are receiving good care at Pilgrim then you may wish to stay with them.**

21. Case 6811 (25-04-2019)

Providers: Lincoln County Hospital, Thames Ambulance Service (TASL)

Lincoln County Hospital

My knee gave way after having contacted both my GP and NHS 111 an ambulance (private) took me to A&E, but instead of going in the ambulance entrance they took me to the area where people walk in for help. I was told I would be seen quickly but this was not the case. I realised this meant they could leave me and go, whereas on the ambulance side they would have had to wait for a nurse to take over. I waited 10 hours overnight before I saw a Doctor. An X-ray did not find the problem and was advised to contact my surgeon. This I did and found I had a tendon trapped behind the knee joint. The ambulance personnel put me in a chair despite not being able to weight-bear, let alone walk because they insisted I would be seen quicker. I was unable to move, and was in great pain, no staff came near me which if I had been correctly taken to the ambulance entrance I would have been treated differently.

**Provider Response**

**We are really sorry to hear of this patient's poor experience, which is far below the standards we expect. A&E Sister would like to follow this up further so can you please ask the patient to contact PALS?**



22. Case 6822 (30-04-2019)

**Providers:** Lincoln County Hospital  
Breast Cancer Care, Radiotherapy

I couldn't get into Lincoln Hospitals so I started my care last year at Rotherham Hospital. I had only had a mammogram 10 months before and it was not detected. It was excellent at Rotherham. I was then transferred to Lincoln County Hospital for Radiotherapy as it was needed every day. It was ok at Lincoln. I'm now going back to Lincoln County to see the consultant. Rotherham Hospital was easy to get to. The Breast Care Nurse was excellent, kept ringing me and checking up on me. I have also needed to go to my GP who has helped with radiation burn

**Notes / Questions**

No patient information provided.

**Provider Response**

**Can you thank the patient for their feedback. We will ensure it is shared with the Breast Surgery Team and also Radiotherapy.**

23. Case 6824 (30-04-2019)

**Providers:** Lincoln County Hospital, The Branston and Heighington Family Practice  
Physiotherapy

The Physio trapped a nerve in my neck and it made me very ill. I had to take 8 steroids a day. I had a swollen head, treatment caused me a lot of problems. The Physio didn't seem to understand what they had done. It had changed my life. They made a flippant comment to say at least I didn't have the problem I went to see them about. I had to stay with a relative. I did not like their dismissive attitude and felt they were uncaring and didn't understand what they had done. I have made a complaint and they are working still, but under supervision for 6 months. I have some compensation which I have not taken yet, £250 because someone was rude to me. I went to Lincoln County A+E with the problem and they told me I had got nerve damage. My doctor at Branston was wonderful. He is an extraordinary doctor. When he saw what had happened, he rang me at home to follow things up.

**Notes / Questions**

No patient information provided.

**Provider Response**

**Please pass on our apologies for this patient's experience, it seems that a Complaint was submitted and an outcome communicated to the patient. If the patient would like to discuss this further perhaps they would like to contact either the PALS Team or the Complaints Team at Lincoln County Hospital.**

24. Case 6825 (30-04-2019)

**Providers:** Lincoln County Hospital, Louth County Hospital  
Pain clinic

I used to go to Lincoln County to see the consultant and then go to Louth for my injection. Often my appointment at Louth was for 8 am and everyone had to go there from the Lincoln area. I have received info about the change. It said the service will be in selected doctors surgeries. So I am hoping it will be more local for me. The info says they are going to get in touch with everyone with more details. My last injection was in March and lasts for 6 months so hopefully I will know where to go in time for my next appointment.

