

## Healthwatch Lincolnshire Patient Experiences for June 2019

We would like to remind stakeholders that our communications with you emanate 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 June 2019 where 166 comments raised.

Prominent areas of interest came under the topics of:

- Lack of communication between services, leaving patients anxious and concerned about their health and care continuity.
- Access to, and availability of appointments particularly within primary care.
- Concerns related to staffing levels within home care.
- Lack of mental health consideration and understanding from professionals.
- Number of comments related to pharmacy, and in particular late or missing items.
- Also we are more frequently seeing families coming to us where there is a dispute between social care services and themselves, relationships declining and the family feeling the actions are not in the best interest of the 'patient/resident' and not in collaboration with family or carers.

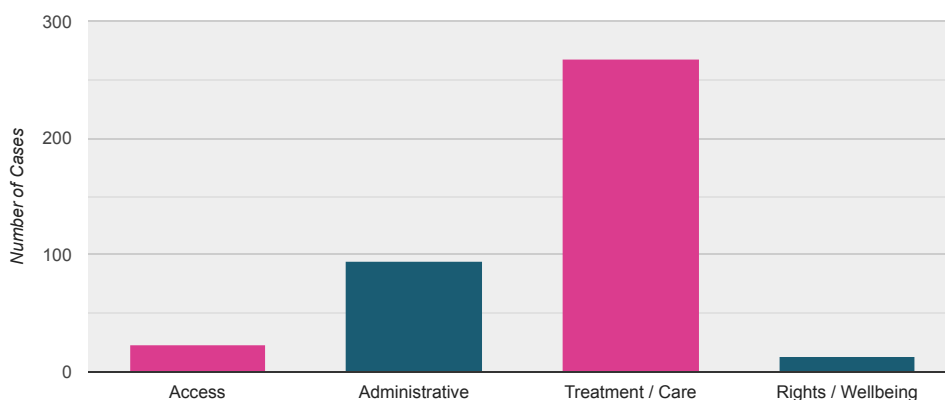
We note that all of the above issues are taken at face value and there is limited detail to the whole picture, however where a patient or loved one has taken the time to share their views or experiences with us we feel it is important to share these in the best interest of the health and care system.

It is also worth recognising the number positive comments within this report, 73 out of 162 (4 signposting have been removed), equate to around 45% of patients spoken to having a comment or experience which was categorised as a complement, in such challenging times for many of our services and the people who work within them, this is encouraging to see.

### Statistics

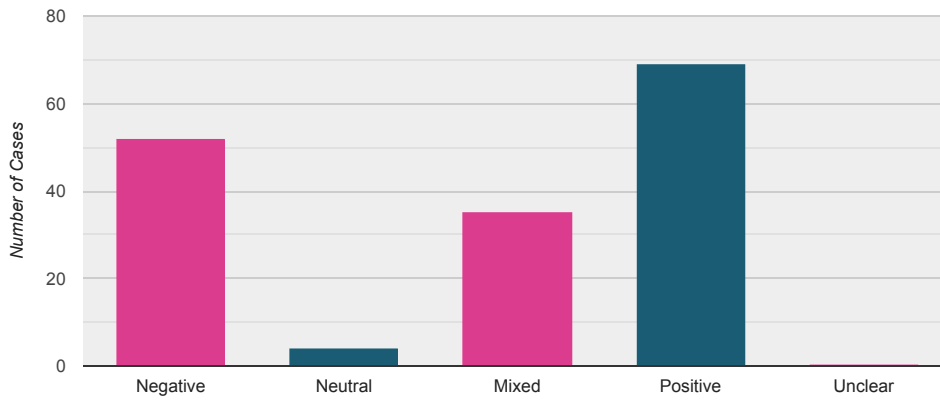
**Total cases: 162**

#### Theme Areas



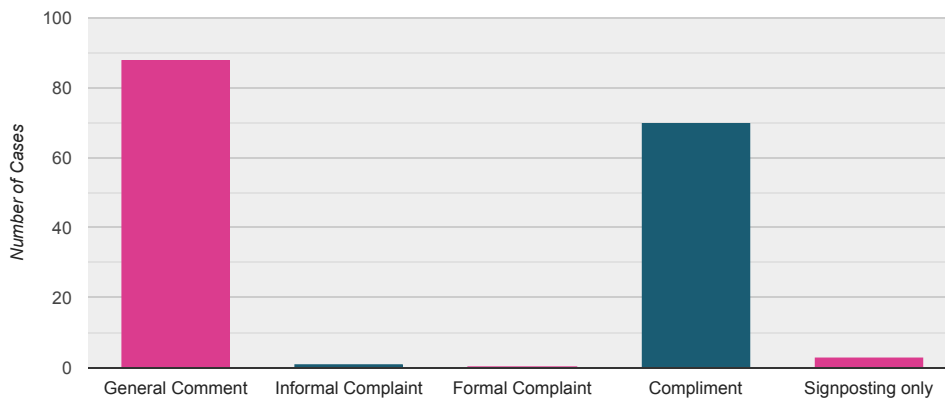
Theme Areas	Cases
Access	22
Administrative	94
Treatment / Care	267
Rights / Wellbeing	12

## Sentiments



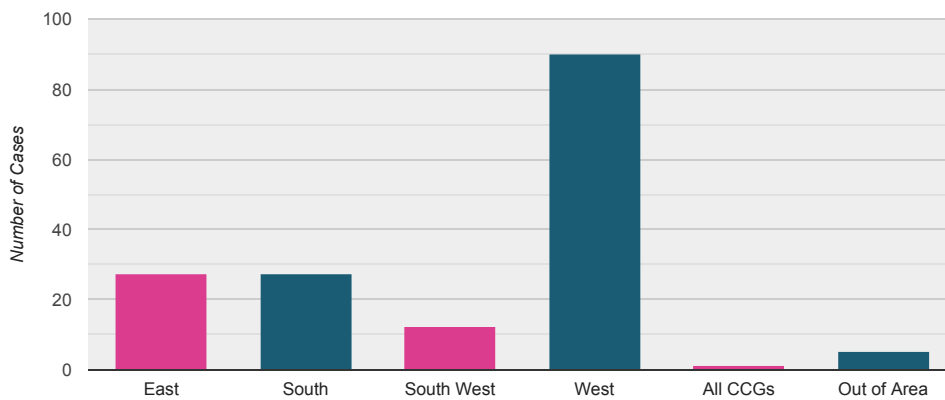
Sentiments	Cases
Negative	52
Neutral	4
Mixed	35
Positive	69
Unclear	0

## Case Types



Case Types	Cases
General Comment	88
Informal Complaint	1
Formal Complaint	0
Compliment	70
Signposting only	3

## CCGs



CCGs	Cases
East	27
South	27
South West	12
West	90
All CCGs	1
Out of Area	5

## Cases

### Community Health Services

CCG Area	Case Details
East x 1 <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul>	General Comment

	<p>1. <b>Case 7069 (18-06-2019)</b></p> <p><b>Providers:</b> Community Nursing - Lincolnshire, Lincolnshire Community Health Services NHS Trust (LCHS), Pilgrim Hospital</p> <p>Caller is concerned that their spouse who is terminally ill, and was previously fitted with a catheter has not had it changed for a number of weeks. The spouse resides in Syne Hills care home where the manager and staff have tried on countless occasions to contact the community nurses but all to no avail, all documented at the home. Relative feels the home has done all they can. The spouse, on becoming gravely ill, has been admitted to Pilgrim hospital in Boston with a UTI. Very concerned and annoyed that the negligence of not having the catheter changed for such a long period of time which has resulted in this latest occurrence the caller would like to make a complaint, so as not to happen to anyone else. Feels there is a lack of communication from the Nursing Team.</p> <p><b>Notes / Questions</b></p> <p>As the spouse is currently an inpatient at the Pilgrim Hospital HWL signposted the caller to PALS at Pilgrim Hospital by providing their contact details and advised that if unable to contact to call Healthwatch Lincolnshire back. HWL have been in touch with the relative recently to see how things are progressing. Spouse passed away. POHWER information provided.</p> <p><b>Provider Response</b></p> <p>We are sorry to read of this poor communication. If the enquirer does come back to HW and still needs support please advise them again to contact PALS.</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 7063 (18-06-2019)</b></p> <p><b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Spouse is a full-time carer for their partner who suffers with a number of conditions - dementia; type 2 diabetes; doubly incontinent; and none ambulatory (totally immobile), requires a hoist to move the patient and if they do go out 2 carers are required to get the patient ready and go with them. All services such as GP, Mental Health, rehabilitation services, Community Nurses &amp; Dental all do home visits. Their GP made a referral recently to the podiatry service as the patient has an ingrowing toenail which needs attention and with their diabetes does require attention. Spouse has power of attorney for medical &amp; financial as patient no longer has capacity. Have just received a letter stating that as the patient is unable to get to Johnson Hospital that the referral no longer stands and that the patient will need to go back to their GP. Spouse feels that their partner is being excluded due to their disabilities in getting access to the care that is needed. Carer is a wheelchair user or uses calipers so has disabilities of their own. Currently has private podiatry services who come to the home, but they are unable to sort the ingrowing toenail, requires a home visit for initial assessment from NHS services but unable to get this.</p> <p><b>Notes / Questions</b></p> <p>Patient requested that HWL contact the service to see why they are unable to get access to home provision. LCHS has put this through as a formal complaint, therefore could offer no further information. HWL completed safeguarding referral.</p> <p><b>Provider Response</b></p> <p>UPDATE - a visit arranged for tomorrow from the Community Nursing Team who will undertake a holistic assessment</p>
<p><b>South West 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 7089 (25-06-2019)</b></p> <p><b>Providers:</b> Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>I have been suffering with mental / psychiatry issues. There is a lack of support to provide the necessary medical care and attention needed for such illnesses, too many skilled people are leaving the NHS. Not enough CPN's available or exist in this sector of work. What is needed is more services towards mental and illnesses like mine, as they are seen as "silent illness" and visible Physically, hence feel they get neglected or seems are given less priority.</p> <p><b>Notes / Questions</b></p> <p>No patient information provided</p>
<p><b>All CCGs x 1</b></p> <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul>	<p><b>General Comment</b></p>

1. Case 7044 (11-06-2019)

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

While very satisfied with the level of care I received, I do feel that the waiting time to get an appointment was ridiculously long, I hope the NHS can provide more funds towards training more staff at the Sexual Health Clinic as only 4 nurses in the county are trained to insert copper coils (iud)

**Notes / Questions**

No patient information provided

**Provider Response**

Thank you for this feedback.

Lincolnshire Integrated Sexual Health Services (LiSH) covers the whole of Lincolnshire and our dual trained clinicians provide complex contraceptive and GUM services up to six days a week and most 8am to 8pm.

Our service offers 48hr access to specialist nurses and medical consultants who often need to provide emergency assessment, counselling and treatment for a range of patients.

We currently have two Consultants and four nurses who are coil fitters who are able to offer an IUD for emergency contraception within five days of the date of risk however, these may require travelling to an alternative clinic. We do currently have a waiting list for women requiring an IUCD, however we ensure a pre-insertion consultation is provided in an acceptable timeframe and all our patients are offered a bridging method to cover them until their appointment. We accept some women prefer not to use hormones and we do offer alternative non-hormonal barrier methods.

As an innovative patient led service we welcome feedback to ensure we are continue to provide excellent care to a diverse population with multiple sexual health needs including HIV care, sexual assault and safeguarding. We have collaborative working partnerships with other key services and Primary Care and we hope that as the health needs of Lincolnshire are assessed using patient feedback the provision of contraceptive IUCD are enhanced.

## Primary Care Services

CCG Area	Case Details
<p>East x 12</p> <ul style="list-style-type: none"><li>• 8 x General Comment</li><li>• 4 x Compliment</li></ul>	<p><b>General Comment</b></p> <p>1. Case 7115 (27-06-2019)</p> <p><b>Providers:</b> Addaction, Binbrook Surgery</p> <p>The doctors are good. It is a shame the Practice Nurse has left as she was really good. I am struggling to get help through Addaction, they used to come here but do not now. Need to go to either Lincoln or Grimsby. It is difficult to get appointments in town when I am working, depending on appointment times. I would like to see more services come to rural areas.</p> <p><b>Notes / Questions</b></p> <p>HWL asks - what communication went out to patients prior to Addaction no longer providing this service within the surgery</p> <p><b>Provider Response</b></p> <p><i>Addaction has not attended the surgery since the current partners took over in April 2016 so I am unaware of the communication that was sent at that time.</i></p> <p>2. Case 7116 (27-06-2019)</p> <p><b>Providers:</b> Binbrook Surgery</p> <p>Needs improving, we need more doctors. The receptionists need to be more polite, they can be sarcastic and that is not fair on the patients. Not always able to get appointments, depends on the situation. My appointment today was pre booked.</p> <p><b>Notes / Questions</b></p> <p>No patient information provided</p> <p>3. Case 7118 (27-06-2019)</p> <p><b>Providers:</b> Binbrook Surgery</p> <p>I find it ok here. Keep changing doctors and shifts, but I feel that is standard practice nowadays. I think they have just had a change of ownership which maybe the reason for changes. Staff are fine, helpful and polite. It is a little bit of a job to get an appointment. You ring at 8.00 am and they are not open, you ring at 8.04 am and all the appointments are gone! Appointments are always running late. They do talk to me and listen so long as I don't take too long. Once I had a lot to say, but I had to leave so didn't deal with everything, I have a few problems.</p>

4. Case 7124 (27-06-2019)

**Providers:** Binbrook Surgery

I do not like it here. I do not feel comfortable. One doctor said to me " You've got that many consultants looking after you I don't know why you come here" I get frightened. A doctor spoke rudely to me I will never see him again. I asked for a complaint form but they said I have to ring up. I have had a better experience with another doctor today, that is a first. Usually you are in and out, today the doctor sat down and explained everything to me which is really helpful . And I can now understand which will help to control the pain I experience. I will make appointments to see this Doctor again in future, they are also at Caistor and I will go there if necessary. I think they realised I am a nervous patient.

**Notes / Questions**

HWL notes on the website it states - To pursue a complaint please contact the practice manager who will deal with your concerns appropriately. Further written information is available regarding the complaints procedure from reception, therefore when the patient asked for the form, why were they not provided with the information?

**Provider Response**

*Complaint forms are available in reception and all staff have been reminded that a form can be completed as an alternative to writing a letter in to the practice.*

#### 5. Case 7025 (07-06-2019)

**Providers:** East CCG, Park Road Surgery

I am well overdue a diabetic review, and have continually been trying to get an appointment. If I go in, or ring, towards the end of the month, I am told that they don't have the rotas for the next month. When I make contact at the beginning of the month, I am told "All appointments are full!"

I took in a repeat prescription (another bone of contention) in this afternoon, and thought I'd ask about an appointment, to be told, by a young lady chewing gum, that there was nothing for June. When I raised the issue that last week they didn't have the rota, this was not on, I was told, "She's not here all week, and doesn't do just Diabetic clinic" she does general clinics as well." I said, "Are you telling me there is only one Nurse in the Practice?" she nodded.

How can such a Surgery run on one Nurse? No wonder no one can get appointments with anyone at the Surgery. I have previously asked about transferring to another Surgery, but been told, "You can't. No one else has any space."

