



## Healthwatch Lincolnshire

Unit 12  
1-2 North End  
Swineshead  
BOSTON  
Lincolnshire  
PE20 3LR

# Healthwatch Lincolnshire Patient Experiences for March 2019

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

This report has been produced by Healthwatch Lincolnshire (HWL) to highlight the patient, carer and service user health and care experiences shared with us for the period 1 to 31 March 2019

During this period 271 experiences are included in this report and have been shared with the relevant individual providers.

For March we would like to highlight the following points:

- **Engagement Activities** - Every month Healthwatch Lincolnshire carries out engagement with the public, we do recognise that the places we visit has an impact on the information contained in this report. During March we have visited 16 sites including:
  - **GP surgeries** - Billingham Medical Practice, Lincoln; Crossroads Surgery, North Hykeham; The Harrowby Surgery, Grantham; Washingborough Surgery, Washingborough; Caskgate Surgery, Gainsborough
  - **Day centre** - Christchurch Day Centre, Stamford
  - **Hospitals** - Pilgrim Hospital, Boston, Lincs; Stamford Hospital, Stamford
  - **Project specific activities:** AgeUK Park Street Centre, Lincoln and Stroke Support Group, Navenby – Stroke Project Engagement.
  - **Other :**
    - City of Lincoln Council; Sleaford Library;
    - Lincoln College, Monks Road, Lincoln, LN2 5HQ – Armed Forces Event
    - Children and Young People's Voluntary Sector Forum Annual Event
    - Hildreds Department Store, Skegness – Volunteer Promotion
- **GP Extended hours** - we are aware that under the GP Five Year Forward View there is a requirement for all GP surgeries to offer extended hours, however we question how patients are being informed about these extended hours. We have more than one instance where someone who is working and unable to attend a GP appointment during the day are clearly not aware of other options such as extended hours.
- **Fragility of services** – we are aware that many services at ULHT are currently very fragile due in most part to safe staffing levels. High profile areas such as Women and Children, A & E are in the public domain and we are very aware of the issues they face, but it is other services such as ophthalmology, stroke, sleep apnoea, dermatology, neurology, urology, oncology (waiting times) and general surgery (elective – cancelled surgery dates) that concern us as much.
- **Communication** - in some instances patients are being told services have changed due to the fault of 'others', whilst we recognise this may be the case, the way information is being shared with patients is not helpful and more needs to be done to signpost and support patients where changes to services mean they are no longer able to access them in the same way.
- **Administration** – continued issues are shared with us about lack of or confusion with patient appointments. Either notification is not received by patients in time for them to attend appointments (resulting in a DNA) or they are sent multiple appointment dates leaving the patient confused as to which appointment to attend. In addition, patients often comment that correspondence, notes, results of tests etc are often missing from their file when they attend appointments.
- **Accessible information** – patients who require information and communication in other formats do not feel they are receiving information to meet their needs eg large font, hearing support. We continually hear from patients that this is an issue even though the Trust tell us support services are available.
- **Waiting times** – we hear mainly from patients that are unhappy with the lengthy delays in clinic waiting to see specialist/consultants. Many of the patients have complex conditions and lengthy waits certainly don't help their overall health.
- **Parking Eye** – the problems the Trust have faced is not only a distraction we are sure they could do without, it is one that patients and families are very unhappy about at present. Better communication from the Trust as to what they are doing with Parking Eye to resolve the problems would help. Also, where patients are having long waits in clinic to be seen at their appointment, we believe there should be a 'cap' to the amount of parking charges they should be expected to pay, particularly as their wait is beyond their own control.

We report all individually raised experiences directly to health and care service providers, this enables providers of Health & Care services to be aware of the comments raised about their services and respond to any specific questions raised. Where questions have been asked of providers, Healthwatch Lincolnshire - requirement is for 20 day provider response. Where questions have been raised with service providers we have included provider responses in this report, where received.

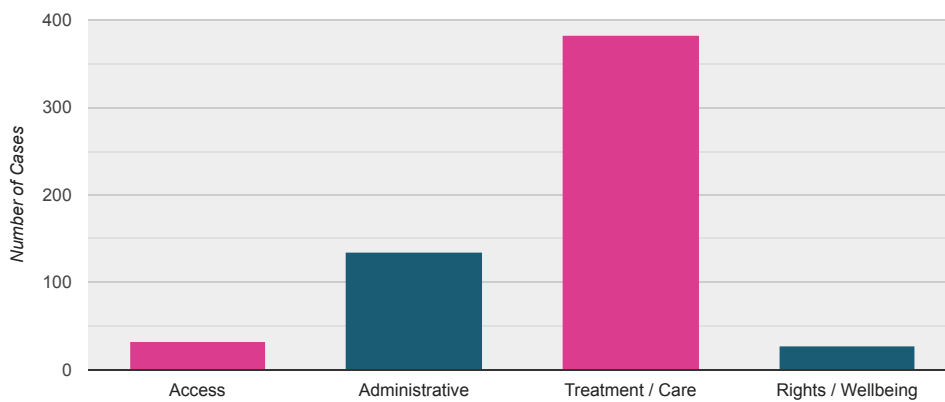
No responses from providers below for March:-

- Market Cross Surgery
- Peterborough City Hospital
- Crossroads Medical Practice
- Billingham GP Practice
- Beacon Medical Practice