**Provider Response**

**We are sorry that the patient had to have their pain injection at Louth County Hospital as there were no facilities at Lincoln for the patient to have this procedure done. This service is now no longer part of ULHT and is now a LCHS Service through Connect Heath. Please direct this patient to the LCHS PALS Team.**

25. Case 6841 (30-04-2019)

**Providers:** Lincoln County Hospital

I had Breast cancer 5/6 years ago. I have not got any complaints about Lincoln Hospital and my treatment was good. The thing is I have not had a letter saying that treatment has finished etc and I think I should have. Just a number to ring if I wanted a 3 year mammogram. I got in touch with PALS they got in touch with the secretary who said no letter would be sent. The lady who did the mammogram said it would be the last one and if I didn't hear anything in 2-3 weeks all is ok, but I still feel I should have had a letter.

**Provider Response**

**Patient's are screened following Breast Cancer for a specific number of years and if no reoccurrence can request to be put back on to the Breast Screening programme. This would be the standard process. PALS can supply the contact number for any patient's wanting to go back on to the Breast Screening programme.**

**Informal Complaint**

1. Case 6735 (17-04-2019)

**Providers:** United Lincolnshire Hospitals NHS Trust (ULHT), West CCG

Patient had Breast Cancer 18 months ago, has had treatment and is now in remission. Had a pain in their arm so saw their GP who referred the patient for an X-ray at John Coupland Hospital. Once reported on a copy was sent to the GP where it stated/interpreted that the patient had Bone Cancer, this information was relayed to the patient. GP referred to Oncology in Lincoln where they had CT & Bone Scan. Report showed no Bone Cancer and Consultant shared this with the patient. Patient was traumatised for 2-3 weeks during which time they felt they had to get everything in order and started planning their funeral. They are pleased they have now been informed they do not have Bone Cancer but the 2-3 weeks period when they thought this was the case was extremely traumatic for them and the family. Unsure at this moment in time, if it was stipulated on the report re Bone Cancer or if GP interpreted this as Bone Cancer.

**Notes / Questions**

HWL - with patient consent made a referral through to POhWER. Options provided for counselling.

**Provider Response**

We are really sorry for this patient's experience. This would require a thorough investigation which I am sure POhWER will be able to help the patient to do.

**Compliment**

1. Case 6635 (03-04-2019)

**Providers:** Lincoln County Hospital

Maternity

Good I got a lot of help. Service was good. The delivery suite is like the Hilton, but the ward is like Premier inn, so busy on the ward.

**Notes / Questions**

No patient information provided.

**Provider Response**

Can you thank the patient for their positive feedback, we will ensure that it is shared with the team.

2. Case 6700 (09-04-2019)

Providers: Lincoln County Hospital

Coronary Department

Very good, good at explaining things to me , went in via A+E. Everyone just so good and helpful and kept me informed. Aftercare through Heart Nurse in the community has been very good as has the Rehab team for cardiac.

**Notes / Questions**

No patient information provided

**Provider Response**

We are really pleased that this patient had a really good experience we will make sure that this is shared with the teams.

3. Case 6703 (09-04-2019)

Providers: Lincoln County Hospital

Rheumatology

Long wait time for appointment. seems to be a very busy department. Staff are amazing, efficient and caring and also really nice. Run off their feet but go above and beyond for you. Could be more done for auto immune treatment, a wider range of treatment in Lincoln. Reading on facebook, see other treatments from other areas I would like to explore. I do not go out of county at the moment.

**Provider Response**

Please thank the patient for their positive feedback, we will ensure it is shared with the team.

4. Case 6719 (11-04-2019)

Providers: Lincoln County Hospital

Clinic 9

I had a tongue cancer in 2005, Treated out of area and until late last year had no problems at all. Unfortunately I had a tooth problem which meant I had to eat on the side where I had the cancer, which I have limited feeling in. I bit into my tongue and this caused it to become very sore and ridges. My tongue became swollen so my Doctor fast tracked me to Lincoln Hospital because of my past cancer history. I went to clinic 9 at Lincoln. Late December I saw a Consultant a couple of days later I was seen at Grantham then a biopsy in Jan this year at Lincoln. From there I had a procedure done at Lincoln in Feb where a lump was removed from my tongue (thankfully no cancer found). On my check up in March, the initial procedure fine, but another lump has appeared at the back of my tongue. Waiting for an appointment. All staff at all hospitals have been absolutely brilliant and have shown me great care at every level.