I need to see a Doctor as my review dates are so far out of date, but cannot get an appointment. I am continually running out of medication as blister packs are generally 28 days, and the only month since November with 28 days has been February! I put repeat prescriptions in on the 3rd week, but despite being told 72 hours before you can collect, I am kept waiting until exactly the day it says on the prescription

#### Notes / Questions

HWL - provided patient with information around Extended hours, suggested to make contact with the Practice Manager, online booking info, and shared with CCG. HWL also anticipates that the practice has other patients such as this with overview condition and medication reviews? asks what is being put in place to ensure this does not persist and is accommodated?

#### Provider Response

*Response - Appointments for our diabetic nurse can be booked up to a maximum of 12 weeks in advance, therefore you should have been offered the next available slot, I apologise if this was not the case. At the time of writing, our next available appointment is Tuesday 10th September, and there are around 50 appointments available up to and including Friday 8th November.*

*Regarding monthly prescriptions we are following guidance from the local commissioners, who recognise that a 28-day repeat prescribing interval makes the best possible balance between good medical practice and minimal drug wastage. I have copied below this information taken from the NHS website:*

*"The cost of medicines in England in 2013 exceeded £15 billion, including costs in hospitals. In 2013, over 1 billion prescription items were dispensed in the community in England. This is an average of 2.7 million items every day...On average, 18.7 prescription items were dispensed per head of population in England in 2013."<sup>1</sup> The 2010 report Evaluation of the Scale, Causes and Costs of Waste Medicines produced by York Health Economics Consortium and School of Pharmacy University of London estimated the national figure of pharmaceutical waste to be £300 million. To put this figure into some context, the report highlights: "This sum represents approximately £1 in every £25 spent on primary care and community pharmaceutical and allied products use, and 0.3 per cent of total NHS outlays. It includes an estimated £90 million worth of unused prescription medicines that are retained in individuals' homes at any one time, £110 million returned to community pharmacies over the course of a year, and £50 million worth of NHS supplied medicines that are disposed of unused by care homes."*

*Unfortunately this means we are unable to change this policy, however exceptions may be made on a case by case basis. For instance, if you would be on holiday when your next repeat falls due then we may, at our discretion, allow a one-off extra prescription.*

*As a practice we have never insisted that medication cannot be collected before the due date, I have confirmed that this is not the case with our dispensary lead.*

#### 6. Case 7029 (07-06-2019)

**Providers:** East CCG, Marisco Medical Practice

Healthy Minds Support Group Comments

One patients commented that they are on medication for their mental health issues and that they are unable to get repeat prescriptions, has difficulty getting an appointment and would prefer to see a certain GP but understands this is not always possible. This has resulted in repeated episodes of gaps in their medications resulting in psychosis/breakdowns.

#### 7. Case 7030 (07-06-2019)

Providers: Marisco Medical Practice

Healthy Minds Support Group Comments - Marisco

- access to surgery:- they operate late night sessions but patients being informed they are for working people only
- One patient expressed concern that their spouses long term pain relief had been stopped and that they have been informed they no longer have the medication on prescription.
- patient expressed they are living with chronic back pain and used to get 3 monthly injections, has been to see GP but has still not been referred to pain management which they had previously been told they would be.
- Patient was informed their B12 levels were very low, was not given any further information or reassurance about this and doesn't know where to get further information.
- Elderly patient with vascular dementia and other conditions, suffered with a stroke recently, feels no support afterwards for family or self. Appointments at the surgery are written down on a card by the reception staff and when she get to the surgery has been told that there isn't an appointment for them or the wrong date had been written down. On one occasion family members were present and the card was taken off the patient and thrown in the bin by the receptionist. On making a complaint about the mix up there was no evidence, however family member witnessed and confirmed this was the case.
- patient with sight impairment has requested information in larger font size but the surgery still have not done anything about this.

#### Notes / Questions

Group asks how the surgery are dealing with those patients that make regular appointments online as a 'just in case' then cancel at the last minute or those patients that book appointments and do not attend on a regular basis. HWL asks for clarity on the evening appointments and the perception they are for the working population.

#### Provider Response

*Response - 1. Appointments booked online - the way in which patients can book appointments online has slightly changed, to now only allow one booking per patient. The online system will not allow the patient to book another appointment until they have attended the appointment.*

*2. Did Not Attend - The Practice is currently developing a role in which a member of staff will contact patients on a daily basis who do not attend their appointment, also, management are currently looking at ways to stop patients not attending appointments.*

*3. Evening Appointments - The Extended Hours appointments available in the evenings are open to all our patients. There are currently two services providing Extended Hours Services; a company called Ladms; provide appointments Monday to Friday evenings and Saturday and Sunday mornings which can be booked in advance by contacting our Reception Team - please be aware the appointments for this service are provided by Ladms and not the surgery. The Marisco Medical Practice has recently commenced our own extended hours service which currently takes place on a Monday and Wednesday evening, these appointments are 'book on the day' appointments with three 'face-to-face' appointments and three telephone consultation appointments; again, these are also open to all our patients.*

*We hope we have been able to answer your queries and concerns however, if anyone would like to discuss this further, please contact the surgery and request to speak to the Complaints Officer who would be more than happy to meet with you.*

#### 8. Case 7094 (25-06-2019)

Providers: NHS England Dental

We lost our dentist recently in Mablethorpe and now we cannot get one. We have just moved to Horncastle and not sure I can get one here either.

#### Notes / Questions

HWL - asks, given the comments how they are addressing the needs of patients in terms of AIS?

#### Compliment

1. Case 7117 (27-06-2019)

**Providers:** Binbrook Surgery

Brilliant. I had a smear test 6 weeks ago. It was the most positive Gynae experience I have ever had. Nurses are fantastic. Good doctors really good so I am not bothered who I see as all are good. I can get appointments ok. Today I rang at 8 AM and got an appointment for 10.45 today. They run late on a Friday which is cool as I work and can get an appointment then.

**Notes / Questions**

No patient information provided.

2. Case 7119 (27-06-2019)

**Providers:** Binbrook Surgery

Just use for repeat prescriptions and an Asthma check with the nurse. They are fine, pleasant atmosphere, nothing is too much trouble for them. I do miss the Practice Nurse but I am not sure if we have one now. If I had any problems I went to the Practice Nurse it was good to have a female to talk to. I had built up a relationship, a bit like you did with an old fashioned family doctor. Not sure now if they have another female member of staff. It would be helpful to have a list of staff on the wall so we would know who is available. It changes all the time as we share a staff from Caistor. I order my prescriptions on line and get on fine.

3. Case 7120 (27-06-2019)

**Providers:** Binbrook Surgery

Brilliant, wonderful. Try so hard to oblige and give advice. The doctors are very good to me. I am on quite a lot of medication and I know I can get it soon or while I am here for something else. If you drew a picture frame the practice would be in the middle and excellent would be written all around the outside. I count myself lucky. Lucky to have other facilities here to access, I have heard this week that the Rheumatologist from Grimsby will visit on a Monday and a Tuesday. I have asked the receptionist to see if I can book here rather than going to Grimsby, so I am hopeful.

**Notes / Questions**

No patient information provided.

4. Case 7121 (27-06-2019)

**Providers:** Binbrook Surgery

Very helpful and listen. I feel involved in my care and they explain things well, you are not talked over. Appointments usually run on time. I can usually get an appointment when needed but my relative sorts it for me. I have been coming here for years and it is always clean and tidy. Treated with dignity and respect.

**Notes / Questions**

No patient information provided.

South x 21

- 11 x General Comment
- 8 x Compliment
- 2 x Signposting only

**General Comment**

1. Case 7039 (11-06-2019)

**Providers:** Abbey Medical Practice

My first appointment was made online 2 or 3 weeks in advance. I received a reminder by SMS and when I checked on the computer said there was no delay. After waiting 20 minutes I enquired at the reception and was told the doctor had blocked his appointments for the morning. I was offered a second appointment the following day. My main criticism of the practice is of the failure to remind me of the need for blood tests. I am supposed to have blood tests each year for statins but I do not receive a reminder.

2. Case 7053 (11-06-2019)

**Providers:** Abbey Medical Practice

I have emailed the Practice Manager this week expressing concerns over the appointment system. Ability to get an appointment, inability to get continuity of GP, people not being treated as individuals, I suffer with anxiety and other conditions and struggle to get appointments, and time I have to ring

3. Case 7038 (11-06-2019)

**Providers:** Fen house Dental Practice (Gosberton), NHS England Dental

I live in Spalding and my dentist is in Gosberton, they also have a practice in Spalding but I have to go to Gosberton and I find it very difficult to get there and back. It should be possible to be put on the Spalding waiting list.



4. Case 7052 (11-06-2019)

**Providers:** Moulton Medical Practice

Drop in doctor clinic is a great service. The specialist nurses get to know us with health problems. Tannoy needs to be louder, when busy it is hard to hear. 72 hours needed for ordering repeat prescriptions but usually still are not ready. Changing medicines without informing me.

5. Case 6989 (04-06-2019)

**Providers:** The Deepings Practice

My appointment today is fine. I most often come with my children. I find that when I need an emergency appointment for them, even with very little notice (ie phoning at 4.30 pm) they manage to get me in. It is a little frustrating that it is very difficult to book none emergency more routine appointments as normally there are very few released before the day. My child has Asthma and has been hospitalised several times. We have nearly always got very good treatment from the GPs before they send us to the hospital, but there is often a breakdown in communication between the hospital and GP. We get discharged from the hospital after a day or so but it seems the hospital discharge letter does not always reach the doctors because I will try and discuss medication etc the hospital have prescribed, when I go back to GP, they have no record of it.

6. Case 6990 (04-06-2019)

**Providers:** The Deepings Practice

I am concerned about the waiting time to make an appointment with my designated GP. I had an appointment last week but had to wait so long in the waiting room that I had to cancel and go back to work, hence I am here today with another appointment, not with my designated GP. I don't like the system they operate at this practice whereby my name is displayed on a screen when the GP is ready to see me. I feel this challenges confidentiality. I am a teacher and not keen that the rest of the waiting room knows by business. The service / attention I have had from my GP has always been very good.

7. Case 6991 (04-06-2019)

**Providers:** The Deepings Practice

Waiting time in dispensary is too long. Some items prescribed by the doctor are not available so need to drive around to other chemists.

8. Case 6993 (04-06-2019)

**Providers:** The Deepings Practice

It would be nice if all receptionists greeted you warmly and it's no trouble to visit as an emergency patient. I understand it can be very trying when patients take their time, it will come to us all eventually, age. The surgery is a pleasant place to visit, However a warmer reception would make all the difference, especially when you feel unwell. Thank you.

9. Case 6994 (04-06-2019)

**Providers:** The Deepings Practice

To try to contact Market Deeping Health Centre by phone is almost impossible. 47 phone calls on Monday to listen to a recorded message advising that the queue ahead of me was full. That's 47 phone calls. UNACCEPTABLE

10. Case 6995 (04-06-2019)

**Providers:** The Deepings Practice

Patient has not seen a doctor for months, never sees the same doctor twice. Making appointments not good. Phoning in 8 am not working, waiting time too long. 8/9 in queue, over 75's are supposed to be able to see their own doctor this is not so at this surgery now. Today the patient has had blood pressure taken and has to see a doctor today so asked to sit and wait. Feels the main problem at this surgery is not seeing the same doctor twice. Doctor reads on screen the patient background which takes up most of the 10 minute appointment.

**Notes / Questions**

No patient information provided.

11. Case 6996 (04-06-2019)

**Providers:** The Deepings Practice

On occasions my appointments have felt very rushed. I have returned several times with the same issue showing concern and was always given antibiotics. It was only when I pushed for further investigation that we found the real issue which led to hospital treatment. The receptionists are rude do not show sympathy or understanding. Although I appreciate they are busy this is what I as a patient feel. Overall nurses, practice is excellent.

**Notes / Questions**

No patient information provided.

## Compliment

### 1. Case 6997 (04-06-2019)

**Providers:** Moulton Medical Practice

Space is very limited both the reception desk and the main waiting area. Car park welcomed but spaces are filled up quickly and invariably have to park on roadside. Reception are always polite and very helpful. medical team of nurses and doctors are second to none. Excellent.

#### Notes / Questions

No patient information provided

### 2. Case 6998 (04-06-2019)

**Providers:** Moulton Medical Practice

The surgery has looked after me and my family I cannot find any reason to say they are not good.

### 3. Case 7003 (06-06-2019)

**Providers:** Moulton Medical Practice

Prescriptions are ordered but when collected there are always issues, as prescription was given to someone else. Reception area could be improved as access is limited and especially when the surgery is busy, not enough area. Both the nurses and doctors are excellent and always attentive. The reception team are very good. Please keep the open surgery running as it gives patients the service they want.

#### Notes / Questions

No patient information provided.

### 4. Case 7004 (06-06-2019)

**Providers:** Moulton Medical Practice

Walk in surgery very useful and valued. The nurses are wonderful, reception are kind and helpful

#### Notes / Questions

No patient information provided

### 5. Case 7005 (06-06-2019)

**Providers:** Moulton Medical Practice

I was treated kindly and with respect. I have visited this clinic since I was young, no complaints.

### 6. Case 7006 (06-06-2019)

**Providers:** Moulton Medical Practice

No lady GP at this surgery which is a let down. The doctors are brilliant and very supportive. The receptionist always serves with a smile and a credit to the surgery.

#### Notes / Questions

No patient information provided

### 7. Case 6986 (04-06-2019)

**Providers:** The Deepings Practice

The surgery is very good. It takes a while to get hold of the reception for an appointment but I always get one so happy with the service. There are many doctors too which is good to see.

### 8. Case 6992 (04-06-2019)

**Providers:** The Deepings Practice

My doctor has looked after me and my relative extremely well. My relative had Vascular Dementia and my doctor was so supportive to me and my family. All the staff are helpful and friendly.

## Signposting only

### 1. Case 7054 (13-06-2019)

**Providers:** NHS England Dental

Spalding area

Caller does not currently have a dentist and rang for advice.

#### Notes / Questions

Information provided

2. Case 7110 (26-06-2019)

**Providers:** NHS England Dental

Patient was previously with 1A dental practice in Spalding and hadn't looked into getting another dentist. Has a problem but not in pain and requested a NHS dental practice they could register with.

**Notes / Questions**

HWL - provided patient with local options,

South West x 7

- 6 x General Comment
- 1 x Compliment

**General Comment**

1. Case 7015 (06-06-2019)

**Providers:** Crossroads Medical Practice

GP sent me to Lincoln County Hospital Respiratory by Ambulance. But they've never done any follow up. I do not really rate them very highly. They have lots of locums. Too many people and not enough doctors or services

2. Case 7001 (05-06-2019)

**Providers:** Lincolnshire South West CCG, Vine Street Surgery

Patient who initially was referred to Nottingham City Urology from Vine Street Surgery. Patient saw the Consultant and was informed that due to the patients' medical history a normal procedure would not be performed. Patient has severe prostate problems and heart condition and Consultant feels the procedure would lead to too much blood loss (would need to stop warfarin) and heart problems, so the Consultant made a referral to Addenbrookes where they can do a holium laser enucleation of prostate, patient received the attached letter and the referral has been refused, made contact with Addenbrookes to see how much it would be privately and it was £8,000. Patient is quite distressed as doesn't know what to do now, has side effects from the medication and symptoms are getting worse. Patient informs me they have spoken with their GP over the phone previously and was informed that it's up to the Consultant, so patient doesn't know what to do. I have consent to release details and the patient is more than happy to discuss if required.

**Notes / Questions**

HWL - contacted SWCCG to see if there were any alternative options available to this patient. SWCCG are looking into it and challenging Addenbrookes.

**Provider Response**

UPDATE - Patient has updated and an alternative treatment and hospital has been offered.