## Statistics

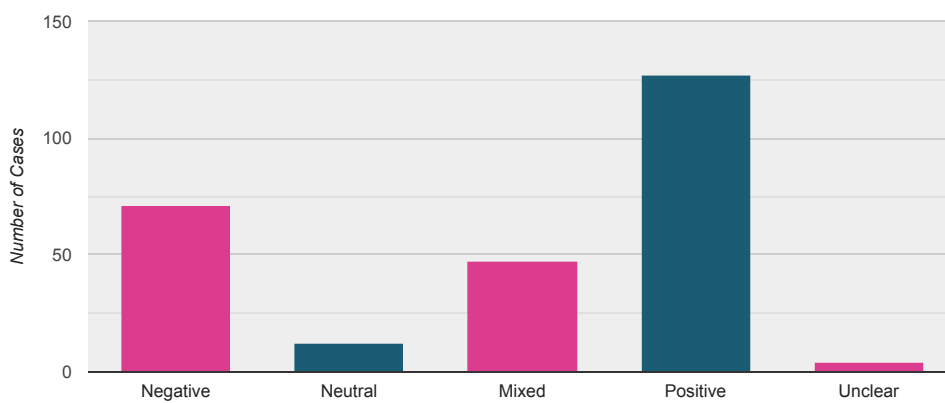
Total cases: 263

### Theme Areas



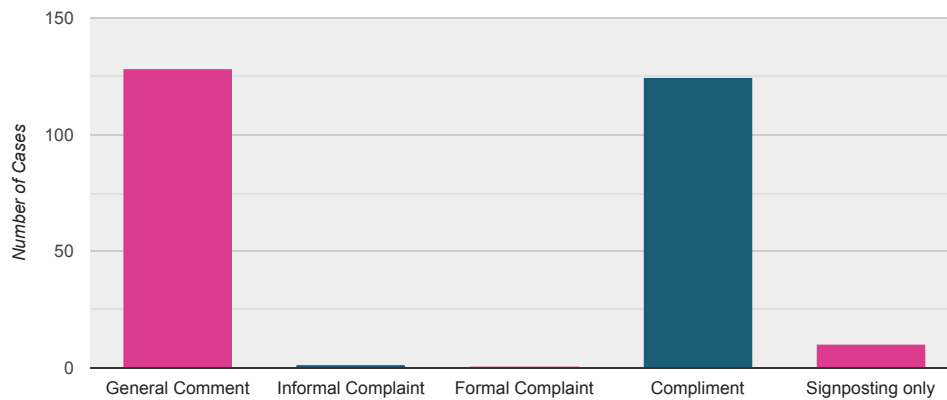
Theme Areas	Cases
Access	32
Administrative	134
Treatment / Care	381
Rights / Wellbeing	27

### Sentiments



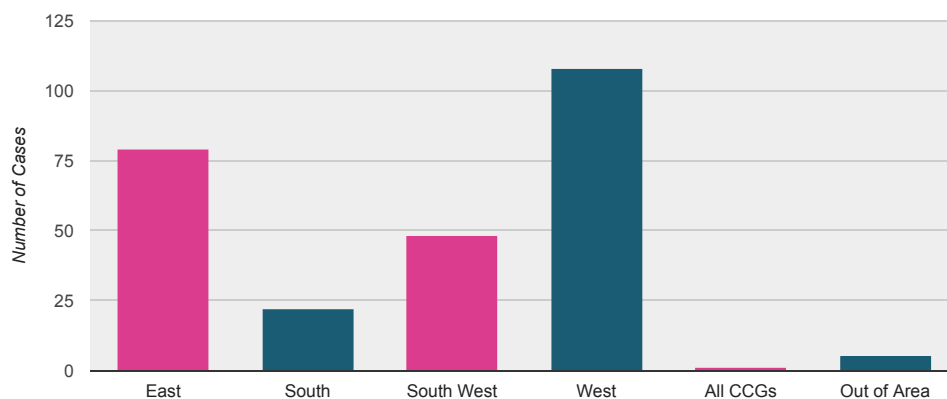
Sentiments	Cases
Negative	71
Neutral	12
Mixed	47
Positive	127
Unclear	4

## Case Types



Case Types	Cases
General Comment	128
Informal Complaint	1
Formal Complaint	0
Compliment	124
Signposting only	10

## CCGs



CCGs	Cases
East	79
South	22
South West	48
West	108
All CCGs	1
Out of Area	5

## Cases

### Community Health Services

CCG Area	Case Details
<p>East x 3</p> <ul style="list-style-type: none"> <li>2 x General Comment</li> <li>1 x Signposting only</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 6390 (05-03-2019)</p> <p><b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>X-Ray - Louth</p> <p>The lift is out of order in the X-Ray department. Have to push my parent quite a way to get them to X-Ray. This has happened for the past two visits.</p> <p><b>Notes / Questions</b></p> <p>HWL - contacted LCHS PALS to see if this had been highlighted to the facilities team in Louth and if there were any plans to get it up and running.</p> <p><b>Provider Response</b></p> <p>we do apologise for the inconvenience this has caused to the patient and their carer. The lift at Louth developed some faults last year and we made several attempts to rectify these however the lift eventually failed to function. We called in our specialist lift maintenance contractor who initially thought they could source suitable replacement part ( bearing in mind the lift is old and spare parts are no longer manufactured) however this proved not to be the case and the lift was inoperable. We will be installing a new lift. Contracts are due to be signed 1st April, the work is estimated to take 12 weeks, due to the requirement for a new shaft and new motor gear in the roof section. There is a 2nd lift which services the block however as X-ray is on the ground floor lift access is not required. This ground floor access to X-ray does mean patients/carers have to walk further and its this which is causing the inconvenience and which we do apologise for.</p>

## 2. Case 6591 (26-03-2019)

**Providers:** Lincolnshire County Council - Children Services, Lincolnshire County Council Social Services

Caller has a primary school age child, fit and healthy with no problems until mid 2018 when the child suddenly became poorly with a neurological disorder suffering from seizures, sensitive to light & sound and losing the ability to walk. They lost their speech in January 2019. Late 2018 the child was admitted to Queens Medical Hospital but discharged with a referral being made to Great Ormond Street Hospital. A bed and hoist have been ordered but no idea when they will arrive as the social worker has pointed out that until the appointment from Great Ormond Street comes through decisions or support cannot be put in place due to the uncertainty of the future. Social services seem to be under the impression that the child may make a miraculous recovery and the aids and implements will therefore not be necessary. The parent of the child thinks differently and feels that the aids and support are needed urgently.

A care assessment for funding is planned to be carried out next month and are also awaiting for SALT to carry out a swallow assessment. Services are in place such as: Psychology Services from Queens Medical Centre, CAMHS, Social worker, OT, Physio and as part of the Education Health Care Plan a teacher from Pilgrim School, Amber Hill - Boston site comes in every week. The teacher has seen a drastic change and deterioration in the child. One of the GPs from Gosberton Medical Centre is also very supportive. The services in use are really helpful and much appreciated but the parent believes there is more support to be offered and needed to know if only it could be accessed. The parent is struggling with everyday life like bathing and toileting the child.

Hospitals that they have visited over the past few months include: Lincoln, Boston, Queens Medical Centre, Peterborough City Hospital. and as stated earlier are still awaiting an appointment for Great Ormond Street Hospital where hopefully this will determine what steps can be taken.