**Provider Response**

Can you thank the patient for their positive feedback, we will ensure that it is shared with the team.

5. Case 6724 (11-04-2019)

Providers: Lincoln County Hospital, Pilgrim Hospital

Cardiology

I had a minor Heart attack at Christmas, LIVES arrived within 10 mins the ambulance arrived within 20 mins. We are lucky we have a locally based and efficient ambulance service. Within the hour I was on my way to the Cardiology Ward at Lincoln County Hospital. In the specialist unit the next day I had a stent fitted. I feel that all went well. 100% My relative had a problem with their foot a short while ago. I took them to Louth hospital and then they took them by ambulance to Boston Pilgrim I can only say "what a good service" And the food is getting better.

**Provider Response**

Thank you for this feedback. We are really pleased that this patient had a really good experience we will make sure that this is shared with the teams.

	<p>6. Case 6757 (23-04-2019)  <b>Providers:</b> Lincoln County Hospital  Cardiology</p> <p>I went into Lincoln County last year with a Heart Attack. The service was excellent. I went in recently and straight away got stents fitted. So quick and it was painless. I went in by ambulance and waited 20-30 mins for the ambulance. I had been the week before to the surgery and they thought I had hay fever.</p> <p><b>Provider Response</b>  <b>We are really pleased that this patient had a really good experience we will make sure that this is shared with the teams.</b></p> <p>7. Case 6672 (04-04-2019)  <b>Providers:</b> The Surgery Washingborough</p> <p>Used last week. Only in for about 15 minutes as a walk in. Staff very friendly and very good. It was comfortable and clean. I was there at 7 pm. I saw the reception and they sent me to out of hours service.</p>
<p>All CCGs x 1</p> <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 6668 (04-04-2019)  <b>Providers:</b> United Lincolnshire Hospitals NHS Trust (ULHT)</p> <p>I have been waiting too long to be dealt with by the NHS I have been in pain now for 8 weeks and nothing they have prescribed me works. The pain also keeps me awake at night. I got told originally by A+E I have torn a tendon and I need an MRI scan. I have been told by my GP that that I am not allowed an MRI. I had to have an X-ray which told them I had not broken a bone but they said I have to go through the list of procedures. So basically wasting money and time, now they want me to book in for physio but now my appointment is not on the system, third party physio. I work for myself, my knees are crucial as I am on them quite a bit.</p> <p><b>Notes / Questions</b>  HWL - contacted the patient for further information and to see if able to assist in locating Physiotherapy appointment, no response has been received from the patient.</p> <p><b>Provider Response</b>  It is unclear if the Physiotherapy being offered is under United Lincolnshire Hospital Trust as the patient mentions 'third party physio', which may be with an external provider. Can you encourage the patient to either contact the relevant PALS office if it is one of our Physiotherapy Teams or speak again to their GP.</p>
<p>Out of Area x 2</p> <ul style="list-style-type: none"> <li>1 x General Comment</li> <li>1 x Compliment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 6756 (23-04-2019)  <b>Providers:</b> Nottingham City Hospital  Cancer care</p> <p>I think things need to improve a lot especially with Cancer care. I had no help whatsoever when I came out of the Nottingham City Hospital. No MacMillan. Relative had to keep phoning every time they needed something. I am waiting now to see if it has come back, so not a good time.</p> <p><b>Notes / Questions</b>  No patient information provided.</p> <p><b>Compliment</b></p> <p>1. Case 6636 (03-04-2019)  <b>Providers:</b> Nottingham City Hospital  Haematology</p> <p>Use once a month. This is a brilliant hospital, level of care and staff in all departments nothing is too much trouble. Absolutely top notch would not go anywhere else. Was at LCH and was not happy there. Find people at Nottingham City Hospital are different and better.</p>

## Mental health & Learning Disabilities

CCG Area	Case Details
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## East x 2