3. Case 7091 (25-06-2019)

**Providers:** St Johns Medical Centre

I do not use the GP often. I was poorly and needed antibiotics. I called and was referred to a doctor the same morning and was given a prescription. I didn't have the available funds to purchase the prescription so had to wait to buy them at a later date.

4. Case 7090 (25-06-2019)

**Providers:** St Peters Hill Surgery

Appointments take far too long and once you've arrived for your appointment at the surgery, the waiting time is just truly unbearable. I am unable to say that I would recommend or not my surgery, as it is hard to find another surgery that is within the vicinity of where I live. Overall, Just very disappointed by the medical care and general customer care provided by this surgery, I accept and understand the pressures under which NHS operates; but that's no excuse for poor customer service.

**Notes / Questions**

No patient information provided

5. Case 7088 (25-06-2019)

**Providers:** Swingbridge Surgery

Not impressed with the medical team (surgery, very hard to get appointments when you need one)! Once you have an appointment, the time keeping by the surgery is very poor, they do not respect or value my time and think that's ok for them to be running late constantly. Not particularly impressed with the level of care and do not feel engaged with any decision, would expect to have built rapport and feel that it's ok to discuss.

**Notes / Questions**

No patient information provided

6. Case 7084 (24-06-2019)

**Providers:** The Welby Practice

The Welby Practice Harlaxton advised me this morning of a new way of triaging and making appointments via a new app, they assured me that "it has been working very well for us, and patients" . I called them at 8:00am this morning to advise of a medical condition that I wished to see my GP about, they input all the details into this app (askmygp) and I am still waiting for a call back - it is now 12:00 noon, so I do not agree that it works for patients. I do not like being told something works well, when that is a matter of opinion according to who you are in the process of events.

**Notes / Questions**

**HWL - provided Practice Manager information.**

**HWL asks what should patient standards be for the app in terms of communication and contact?**

**Provider Response**

*On Monday, 13 May 2019 we commenced the system whereby patients no longer need to pre-book a GP appointment as any medical matters you present with will be dealt with on the day and we are sorry you have been disappointed by your patient experience however moving forward value you voicing your experiences so that we can work with you to learn from this and resolve these issues.*

*Patients can either contact the practice by phone and the request is assigned to a clinician of their choice (if it is the clinician's working day) or assigned to an appropriate clinician based on the information provided. Alternatively, patients have registered to the online service and communication takes place through the preferred method of contact they request.*

*We are committed to reviewing all incoming requests and reply as promptly as possible. Clinicians triage their requests in the first hour of their working day and then contact or liaise with the patients accordingly. Urgent matters would be dealt with as a priority. We offer an 'on the day' care service and some patients prefer to request a reasonable timeframe window when they prefer to be contacted and we do our best to make contact in that period.*

*Our goal is to provide a consistent and patient focused service to all our patients and we sincerely apologise that you have had cause to contact Healthwatch. Please be assured that we take any concerns very seriously and act to learn from experiences to continuously improve the services we offer.*

*If I can be of any further assistance or you would like to meet with myself so that I can carry out an investigation, please contact me 01949 842345 or [emma.gardner1@nhs.net](mailto:emma.gardner1@nhs.net) and we can arrange a mutually convenient time to discuss further.*

**Compliment**

1. Case 7082 (21-06-2019)

**Providers:** St Peters Hill Surgery

I visited St Peters Hill surgery today as arranged following two telephone consultations this week. I found the Doctor ( and the nurse/care assistant with them) to be both friendly and professional in manner and following a physical examination carried out by the Doctor they prescribed treatment and a plan of care for the next few weeks. Even before we spoke on the phone that first time the Doctor had already read my notes and today I noted they had listened to ( and remembered)all my concerns and when I left the surgery I felt that everything had been addressed that I had been concerned about. I would be happy if you could pass on my thanks to the Doctor and the surgery as although their practice is struggling ( as many are at this challenging time) I cannot fault the service I have received this week.

**West x 47**

- 21 x General Comment
- 26 x Compliment

**General Comment**

1. Case 7007 (06-06-2019)

**Providers:** Birchwood Medical Practice

This is the second time coming back for the same issue which I was referred to a Physio over 2 months ago and was not given much more help

## 2. Case 7012 (06-06-2019)

**Providers:** Birchwood Medical Practice, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)

Very good generally overall. I can get an emergency appointment by going early in the morning to get in later in the day. Takes more time to be able to get a non urgent appointment maybe over a week. I have a Community Psychiatric Nurse, they are very good. If you are very unwell sometimes sends you miles and miles away e.g. Chesterfield rather than using the Peter Hodgkinson Centre and then there is nothing familiar. Luckily I have stayed out of hospital. I see the CPN every 2 weeks and can ring direct to their reception if I need support between appointments. If he is not there he rings me back.

### Provider Response

Our staff all work very hard to provide a good and caring service and we appreciate your positive feedback. Thank you.

## 3. Case 7024 (07-06-2019)

**Providers:** Boutham Medical Practice

Care from Nurses and Doctors is brilliant. Only concern is unable to get an appointment as I work it is difficult to see a Doctor with the system they have as it provides too short a notice for my work. I work in the community and visit patients so it's not easy to ring into work and say I can't come in as I have a Doctors appointment, needs to be after work really. I do feel once you get in the care is good. They used to open on a Saturday morning, which was really good for me but its stopped now.

### Notes / Questions

HWL - provided the patient with extended hours information, HWL asks why the patient was not provided with this information at the time of contact?

### Provider Response

*Obviously it is difficult to know what was said at the time of booking appts but the extended access appointments have been advertised both on the website and in the surgery since we started providing them in Sep 18. While these are available in our surgery on Tuesday evenings, they are also available in at least one of the surgeries within the Optimus federation each day of the week evening, incl Sat/Sun. We have no reason not to book these and they are all pre-bookable from 14 days in advance and are available to any patient registered at any of the Optimus federation practices. There is no SystemOne technical solution to enable these to be booked online. Experience here has shown that not all, but most patients would rather wait for an appointment here rather than go to another surgery. As stated without knowing the details of the conversation the patient had with the receptionist we also don't know what / when the patients actual request was for.*

*We do have appointments bookable up to 7 weeks ahead (including online) but obviously once they have gone then we are down to what is left.*

*While we accept we will never make everyone happy and that no system is perfect, experience has shown the bias we have towards same day appointments.as per our current system is the most workable balance we have found. In comparison to the other practices within our locality and federation, the last national patient survey published (Jan 19) showed that 76% of our patients were satisfied with the general practice appointment times available (7% higher than our the next highest practice, 11% higher than the CCG average and 10% higher than the national average; 65% of patients reported being offered a choice of appointments, (this was again higher than all the other local practices, and 9%higher then the CCG average and 3% higher than the national average); . 90% of patients reported they were satisfied with the type of appt offered ( 20% higher than the next highest practice, 15% higher than the CCG average and 16% higher than the national average).*

## 4. Case 7058 (18-06-2019)

**Providers:** Boutham Medical Practice

It is ok but I am disappointed, they give you an appointment time, I have had to wait about 45 mins. Every time is the same. But if we are late they maybe won't see you. It's a good practice, I like the text reminders as I am having lots of appointments. I try to tell the doctor things, but they are rushing me out. Also you see a doctor, get to know them and then when you've told them everything they move. It gets me down as you build up trust with someone. I have a range of health problems, I have depression. I feel I put my faith/trust in them and then they go, when you have told them personal things. Apart from that it is a good practice.

5. Case 7060 (18-06-2019)

**Providers:** Boutham Medical Practice

At the moment I am 25 minutes late for my appointment time. I was given 30 minutes off work to come here. It is alright usually. I do feel some doctor's rush you out of the appointment while other doctor's spend time with you. Some just do the necessary. Some doctors are quite dismissive but usually on time. When I need an appointment I ring and also get a couple of relatives to ring at the same time to see who gets through first to get me the appointment. Often when you ring and get through there are no appointments left. I am seeing a new doctor today, seems to change every time.

**Notes / Questions**

No patient information provided

HWL asks whether there could be any patient messages particularly of the practice if multiple callers is acceptable practice for patients.

**Provider Response**

*Obviously we are disappointed to think that any of our doctors are 'dismissive'; this is not how they would wish to be perceived and we can only apologise to whoever the patient if this is their perception. Again referring to the last published National Patient Survey, 95% of respondents said the health professional was good at listening to them (highest in the locality by 5%, and 7% above the CCG and 6% above the national average). 92 % said they were good at treating them with care and concern (highest in the locality and 4 /5% above the CCG /national averages). We do try to work hard at making sure patients feel as they are treated professionally and compassionately.*

*In terms of doctors always changing, apart for the GP Registrars who we only get on their rotational trg placements, our GP staffing is very stable. We had one GP partner who was with us for just 2 yrs (the first partnership change in 12 yrs). She was off work for a lot of that time and was replaced in May 19, but apart from that our GP Partners have been here for many many years. Our salaried GP has been with us for nearly 2 yrs but she was additional rather than a replacement as were our 2 nurse practitioners. The issue of always wanting to see the same GP is not uncommon but if patients want that then I'm afraid there is inevitably likely to be a greater wait (unless they come on the day).*

6. Case 7061 (18-06-2019)

**Providers:** Boutham Medical Practice

Pretty good. Never had a bad experience. Don't rush you out. Sit in queue for 1/2 hour at 8 am and sometimes you are told you still cannot be seen. I come frequently and feel they support me.

7. Case 7042 (11-06-2019)

**Providers:** Brayford Medical Practice

I have been coming to the surgery weekly with the same issue for 2 months, no doctor is interested or looks at my ongoing medical condition, I am having to chase and contact other parts of the NHS. I have been prescribed drugs I did not need due to the doctor guessing what was wrong before any test results were done. In the past I have generally waited an hour past my appointment time. Reception staff and nurses however are brilliant, helpful friendly and very caring.

8. Case 6976 (04-06-2019)

**Providers:** Caskgate Street Surgery

Waiting times for GP's could be shorter, 4-5 weeks is too long to wait. I do not see my own GP I prefer to see a different doctor (female) I feel they take the time to listen and is more understanding of my experiences.

9. Case 6981 (04-06-2019)

**Providers:** Caskgate Street Surgery

Poor appointments, takes weeks to get an appointment. Do not get spoken to with respect by some of the reception staff.

**Notes / Questions**

No patient information provided

10. Case 6978 (04-06-2019)

**Providers:** Cleveland Surgery

Very hard to get an appointment, have to ring up at 8 am then there is a long wait and when you get through quite often the appointments have gone. Or get to the practice in person at 8 am and queue up. as you cannot make one in advance. Once I get seen the doctors are ok.

**Notes / Questions**

No patient information provided

11. Case 6980 (04-06-2019)

**Providers:** Cleveland Surgery

Unless I had chased up what was happening with regard to my previous hearing test late last year, I do not think I would have been contacted. I know this system is busy but I'm still waiting for my next appointment presumably at the hospital for the next stage. I do not think there was a need for me to have a doctors appointment just to have a referral to the next stage. I would have thought this could have been done internally

12. Case 6985 (04-06-2019)

**Providers:** Cleveland Surgery

I find appointments very hard to get due to work. I also feel that the doctor doesn't listen properly to symptoms and on a couple of occasions had to get a second opinion, meaning my original diagnosis was incorrect.

13. Case 7083 (24-06-2019)

**Providers:** Lincolnshire County Council - Adult Social Care, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health), St Barnabas Lincolnshire Hospice, Welton Family Health Centre, West CCG

In the past 9 1/2 years I have experienced just about all or most aspects of health & social care. GP at Welton which was excellent at the time of my spouses illness being eventually diagnosed at QMC which has had excellent care. Spouse was told they had Parkinson's disease which was a bombshell to us both, given some leaflets and sent home to come to terms with this devastating news. It has not been an easy ride, no signposts to support us, only help was joining Parkinsons UK who gave us a support worker. When loved one needed cognitive therapy the mental health support was NIL, I was in dire need of help to direct me and know what to expect. St Barnabas Day Centre was recommended to me and they saved us both and continue to do so. Loved one went for therapies and support was given to me and signposted to various agencies. The help is there but you have to find it. I have found this very frustrating. My spouse was diagnosed with dementia, the mental health Doctors at Witham Court we felt were very rude and uncommunicated, I have no faith in them at all. Our Nurse is excellent but she is overworked. St Barnabas continue to help me with equipment and support, calling just to see if all is well. Our Consultant at QMC advised me that I would need some respite but I don't want my spouse in a care home. But we have researched a care home in Lincoln which specialises in Dementia care and they look after him 1 day a week on a 1-1 basis which we have to pay for but are excellent and they support me too. I also pay for a carer two mornings a week.. Social Care should be given on NEED not on how much money you have. I feel the caring is not there only caring about the funding.

14. Case 7000 (05-06-2019)

**Providers:** Navenby Cliff Villages Surgery

Concerned parent who has mentioned they, as a family have been registered with the practice for a number of years. Relative went away to University in Sheffield completed their training and is hoping to come back into Lincolnshire to get a job nursing. Has enquired about re-registering at the same surgery due to coming back to live at the home address and has been informed that they are outside the boundary and that the list is closed.

Patient has been informed if their house was across the road they would be able to register. Young relative currently has anxiety / depression.

**Notes / Questions**

HWL - has checked with NHSE that the postcode the patient sits within is within the boundary limits and as far as they are aware no surgery has a closed list. Have contacted the Practice Manager with consent and awaiting complete response. UPDATE - the young patient has been accepted by the practice. Under these circumstances it appears that the practice gave inaccurate information to the patient which was not in their best interest, what is being done to remedy this situation.

15. Case 7107 (25-06-2019)

**Providers:** Newark Road Surgery

The reception team are very friendly and they always greet me with a warm smile. The area of concerns that I have are mainly associated with the level of support and flexibility towards those that are elderly or are unable to assist themselves.. Elderly people are not techy and struggle to use the phone when they are trying to make an appointment. The medical team / nurse needs to understand each persons requirement, especially for elderly people and not be too harsh or judgemental. eg. one elderly person was asked to go to A+E even though that would have been very difficult

**Notes / Questions**

No patient information provided.

16. Case 7112 (27-06-2019)

**Providers:** Newark Road Surgery

The surgery is exceptionally busy and maybe too full of patients, trying to get an appointments is difficult. Working 50-60 hrs a week I have to wait for a day off, you cannot pre-book and waiting on the phone for a long period of time is not great when you are feeling unwell. It is a shame the walk in clinics shut down as this did help. Also trying to see the doctor you would like and trust is also a problem. Unfortunately this is not the surgeries fault it is all to do with funding and the government. I think pre book appointments should be more than calling on the day. More surgeries need to open in Lincolnshire.

17. Case 7113 (27-06-2019)

**Providers:** Newark Road Surgery

If I need to see the doctor or nurse I queue in the morning outside as I can never get through on the phone. Then I am guaranteed to get an an appointment the same day. The doctors do not have pre bookable appointments. Last week I booked an appointment for a blood test after seeing the doctor, when I phoned the surgery on the day to double check the time, I was not on the system as booking any appointment, so had to go to the hospital and queue to get bloods taken, which is not great when you are unwell.

**Notes / Questions**

No patient information provided

18. Case 6988 (04-06-2019)

**Providers:** The Deepings Practice

Mental Health understanding seemed lacking, felt like they just wanted to throw medication at it and get me out of the door. No leaflets on Mental health (during Mental Health Week). No Mental Health specialist either or anyone who's equipped to deal with it. Felt like a pointless trip as I got 7 sleeping tablets and the same self referring form I got when I came for similar issues 3 years ago. It feels like Mental Health is not something GPs can be bothered with, yet they're my first point of contact.