### Notes / Questions

HWL asks - if an assessment is needed and aids are required for the current position why is that not being done in the interest of the patient and family? What additional care and support can be offered to help the parents?

### Signposting only

## 1. Case 6575 (26-03-2019)

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

Patient was admitted to hospital in October 2018 and on discharge 25hour care package was stopped but later reinstated. One month ago the patient was reassessed and the reduced from 25 hours to 14 hour. Late February 19 the patient received a letter from Serco to inform that their contributions were increasing from £63 to £69 (approx) even though the package has been reduced.

Serco rationale: "The weekly package simply costs more". the patient is not happy with the reason given. In addition, once the original package stopped Serco had stopped taking payments leaving the patient with a £1,300 bill (Serco sending out a proposed repayment plan next week to patient.

### Notes / Questions

HWL asks - What happens in these instances where deductions are stopped incurring a large debt, whose responsibility?  
and how are packages calculated if not on an hourly rate?

### West x 11

- 3 x General Comment
- 8 x Compliment

### General Comment

## 1. Case 6400 (07-03-2019)

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

I have been referred to Lincoln County Hospital recently, which is a lot of travelling for a 20 min appointment with the doctor. I have been informed that I am unable to go to John Coupland as there is no one to do the test anymore.

### Notes / Questions

No patient information provided

2. Case 6428 (12-03-2019)

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

Blood Tests

Why do they only do tests in the morning? I came yesterday and it was already closed. The hospital leaves a bit to be desired for size and population and town. Children under 15 cannot have blood tests here as no doctor on duty. Probably have to go to LCH or Scunthorpe instead. The town is growing so need more and better service. I waited an hour this morning for the test they do not move very fast. Convenient to come here if live local.

**Notes / Questions**

No patient information provided.

3. Case 6494 (15-03-2019)

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

SEAU

2.5 weeks after giving birth patient was admitted to hospital for a 1 week stay. The patient was given a private room and the baby was allowed to stay (patient was given suitable meds to continue breastfeeding). A nurse from the maternity wing came and checked that the patient was ok which was brilliant.

A nurse was supposed to visit and continue homecare but never arrived.

**Provider Response**

We would like to thank the patient for their feedback regarding their stay on SEAU and the visit to the ward by one of the Maternity Nurses. We will ensure that this is shared with the teams. It is unclear if the concerns are regarding the District Nursing Team not visiting the patient which would need to be raised with Lincolnshire Community Health Service. If the patient would like to clarify this point and it is to do with a service here at Lincoln County Hospital perhaps the patient could contact the PALS Team to discuss further.

information passed onto the patient,

**Compliment**

1. Case 6361 (05-03-2019)

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

Blood Test

The NHS is a great service and John Coupland Hospital staff are always friendly and very helpful.

2. Case 6362 (05-03-2019)

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

X-ray

I was referred for an X-ray in the last year. Excellent service. Staff are good, it is quick. Pleasant surroundings

3. Case 6414 (07-03-2019)

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

I find it good. No long waits. Free car parking, Staff are very friendly and helpful.

4. Case 6417 (07-03-2019)

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

Staff always friendly and polite. We need more GP's in the area. We also need an A+E department as there are 5000 new homes planned for this area, Too much strain on existing services.

5. Case 6434 (12-03-2019)

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

Blood Tests

I have recently been for a blood test at JCH the waiting time was short and the staff are very caring and considerate.

6. Case 6439 (12-03-2019)

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

Blood tests

Homely and pleasant very efficient sometimes a long wait but today very quick

**Notes / Questions**

No patient information provided.

7. Case 6442 (12-03-2019)

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

**Notes / Questions**

No patient information provided

8. Case 6482 (14-03-2019)

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

It is brilliant. There are not many staff there and you see the same staff through from pre-op to the operation and you get follow through which is right. When you have the procedure you go about 1/2 hour before. Not everyone coming in at the same time. This is better, as one is having the op another is being prepared. And it helps with car parking, more spaces as everyone in not arriving at the same time. The staff are brilliant, like a family there. It is not a huge place where you feel like a number.

**Notes / Questions**

No patient information provided

## Primary Care Services

CCG Area	Case Details
<b>East x 42</b> <ul style="list-style-type: none"><li>• 24 x General Comment</li><li>• 16 x Compliment</li><li>• 2 x Signposting only</li></ul>	<b>General Comment</b> <ol style="list-style-type: none"><li><b>Case 6557 (21-03-2019)</b><p><b>Providers:</b> Beacon Medical Practice</p><p>I have concerns about the GP service and being able to get an appointment. I use the Beacon practice at Skegness. There is no appointment system now at all. You turn up at 8 am and see if you can get an appointment. I feel it is a backward move. I know things are difficult and doctors get paid for their time but I find it a dismissive attitude about the value of my time. The surgery is not open at 8 am but you are advised to go for that time and start queueing. I thought the GP was the Hub of your Healthcare. I have needed to explain my condition to my GP and the care to enable them to incorporate my needs with other healthcare needs. I do not feel like I am getting an holistic care or that the GP has an overall interest in my care.</p><p><b>Notes / Questions</b></p><p>HWL asks - Does the practice not operate both a 'sit and wait' and pre-bookable appointment systems?</p></li><li><b>Case 6397 (06-03-2019)</b><p><b>Providers:</b> Binbrook Surgery, The Caistor Health Centre</p><p>Binbrook Surgery</p><p>"Saw the Doctor who was very good with me. Talks to me, listens and is not in a hurry. Last week I saw a locum and found them quite arrogant so I went back on another day to see another Doctor". I feel the locum seemed fed up and didn't want to know, gave me some tablets but didn't say what they were or when to take them or anything so that's why I came back. Mainly ok in getting an appointment, sometimes there is a bit of a wait, around 3/4 hour for your appointment, but overall it is good. Patient raised concerns, feels that it may close as they don't do much here anymore, Doctors keep coming and going, Market Rasen is the nearest surgery which is difficult to get to.</p><p><b>Notes / Questions</b></p><p>No patient information provided</p></li><li><b>Case 6604 (28-03-2019)</b><p><b>Providers:</b> Boston Smile Centre</p><p>Patient experienced some problems regarding a receptionist at Boston Smile centre, didn't know who to speak to.</p><p><b>Notes / Questions</b></p><p>Practice Manager and PALS info given</p></li></ol>

4. Case 6421 (07-03-2019)

**Providers:** East CCG  
Support Group in Boston

General comments around Military Medical records going to the GP practice. Hard copies issued to the veteran on completion of service and when presented to the practice are not always added to the person's medical records file.