- 2 x General Comment

### General Comment

#### 1. Case 6785 (24-04-2019)

**Providers:** East CCG, Lincolnshire County Council - Adult Social Care, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health), The Sidings

Patient described a number of failings in the delivery of Health and Social Care for several years and the impact that this has on them in the current day. The patient feels there is a depersonalised approach throughout their experiences with Health and Social Care, they have a number of mental health concerns that they feel are not being dealt with. The patient feels the systems as a whole are not working together to help patients as there is no joined up approach. The patient provided a paper with some of their concerns raised which also included a statement that said they are more frequently finding themselves in a situation where suicide seems a plausible option! When this was discussed with the patient, they said this wasn't a statement of intent, but rather something that perhaps needed to be said to get the help they needed (NFA).

Reference was made to data protection in terms of being able to see medical information held about them.

#### Notes / Questions

Patient raised issues related to the Sidings Practice and its lack of continuity, personalisation and responsiveness to patients complex needs. Patient asked and gave consent for HWL to contact the new PM @ the Sidings and make them aware that the patient may contact them. Contact confirmed. The patient was provided with LPFT and other directories for mental health services. It was noted that despite a long history of mental health concerns the patient was apparently being told they did not fit the criteria for mental health services.

#### Provider Response

*The staff at the practice are doing all they can to address continuity of care and attempting to provide a more personal approach to health care.*

*We are sorry that in this instance the patient feels that the practice has failed in its delivery of health care. The patient in this instance was invited in to see the newly appointed Practice Manager and stated that they felt reassured after a discussion with him. The issues were with the NHS as a whole as opposed to the practice.*

#### 2. Case 6815 (26-04-2019)

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

Patient requested information on how to make a complaint against a CPN.

#### Notes / Questions

HWL - provided information on PALS and Total Voice

## Patient Transport

CCG Area	Case Details
East x 2 <ul style="list-style-type: none"><li>• 2 x General Comment</li></ul>	<h3>General Comment</h3> <h4>1. Case 6742 (23-04-2019)</h4> <p><b>Providers:</b> East Midlands Ambulance Service NHS Trust (EMAS), Lincoln County Hospital, Pilgrim Hospital</p> <p>The staff here are fantastic. Very good at both Boston and Lincoln Hospitals, the Ambulances have to wait a long time to do handovers. I have been rushed in several times, it took about an hour last time. In my area we are very lucky to have an ambulance here, not like some other rural areas. It was therefore only 10 mins getting to me. Cannot understand why they can't have another system for handover, they take all your details in the ambulance so the handover can be quicker and get the ambulance back on the road to help others.</p> <h4>Notes / Questions</h4> <p>No patient information provided.</p> <h4>Provider Response</h4> <p>Thank you for your feedback which we will share with A&amp;E management so they can discuss at their meetings with EMAS. Thank you for your feedback, we will ensure that we feed this back to the team. We regularly review our processes and ambulance handover is included in this. We are working hard with East Midlands Ambulance Service to make this as swift a process as possible.</p>