**Notes / Questions**

No patient information provided

19. Case 7128 (27-06-2019)

**Providers:** Welton Family Health Centre

Doctors are professional, conscientious, effective. Staff are friendly. The surgery is overloaded. It is difficult to get appointments so many go to acute clinics in the morning and wait 30-50 minutes to be seen. We need more medical provision in this growing village. Both Welton and Dunholme are building many more homes.

**Provider Response**

*We do recognize that at times there is a delay for GP appointments, however this is why we have maintained the acute illness clinic for those patients with urgent, one off problems to be seen that same day and release all the pre-bookable appointments for reviews / long standing problems. We have introduced a new GP recently and have another GP starting with us in August 2019. We have trained up two practice nurses to become nurse practitioners and increased appointment availability.*

*We have also recognized that there is a significant increase in the number of blood tests being required. We have three phlebotomists in the practice and have just taken on a new HCA. One of the phlebotomists has just finished school and so has increased capacity to come in for additional clinics to reduce the waiting times. We hope this will be improved over the next few weeks. We do tell patients they are able to attend the hospital for their blood test, however, we have been informed recently that that Clinic 7 at ULHT are telling patients to go to their GP's for all blood tests as they are too busy.*

20. Case 7130 (27-06-2019)

**Providers:** Welton Family Health Centre

Disgruntled with the surgery of late. Goal posts keep moving which makes planning very difficult and inconvenient. Staff are generally very helpful so this is no reflection on them or the service they provide.

**Notes / Questions**

No patient information provided

**Provider Response**

*We do recognize that at times there is a delay for GP appointments, however this is why we have maintained the acute illness clinic for those patients with urgent, one off problems to be seen that same day and release all the pre-bookable appointments for reviews / long standing problems. We have introduced a new GP recently and have another GP starting with us in August 2019. We have trained up two practice nurses to become nurse practitioners and increased appointment availability.*



21. Case 7134 (27-06-2019)

**Providers:** Welton Family Health Centre

I believe the open surgery system that the surgery run is very useful, as booking an appointment is very difficult. As a sufferer of mental health, the clinicians I have seen have treated me very well, listening to my concerns. The reception team can sometimes be unhelpful and I feel they could do more to solve the issues presented.

**Compliment**

1. Case 7055 (18-06-2019)

**Providers:** Birchwood Medical Practice

Birchwood Medical Practice is fantastic, I can not fault there services or staff members. They act appropriately, get you the right care. Late last year I came to the doctors extremely poorly, I didn't know at the time I was in a life threatening condition, because of their quick services and rushing me through they saved my life. My relative is asthmatic and afraid of the doctors, they deal with her fear so well and calm her so quickly, they are amazing. I would suggest more toys for children and books.

2. Case 7064 (18-06-2019)

**Providers:** Boutham Medical Practice

Brilliant the doctors are lovely. Trying to get an appointment is sometimes difficult. Today I have got an emergency appointment. It is more difficult to get an appointment with some doctors who are more popular. Or if you want a follow up appointment with the same doctor you saw initially. Good at arranging telephone appointments with you. Will never move from here, have been here since I was born.

3. Case 7065 (18-06-2019)

**Providers:** Boutham Medical Practice

I have always had a good experience. I have noticed now when you ring in there is a queueing system. This way you know your call will be answered. This is better than before as you would ring and be cut off. Staff are helpful everyone, reception, doctors, nurses. Do chat things through with you at your consultation. You can sometimes wait for a while to go in to your appointment, hit and miss but I accept it. They could maybe let patients know of delays somehow.

4. Case 7067 (18-06-2019)

**Providers:** Boutham Medical Practice

I find it good, I am coming regularly for treatment, seeing the nurses. Good service, the best, friendly. My relative also comes here they are fantastic with her. We can manage to get appointments ok. With our problems we can get in the same day. My relative has a disability. Average wait in waiting room is 5 to 10 minutes which is ok / expected.

**Notes / Questions**

No patient information provided

5. Case 7076 (20-06-2019)

**Providers:** Boutham Medical Practice

I have been here over 40 years and have no complaints. The staff are good, I have been really well looked after. I try to get the same doctor as I have ongoing heart problem. Sometimes it is difficult to keep explaining to another doctor. I have seen other doctors here for other things and in general I am happy. I think we are fortunate here.

6. Case 7077 (20-06-2019)

**Providers:** Boutham Medical Practice

Today is the first appointment I have had for a while. Really easy and helpful in getting me an appointment today. I rang at about 8 am and got an appointment for 11.10 am.

**Notes / Questions**

No patient information provided

7. Case 7078 (20-06-2019)

**Providers:** Boutham Medical Practice

Fine, everyone polite, doctors have plenty of time for you, clean and tidy and presentable. Chairs are comfy. They discuss care and explain things, try to answer your questions

8. Case 7079 (20-06-2019)

**Providers:** Boultham Medical Practice

Today is the first time I have had an appointment for years, I found it ok to get the appointment. I rang at 8 am this morning and got an appointment for 10.50 am.

**Notes / Questions**

No patient information provided

9. Case 7080 (20-06-2019)

**Providers:** Boultham Medical Practice

Everything is fine, no problems at all. Never had a problem getting an appointment. If you ring in at the right time it is ok. 10-15 minutes wait in the waiting room for appointment. No problems, involved in care, can ask questions. never had any problems and I have been here for a number of years.

10. Case 7086 (25-06-2019)

**Providers:** Boultham Medical Practice

This surgery is brilliant, doctors and treatment is very good. You can always get an appointment, I wait outside at 8 am and then I can be seen on the same day. They put chairs out for you to sit and wait on and are prompt opening the doors. Although when I got here this morning all the chairs were taken, but they soon opened the doors. I got an appointment for mid / late morning.

11. Case 7087 (25-06-2019)

**Providers:** Boultham Medical Practice

This surgery is good. Always managed to get an appointment when need to. Reception staff are always helpful.

12. Case 7045 (11-06-2019)

**Providers:** Brayford Medical Practice

I moved to this practice after being unhappy with the previous surgery, I chose this surgery because there were good online reviews from patients. I have found all my experiences of this surgery excellent to date. I would however like more online bookings be available.

**Notes / Questions**

This comment shows the importance of patient feedback relating to GMC report

13. Case 7046 (11-06-2019)

**Providers:** Brayford Medical Practice

Excellent GP surgery, fantastic doctors and staff. I would recommend.

14. Case 7048 (11-06-2019)

**Providers:** Brayford Medical Practice

Good facilities. Sometimes feel rushed. It is difficult to book appointments. Sometimes difficult to get through on the phone. Doctors are friendly except one who can be a bit patronising. Receptionist staff helpful. On the day appointments are useful.

**Notes / Questions**

No patient information provided

15. Case 7050 (11-06-2019)

**Providers:** Brayford Medical Practice

Very pleased with Brayford Medical Practice, friendly staff, nurses, GPs. Mainly speak on phone, the waiting room feels a bit tired, is in a hallway, tight with a pushchair but fine for purposes. Consultation can feel a bit rushed but that's the case with any GP practice. ( 10 minutes consultations not long enough)

**Notes / Questions**

No patient information provided

16. Case 7033 (11-06-2019)

**Providers:** Lindum Medical Practice

Went to the GP this morning. They are very good. The way they explain things, re-organised my treatment plan to help me out. Give good advice. Was asked to make an appointment with the respiratory nurse and went in to make the appointment and got one straight away. Normal appointments, you can wait for a month to get one.

17. Case 7105 (25-06-2019)

**Providers:** Newark Road Surgery

For me the surgery is well organised and run. The medical team and that includes the reception team, are always polite and kind. No real concern about the service provided. The reception team always apologise if the appointments are running late and for me, that is truly appreciated, as this shows they respect my time as well, not many organisations do this.!

**Notes / Questions**

No patient information provided

18. Case 7106 (25-06-2019)

**Providers:** Newark Road Surgery

I attend the surgery on a regular basis normally every 6-8 weeks for a blood test and depending on the blood test results, may have to come for further check ups. In terms of the medical attention and service they provide, it's absolutely brilliant and I always get to see who I need to see. The whole team are very friendly and kind, cannot find any negative comments or experiences that I could mention. Long may it continue to provide this service to the patients and hope that it never closes or becomes part of a wide surgery scheme.

**Notes / Questions**

No patient information provided.

19. Case 7111 (27-06-2019)

**Providers:** Newark Road Surgery

I have been a patient at this surgery for 10 years and for me, they provide very good service, from the receptionist through to medical team. I always believe that if you look after yourself, then the doctor is able to provide a better medical service as they cannot always resolve every issue that one has. The medical team are under extreme pressure and we as patients can do our bit to look after ourselves and this helps the NHS in many ways.

**Notes / Questions**

No patient information provided.

20. Case 7114 (27-06-2019)

**Providers:** Newark Road Surgery

I have been a patient of this surgery for over 30 years. The reception, nurses and doctors are exceptional in all that they do, really cannot fault any aspect neither would my relative. Special thanks for her support goes to the lady doctor. I am blessed to have a surgery this good and long may it continue to provide excellent medical care and support for this area.

21. Case 7081 (20-06-2019)

**Providers:** NHS England Dental

Applebys Dentist - North Hykeham

Brilliant dentist. Check up is thorough, they look everywhere in your mouth and under your tongue and check for everything including things like cancer. I pay monthly at Applebys, but it's less than £10 and I get more appointments, 2 for the dentist and 2 for the Hygienist. I can get an appointment easily and I get in on time. The staff are very nice. They explain the treatment and always want to know about the tablets you are taking and keep your records up to date.

22. Case 7095 (25-06-2019)

**Providers:** The Wolds Practice

Very good. Same doctor for the best part of 30 years. They are very good and we get continuity of care. Can always get appointments. Online appointments work well for routine appointments, can book in advance. No waiting time for appointment at the surgery. Online for repeat prescriptions, for regular medicine works well and it is always ready for you when you go to collect it. They involve you in discussing your care, you are treated well. Receptionists always polite and helpful. feel we are lucky.

**Notes / Questions**

No patient information provided

23. Case 7129 (27-06-2019)

**Providers:** Welton Family Health Centre

Welton surgery is fantastic, they have always looked after me 100% . I have always got to see a doctor or nurse when I have to. Cannot fault them on anything.

	<p>24. Case 7131 (27-06-2019)  <b>Providers:</b> Welton Family Health Centre  I have found the health centre perfect and very helpful when I have needed their medical help. Getting an appointment is another thing!! 18 days to get a blood test for my oap annual medical. Overall excellent</p> <p>25. Case 7132 (27-06-2019)  <b>Providers:</b> Welton Family Health Centre  Always very helpful, sometimes a long wait for an appointment or blood test. Doctors are always brilliant and reception very helpful.  <b>Notes / Questions</b>  No patient information provided</p> <p>26. Case 7133 (27-06-2019)  <b>Providers:</b> Welton Family Health Centre  Doctors are good at the surgery always got everything I need. Only problem is it is hard to get an appointment for blood tests. There is open surgery but there is a long wait. Other than that the surgery is good.  <b>Notes / Questions</b>  HWL asks - we noted a number of comments related to delays for tests/bloods, does the practice inform the patients of their choice to attend a Hospital clinic?  <b>Provider Response</b>  <i>We have also recognized that there is a significant increase in the number of blood tests being required. We have three phlebotomists in the practice and have just taken on a new HCA. One of the phlebotomists has just finished school and so has increased capacity to come in for additional clinics to reduce the waiting times. We hope this will be improved over the next few weeks. We do tell patients they are able to attend the hospital for their blood test, however, we have been informed recently that Clinic 7 at ULHT are telling patients to go to their GP's for all blood tests as they are too busy.</i></p>
<p><b>Out of Area x 1</b></p> <ul style="list-style-type: none"> <li>1 x Signposting only</li> </ul>	<p><b>Signposting only</b></p> <p>1. Case 7085 (24-06-2019)  <b>Providers:</b> NHS England Dental  Caller requested advice for their father to be registered with a dentist as he hadn't seen a dentist for 2 years and for that reason had been taken off the practitioners list.</p>

## Acute Services

CCG Area	Case Details
<p><b>East x 10</b></p> <ul style="list-style-type: none"> <li>4 x General Comment</li> <li>6 x Compliment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 7096 (25-06-2019)  <b>Providers:</b> Diana, Princess of Wales Hospital (Grimsby), East Midlands Ambulance Service NHS Trust (EMAS), Louth County Hospital  Had an Appendectomy last year. Arrived at Louth hospital in pain. Staff were fantastic. Helped with pain relief and transferred to Grimsby hospital for further tests. Ambulance staff were very kind and attentive. However, when at Grimsby I was left in a corridor for 4 hours, no pain relief given ignored and left in severe pain. I had to crawl to find a police officer to help.  <b>Notes / Questions</b>  No patient information provided</p>

2. Case 7026 (07-06-2019)

**Providers:** Lincoln County Hospital

My elderly parent visited Lincoln Hospital various times and was even kept overnight. Had a liver biopsy and didn't receive the results? Could only eat soft foods because their liver wasn't functioning properly. Late November 2018 the district nurse who came to check their bloods called for an ambulance who suggested taking them to Scunthorpe Hospital because parent didn't want to go Lincoln hospital again. There they discovered the patient had a shadow on their spine and a cracked vertebrae. They then transferred to Castle Hill hospital, the Queens medical for oncology and haematology. They had cancer of the Spine, stomach and liver and died there mid December 2018. The doctors there said they had cancer for a long time, their liver was only 10% free of Cancer. So I find it difficult to understand how all this was missed? Simple tests would have shown this no? Parent was in a lot of pain and I feel they shouldn't have suffered like this for so long.

**Notes / Questions**

HWL were copied into the comment, already sent to PALS and Complaints for ULHT. HWL provided relative with POHWER information.

**Provider Response**

This is being dealt with via the Complaints process. We are sorry but there has been a delay, as the patients original email was sent to an incorrect email address.

3. Case 7097 (25-06-2019)

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

I sat at Louth waiting for 1 hour then 3 hours before they know what they were doing. Staff were talking and not sorting me out.

**Provider Response**

The staff at Urgent Care work very hard to provide a high standard of care to the local community. We encourage any patient with specific concerns or complaints approach our PALS team with details allowing us to investigate the facts and address any issues which may arise

#### 4. Case 7002 (05-06-2019)

**Providers:** Pilgrim Hospital

Patient story

Patient is bed bound. Has ongoing type 2 diabetes. Taken by ambulance to Pilgrim Hospital. Left in A&E where they were left on a chair with clothes cut off and just in their underpants. Family friend came and asked if the patient could at least have a blanket for dignity.

MRI revealed broken tibia, fibula, fractured clavicle and knee split open. Patient was taken to theatre where the knee was cleaned out and knee stitched up. Patient went to Ward 9a Orthopaedic ward for 3-4 days then was moved to Bevan Ward – no one informed them why this was. Whilst in hospital they were only out of bed once, no physio was given and only at the intervention of a friend who visited and mentioned it to staff were they taken out of bed to sit in the chair, which was an escapade in itself. A few days later the patient asked to get out of bed – hoist broken was the reason given for not doing this. The following day found another hoist patient was sat out of bed on a chair with an ‘inflatable’ cushion and informed they would move them back into bed after a couple of hours. The seat started to get quite uncomfortable and pushed the patient to the front of the chair. Felt bottom getting sore, they informed a Nurse who said they would be back in a minute to get them back on the bed. Patient left it for a while, then asked another Nurse who said the same thing. Then was informed that the night shift would move them and it would be their first job of the night.