**Notes / Questions**

Group asks - What is the process for this information to be added to their continued care once they have left the service? Why are the notes not scanned in and added to their records? as the information is relevant to the persons health records.

**Provider Response**

LECCG response: On receipt of these records, the practice should summarise and code this information and then scan it as appropriate into the clinical system. We will ensure that the process is communicated again to all practices. If possible to have details of practice involved, we can contact them directly.

5. Case 6369 (05-03-2019)

**Providers:** Marisco Medical Practice

You do not always see the same person, patients think that your own doctor knows you. I find they have to look at your notes and it is not as easy to follow things through. All the doctors are very nice, but have always got to check back on your records.

6. Case 6374 (05-03-2019)

**Providers:** Marisco Medical Practice

If I did not need to come here I would not, but I have no choice at the moment. In the patients opinion they should not pass the CQC inspection feels the reception staff are rude. You should not have to explain at the desk what is wrong with you. I have never been treated so badly.

7. Case 6378 (05-03-2019)

**Providers:** Marisco Medical Practice

A lack of information and communication is a bad thing. You speak to reception to try and get your repeat prescription and they say it will be put to the doctors. Then wait 3 days and go to Chemist and the medication is not there. Then have to get up here to see the doctor. My relative must stay on her medication, the doctors have told us that without them she ends up in hospital. I am concerned we will run out. They have promised twice they will call me about the prescription and I have had no call yet. I moved here 13 months ago and I have not seen a doctor yet. I have the same problem with my prescription, I go to Lincoln County hospital Clinic 8 for my eyes and it has been very good and I get my prescription there as I cannot get it at Marisco. I am not sure why, maybe it is because the communication between the doctor at LCH and the surgery.

8. Case 6380 (05-03-2019)

**Providers:** Marisco Medical Practice

You can rarely see a doctor, you have to queue from 8am. Then you go home and then come back later. I am using a taxi and it starts to get expensive. Then you usually see a nurse. They only allow so many appointments a day. It is about 2 weeks to get an appointment. I do not like telling the receptionists my problems and them deciding if I can have an appointment. How qualified are they? I try to use the Marisco at Sutton on Sea as it is nearer to me. But have to come to Mablethorpe for blood tests as the surgery at Sutton has limited access for them.

9. Case 6386 (05-03-2019)

**Providers:** Marisco Medical Practice

I feel the waiting time to wait to see a doctor or nurse is too long as you have to come to sit and wait for 8am but you could be here up to 3 hours waiting.

10. Case 6387 (05-03-2019)

**Providers:** Marisco Medical Practice

The waiting time to get an appointment is disgusting, waiting 2-3 weeks is not on!! Also when you come to the sit and wait you are waiting 2-3 hours to be seen and can only talk about 1 medical problem. When you arrive at the clinic they sometimes tell you it is full and it is only 9am, I do not get it !!!

**Notes / Questions**

No patient information provided.

11. Case 6391 (05-03-2019)

**Providers:** Marisco Medical Practice

Being told by a doctor that you need a follow up appointment and then the receptionist refusing to give you an appointment, being told to ring back in a week to try and book an appointment. The good thing in the surgery is the doctor comes out to greet the patients

**Notes / Questions**

HWL - receives many such comments and believes more can be done between staff to support patients

12. Case 6393 (05-03-2019)

**Providers:** Marisco Medical Practice

Sutton-On-Sea Branch

Patient commented they feel that going to Sutton - On - Sea branch is easier and better than having to go to the main surgery in Mablethorpe. There is a large elderly population in Sutton. Cannot get through on the phone all calls have to go through to Marisco. Staff are good at Sutton when you can get in and as its closer prefer to come here than try and get into Mablethorpe. Feel since moving here things are being taken away and doesn't want to lose this surgery. You can never see the same GP, I signed up for the text reminder service, but the telephone number was lost. I asked the receptionist for an appointment at Sutton as concerned about a mole on face and that it was infected. Informed that a 3 week wait for an appointment so I went to Mablethorpe sit and wait. Was there for 7.30am and 6th in queue. At 11am those who had not been seen were sent home. Feel one of the receptionists at Marisco is very rude. Patient had a health check end of last year at Sutton On Sea, then the main surgery called to chase me up to go in for one and said I hadn't been. By all accounts my information from the health check had been put onto someone else's records, but they don't know whose. At some other surgeries they have Paramedics who see patients instead of GPs, could this be implemented at Marisco and Sutton On Sea to help things?

**Notes / Questions**

No patient information provided.

13. Case 6395 (05-03-2019)

**Providers:** Marisco Medical Practice

Sutton On Sea

GP is almost none existent. Don't get on very well really. GP tells you to ring for an appointment and then they don't answer the phone and sometimes after a while you get cut off. There is a 3-4 week wait for any appointment. For emergencies there is a sit and wait service, but at Sutton can only take about 3-4 patients. I find it difficult to get to Mablethorpe surgery as I don't have transport and live in Sutton. This is the worst place I have lived for getting a GP appointment but moved here to be close to family. I appreciate the NHS and I have put ideas forward to the surgery that might help, but nothing ever comes of it. I also received 3 letters about the same thing.

14. Case 6403 (07-03-2019)

**Providers:** Marisco Medical Practice, NHS England Dental

I have always been very happy with how I have been treated when attending the centre, however the main problem is getting to see someone. The centre seems lacking in permanent doctors, you can rarely get appointments in a reasonable timeframe. There is a sit and wait service but this leaves you sitting for a very long time, It is ok if you are retired but unsuitable for working people, you also cannot develop a relationship with a doctor as they change so often.

15. Case 6407 (07-03-2019)

**Providers:** Marisco Medical Practice

Been satisfied with the service and the care I have had is good. They have a sit and wait system, it is always full and not a good system. You can get an appointment for things such as flu jab. I am not keen on the sit and wait as you than be sitting for a couple of hours.