	<p>2. Case 6807 (25-04-2019)</p> <p><b>Providers:</b> Thames Ambulance Service (TASL)</p> <p>A cancer patient and a double amputee had to wait over 4 hours for TASL to book them on their return journey. They had been ready since 11 am in the morning from Pilgrim Hospital</p>
<p>South x 1</p> <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 6737 (18-04-2019)</p> <p><b>Providers:</b> Thames Ambulance Service (TASL)</p> <p>Caller concerned. They had contacted TASL to book transport from their home to Addenbrookes Hospital in Cambridgeshire to have a scan. Caller was informed that as they had undergone spinal surgery within the last 6 months it would not be possible to take them. The caller then contacted the Voluntary car scheme which unfortunately was fully booked. As the caller has been advised by their doctor not to drive for the next 6 months they had no other way of getting to the appointment and therefore called HWL for advice/assistance. HWL contacted TASL PALS to enquire if the correct information had been passed to the caller/patient by the member of the TASL team answering the telephone.</p> <p><b>Notes / Questions</b></p> <p>HWL contacted TASL PALS to discuss patient concerns. TASL to call patient back directly to assess the situation and arrange hospital transport</p> <p>The caller was very grateful as was feeling anxious and depressed following the surgery and the upset with TASL had not helped matters - feeling much more settled now and would await the call from TASL.</p>
<p>West x 2</p> <ul style="list-style-type: none"> <li>2 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 6811 (25-04-2019)</p> <p><b>Providers:</b> Lincoln County Hospital, Thames Ambulance Service (TASL)</p> <p>Lincoln County Hospital</p> <p>My knee gave way after having contacted both my GP and NHS 111 an ambulance (private) took me to A&amp;E, but instead of going in the ambulance entrance they took me to the area where people walk in for help. I was told I would be seen quickly but this was not the case. I realised this meant they could leave me and go, whereas on the ambulance side they would have had to wait for a nurse to take over. I waited 10 hours overnight before I saw a Doctor. An X-ray did not find the problem and was advised to contact my surgeon. This I did and found I had a tendon trapped behind the knee joint. The ambulance personnel put me in a chair despite not being able to weight-bear, let alone walk because they insisted I would be seen quicker. I was unable to move, and was in great pain, no staff came near me which if I had been correctly taken to the ambulance entrance I would have been treated differently.</p> <p><b>Provider Response</b></p> <p>We are really sorry to hear of this patient's poor experience, which is far below the standards we expect. A&amp;E Sister would like to follow this up further so can you please ask the patient to contact PALS?</p> <p>2. Case 6715 (10-04-2019)</p> <p><b>Providers:</b> Thames Ambulance Service (TASL)</p> <p>Parkinson Support Group Comments</p> <p>Patients expressed concerns around non emergency transport and the inefficient use of resources. Patients often had their transport cancelled by TASL without warning, resulting in either the patient not being able to attend the appointments or trying to get last minute alternative transport arrangements which is frustrating.</p> <p><b>Notes / Questions</b></p> <p>HWL - this will have an impact on patients health.</p>

## Social Care Services

CCG Area	Case Details
<p>East x 3</p> <ul style="list-style-type: none"> <li>3 x General Comment</li> </ul>	<p><b>General Comment</b></p>