Patient waited then at 9pm, (after waiting for 9 hours) 2 x nurses came to move the patient with the hoist. Didn't seem to know what they were doing and as the hoist button was pressed by a Nurse the patient was lifted and swung at the same time banging their already injured/operated on knee onto the edge of the bed, blood was pouring out, one of the nurses reached for what must have been a dirty towel, and placed it on the patients knee to stop the bleeding. The knee was supposed to be re-dressed 3 times during the night, patient unsure if this happened. Spouse did ask the ward Nurse if this incident had been written up in the accident book, where the answer was ‘I don't know’ I'll have a look and get back to you – still waiting. – Lack of communication.

At the weekend patient was informed they were going to be discharged the following morning. Patient queried that they had an appointment for the following day with respiratory Consultant but the Nurse stated they had cancelled this as they would be going home and another one would be made (which they would have to travel via ambulance for!)

Following day – Monday patient was awoken at 5am as they were being discharged for 8am, patient still had not gone by lunchtime, but as they had been informed they were leaving had not completed a menu, but was given something that had been ‘left over as another patient had gone’

Patient was eventually collected and arrived home some 30 minutes away at 8.45pm - no reason given for delay.

Patient felt they had dislocated their ® shoulder, this used to happen frequently where the patient would be able to push it back into place, however on this occasion unable to do this. Spouse contacted the GP surgery who informed the spouse that they were unable to put it back in place, and they would really need to go to A&E and that they would call for the ambulance.

A few hours later patient was taken to Pilgrim Hospital. Waiting to be checked in a lady in a green uniform said to the patient “you came through the back door, it should be for 999 and emergencies only”, and seemed quite upset that they had called an ambulance. Patient explained it was the GP who had called and not the patient or spouse, where the response was “how do you expect to get home”.

Had a 5 hour wait, saw a Dr, x-rayed where it was decided not dislocated. During this period of 5 hours, the patients’ catheter had not been emptied, spouse was stood at the bottom of the bed next to the wall in the corridor as nowhere to sit and no-one had showed them where to get a drink if needed etc. It was only after the 5 hours that spouse asked another member of staff if there was a chair available and then the staff member offered to show them where they could get a drink and wondered why they hadn't been shown this previously. There was a lack of communication.

At midnight still in the corridor, by 12.30am transport had been booked by a staff member who on requesting transport said the patient would need a bariatric ambulance as between 24 – 26 stone, where everyone could hear the conversation, including the patient. On the patient insisting they would not as they did not weigh this it was ignored. Ambulance arrived and took the patient home where they arrived at 3.15am.

#### **Notes / Questions**

HWL - with patients consent, passed information onto PALS who are going to look into things and speak with the patient. PALS spoke with the patient.

#### **Provider Response**

PALS has been in touch with the relative

#### **Compliment**

1. Case 7008 (06-06-2019)

**Providers:** Boston West Hospital

I am in poor health, with Fibromyalgia, Osteo and Rheumatoid Arthritis, unable to walk far or stand for long periods. I have had two operations at Boston West and the doctors who will be in the theatre came and talked to me and explained everything to me. I have never had anybody telling me and explaining in all the operations I have had in all the years. I would definitely recommend this hospital to have treatment at Boston West as nowadays you are given a choice to which hospital you would like to attend.

**Notes / Questions**

No patient information provided.

2. Case 7122 (27-06-2019)

**Providers:** Lincoln County Hospital

Diabetic clinic

Staff were brilliant, polite. Explain everything and "said what was". Mostly the appointments are on time or sometimes even early. 10 minutes wait at the most which is ok.

**Notes / Questions**

No patient information provided.

**Provider Response**

Thank you so much for these lovely words we will ensure that they are shared with the clinic team.

3. Case 7127 (27-06-2019)

**Providers:** Lincoln County Hospital

Shuttleworth Ward

I have nothing but praise and my gratitude for the health care I have received over the past year. I have been a hospital in patient on three occasions. Always, whatever the grade of staff, people have been friendly and helpful and the food in the main been good. I cannot pick one member of staff for a reward as there were many who stood out for one reason or another. The nursing and Axillary staff always appeared to be "on the go" for the whole of their shift, but always had time for a quick chat and joke and even to the extent of calling in to see me (when I had sepsis) when they were not on duty on my ward. Just a cheerful few words of encouragement and a smile went a long way towards recovery.

**Provider Response**

These are lovely words that I know the ward will be over the moon to receive. Can you please thank the patient on behalf of the the staff.

4. Case 7102 (25-06-2019)

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

Urgent care

We were here yesterday too. Have been very good with my relative, she had an emergency yesterday. They called us back today for assessment and also a Scan I think. It was ok with being a Bank Holiday, it was quiet. They have good parking and it is near the door. The nurses are very good, doctor was excellent, relative was seen within 5 minutes of sitting down. This is a fantastic hospital for the local community. Always been good, we use it regularly as my relatives health is not always good.

5. Case 7098 (25-06-2019)

**Providers:** Pilgrim Hospital

Orthopaedic

Take my relative to Orthopaedic Outpatients regularly. It is a good service. Seen promptly. Staff are courteous and polite. Outcome as was expected. They discuss care and feel involved.

**Provider Response**

Thank you for this feedback. We will share with the team

6. Case 7126 (27-06-2019)

**Providers:** Pilgrim Hospital

Cardiovascular

They are lovely. Fantastic, from the desk to everyone. They tell you about things. Involve you in your care. Cannot wait to go again as I can get things sorted out. Treat you well.

**Provider Response**

Thank you for this feedback. We will share with the team

South x 2

- 1 x General Comment
- 1 x Informal Complaint

**General Comment**

1. Case 7109 (26-06-2019)

**Providers:** Lincoln County Hospital

3rd party contacted HWL on behalf of a client who would like help with complaining about the treatment their child received from both their GP and the A&E department. As a result they had to pay for private treatment while in Poland.

Child had been suffering from blocked nose for over a year. Parents had spoke to their GP many times about that but they were told that it was nothing to worry about. The child was getting worse and even their teacher noticed they were not able to concentrate at school. When the child had problem breathing they rang 111 and took them to A&E there they were told that their condition was normal and sent home. They then managed to get a visit with her GP and they prescribed antibiotics for a week and promised a blood test after that week. When they came back week later child seemed slightly better and GP refused blood test and prescribed some sort of nasal spray. Child was still unwell. The family flew to Poland for holiday and their child was really unwell. One night they seemed to have trouble breathing. They managed to get contact details to a private nose ear and throat specialist and they saw the child. They immediately diagnosed severe sinus infection and prescribed strong antibiotics that the child is still taking. Unfortunately the infection spread to her gums and they needed dental treatment under general anaesthetic. As a result had to pay for the treatment which cost us a total of £1600.

Client wanted to know if they could claim that money from the NHS as all the expenses for treatment was a result of the negligent treatment child received in the UK.

**Notes / Questions**

HWL - provided POHWER information and Local Solicitors

**Provider Response**

We are sure that this family would have been guided correctly by POHWER as to whether a Complaint needs to be raised or if this needs to be taken through a legal claim.

**Informal Complaint**

1. Case 7140 (28-06-2019)

**Providers:** Pilgrim Hospital

Spouse is terminally ill with cancer. Was in extreme pain early June 19 so the next day I phoned 111 and asked their advice they told me to phone for ambulance. 8pm it arrived and we were rushed to Skegness hospital they refused to treat relative and told us we had to go to Boston which we did. Waited in ambulance for about an hour outside A&E when we got inside waited in corridor on trolley for around 2 hours before being put in a cubicle while the doctors argued what to do with spouse they put them on morphine and paracetamol till 10 am then moved to the IAC unit. When I enquired what was happening they said spouse was having a CT and MRI so at that I travelled home. I contacted the hospital at approx 3pm for an update they said spouse hadn't had scans yet but would be transferred to the oncology ward asap. When I went to visit that evening I went to the oncology ward to be informed spouse was still on the IAC unit, when I asked why, they said it was not an oncology issue it was surgical and surgical said spouse was a patient of the senior oncologist. Spouse was left in agony on a trolley in the IAC ward. Family member went to see spouse on the Friday evening they had manually unblocked the colon still in the IAC unit, spouse was laid in their own filth on the trolley hadn't had any of their regular medication since being in there which were in blister packs and untouched. Family member complained to head nurse who said spouse was left in limbo because nobody wanted responsibility. I cleaned spouse up and brought them home will be discussing this with local mp and solicitors. Treatment of cancer patients after the chemo and radiation has finished is appalling.

**Notes / Questions**

With patients consent information sent to PALs. Going to be sent to Formal Complaints - patient has been informed by HWL.

HWL would recommend staff signpost patients to PALs straight away.

**Provider Response**

This is being processed through the formal channels.



<p>South West 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 7043 (11-06-2019)</b>  <b>Providers:</b> Grantham + District Hospital</p> <p>I have NHL marginal zone. The doctor did not recognise the infection and left without treatment, even though I was sleeping 20+ hours a day! Blood test showed infection!! 8 weeks for biopsy results. Sent letter for new appointment before results leaving me to believe the worse. Reception staff are rude and unhelpful.</p> <p><b>Provider Response</b></p> <p>We are sorry to read of your experience at Grantham Hospital. Please encourage enquirer to contact PALS should they still wish this to be looked into</p>
<p>West x 37</p> <ul style="list-style-type: none"> <li>• 15 x General Comment</li> <li>• 22 x Compliment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 6983 (04-06-2019)</b>  <b>Providers:</b> John Coupland Hospital, Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Blood room at John Coupland hospital could do with a good shake up and cleaner services. Not enough staff. It has really gone down hill these last few years. All over the hospital is dirty, It is a dirty hospital.</p> <p><b>Notes / Questions</b></p> <p>No patient information provided</p> <p>2. <b>Case 7009 (06-06-2019)</b>  <b>Providers:</b> Lincoln County Hospital  Haematology</p> <p>I attend every 6 weeks. All excellent in terms of care,waiting times and staff. Sometimes the doctors get behind and there can be long waiting times up to 4 hours for a 20 min appointment. It is unusual but it has happened. Not so good getting a prescription, take it to the pharmacy and then they also have to have it approved by the hospital pharmacy. It can take an hour. Rather than wait , now I leave my prescription and go off and do some shopping and come back to collect it. I appreciate to park here is expensive for some people. I believe if you are only picking up a prescription you don't have to pay, but I cannot seem to find out about that. Medical care is excellent.</p> <p><b>Provider Response</b></p> <p>Can you thank the patient for their feedback which we will share with the Haematology team. Our concessions relating to Car Parking are published on our Website and are as follows: -</p> <p>Free parking is available for the following patients:</p> <ul style="list-style-type: none"> <li>•Oncology patients receiving regular treatment</li> <li>•Collection of prescriptions and hearing aid batteries</li> <li>•Parents attending to support a childs needs in the special care baby unit</li> <li>•Clergy visiting parishioners</li> <li>•Following bereavement</li> <li>•Adults accompanying children for emergency treatment</li> </ul> <p>We do hope this clarifies the situation for the patient.</p>

3. Case 7016 (06-06-2019)

**Providers:** Lincoln County Hospital

My relative has been here for an appointment. We thought it was with the consultant but it was not. He has lung disease and I am really anxious. Instead of the consultant we saw the Respiratory Nurse and the nurse was very good. I rate her highly. Gave us lots of time and answered our questions the best way she could. It was not her mistake but we still don't know the full extent of things and whether we were in a good place or not. Relative is feeling better which is good, but don't know whether it will last. We were expecting something different although it was useful. It seems they've missed out a couple of appointments before seeing the nurse I left feeling anxious. The nurse says she is going to sort things out and will ring us this evening. We have taken her name and contact. If we had been better informed on discharge notes and we could have helped to keep on top of things. Would have been helpful, need better communication about the follow up to expect. Almost like a flow chart, would help in efficiency and not to waste appointments. They don't seem to realise this is new to us and we don't understand it yet. Some of the info on the written notes has not been transferred to the computer records.

**Provider Response**

We are really sorry if there is any confusion in relation to the relations care although it is encouraging that the Respiratory Nurse was very good and has answered most of the patient's questions. If there is still confusion and the patient wants any additional help with their care please encourage them to contact PALS at Lincoln County Hospital and they will be happy to help.

4. Case 7020 (06-06-2019)

**Providers:** Lincoln County Hospital

Clinic 8

Wheelchair access within the outpatients area could be improved. Clinic 8 chairs are cramped, and thus making it very difficult to move with wheelchair.

**Provider Response**

Can you please thank the patient for their feedback. Unfortunately Clinic 8 is a very busy department. There is usually space along the wall under the window for wheelchairs and there are signs to indicate that this area is for wheelchairs use. Chairs, on occasion may have been moved in front of the signs and we will ask the nursing staff to check this throughout the day to make sure the space is clear.

5. Case 7021 (07-06-2019)

**Providers:** Lincoln County Hospital

A&E

Patient recently went to A&E at Lincoln County Hospital. Arrived at 9pm on a Sunday evening. Didn't have to wait long for triage, which was great, however was not treated until 4am the following morning, patient understands that the staff were extremely busy and the Doctor seen was really good and explained everything along the way, had CT scan and everything was ok. It was the waiting for 7-8 hours with no information.

**Provider Response**

Can you please thank the patient for their feedback. I know that A&E Sister will appreciate the feedback and want to offer her apologies for the long wait. Unfortunately the delays would have been due to the amount of patients being treated within the department at the time we are just really sorry that the team were unable to give regular updates to the patient during this time.

6. Case 7040 (11-06-2019)

Providers: Lincoln County Hospital

Haematology

Usual consultant not available due to maternity but replacement was ok, no specific issues.

Unfortunately the level of rapport is not the same but no other complaints. Very efficient team within the haematology department and the same can be said about the eye department. One area that the hospital needs to attend to is the overall cleanliness of the toilets, I appreciate that many patients are passing through, but that is no excuse for lack of hygiene. The mobile PET scanner, the staff are manning this operation are rude and it is a shame that this hospital does not have it's own unit/team. The team spoke to me as though they were going to be contaminated and were very stand offish.

**Provider Response**

Can you please thank the patient for their feedback especially regarding the toilets in Outpatients. We will ensure that this is shared with the Hotel Services Manager.

Unfortunately we cannot take the concerns relating to the PET Scanning Team although PALS at Lincoln would be able to pass this feedback back to the Company involved if the patient would like to contact them.

7. Case 7041 (11-06-2019)

Providers: Lincoln County Hospital

A+E

On behalf of relatives. The A+E service in Lincoln is poor, very short staffed as well. Waiting time is ridiculous. You have to be lucky to get listened to and get treatment you need. I am working in Lincoln County Hospital, I feel part of the hospital community and it is a shame that such an important organisation is working poorly and unorganised.

**Provider Response**

We are really sorry if the patient or their relative feels that the A&E service at Lincoln is very poor and short staffed and thank you for your feedback. We are genuinely very sorry for the long wait the patient had 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. We are concerned regarding the concerns raised regarding being listened to and getting treatment needed and if you wish to discuss this further please contact PALS at Lincoln County Hospital who will be happy to take your concerns forward.