16. Case 6412 (07-03-2019)

**Providers:** Marisco Medical Practice

Tried to get an appointment (problem with ears) Receptionist "said we don't do ears" recommend you go to Specsavers. I went and no wax. then had a hearing test it showed sudden loss in right ear. Specsavers sent the test through to GP and said they would be in touch. After 3 weeks I visited Sutton surgery and gave them a copy of my hearing test they said a GP would be in touch, that was 3 weeks ago. also online appointments are never available to book.

**Notes / Questions**

HWL Suggested to make contact with the Practice Manager.



17. Case 6564 (22-03-2019)

**Providers:** Marisco Medical Practice

A surgery in administrative chaos. Getting a appointment generally impossible by phone or automated system. From 0730 in the morning people start queueing outside. The top number I have seen, in winter, in the rain, including OAPs and children , 65. The doors open at 8 am and by 8.30 people are being turned away. Conflict at the reception desk is common. Sitting in their sit and wait (generally the ONLY option) is worrying as the anger is palpable at times. 3 hour plus waits common. Regular use of the Louth and Skegness walk in is preferred by many with transport but for the elderly it is pitiful at times. Reception staff are unhelpful and unprofessional, arrogant. Nursing staff are good, Doctors., if you can get to see one, normally competent, with notable exceptions. NO continuity of care. Website, what they claim to deliver and what they do deliver is light years apart.

18. Case 6595 (28-03-2019)

**Providers:** Marisco Medical Practice

Staff, building and treatment absolutely fine. Getting to see a doctor sometimes a problem. Ridiculous waiting times on occasions, the 'wait and see' usually has no more appointments available by 9 am. having worked in the NHS I fully understand they have money and staffing problems but when you are the patient it is very frustrating to be told we have no more appointments left or sorry we have no doctors today. Patient feels this is the reason the hospitals and ambulance service are so stretched.

19. Case 6396 (06-03-2019)

**Providers:** Marsh Medical Practice

Its difficult to see a doctor, you are initially offered a Nurse appointment. The Practice Nurses do more now, they try to push patients in the Nurses direction, they can now make referrals for you to see a specialist, it cuts the Doctor time which helps. The main problems is getting an appointment even for the Nurse, usually waiting time of 2 weeks. Ring at 8am and its continually engaged, then when you do get through all the appointments have gone, feels like a competition. The population locally has grown and is still growing, a lot of new houses being built within the surgeries catchment area and its not an area that attracts new doctors. As there is difficulty in recruiting we get a lot of Locum doctors so no continuity.

20. Case 6382 (05-03-2019)

**Providers:** NHS England Dental

I am disappointed that the dentist here at the Marisco centre has closed. I have got another at Skegness, I live at Sutton on Sea. I use the bus to get there which can take a long time.

21. Case 6543 (21-03-2019)

**Providers:** NHS England Other

Patient lives in Sibsey, has moved to Stickney Surgery where they used to have medications dispensed. Have received a letter informing they are no longer eligible for dispensing of medications. Patients confused as although its ok at the moment they are getting older and more infirm what happens then?

**Notes / Questions**

HWL - spoke with the Practice Manager who explained this was an NHS England initiative. Explained the process.

Information was relayed to the patient, along with NHS England complaints and Pharmacy2u information.

22. Case 6611 (29-03-2019)

**Providers:** Tasburgh Lodge

The patient contacted Tasburgh Lodge to arrange a blood test to have a PSA check. The request was made simply as a check as the person hasn't got problems at the moment but it was thought an important part of mens health checks. The surgery informed the patient they do not do them without a history of difficulties and the sender questioned if this was right?

**Notes / Questions**

HWL - suggested the patient speak with GP surgery to see if they could provide or if they can advise of anything the patient can do.

23. Case 6610 (28-03-2019)

**Providers:** The Wolds Practice

A patient who has been diagnosed with a mental health condition for most of their life. Never had counselling and receives very little support - very anxious and distressed as feels medication is completely wrong - the GP prescribes tablets for their happy side and not for the depression which means that there is nothing to control the depression which is getting worse and feels that their serious depression is not being acknowledged or even recognised. Their grown up child recommended they call HWL for help and advice, possibly a call out but informed them that HWL do not conduct a face to face service, cannot get involved in individual cases but can provide information on services available. There is a court case pending against DWP who have stopped their money, the caller is in debt and has just been notified that the Council Tax is going up. The patient has spoken with the Samaritans and has been advised on several occasions to contact the crisis team but has no intentions of doing that and admits to getting very annoyed when anyone suggests that but doesn't know where to turn or what to do.

24. Case 6443 (12-03-2019)

**Providers:** The Wragby Surgery

Recently diagnosed with Gender Dysphoria. I had to go to a private specialist to avoid a 2-3 year waiting list. Now possibly facing issues with GP not wanting to provide a "shared care" plan on recommendation of GIC specialist.

**Notes / Questions**

HWL - provided patient with information around GIC specialist and shared care.

### Compliment

1. Case 6405 (07-03-2019)

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

They have been good to me. looked after me, doctor here and consultant at Grimsby Hospital. Cannot fault them here, very good.

2. Case 6552 (21-03-2019)

**Providers:** Liquorpond Surgery

Very good can always get appointments I want and when I want. Non emergency ones usually 2-3 weeks ahead but usually are routine appointments so easy for me to fit in. Waiting times are short, rarely any delays.

**Notes / Questions**

No patient information provided

3. Case 6372 (05-03-2019)

**Providers:** Marisco Medical Practice

I do not like to mark them down but I have waited 2 1/2 hrs for a sick note. Hoping to be able to get one now via reception rather than seeing the GP again. They tell me everything and explain things well. I had a heart attack a few weeks ago. I was in the Marisco car park, I came in and there was a paramedic who sorted everything. I went by ambulance to Lincoln County to Cardiac and had a lot of tests and they were very good. Marisco have been very good and helpful. They have helped me with prescriptions. I have seen lots of doctors and they are seeing me quickly, They have explained really well what is going on.

4. Case 6373 (05-03-2019)

**Providers:** Marisco Medical Practice

I go to the Sutton on Sea surgery mostly. I like the Sutton branch as it is only a short walk from the bus stop. If I come to the Mablethorpe surgery it is a long walk and I use a walking aid. I like the Sutton branch I prefer there mainly because of walking distance. Sometimes when I come to Mablethorpe I use a taxi the fare is £2.30. It is more taxi fare if I go to Sutton surgery somehow due to where I live on the road. I feel I get better service now than I did 14 years ago, I have never tried the walk in system yet, I will do next week

5. Case 6376 (05-03-2019)

**Providers:** Marisco Medical Practice, Merton Lodge (Alford) GP

It is difficult to see someone so I usually see the nurse. The new nurse is good too. Usually get on fine, all new at the moment with the staff. They do talk things over with you, I only like to have the bare essentials about the treatment so that I do not worry about it. I come to Marisco for bloods as they have stopped it at Alford. Mablethorpe is the nearest, everyone is really nice, friendly and kind.