	<p>1. <b>Case 6643 (04-04-2019)</b>  <b>Providers:</b> East CCG</p> <p>Elderly parent with vascular dementia / incontinent lives with main carer who is a relative is deaf and is struggling and not sleeping well. Elderly parent is sleeping on the settee. Carer on a chair. Elderly parent has wandered and carer cannot hear them get up. A Social worker has visited, where it was found a full assessment was needed, but as they would be self funded this would be at a cost of £495. Was left no further information on help or guidance only care choices book, didn't know where to start. Alzheimers been, nothing put in place.</p> <p><b>Notes / Questions</b></p> <p>HWL - contacted Age Care Advice who would be able to do an assessment in a few days. Information also provided - Wellbeing; Sensory Mat; Dementia Day Services; DAA.</p> <p>2. <b>Case 6750 (23-04-2019)</b>  <b>Providers:</b> East CCG, The Surgery Stickney</p> <p>We have a genetic condition which was diagnosed in London, before we moved up here 5 years ago. Nobody wants to take responsibility for our ongoing needs. We are passed around like a hot potato - everyone wanting to discharge us into the care of someone else.</p> <p>My big issue is with my middle child, who is chronically tired. The GP ran tests, vitamin D deficiency- which is apparently common in this condition. Levels are better now, but is still very tired and falling asleep at school, coming home, going to bed and sleeping until the next morning. I ran their symptoms past the support group and a suggestion came up. Went to GP but they can't test, so was referred on. Who won't take the case as a child. Trying to find someone else who might. They said the child needed to be seen by a rheumatologist, none for paediatrics in Lincolnshire. Childs general paediatrician said they would only see them 1 more time then discharge. Not dealing with this is not an option but not informed of what to do next. Caught in this admin nightmare is a poorly teenager that the NHS doesn't appear to be bothered with as they don't fit one of their neat boxes.</p> <p><b>Notes / Questions</b></p> <p>HWL - provided further support groups to assist. East CCG PALs information supplied</p> <p>3. <b>Case 6786 (24-04-2019)</b>  <b>Providers:</b> East CCG</p> <p>As a family we where disgusted at the attitude of United Lincolnshire Hospital Trust and Marisco Practice both these organisations seem to think it was ok to lose personal items. The ombudsman seems to think that saying sorry makes things right what is needed is change and when mistakes are made there needs to be accountability</p>
<p><b>South x 1</b></p> <ul style="list-style-type: none"> <li>• 1 x Compliment</li> </ul>	<p><b>Compliment</b></p> <p>1. <b>Case 6682 (09-04-2019)</b>  <b>Providers:</b> Lincolnshire County Council - Adult Social Care, Nene Lodge Retirement Home</p> <p>Outstanding Care Home where residents come first, are treated as individuals, encouraged and helped to continue with their life long hobbies and live Life to the full. I would highly recommend this care home for your loved ones</p>
<p><b>Out of Area x 1</b></p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 6756 (23-04-2019)</b>  <b>Providers:</b> Nottingham City Hospital</p> <p>Cancer care</p> <p>I think things need to improve a lot especially with Cancer care. I had no help whatsoever when I came out of the Nottingham City Hospital. No MacMillan. Relative had to keep phoning every time they needed something. I am waiting now to see if it has come back, so not a good time.</p> <p><b>Notes / Questions</b></p> <p>No patient information provided.</p>

## Other Services

CCG Area	Case Details
<p><b>East x 3</b></p> <ul style="list-style-type: none"> <li>• 2 x General Comment</li> <li>• 1 x Compliment</li> </ul>	<p><b>General Comment</b></p>

	<p>1. <b>Case 6791 (24-04-2019)</b>  <b>Providers:</b> East CCG, West CCG</p> <p>Patients who previously had pain management injections at Pilgrim but since the move over to Connect Health it seems that the information has not been straight forward. Patients are under the impression that little would change, they would have either a review over the phone or a face to face Consultation or so they were led to believe. Patients are now being asked to attend a 'workshop' after which they may be given an appointment. When a patient contacted Connect Health they didn't seem to know either.</p> <p><b>Notes / Questions</b>  HWL - sent information onto West CCG</p> <p>2. <b>Case 6797 (24-04-2019)</b>  <b>Providers:</b> Lincolnshire Local Medical Committee (LMC)  Skegness Support Group</p> <p>There is a viewpoint that GP surgeries are out of date, in that they do not provide diagnostic and treatment facilities and that the move forwards should be with Hubs, with transport provided for vulnerable and elderly patients.</p> <p><b>Provider Response</b>  LMC response - <i>We would be happy to discuss the views of Skegness Support Group, and identify any other interested parties who they should share there ideas and concerns with</i></p> <p><b>Compliment</b></p> <p>1. <b>Case 6745 (23-04-2019)</b>  <b>Providers:</b> Boston West Hospital, The Old Leake Medical Centre  Orthopaedics</p> <p>My Doctor referred me and within 2 weeks I had been offered an appointment at the Hospital. All aspects of my visits to Boston West and the Consultant were excellent, Telephone follow up by nursing staff prompt and friendly. The outcome of treatment totally beneficial and any further intervention explained fully and offered at my discretion. Additionally the care from my GP at Old Leake Medical Centre was first class.</p>
<p><b>South x 1</b></p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 6661 (04-04-2019)</b>  <b>Providers:</b> St Mary's Medical Centre</p> <p>I saw a renal nurse in the latter quarter of last year and told to go back in 6 months. I telephoned in March and told that admin would send out an appointment. No appointment sent. Still waiting, if this appointment does eventually come, if it is not a suitable time then I will have to go through this again. How is this efficient. Previously I could phone for an appointment. Also I had an MRI scan weeks ago and have heard nothing.</p> <p><b>Notes / Questions</b>  HWL contacted the patient, now has a date with renal Nurse. Still no MRI results</p>
<p><b>South West x 3</b></p> <ul style="list-style-type: none"> <li>• 3 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 6619 (03-04-2019)</b>  <b>Providers:</b> Grantham + District Hospital, NHS 111 Service, Pilgrim Hospital  Urology</p> <p>Last year I went for TURPS operation. Had a catheter for 4 months. I got there and was told they could not do it. The Urology nurse was on holiday. The Consultant didn't know. No-one knew the nurse was not there. I was already in a gown and there was another patient waiting too. I was fitted with a catheter again and sent home with no info about what next. It was another 2 months with the catheter before I could have the Operation. You get all geared up and worked up for the procedure. No-one at the booking office were aware the urology nurse was on holiday. Everyone was charming, but there is a lack of organisation. When I did have the operation it was not initially successful, I was discharged with no info on what happens next. Eventually was sorted out with the nurses help even showing how to self catheterise. The Sleaford District Nurses were brilliant with follow up. Came when I needed them, even on the same day.</p> <p><b>Provider Response</b>  We are sorry to read that this was such a poor experience for you during your treatment pathway we will share this with the urology team as feedback for you.</p>