8. Case 7056 (18-06-2019)

Providers: Lincoln County Hospital

Outpatients

I regularly use the Nephrology Outpatient clinic and have had some experience with the ENT outpatient clinic. No negative comments to express, waiting times are quite good. However it is not always possible to access an appointment time which can be met using public transport. Early appointments are virtually impossible without your own transport. The only other problem is that even if you attend the same clinic it is not always possible to see the same doctor each time.

**Provider Response**

We would like to thank the patient for their feedback and are pleased that their care in both Nephrology and ENT has been a positive one. We will ensure the concerns relating to public transport times and appointments together with concerns relating to continuity of care is fed back to the teams.

9. Case 7062 (18-06-2019)

**Providers:** Lincoln County Hospital, West CCG

A+E

A while ago my relative had a Stroke, rang for the ambulance. It was a Sunday night. My relative had never been in hospital before. and this doctor said "what you here for" in not a very nice way. We explained we thought it was a stroke. She said "how do you know" ?. Again in a not very nice tone. Rude. I did complain. I didn't like doing it, but my relative cried at the way they were being treated. They were poorly, which affected their speech and movement and has put them off going to hospital. Relative could not stand up for themself. But when they went in again for Bowel Cancer they were really good to them. When they came home the care from the Marie Curie was excellent, had them in 3 times a day and during the night also.

**Notes / Questions**

No patient information provided

**Provider Response**

We are really sorry for the patient's experience in A&E and the attitude of the doctor this really is not what we expect from any of our staff. We do hope that the complaint that was submitted was taken seriously and dealt with appropriately. If the patient or their relative wishes to discuss this further please encourage them to contact PALS at Lincoln County Hospital.

10. Case 7068 (18-06-2019)

**Providers:** Lincoln County Hospital

Ophthalmology

Get on ok, it is a busy clinic, sometimes have to wait a long time. Minimum time has been 1 hr but the longest was 3 hr. See the doctor, then the nurse and have tests I should see him every 6 months. Once it was every 4 months, the every 8 months. But I got some problems then so I rang up and now it should be every 6 months. Now I go regularly, it is a quicker appointment time

**Provider Response**

Can you please thank the patient for their feedback and it is really promising that things seem to have improved.

11. Case 7071 (18-06-2019)

**Providers:** Lincoln County Hospital

Audiology

I shouldn't complain but the after care service is not very good. They provide good aids, its just the after care service. I needed an adjustment but I can't have it done not yet, it's not 3 years, have to wait for when I have my hearing re tested next time. But they are pointless when I have a problem. I can get batteries ok from the reception.

**Provider Response**

We are really sorry if the patient is experiencing problems with their hearing aid. Please encourage them to contact PALS at Lincoln County Hospital to see if they can help.

12. Case 7104 (25-06-2019)

**Providers:** Lincoln County Hospital

Clinic 7

Waiting times at times are inconvenient, Very dissatisfied with the car parking, confusing and charged £72 for 10 minutes car parking in an incorrect location. Totally unacceptable, given I've come for cancer treatment. However, extremely satisfied with medical team.

**Provider Response**

We are really sorry, Oncology patients, when receiving treatment, are entitled to free parking but do have to park in the visitor parking. We cannot help if the patient parked in an incorrect location, either a waiting area for longer than 20 minutes, staff parking or Ambulance area. We are however really thankful for the positive comments related to the Medical Team.

13. Case 7123 (27-06-2019)

**Providers:** Lincoln County Hospital, Louth County Hospital, United Lincolnshire Hospitals NHS Trust (ULHT)

Dermatology

I have been suffering for two years it feels like a long wait between appointments, but they are doing their best for me. I am not complaining.

**Notes / Questions**

No patient information provided.

14. Case 7136 (28-06-2019)

**Providers:** Lincoln County Hospital

My wife and I are so called senior citizens and we are very wary of scam phone calls. We therefore do not normally answer withheld numbers.

However I did inadvertently pick up the phone to one and found it was an automated call from the L.C.H. regarding an appointment for my wife. To respond she had to answer questions via the keypad. I assume that had we not confirmed that she would attend she would have lost the slot.

Our local health centre also withheld their number until I pointed out that it may cause problems. The number is no longer withheld.

**Notes / Questions**

Patient asks - Is there a valid reason why the L.C.H. withholds the number? It is just plain stupid.

One other gripe. When you know that an appointment is in the process of being organised, there seems to be no mechanism to ask that certain dates be avoided. That means that you could be given an appointment and then have to ask for it to be changed if it clashed with for example a pre-booked holiday. Years ago I was a policeman and when cases were being prepared for court we were always asked for days to avoid. If it could be done over 20 years ago without the luxury of a computer system then it should be a simple matter to do it now.

**Provider Response**

Response - One of the main reasons we don't advertise numbers is that we can only advertise a single number when dialling out from each site (I think down to our contract with BT). As such it would mean if we showed the ID every outbound call would show either Lincoln or Boston switchboard numbers (and this would be random, wouldn't matter which site you are at, as it would pick the least used route at the time ) and thus would increase the number of calls to them astronomically. Smaller local centres with only a few phones this may work for but we have a few thousand extensions.

15. Case 7141 (28-06-2019)

**Providers:** Lincoln County Hospital

Ophthalmology

Patient raised concerns regarding eye department in Lincoln County Hospital. Patient suffers with Macular Degeneration and was attending regularly, in January 2018 patient had an injection and was informed by the Consultant they would need to see them again in a few months. As they hadn't heard anything the patient made contact with the Hospital in Sept 18, where they were informed that treatment had ceased as they couldn't offer anything else, patient felt they were quite abrupt and off hand. Patient spoke with their GP who made a referral to QMC in Nottingham who have carried on with the injections as it makes a big difference and they have had cataract surgery.

**Notes / Questions**

Patient feels if they had informed them sooner they could have been having the much needed treatment at QMC.

**Provider Response**

We are really sorry if this patient feels they were discharged from Ophthalmology incorrectly. If they wish to discuss this further please arrange for them to contact PALS at Lincoln County Hospital.

**Compliment**

1. Case 7036 (11-06-2019)

**Providers:** Glenfield Hospital - Leicester, Lincoln County Hospital, Pilgrim Hospital  
Clinic 3

I find them really good, the way they deal with everything. It is better than Pilgrim, I feel pushed from pillar to post there. I had my transplant at Leicester, The follow up is now at Lincoln County, more friendly and helpful staff than at Pilgrim. It is completely different, treated like a person and not a number. Lincoln County car park quite full today so we used the prison car park across the road. It is £2 for 4 hrs which is a lot different to LCH car park charges.

**Notes / Questions**

No patient information provided.

2. Case 6979 (04-06-2019)

**Providers:** John Coupland Hospital, Lincolnshire Community Health Services NHS Trust (LCHS)

I hope the government will be able to provide enough funding for the NHS. And funding to be generous in paying the staff for the wonderful work they do. EXCELLENT

3. Case 7010 (06-06-2019)

**Providers:** John Coupland Hospital, Lincolnshire Community Health Services NHS Trust (LCHS)  
Day surgery

I have used the day surgery which was very good. Appointment was on time. All of the staff are helpful and friendly as they were at Lincoln County when we had the pre and post assessments. The procedure was at John Coupland. The patient spent 6 weeks on Scotter Ward, a pleasant ward to be on. All the staff are happy, like a family, it doesn't feel so much like a hospital. Sorted things out for the patient so well. Scotter ward was the best option. They had time to be with the patient and get her motivated and moving and now she is back at home which we are both happy about

**Notes / Questions**

No patient information provided

4. Case 6977 (04-06-2019)

**Providers:** Lincoln County Hospital

I have excellent treatment in the last 6 months following a heart attack. Cannot fault the Health Service.

**Provider Response**

Thank you so much for the positive comments we will ensure that this is shared with the Cardiology Team

5. Case 6982 (04-06-2019)

**Providers:** Lincoln County Hospital

Gynaecology

I had 2 Ovarian cysts and was diagnosed with Endometriosis. I was seen very quick. Very satisfied with all the care.

**Provider Response**

Thank you for this feedback. We will share with the team

6. Case 7011 (06-06-2019)

**Providers:** Lincoln County Hospital

Eye Clinic

Excellent clinic, when my relative attends we've never experienced delays. Good flow through tests and appointment. Always someone to help you, eg. with the wheel chair. They have a new person appointed who can signpost to lots of other helpful services, we have already used some of them. Been useful for me when dealing with eyes and dementia so helped very much with getting glasses.

**Notes / Questions**

No patient information provided

**Provider Response**

Can you please thank this patient's relative for their positive comments. We will ensure that they are shared with the team.

7. Case 7014 (06-06-2019)

**Providers:** Lincoln County Hospital

Haematology

At the moment my relative is in Rheumatology for a transfusion until 3pm. As I was in the hospital ( I am under Haematology) I asked the reception to phone them and I was able to get some of my questions answered. I have been going to Haematology for 20 years and they always make sure I am taken care of. I have direct line because of my condition. They have excellent staff, The doctor in charge now does telephone consultations with me to make sure I am alright. It is fine with me can do it over the phone instead of me travelling in. Today they reassured me regarding some issues I had ref an operation at a different hospital

**Provider Response**

Can you please thank the patient for sharing her experience with the Haematology Team. They are lovely words. We will ensure that they are shared.

8. Case 7017 (06-06-2019)

**Providers:** Lincoln County Hospital

I was here last Thursday and they were excellent. Receptionist was excellent and the admin was good. The computer info was accurate. The consultant I saw was easy to understand. It was a follow up appointment and was fantastic, The same consultant also did the procedure. Very impressed. My appointment was at 10.20 and I was seen at 11.20. But I appreciate maybe patients in front of me needed more attention than expected. There were some good reading magazines and same for men like outdoors sports. But the managers need to walk round the hospital and talk to patients and find out what is happening.

**Provider Response**

Thank you for this feedback. We will share with the team

9. Case 7018 (06-06-2019)

**Providers:** Lincoln County Hospital

Diabetic services

Service is good. Staff are brilliant and friendly. I was not waiting long for my appointment. They do talk to me about my diabetic care and insulin. I go to my GP surgery for blood tests a week before my hospital appointment and then they have them for the hospital appointment. Sending me to another department now, 1st time they have done it today. Having diabetes also affects Heart and Kidneys so sending samples. They are very helpful, I have had no trouble.

**Provider Response**

Thank you so much for these lovely words we will ensure that they are shared with the clinic team.

10. Case 7031 (11-06-2019)

**Providers:** Lincoln County Hospital

Clinic 6

I am a support worker of a gentleman with a Learning Disability whom is non verbal. Today I supported this gentleman for a Hearing Test at Clinic 6, and was very impressed with how he was treated throughout the appointment. Communication was always directed at the gentleman and not myself, everything was explained in a manner in which the gentleman was able to understand.

**Provider Response**

Thank you so much for this positive feedback and lovely words we will ensure that this is shared with the Audiology Team

11. Case 7032 (11-06-2019)

**Providers:** Lincoln County Hospital

Dermatology

Happy with everything, staff, service. The wait is usually about an hour. Feels like a long time as I am Autistic and like to be in and out. Friendly staff. Talk to me and explain what's going to happen.

**Notes / Questions**

No patient information provided

**Provider Response**

Please can you thank the patient for their feedback, we are sorry that sometimes the wait is an hour as Dermatology do perform minor surgeries and this can delay the appointments sometimes. It is lovely to read how friendly the staff are. We will ensure that this is shared with the team

12. Case 7034 (11-06-2019)

**Providers:** Lincoln County Hospital

Respiratory/x-ray

Very good. Have occupational Asthma, have referred me for an x ray. There is a long queue. It is not a booked appointment. I went straight in to see the respiratory nurse. The new car parking system was confusing to start with but am ok with it now I have got used to it.

**Provider Response**

Can you please thank the patient for their kind words. We will ensure that this is shared with the Respiratory nurses and X-ray Team.

13. Case 7035 (11-06-2019)

**Providers:** Lincoln County Hospital

Ophthalmology

Excellent service. Very nice lady. Friendly, efficient, dedicated, knew her job, gave me confidence. I am usually " where's the door?". She settled me, puts you at ease straight away. Has that knack and that's why she is a good nurse. Cannot improve. Appointment on time went smoothly, explained things well. Give her 10/10. I went with my carer.

**Notes / Questions**

No patient information provided

**Provider Response**

Can you please thank this patients for their positive comments. We will ensure that they are shared with the team.

14. Case 7049 (11-06-2019)

**Providers:** Lincoln County Hospital

Dermatology

Spoke to me about other issues and the nurse was kind, and very understandable and gave me great advice.

**Provider Response**

Please can you thank the patient for their feedback. We will ensure that this is shared with the team



15. Case 7057 (18-06-2019)

**Providers:** Lincoln County Hospital

ENT clinic 6

I have been attending ENT for sixty years. Doctors and staff have been very polite and kind. I had treatment done on both ears, one ear I can hear perfectly the other ear is not so good. I attend the clinic every few months to keep a check on me.

**Provider Response**

Please can you thank the patient for their feedback. We will ensure that this is shared with the team

16. Case 7059 (18-06-2019)

**Providers:** Lincoln County Hospital

Maternity

Went with relative for a Scan. It was alright, got on with the job, was efficient, very attentive. Always friendly and helpful staff. Once we understood the car parking we could do it. There is not much signage to explain what to do we had to use our own initiative.

**Provider Response**

Please can you thank the patient for their feedback. We will ensure that this is shared with the team

17. Case 7066 (18-06-2019)

**Providers:** Lincoln County Hospital, Lloydspharmacy

Rheumatology

Has been very good for my relative. Have given her a new lease of life. With the help from Lloyds pharmacy at Sainsbury's (Tritton Road) have helped to get better medication which is helping her even more. Lloyds are good at working with the hospital to get different medication.

**Notes / Questions**

No patient information provided

**Provider Response**

Please can you thank the relative for their feedback and it is great news to hear how the Pharmacy and the Rheumatology Team have been working together for the benefit of the patient. We will ensure that this is shared with the team

18. Case 7070 (18-06-2019)

**Providers:** Lincoln County Hospital

Endocrinology

The doctor I see is absolutely delightful an absolute sweetie. Although I tend to open up to him and tell him too much maybe. Then I see it all on the letter / records what I said. I am well cared for.

**Provider Response**

Thank you so much for these lovely words we will ensure that they are shared with the team.

19. Case 7075 (20-06-2019)

**Providers:** Lincoln County Hospital

Urology

They have been good. Tests, Scans and follow up have been done quickly. I have a Biopsy arranged. I had heard that Lincoln County was not good but I have found it good . Prompt. On the ball.

**Notes / Questions**

No patient information provided

**Provider Response**

Please can you thank the patient for their feedback. We will ensure that this is shared with the team

20. Case 7103 (25-06-2019)

**Providers:** Lincoln County Hospital

ENT

I found everyone very helpful, the Consultant was amazing, and the gentleman who offered me this form a nice friendly chap. The hospital is very clean I have attended their clinics in the past and has always been so, the eating and drinking places have improved as far as space is concerned. the food and drinks have always been excellent. The toilets, I use the disabled toilet on many occasions are always clean and lastly the parking is brilliant.

**Notes / Questions**

No patient information provided

**Provider Response**

Please can you thank the patient for their feedback. We will ensure that this is shared with the teams

21. Case 7108 (25-06-2019)

**Providers:** Lincoln County Hospital

Knee Replacement

I had my knee replacement done at Lincoln County Hospital and for me, they could not have done anymore, they were brilliant, providing the support of services to make my whole operation less stressful and painful as it could have been.