**Notes / Questions**

No patient information provided

6. Case 6392 (05-03-2019)

**Providers:** Marisco Medical Practice

It is really hot in here today. I am happy with the help I am getting. All nurses are decent. I come in regular for test (warfarin) Moved here recently and found it ok to get a practice.

7. Case 6401 (07-03-2019)

**Providers:** Marisco Medical Practice

It is much better access to seeing a doctor on the day with sit and wait appointments. Practice is clean and comfortable. Nice to be able to have a cuppa and chat with patient group volunteers.

**Notes / Questions**

No patient information provided

8. Case 6402 (07-03-2019)

**Providers:** Marisco Medical Practice

In my opinion all the Drs and nurses and staff do the best that time allows. And it is very easy to see that all are overworked and rarely thanked.

9. Case 6404 (07-03-2019)

**Providers:** Marisco Medical Practice

It has been alright but I have not seen a doctor for a while. It is ok now the lift is working but it has been out of action for about 8 months. I have been using the staff lift instead. The staff are lovely.

**Notes / Questions**

No patient information provided.

10. Case 6406 (07-03-2019)

**Providers:** Marisco Medical Practice

Overall the practice has made progress in providing more appointment availability and access is improving. It is nice to see more doctors arriving and wanting to work at Mablethorpe.

**Notes / Questions**

No patient information provided.

11. Case 6408 (07-03-2019)

**Providers:** Marisco Medical Practice

It is not too bad here, the waiting times are not too long, the staff are nice. Once a year diabetic review I think time between should be shorter. Warfarin clinic is very good they do the job straight away and do not make mistakes.

12. Case 6409 (07-03-2019)

**Providers:** Marisco Medical Practice

I get on fine. It is convenient to where we live. Can usually get an appointment. If it is an emergency I can come to Mablethorpe drop in. I like the drop in service, Happy to sit and wait, like years ago. Been in the waiting room at 8am and seen at 11am it depends on your need who is seen first.

**Notes / Questions**

No patient information provided

13. Case 6410 (07-03-2019)

**Providers:** Marisco Medical Practice

I can only say that staff doctors male/female excellent 10/10. Polite, friendly. In my opinion anyone not attending their appointment should be without doubt fined £20. We would soon have some money back in the pot. Finally Thank you all for taking care of me x God Bless.

14. Case 6559 (21-03-2019)

**Providers:** Parkside Surgery

Get on fine I have always got the service I want. Just a good surgery, staff are pleasant as are the doctors. Stand outside and get an appointment by sitting and waiting. Over the phone it is a 3 week wait for an appointment.

**Notes / Questions**

No patient information provided.

15. Case 6548 (21-03-2019)

**Providers:** Pilgrim Hospital, The Sidings

Haematology

Get on wonderfully at Pilgrim, come every 4 weeks, they are just lovely, cannot fault anything. Staff are so friendly, co-operative and efficient. We can't go wrong. also with the doctors at the Sidings Practice little things go wrong but find them good.

**Notes / Questions**

No patient information provided

**Provider Response**

Thank you for the lovely feedback we will share with the teams.

16. Case 6540 (21-03-2019)

**Providers:** Specsavers (Boston)

Get on fine , prompt with service and on time. Very seldom late going in for appointment. They are professional in what they do. Good for hearing aids too, Great I like it.

**Notes / Questions**

No patient information provided.

**Signposting only**

1. Case 6493 (15-03-2019)

**Providers:** NHS England Dental

Enquiring who to contact regards a dental complaint but stipulating not the dental Practice Manager.

**Notes / Questions**

HWL - provided information to enable the patient to make a complaint

2. Case 6587 (26-03-2019)

**Providers:** NHS England Other

A local Councillor called on behalf of one of his constituents. Patient has been excluded from Marisco, has tried to follow advice in exclusion letter and attempting to re-register with Chapel St Leonards (Beacon) also tried Alford both of which won't accept patient as they said patient was out of area. Patient in need of medication and can't get any. Patient verbally gave consent to share details with other bodies (patient and Cllr on speaker phone).

**Notes / Questions**

Patient did not know what to do.

**Provider Response**

HWL contacted a colleague in NHSE Commissioning - it was confirmed that patient is out of catchment but going to speak to Alford to see if patient can be registered with them. 11 days later the patient received the new allocation.

**South x 11**

- 6 x General Comment
- 1 x Compliment
- 4 x Signposting only

**General Comment**

1. Case 6506 (19-03-2019)

**Providers:** Billingham Medical Practice, Fitzwilliam Hospital

Overall this visit was good to Billingham. I need a new knee. They told me the government guidelines have changed regarding BMI rules, so unless I lose weight it cannot be done. It is not easy for me to lose weight as I have several mobility and health issues. There was no support or suggestions for helping me to lose weight. They hope that if I can demonstrate I am losing some weight over a 6 month period I can go back and they will make an application to proceed with the operation. It is hard going. I feel annoyed. Having this op would help with other problems I have. I am registered disabled, my knee gives out sometimes so I asked for a knee brace, but they said no. I was told not to climb stairs. I live in a house. They said you can't live in a house, as you will fall and get broken bones. I was left stunned by that comment. It is my own property. You need money to up and move these days.

At the hospital, they offer water for NHS patients, but the private patients have a separate area and get a hot drink. I travel for 1 1/2 hrs to get here and would appreciate a hot drink. I am definitely not happy with the government and the BMI rules. They did not tell me what they actually are. If it is about weight and anesthetic, I've had one for an explanatory knee op and I was ok then.

The GP here at Billingham is very good. very supportive than anyone and help me as much as they can.

**Notes / Questions**

HWL -

1) Have guidelines changed, has CCG rulings altered?