## 2. Case 6809 (25-04-2019)

**Providers:** Lincolnshire South West CCG

Millbrook Wheelchair Service Lincolnshire Complaint ISSUES.

I requested a replacement wheelchair and a pressure cushion about 2 and half years ago following painful pressure issues.

The cushion cover was delivered 9 months later and after making several telephone calls the pressure cushion arrived after 1 year.

Approximately 3 months later the cushion cover needed washing but would not unzip easily. When I eventually removed the cover, surprisingly there were 2 covers on the cushion making it totally ineffective for pressure relief.

I have recently spent a long period of time in Pilgrim Hospital and have now been diagnosed with level 3 – 4 pressure type sores and feel this poor service is contributory factor. Over this period of time The Quickie Argon wheelchair issued had unsuitable and dangerous footrests fitted, so was not useable. (Photographs are available). Many sets of sub standard front castor wheels were also fitted to my indoor wheelchair, with one castor seizing up totally after 7 days.

The Millbrook Lincoln Manager attended at a Boston Disability Forum meeting in the early part of 2018, they clearly stated that they would look at the issues I had raised and would fully respond to my issues, but did not respond whatsoever. (There was also a ULHT TRUST Manager present at this meeting they were aware of the comments). My equipment replacement issues were pursued months later by the OT and physio department at Pilgrim Hospital. I made further phone-calls to Millbrook with NO response.

Finally in October 2018 I had an appointment for a wheelchair assessment at Parkside Surgery Boston. I turned up for this appointment to be told the wheelchair clinic had been cancelled. I did not receive any communication from Millbrook regarding the cancellation. In November I then had a home visit and wheelchair assessment. Following this assessment I did not receive any communication from them at all. I made another telephone call in December/January time and I finally received a email informing me that the OT had been off work ill.

In February 2019 when I was in Pilgrim Hospital, yet again the wheelchair and pressure cushion were pursued by the hospital and they were told by Millbrook they had been trying to contact me by telephone reference with delivery of a new wheelchair. Mid February 2019 I telephoned Millbrook and they arranged delivery of the wheelchair and cushion. I also requested a Millbrook complaint procedures document, which was not emailed to me, I did request at that time to speak to the Manager and was informed that they were unavailable at that time, so I requested that the Manager contact me when available. They failed to contact me by telephone or letter.