**Provider Response**

Please can you thank the patient for their feedback. We will ensure that this is shared with the teams

22. Case 7099 (25-06-2019)

**Providers:** Lincolnshire Community Health Services NHS Trust (LCHS), Louth County Hospital  
A+E Still waiting to see the doctor but so far the staff have been great.

**Out of Area x 2**

- 2 x General Comment

**General Comment**

1. Case 7101 (25-06-2019)

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

Rainforest Ward

Last summer I fell unconscious after a fall. I was transferred from Sheffield Children's hospital to Grimsby where I spent the next few days. The staff were very helpful and friendly, especially when waking me every hour for tests. Although I did not feel involved in the decisions made, I was only 15 and understood why the decisions were made for me. Also, less importantly, the hospital lost my Jeans and have no idea where they were and they had my credit card in.

**Notes / Questions**

HWL asks - what should patient expectations be regarding belongings etc and what are the processes.

**Provider Response**

*Thank you for contacting the Trust in relation to the above numbered case and patient expectations in relation to personal belongings.*

*Staff at Northern Lincolnshire and Goole NHS Foundation Trust follow their Policy "Patients & Cash Valuables & Property," which comprehensively details responsibilities in relation to this matter.*

*The Trust has a responsibility to provide safe custody for money and other personal property, in the possession of unconscious or confused patients, or found in the possession of patients dying in hospital or dead on arrival.*

*Where applicable otherwise, all patients should be asked on admission to hand over any cash and valuables into the custody of a relative.*

*If not agreeable to giving the cash and valuables to a relative, or where the patient comes unaccompanied, they will be offered the opportunity to hand in the cash and valuables to the ward / department staff as per the agreed procedure. When patients are unwilling to hand in their cash and valuables in line with this procedure, they are advised that the hospital cannot be held responsible for the loss of any possessions not deposited with the hospital for safekeeping.*

*The Trust would always ask for any individual patient to contact our Patient Advice and Liaison Service (PALS) with regards to their specific experiences so a more specific investigation can be undertaken but we hope that this information is useful in response to HWL's question.*

2. Case 7125 (27-06-2019)

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

Urology - Diana Princess of Wales - Grimsby

I do not like staying in there. Consultants are fine and staff treat you well. But not enough staff. I won't stay in, I always come home even if they put me under Anaesthetic, I make sure I get up so I can go home. I had a stent put in my kidney two months ago, for this they took me off my Arthritis medication and since then I have had no information about re-starting it, so I have decided it needs sorting and I've made an appointment today my surgery as I don't know what I am doing

## Mental health & Learning Disabilities

CCG Area	Case Details
<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 7089 (25-06-2019)</p> <p><b>Providers:</b> Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>I have been suffering with mental / psychiatry issues. There is a lack of support to provide the necessary medical care and attention needed for such illnesses, too many skilled people are leaving the NHS. Not enough CPN's available or exist in this sector of work. What is needed is more services towards mental and illnesses like mine, as they are seen as "silent illness" and visible Physically, hence feel they get neglected or seems are given less priority.</p> <p><b>Notes / Questions</b></p> <p>No patient information provided</p> <p><b>Compliment</b></p>

	<p>1. <b>Case 7092 (25-06-2019)</b>  <b>Providers:</b> Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>I have been suffering with Anxiety for over 3 years, the GP and the medical team have been fantastic. Just been recently for further treatment and taking the prescribed tablets, which are really useful and helpful. Overall, I am very pleased with the care and attention that has been provided so far, so no complaints against the GP or NHS</p> <p><b>Notes / Questions</b>  No patient information provided</p>
<p><b>West 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 7012 (06-06-2019)</b>  <b>Providers:</b> Birchwood Medical Practice, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Very good generally overall. I can get an emergency appointment by going early in the morning to get in later in the day. Takes more time to be able to get a non urgent appointment maybe over a week. I have a Community Psychiatric Nurse , they are very good. If you are very unwell sometimes sends you miles and miles away e.g. Chesterfield rather than using the Peter Hodgkinson Centre and then there is nothing familiar. Luckily I have stayed out of hospital. I see the CPN every 2 weeks and can ring direct to their reception if I need support between appointments. If he is not there he rings me back.</p> <p><b>Provider Response</b>  Our staff all work very hard to provide a good and caring service and we appreciate your positive feedback. Thank you.</p>

## Patient Transport

CCG Area	Case Details
<p><b>East x 2</b></p> <ul style="list-style-type: none"> <li>2 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 7096 (25-06-2019)</b>  <b>Providers:</b> Diana, Princess of Wales Hospital (Grimsby), East Midlands Ambulance Service NHS Trust (EMAS), Louth County Hospital</p> <p>Had an Appendectomy last year. Arrived at Louth hospital in pain. Staff were fantastic. Helped with pain relief and transferred to Grimsby hospital for further tests. Ambulance staff were very kind and attentive. However, when at Grimsby I was left in a corridor for 4 hours, no pain relief given ignored and left in severe pain. I had to crawl to find a police officer to help.</p> <p><b>Notes / Questions</b>  No patient information provided</p> <p>2. <b>Case 7028 (07-06-2019)</b>  <b>Providers:</b> East CCG</p> <p>Healthy Minds Support Group Comments</p> <p>Patients commented they find it extremely difficult to get to Lincoln Hospital from Mablethorpe especially when they do not qualify for hospital transport. Patients feel not enough use is made of Skegness Hospital which is slightly easier to get to using public transport, for minor clinics.</p>

## Social Care Services

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

1. Case 7139 (28-06-2019)

**Providers:** LIBERTAS, Lincolnshire County Council - Adult Social Care

Patient has care provision at home with Libertas. On a few occasions they have given the patient the incorrect medications. Most medications are in a blister pack however some are put into a small cup for ease for the patient to take. Recently the carer also placed in the cup, alongside other medications, a capsule for their inhaler. Patient took this as medication orally and in the normal manner too. Patient was unwell for the rest of the weekend with stomach cramps, has a stoma bag so contacted the GP who came out to the patient, GP wanted to admit the patient however they declined and wanted to be treated at home, was given medication to ease the pain and resolve the issue. Patient has been in touch with the provider and they asked 'who else have you told?' the carer who administered the medications is no longer attending to this patient, but feels this was not taken seriously.

**Notes / Questions**

However the patient would like to know what training do carers get on administering drugs to home care patients? has heard its on-line training only? Patient also mentioned that whilst they were in hospital for 3 months they still had to pay the full top up fee for care, is this correct?

LCC - are you aware of this error and what is being done to stop errors like this with the provider?

## 2. Case 7135 (28-06-2019)

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

Parents of an adult child with complex disabilities and extremely challenging behaviour have concerns as currently the cared for is of adult age but with a mind of a toddler, have been requesting support for some time. The cared for doesn't sleep and therefore parents only get a couple of hours a night. Cared for wants 1-1 attention whenever they are awake and the parents are finding this extremely tiring and are at breaking point. In 2018 it was arranged that the cared for would go into Heath Farm and the transition was underway, regular meetings were attended, by the social worker; parents; previous lead social worker and the home, nearly ready for them to go in full time, a flat was specially built but at the last minute it all fell through as there was not enough staff to provide safe care as the cared for requires 2-1 24/7. This was November 18 and the parents have had no respite since. Parents are getting older and finding it harder to cope. Would like to become parents again rather than tired carers. Late 2018 parents were informed to look at some other alternatives, which they did and found 2 homes which they liked, assessments were completed and the information was passed to Social Care, financially there was little or no difference between them and Heath Farm. All paperwork had been submitted prior to Heath Farm however Social Care are now requesting the same documents again, which is holding up the transition. Parents feel the Social Worker is doing their best and has been extremely helpful, however parents feel nothing is moving in the right direction. Respite care has been reluctantly agreed by the parents but this is only a small step. As child has extreme anxiety issues. Parents have requested a best interest meeting, however they are still waiting for this to happen. The preferred home (Kisimul) is currently undergoing developments and the parents accept that there will be a transition period, would just like answers / confirmation or communication as to how long things take as they are concerned that the place will be taken and their cared for will have to go out of county or in a unsuitable home. Have previously had bad experiences and don't want them to experience them again.

### Notes / Questions

HWL ask - why when the transition under these circumstances are often difficult are the processes (paperwork) so convoluted?

UPDATE - Cared for has now been offered a place in the home of choice, but still waiting for Social Services paperwork to come through.

### Provider Response

This was a unique situation as Lincolnshire inherited a care arrangement which was established by another Local Authority where the father was a paid carer for a significant number of hours per week, this caused issues in terms of merging the informal and formal role and not an arrangement we would have agreed to in Lincolnshire so adjustments were needed and a care provider was sourced to support the family to start the process of the cared for having care provided by someone other than the family.

The amount of time taken due to the transition requirements, particularly as this service user has been cared for by the family for so long may have impacted on the need to update information including assessment requirements. In addition there was further impact of arranging one provider for the long term care which then could not go ahead due to issues with the provider, something which was out of our control and that following this another provider had to be found.

Both providers undertake their own assessments, so there may well have appeared to have been a lot of assessments from the families viewpoint all of which is required under the Care Act/local procedure for LCC and under CQC regulation for the providers.

The service user has been offered a place in the home of choice and a provisional move date has been agreed.

### 3. Case 6984 (04-06-2019)

**Providers:** The Beeches Care Home

Elderly parent up until Christmas 2018 was active and independent, although with conditions which is managed with weekly injections, had also been seeing a consultant at Louth Hospital, patient was too frail undergo any investigations. However in February their condition deteriorated, became more reliant on relatives. However as time went on the family felt unable to cope and requested help from social services. The social worker came, but that day the doctor saw parent and fast tracked the care and we were passed on to The Beeches in Louth for home care delivery.

The Beeches home care began the mid March 2019. We were asked to meet the carer at parents home on the first morning to show them what we had been doing. After a couple of weeks we left the carers a note asking them if they could leave parent plenty of incontinence pants near the toilet as they had an upset stomach, and they had left them with none. Mid April we mentioned that the bed had not been made for 1 week to 10 days, they said they didn't make the bed because by the lunch time visit it had been turned back. The bed had been turned back by me or my sister in law, and we didn't want the carers to think that parent had been doing it. I also noticed that they had written a week previously that they were contacting the District Nurse coordinator, and that day it was written that the coordinator was contacting the Beeches. When I asked about the coordinator contacting the Beeches she became very defensive and said they had to do this by law & they did it with everyone & normally the clients they see with this type of care only last a week. She also said she didn't think parent needed dinner time cover, I then asked about the bed and she said that she had made it that morning, I replied that it hadn't been made for at least a week because parents leg had been leaking & we had placed some kitchen roll at the bottom of the bed, and it was still there and the draw sheet was all rolled up, I also asked if she knew who the new coordinator would be as the original one was on maternity leave. She said she didn't know.

At 2pm that afternoon I received a phone call from the manager at The Beeches who said they had terminated my parents care and they had informed the P.C.C. She explained that the reason was that I shouldn't have approached the carer in the car as she wasn't at work (so why did she not tell me this when I asked if I could speak to her). She also said the carers weren't happy going to my parents because they were being asked to do extra jobs like washing up (but these were on the original care plan and we hadn't asked them to do any jobs). The manager said we would have to ring the P.C.C. to sort my parents care, this I did straight away. I explained the situation to the P.C.C. who said they would ring The Beeches and try to resolve the situation and that they would ask The Beeches to ring us and let us know the outcome. After waiting all afternoon we rang The Beeches and found out the manager had gone home, but I spoke to the deputy manager. Her manner was very threatening and bullying. She said I shouldn't have spoken to her in the car as she wasn't at work. She said that they agreed to return my parents care, as long as nothing like this happened again, she agreed to draw up a list of what they would and wouldn't do for them. This took them two weeks. She also said the dinner time call was to be reviewed for 1 week, but when I spoke to the coordinator she agreed to monitor it for longer. She was also under the impression, from The Beeches that we were doing the meals & that parent had eaten it before they got there, the only day we took a hot meal in was a Friday. They also said we were always at the house, we weren't, the only time anyone was there, was if the carer arrived early for the night call (5pm).

In late April the situation deteriorated further, when a carer left a chilled meal out of the fridge on the kitchen worktop for at least 2 hours. Then a few days later a frozen meal was left in the microwave at 8am by the morning carer ready for dinner, we returned this meal to the freezer as the packaging clearly stated cook from frozen. The carer wrote in the book that a visitor had returned a frozen meal to the freezer and could they not do this as they were on limited time.

When the night time carer came that night she was early (5pm). Parent said your early she replied she was in a hurry as she started her job at 6pm. Beginning of May the morning carer came and asked what meal would they like for dinner, parent said she didn't know, so the carer just took out what she thought, this was returned to the freezer by a visitor, as again it stated on the packaging cook from frozen. When the carer came at dinner time parent said they would like a chicken dinner, the carer started to warm this up in the microwave but because it wasn't getting done quick enough she added hot water to it. This made the meal inedible and unsafe to eat and was thrown out by a visitor who came to see parent at dinner time; they also prepared some cream crackers.

The following day they finally left their list of what they could and couldn't do. They weren't going to empty the bin in the toilet with the soiled disposable pants in. When the carer came she said that they couldn't stop long as their next call was dying.

The next day I found the fridge door ajar. In the fridge were injections which have to be kept refrigerated and 3 frozen meals which had been taken from the freezer and left in the fridge to defrost, again it stated on the packaging cook from frozen. These meals had to be discarded as they had been left in the fridge overnight, by the night time carer, and couldn't be refrozen. After seeking advice and discussing it with the coordinator the family decided to terminate the care with The Beeches.

In conclusion we feel that the care provided by The Beeches to be uncaring and dangerous. When the carers came in the morning they would empty the commode and leave it not rinsed or wiped with

the anti bacterial wipes provided. We felt that we couldn't contact The Beeches as they would just terminate the care again. When The Beeches terminated the care in April parent was very upset and said "what have I done wrong". Parent was active and independent up until Christmas, but while they were receiving care from The Beeches they became very quiet and withdrawn. I noticed that when it was getting near to the carers coming parents hands would start shaking. When we terminated the care parent became brighter and more cheerful. Since we terminated the care we have been unable to obtain any help. All the caring is being done by family members.

**Notes / Questions**

HWL - provided, Total Voice; CSC and Care Assessment information. UPDATE - has new Social Worker; New Home Care provision and assessment being done early July.

**Provider Response**

Update - New Care provision of Walnut Care is now in situ and are wonderful.