2) What help is the practice offering to patients regarding weight loss

2. Case 6542 (21-03-2019)

**Providers:** Kirton Medical Centre, Pilgrim Hospital

I could not get past the receptionist when I came to get an appointment. I tried on Mon, Tues, and Thurs. I told them I have a terminal lung disease. They said there was no appointments and I had better go to A+E. On the Thursday I rang 111 and they were brilliant, absolutely amazing. I told them my problem and they got a nurse practitioner to visit me within 4 hours. The nurse practitioner stayed with me said they didn't like what was happening so called an ambulance. LIVES also came, there within 5 mins. Stayed with me 2 hrs and got me stabilised. I was then brought into Pilgrim hospital A+E. Wonderful. I went straight into a cubicle and saw a doctor, had blood tests and x ray. Got the results, given a course of steroids. They discharged me as they thought I would be more relaxed at home. They contacted Kirton Surgery to say let me have anti - biotics. The hospital advised me to ring 111 and bypass the GP. The doctors at Kirton are lovely, but I cannot get in to see them. I also could not speak to the Practice Manager. There are two doctors at the practice and 6000 patients and they are still building in Kirton and the surrounding villages. One doctor who retired has now come back as a Locum. They are having problems recruiting. My relative would like me to change doctors but that would mean travelling to Boston.

**Notes / Questions**

HWL - concerned that a patient with complex health conditions was informed they need to go to A&E. What packages of care should be in place for cases like this.

3. Case 6599 (28-03-2019)

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

Email arrived through the info box questioning if a report had been produced by the CCG on the consultation for Pennygate (Spalding). If a report had been produced the sender requested a copy.

**Notes / Questions**

HWL provided the sender with a link to the South Lincolnshire CCG website for access to 8 documents including the final report.

4. Case 6600 (28-03-2019)

**Providers:** Littlebury Medical Centre, Pilgrim Hospital

Relative saw Doctor mid last year symptoms were numbness in lower half of body. Doctor referred to neurology, did not flag up as urgent. Neurology appointment in Nov MRI in Dec no results until Feb. Pilgrim hospital did not look at file, did not know why there. Lumbar puncture to diagnose later this month if not someone would phone, Unable to get through to Pilgrim to Neurology? GP chasing, phone numbers given have them already.

**Notes / Questions**

Sent PALS information

**Provider Response**

We are sorry to read this - I hope they called PALS and got sorted.

5. Case 6609 (28-03-2019)

**Providers:** NHS England Dental

Originally we were registered with 1A dental at Johnson hospital in Spalding. That ceased to practice, we were then fortunate enough to register with a NHS dentist at Holland house Boston. We then heard that two NHS practices were hoping to start in Spalding. We were then informed that neither practice could start. During this period we remain registered with Holland House, only to be told 2 weeks ago that they no longer have a NHS dentist. We are currently not registered with a dentist practice at all!! We have put our names on the waiting list for Johnson.

**Notes / Questions**

Dental practices given

HWL asks - Has this practice deregistered NHS contract?

6. Case 6399 (07-03-2019)

**Providers:** The New Sheepmarket Surgery

I went in at 5pm, was seen by duty GP. On seeing the GP they informed me they were very busy. When I told them about my medical concerns, I felt fobbed off and was given 3 sheets of exercises to do saying I was suffering with muscle pain. Even though I had already explained the pain was radiating from the area where I have previously had an injection. On examining me I was in pain and twice I flinched, no apologies. Was told off for taking too many pain killers, when I only take the amount I am allowed. One good thing is that I was given an appointment to see my own GP at a later date.

**Compliment**

1. Case 6570 (26-03-2019)

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

Since the practice took over the duties of Pennygate Health Centre, the overall standard has greatly improved, in terms of appointment availability and the opportunity to see a doctor relatively quickly.

**Signposting only**

1. Case 6488 (14-03-2019)

**Providers:** NHS England Dental

Patient asked for assistance in obtaining an urgent dental appointment in their area. They were given the telephone number for Johnson Community Hospital who will accommodate urgent dental appointments but do not have capacity to add new patients to their register. Patient informed that they had tried that number already but could not be seen until Saturday (which was too long to wait) but that Johnson's had promised to phone them back should an earlier appointment be made available.

**Notes / Questions**

Caller given urgent Dental information

2. Case 6492 (14-03-2019)

**Providers:** NHS England Dental

Telephone conversation today with a person enquiring after a new dental practice in Spalding area.

**Notes / Questions**

HWL provided dental information.

3. Case 6567 (26-03-2019)

**Providers:** NHS England Dental

Patient wanted to register at Johnson hospital NHS dentist and asked if we could provide the contact details.

**Notes / Questions**

Information provided that Johnson Hospital would not be registering patients for dental treatment, only providing Urgent Care. Alternative NHS dental information was provided.

4. Case 6590 (26-03-2019)

**Providers:** NHS England Dental

Dental - Spalding area

Patient and family looking for dental provision in the Spalding area. Has tried for several years and unable to locate a practice, was given Healthwatch Lincolnshire information by Ministerial enquiries.

**Notes / Questions**

Dental information given to the patient.

## South West x 42

- 12 x General Comment
- 29 x Compliment
- 1 x Signposting only

## General Comment

### 1. Case 6511 (19-03-2019)

**Providers:** Billingham Medical Practice

Amazing. Nurse Practitioner very thorough, prompt, have used at 10 pm at night. Had to go for 2nd opinion as felt wrongly diagnosed here at Billingham surgery. Apart from 1 particular GP at Billingham it is all ok. I feel they have made a wrong decision a couple of times so I will not see them again. Another GP has been amazing though.

#### Notes / Questions

No patient information provided.

### 2. Case 6450 (12-03-2019)

**Providers:** Grantham + District Hospital, Lincolnshire Community Health Services NHS Trust (LCHS), The Market Cross Surgery

Urgent Care Centre

Patient cut leg and was referred to Grantham Urgent Care Centre. Initially well treated but after coming back from X-ray I was totally ignored. The Triage nurse was rude, and the doctor could not speak English. The wait after X-ray was 4 hours. Had to come to Market Cross surgery where nurse re-dressed the wound and mentioned the bad dressing from the hospital care. After care from Market Cross Surgery was 100 per cent, cannot be faulted.

#### Notes / Questions

No patient information provided

### 3. Case 6460 (14-03-2019)

**Providers:** Millview Medical Centre

The sign system to alert the patient of their appointment is a good idea but the sound makes you jump.

#### Notes / Questions

No patient information provided.