The wheelchair and cushion was delivered end of March 2019, yet again I requested that the Manager contact me and again no reply. I feel that the time factor and failures in response are not acceptable, so with you being the funders of wheelchair service and the lack of response from Millbrook, please may I ask if you would treat this as a formal complaint. I do understand Millbrook no longer have the contract from the 1st April but I have been informed that there staff have been re-employed to the new service provider.

### Notes / Questions

Patient copied HWL into complaint

## 3. Case 6810 (25-04-2019)

**Providers:** Lincolnshire South West CCG, OPTUM

A PPG asked.

Patients who have been referred via RFS/ERS for Treatment/procedure. GPs and patients are finding that patients are being triaged and not consulted on where they have their treatment. Many are going out of county, which isn't a problem initially, it has an impact when patients are unable to have physiotherapy after procedures as these patients are being rejected due to having their procedure out of county therefore having to travel much further for aftercare and not being offered choice.

### Notes / Questions

HWL asks - do patients still get choice? Are they consulted.

West x 5

- 5 x General Comment

General Comment

1. Case 6685 (09-04-2019)

Providers: Lincoln County Hospital

Car parking

Was horrendous, about 2 weeks ago, the clock ticking over and costing more. Long queues I couldn't get in to the disabled car parking as it was full. Had to drop off relative and drive to the other end of the car park. Got back to relative just in time to make the appointment time. Lots of people complaining. I have always found it bad. Have to take my relative to the door. Once in the hospital no problems with the service. I would also like to see the money go to the hospital rather than private parking company.

**Provider Response**

**We are really sorry that the patient's relative found it difficult to park, unfortunately we have limited disabled spaces which does sometimes mean that the driver needs to drop off the disabled patient and then park in the main car park. We would like to confirm that all parking charges do come back to the Hospital Trust.**

2. Case 6752 (23-04-2019)

Providers: Lincoln County Hospital

Car Parking

Car Parking at Lincoln County is terrible. The new system just doesn't work. I have been stung with a £70 fine because the machine didn't work. I rang up to explain and they didn't want to know. I wouldn't go to PALS as I don't think it is suitable for them. My relative works in the Hospital and has had 3 fines over a week and they are authorised to park there.

**Notes / Questions**

No patient information provided.

**Provider Response**

**If anyone feels that that a fine issued by Parking Eye is unjust or they have a genuine reason to question it we would always recommend that the ticket is appealed. PALS do get involved in parking concerns and sometimes it is necessary for PALS to help. Staff need to raise any parking concerns directly with the facilities Team**

3. Case 6789 (24-04-2019)

Providers: Lincoln County Hospital

Patient attends Lincoln Hospital on a regular basis, is a Blue Badge holder and has registered their car with the assistance of Receptionist. However at the next visit the machine was not working properly and charged £4.20 instead of the £1.70, went to reception but felt they were unable to assist.

**Notes / Questions**

HWL - suggested the patient make contact with PALS

**Provider Response**

**We do hope that the patient was happy with the outcome from PALS when contact was made.**

4. Case 6826 (30-04-2019)

Providers: Lincoln County Hospital

Car Parking

I went to the hospital last week I could not find anywhere to get a ticket or where to pay. I did not see any notices about tickets or payment. Now I have received a £70 fine, I have not paid it yet I may contact Pals

**Notes / Questions**

No patient information provided

**Provider Response**

**We are really sorry if there was any confusion regarding parking and payment. The new parking system was introduced at the hospital at the beginning of December 2018 and there is lots of signage as you enter the hospital and in the car parks. We always recommend appealing any parking fine however it depends on circumstances if PALS is able to help or not.**

5. Case 6828 (30-04-2019)

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

Diabetic Nurse

The Diabetic nurse comes to my home to do my injection every morning, usually comes after 8 am. It is a different person every day, only there about 10 mins and then goes to the next person. But I keep falling, fell the other day at about 6 pm, I shouted for help but no one came. I crawled into the kitchen and tried to use a strong chair to get up with but I could not get up there so I went to the sofa and got on there instead. I am on my own.

**Notes / Questions**

HWL asks - who is looking at the holistic needs?