**South West x 1**

- 1 x General Comment

**General Comment**

1. Case 7073 (19-06-2019)

**Providers:** Lincolnshire County Council - Adult Social Care, Lincolnshire South West CCG

Close relative called about parent and wanted information and advice to support the family. Elderly parents, one with many complex health needs and with new diagnosis of dementia. Direct family members live in outside of Lincolnshire. Parents live together however the carer is finding it increasingly difficult to cope with the responsibilities of medication, behaviour, conditions etc. The patient's condition deteriorated to a point where they were admitted to hospital late 2018, where it became evident to the family that the patient was not taking medication or eating and drinking properly, causing a decline in health. This was raised with family carer who said there were no issues at home however subsequently asked for patient to be taken into respite which has happened twice between Feb – May 19, on both occasions the patient has not had any problems in the care home and has returned to home well. Again concern was expressed by family as to how patient was being looked after at home. Patient has a social worker who has been working with the family but who they feel has let them down in terms of broken promises, communication and the ability to work with a family. In addition to which the safeguarding team are involved with the family due to behaviours. Allegedly the SW had said that the patient had capacity and no care was needed, despite the family concerns of patient being repeatedly ill due to medication and eating habits and confusion. The SW also said they were aware of the emotional and mental abuse in the home to the patient. Upon leaving respite care the patient returned home for a week and was then taken out of county by family members to care for the patient. In this time they have found the patient has missed many critical medical appointments, is being treated for a skin disorder (obtained prior), the patient is apparently doing well at the relatives home and is receiving medical care there including medication and medical reviews that hadn't happened locally, the patient is currently waiting for a specialist appointment later this month. Social Worker now applying pressure saying they want patient back in Lincolnshire by a specified date in June and they won't action any support packages until then. The family were previously told by SW that district nursing would be put in place several times per day but that never materialised and that the SW would arrange a meeting with the family to discuss a way forward and this has now been cancelled by the SW and the SW is now requesting another capacity assessment back in county. Family want patient to return to the family home but are not supportive of this whilst there is no care or action plans in place and feel it would be a backward step. The SW has apparently said they want the patient back at home by the specified date otherwise they would consult their legal team, after which they would leave patient at home for 6 weeks and then carry out a family meeting. Apparently in the absence of the patient, the other carer has now been assigned a SW and is receiving an assessment but no one knows what for, carers, medical, home care?? The family want a best interest meeting before the patient returns but this is being denied. Family are naturally concerned that services in Lincolnshire are letting parent down.

**Notes / Questions**

HWL provided information on:- Integrated neighbourhood working; Dementia support groups; Advocacy Services; Carers assessment; transport; SWCCG; Adult Social Care;

**West x 3**

- 2 x General Comment
- 1 x Compliment

**General Comment**



1. Case 7027 (07-06-2019)

**Providers:** Drovers Call, Lincolnshire County Council - Adult Social Care

Family member in Care Home, suffers with dementia and doubly incontinent. Feels they would like spouse home rather than in a Care Home where they can care for them 24/7 along with care package at home, as feels they are not getting a good standard of care in the home, often not dressed appropriately ie no pants, shoes or slippers. Has had several meetings with Social Services and other stakeholders but feels they were not listened to, originally in early 2018 Social Services did agree the family member could come home, this has not been mentioned since, so feels they have been misled. Social Services now going for court of protection on family member. Spouse would like a solicitor with expertise, has looked but there isn't anyone in Lincolnshire with this expertise to look at documents and see if there is anything that can be done as would like to challenge Social Services.

**Notes / Questions**

HWL - suggested Total Voice, but family member did not wish to make contact with them. HWL made contact with Irwin Mitchell who initially could not take the case as too busy, but has agreed to contact the Spouse to discuss.

Please note this is the 2nd Drovers Call independent issue raised in 2 months.

**Provider Response**

The standard of care within the home was in question at the beginning of 2018. From the recent CQC inspection (to be published shortly) and Contract Management report from Lincolnshire County Council, there are no concerns in the areas raised from the Healthwatch report. The Senior Contracts Officer also noted that Drovers Call have gone on to win a number of quality awards. The other part of this case appears to be more about the social care assessment process and Court of Protection, and without the details of the service user we are unable to look into this any further

2. Case 7083 (24-06-2019)

**Providers:** Lincolnshire County Council - Adult Social Care, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health), St Barnabas Lincolnshire Hospice, Welton Family Health Centre, West CCG

In the past 9 1/2 years I have experienced just about all or most aspects of health & social care. GP at Welton which was excellent at the time of my spouses illness being eventually diagnosed at QMC which has had excellent care. Spouse was told they had Parkinson's disease which was a bombshell to us both, given some leaflets and sent home to come to terms with this devastating news. It has not been an easy ride, no signposts to support us, only help was joining Parkinsons UK who gave us a support worker. When loved one needed cognitive therapy the mental health support was NIL, I was in dire need of help to direct me and know what to expect. St Barnabas Day Centre was recommended to me and they saved us both and continue to do so. Loved one went for therapies and support was given to me and signposted to various agencies. The help is there but you have to find it. I have found this very frustrating. My spouse was diagnosed with dementia, the mental health Doctors at Witham Court we felt were very rude and uncommunicated, I have no faith in them at all. Our Nurse is excellent but she is overworked. St Barnabas continue to help me with equipment and support, calling just to see if all is well. Our Consultant at QMC advised me that I would need some respite but I don't want my spouse in a care home. But we have researched a care home in Lincoln which specialises in Dementia care and they look after him 1 day a week on a 1-1 basis which we have to pay for but are excellent and they support me too. I also pay for a carer two mornings a week.. Social Care should be given on NEED not on how much money you have. I feel the caring is not there only caring about the funding.

**Compliment**

1. Case 7047 (11-06-2019)

**Providers:** Lincolnshire County Council - Adult Social Care, OSJCT Fosse House

My sister has Dementia, has been in a care home several months and is well cared for.

**Notes / Questions**

No patient information provided

Other Services

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

1. Case 7115 (27-06-2019)

**Providers:** Addaction, Binbrook Surgery

The doctors are good. It is a shame the Practice Nurse has left as she was really good. I am struggling to get help through Addaction, they used to come here but do not now. Need to go to either Lincoln or Grimsby. It is difficult to get appointments in town when I am working, depending on appointment times. I would like to see more services come to rural areas.

**Notes / Questions**

HWL asks - what communication went out to patients prior to Addaction no longer providing this service within the surgery

**Provider Response**

Addaction has not attended the surgery since the current partners took over in April 2016 so I am unaware of the communication that was sent at that time.

2. Case 7028 (07-06-2019)

**Providers:** East CCG

Healthy Minds Support Group Comments

Patients commented they find it extremely difficult to get to Lincoln Hospital from Mablethorpe especially when they do not qualify for hospital transport. Patients feel not enough use is made of Skegness Hospital which is slightly easier to get to using public transport, for minor clinics.

South x 2

- 1 x General Comment
- 1 x Compliment

**General Comment**

1. Case 7138 (28-06-2019)

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

Pain Management - Connect Health Fibromyalgia Group Comments

- I've never been able to get a referral.
- Ring them or you will be waiting forever. You have to go through the talks at corn exchange before going forward just like pain clinic. There are no actual pain clinics in Stamford nearest being Grantham and Spalding. Which is no help if you don't drive. There is still pain clinics going on at Stamford hospital but not for those of us living in town.
- I don't drive its a nightmare hence why I don't bother.
- I was the first patient at the new Boston pain clinic not at the hospital but in a doctors surgery. Saw a lovely lady who assured me that i would be dealt with swiftly. This was 11th April. I hadn't heard so I rang and she came back to me saying some how I had been missed and should of be seen by now. she said she will put that right. That was 4 weeks ago. So i called again to be told the following; This clinic is still trying to find a SAFE place to perform the injections etc. But also they do not have any consultants to administer them as they cannot get hold of any consultants diaries. That was on the 18th June. He said that he should know later that day and a letter will be out to me by end of the week 21st June. That was a week ago Guess i have to ring again. They shouldn't filter people through if they cannot follow up with the treatment.
- I still have no appointment I was told last year that I could not go to the pain team at Stamford hospital because I live in Holbeach. Spoke to GP said the new pain team will contact you but when I have been waiting nearly 10 months who do I contact about this anybody know.

**Notes / Questions**

HWL - passed the phone number and website to the Group. HW have been informed they are finalising an SLA's (Service Level Agreement) with Lakeside surgery (Stamford) and Deeping Medical Practice- we're hoping that clinics will be available to use by the end of June, given that clinical diaries can be booked up to 6 weeks in advance it maybe that we start clinics in July. UPDATE - this information has now changed, awaiting confirmation of new agreements.

**Compliment**

1. Case 7137 (28-06-2019)

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

I am going through the pain clinic. I have had one appointment so far and another booked for middle of July. The guy I saw was very nice, took time out to listen to me and has referred me to a specialist to sort my medications out.

South West x 1

- 1 x General Comment

**General Comment**

1. Case 7013 (06-06-2019)

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

I am most concerned to learn that the excellent Pain Clinic run staff at Stamford Hospital is to be discontinued. Up until now it has been held in a large well equipped area that seems entirely suitable for the purpose. I am told that it could move as far away as Spalding, there seems no apparent reason for this move, therefore I would be obliged if you could look into this matter for me.

**Notes / Questions**

HWL - got in touch with Connect Health to see if anything was going in Stamford.

Information passed onto the patient, along with Connect Health website and contact details.

**Provider Response**

We've listened to the feedback and suggestions from the south west patient groups and have further expanded our delivery in that area. It hasn't been easy to find suitable locations with availability in Stamford in particular but we've preserved and are now in the middle of finalising SLA's with lakeside surgery (Stamford) and deeping medical practice- we're hoping that clinics will be available to use by the end of June, given that clinical diaries can be booked up to 6 weeks in advance it maybe that we start clinics in July.

I hope this helps with any queries that you get, please do feel free to pass on my contact details to patients or anybody who has any questions.

West x 6

- 5 x General Comment
- 1 x Compliment

**General Comment**

1. Case 7009 (06-06-2019)

**Providers:** Lincoln County Hospital

Haematology

I attend every 6 weeks. All excellent in terms of care, waiting times and staff. Sometimes the doctors get behind and there can be long waiting times up to 4 hours for a 20 min appointment. It is unusual but it has happened. Not so good getting a prescription, take it to the pharmacy and then they also have to have it approved by the hospital pharmacy. It can take an hour. Rather than wait, now I leave my prescription and go off and do some shopping and come back to collect it. I appreciate to park here is expensive for some people. I believe if you are only picking up a prescription you don't have to pay, but I cannot seem to find out about that. Medical care is excellent.

**Provider Response**

Can you thank the patient for their feedback which we will share with the Haematology team. Our concessions relating to Car Parking are published on our Website and are as follows: -

Free parking is available for the following patients:

- Oncology patients receiving regular treatment
- Collection of prescriptions and hearing aid batteries
- Parents attending to support a child's needs in the special care baby unit
- Clergy visiting parishioners
- Following bereavement
- Adults accompanying children for emergency treatment

We do hope this clarifies the situation for the patient.

2. Case 7019 (06-06-2019)

**Providers:** Lincoln County Hospital

Car Park

Need a larger car park. It is a bit full today. Also they have changed the system since we came the last time. When you get here you are in a bit of an 'doo dah'

**Notes / Questions**

No patient information provided.

**Provider Response**

Please thank the patient for their feedback we will ensure that it is shared with the Facilities Manager

3. Case 7037 (11-06-2019)

**Providers:** Lincoln County Hospital

Car park

The hospital needs more disabled parking. I have waited 40 minutes for a space to come free. The system has changed. I read the notice board and registered with the reception. It should be free though. It is older people who are paying for it. It means you have to come really early for your appointment to have time to get parked.

**Notes / Questions**

No patient information provided

**Provider Response**

We are aware that there are difficulties, at times, finding a space in the disabled parking. Disabled drivers are not restricted to using the Disabled parking areas and can park in the other patient/visitor car parks although we do understand where a wheelchair is needed this may not be appropriate. If the blue badge has been registered then the £1.90 charge is for the whole day.

4. Case 7100 (25-06-2019)

**Providers:** Lincoln County Hospital

Car Parking

Car park was full when I arrived at 11 am. I found a space at 11.30 am. Payment system not explained very well. But the car park attendant was very helpful

**Provider Response**

We are sorry if you did have problems parking at the hospital unfortunately it can be very busy at times. The new parking system has now been in place since December 2018 and works on Vehicle Number Plate Recognition. Our volunteers are placed in outpatients department and main reception and are always willing to help any patient or visitor with the parking payments but we are really pleased to hear that the Parking Attendant was very helpful. Thank you for your feedback.

5. Case 7072 (19-06-2019)

**Providers:** Lincolnshire County Council

Resident reported that all the Lincoln city public toilets are now coin or swipe card operated which is presented potential social and mental health concern for residents, particularly the elderly, particularly concerned that this extra barrier for people will cause them not to leave their homes, causing greater social isolation and impact general wellbeing.

Resident has contacted the City Council and the following organisations South Lincs Blind Society, Lincoln and Lindsey Blind Society and Lincolnshire Sensory Services. The City council have informed resident that they will look at signage (as it was inaccessible) and that residents could buy a £5 swipe card for use and for those which fell under the criteria for having a disability they could apply to have a disabled toilet key for the city centre.

**Compliment**

1. Case 7034 (11-06-2019)

**Providers:** Lincoln County Hospital

Respiratory/x-ray

Very good. Have occupational Asthma, have referred me for an x ray. There is a long queue. It is not a booked appointment. I went straight in to see the respiratory nurse. The new car parking system was confusing to start with but am ok with it now I have got used to it.

**Provider Response**

Can you please thank the patient for their kind words. We will ensure that this is shared with the Respiratory nurses and X-ray Team.

**Out of Area x 2**

- 2 x General Comment

**General Comment**

1. Case 7022 (07-06-2019)

Providers: East CCG

Riverside Surgery in Brigg

I've been suffering with hyper mobility and fibromyalgia for over 20 year's, the last ten year's I've been backwards and forwards to the doctors and hospital many times, and just get pumped full of pain killers, which I did ask for, however the last ten year's I've needed to take more and more just to take the edge off, which is 200mg of tramadol and paracetamol 100mg every three hours, then codeine and paracetamol at night, i saw my specialist and he recommended going on pain patches, i told my doctor and he wanted to get the dose right with morphine tablets first, which I agreed to, however instead of weaning me off all the painkillers I'm taking, he said just stop and go on the morphine, this was last Thursday, well Friday morning I started to feel very ill, with chest pain, dizzy, blurred vision, sweating and crying, then Saturday was worst, i passed out at work and they called an ambulance, went to A&E and they said it was because my body was used to the drugs and was in withdrawal I was feeling very ill, i can not understand and so did the hospital doctor why I wasn't told to wean myself off the tramadol and codeine before starting a new drug, not to be over dramatic but it could have been very serious if I'd been driving when I felt dizzy I could have crashed and hurt myself or others, please can you advise what to do.

Notes / Questions

HWL - suggested speaking with Practice Manager and asked which GP surgery they were under.

Patient informed HWL that they were under Riverside in Brigg, so forwarded information onto North Lincolnshire HW with patient consent and gave patient NLHW details

UPDATE - , been to the doctors today and have to wean myself off them, over the next few weeks, then talk about another pain solution as I still have joint problems for life, I'm feeling a little better now, however still very tired and pale, well I'm always tired, But thank you for taking the time fo rme.

2. Case 7023 (07-06-2019)

Providers: Scunthorpe Hospital

A&E

Spouse was ambulated to Scunthorpe Hospital with breathing problems, patient has complex medical needs and spouse was unable to rouse them after a sleep. When in A&E spouse was shocked when the Doctor informed them they would instigate a DNAR on the patient. No discussion with spouse or other family members, patient had not signed anything for DNAR, which was upsetting and came out of the blue as patient in early 50s. Patient was kept in for a week and then discharged. Spouse concerned that a DNAR had been put in place with no communication and couldn't understand why this would be felt uninconcluded in the discussions and spouse care.

Notes / Questions

HWL - provided PALS information.

HWL - asks - what are the processes for families to be included in the discussions and help to come to a decision?

Not Specified

CCG Area	Case Details
South x 1 <ul style="list-style-type: none"><li>1 x General Comment</li></ul>	<p><b>General Comment</b></p> <p>1. Case 6987 (04-06-2019)</p> <p>Providers: The Deepings Practice</p> <p>On previous visits reception staff have been really friendly and helpful. The GP's I have seen have not always been particularly helpful and I have often felt I am wasting their time.</p> <p>Notes / Questions</p> <p>No patient information provided</p>