### 4. Case 6461 (14-03-2019)

**Providers:** Millview Medical Centre

Whilst I appreciate that all NHS staff are under pressure, I feel that the waiting times at the GP surgery are too long.

#### Notes / Questions

No patient information provided

### 5. Case 6598 (28-03-2019)

**Providers:** Millview Medical Centre

The only thing I do not really like is that receptionists are deciding if you see a doctor or nurse practitioner, and you cannot always get an appointment when you want it.

#### Notes / Questions

No patient information provided.

### 6. Case 6440 (12-03-2019)

**Providers:** Sleaford Medical Group

After bloods being taken, their procedure of contacting you regarding them, caused an anxious moment, then being told Don't worry

7. Case 6574 (26-03-2019)

**Providers:** The Harrowby Lane Surgery

Although the staff are excellent, the open surgery makes it difficult to be seen when you are working full time, as appointments cannot be made within a period of a few weeks

**Notes / Questions**

HWL asks - how are extended hours being used for these patients?

**Provider Response**

*We offer our patients access to routine, pre-booked appointments at evenings and weekends as part of an extended access service which has been commissioned by NHS South West Lincolnshire Clinical Commissioning Group.*

*Extended hours run between 18:30 and 20:00 weekdays and 09:00 and 12:00 Saturday and Sunday and are available on bank holidays and across the Easter, Christmas and New Year periods.*

*Appointments are for pre-bookable, non-urgent consultations with GPs and Nurses and Physiotherapists.*

*The service is delivered at the St Peter's Hill Surgery and managed by a federation of GPs in the Grantham area. This means that your appointment could be with a health professional from any of the federation practices.*

*To arrange an appointment, please speak to the receptionist at Harrowby lane Surgery.*

*When booking an appointment you will need to consent to a Consulting Clinician that may not be your own GP viewing and updating your health record.*

**Important things to remember:**

*These are pre-bookable and not urgent, acute 'on the day' matters. Booked in advance through your own GP reception May be with a health professional from any of the federation practices at St Peter's Hill Surgery, 15 St Peter's Hill, Grantham NG31 6QA*

*Extended Access hours are between 18:30 and 20:00 weekdays and 09:00 and 12:00 Saturday and Sunday*

8. Case 6577 (26-03-2019)

**Providers:** The Harrowby Lane Surgery

On the whole, I have had a good experience. There is a doctor who I have a little regard for, as feel has always been dismissive when seen. This happened with a serious illness, Therefore I am very reluctant to see this doctor.

9. Case 6445 (12-03-2019)

**Providers:** The Market Cross Surgery

Individually Peterborough City Hospital and Market Cross are excellent, but join up between is poor if non existent, Blood and EC results not available to both, resulting in duplication of those things. poor use of money and resources. Pre op assessment at hospital could be done at GP and all results e-mailed to relevant hospital department.

**Notes / Questions**

HWL asks - whether Peterborough Hospital and Market Cross Surgery are linked into System One to access patient care notes and results?

10. Case 6446 (12-03-2019)

**Providers:** The Market Cross Surgery

An area I believe could improve is continuity. The practice having greater awareness of a patient that has been seen across the doctors seems to disconnect the treatment or diagnosis. When a patients doctor knew the family and it's other generations a better picture of likely disease or heredity issues can help apart delay with the obvious day to day dealings.

11. Case 6449 (12-03-2019)

**Providers:** The Market Cross Surgery

The waiting time is always long, however I understand that they have to fit a large amount of patients in and appointments can over run. The sit and wait service is good, but only to people who don't work, 9-5 weekdays and bookable appointments have a waiting list of a few weeks which is frustrating. The surgery itself is always very clean and tidy and the doctors are brilliant.

**Notes / Questions**

HWL asks - how are extended hours being used for these patients?



12. Case 6451 (12-03-2019)

**Providers:** The Market Cross Surgery

After having my child , we struggled with ongoing issues The GP we saw was contradictory in advice he gave us about the intolerances and the severe reflux. Not only was this incredibly upsetting and frustrating, as new parents we felt patronized and completely at a loss.

**Compliment**

1. Case 6456 (12-03-2019)

**Providers:** Billingham Medical Practice, Millview Medical Centre

Service very good. Appointments almost always available when you want them. Practice nurses are very good. Appointments for bloods get very quickly also results often within 24 hrs. Millview surgery was chosen because it was closest for minor surgery. Found the experience today was very good. Appointment was given within the week and even asked to come in two days early as there was a spare appointment. Concern if Billingham Surgery had to cope with more patients, not sure it would.

**Notes / Questions**

No patient information provided

2. Case 6507 (19-03-2019)

**Providers:** Billingham Medical Practice

This is a brilliant surgery and the District Nurse comes to my home to check my wounds, came yesterday and had some concerns , hence I have got an appointment at this surgery for a blood test.. I can always get in for a nurse appointment on the same day and for the doctor especially if you do not mind which doctor you see. You can also pre book online, brings up all the appointments and you chose which one is best for you. There are evening appointments too.

3. Case 6509 (19-03-2019)

**Providers:** Billingham Medical Practice, Lincolnshire County Council - Adult Social Care, Oak Dene Care Home

Get on fine, feel we are really lucky. Wonderful doctors and nurses. I like to use the sit and wait then have no problems being seen. My relative is in a care home and I spend a lot of time there. Sit and wait is therefore the easiest way for me to get an appointment. Wednesday is a good day as all of the doctors are on duty. All of the doctors were available today when I booked and I was able to see my doctor. My family all use here.

My relative is in Oak Dene Care Home we find it brilliant. It is not so good for me but he is happy there. We moved home so he could be at home but it did not work and he wanted to go back to Oak Dene. I stay all day and they make me feel welcome.

4. Case 6510 (19-03-2019)

**Providers:** Billingham Medical Practice

Here is brilliant, great. I can get appointments most times I need one. Very friendly Doctors and Nurses are good The pharmacy is very helpful

5. Case 6513 (19-03-2019)

**Providers:** Billingham Medical Practice, Leicester General Hospital

Very good here, excellent. Can get appointment on the same day you ring up at 8 am. Dr is excellent most of the time. I can see the Doctor I want to see. It is reassuring that I can see the same doctor. Looked after my relative, care from here I could not fault and the same with Leicester Royal infirmary for cancer care everyone and the surgeon top rate.

6. Case 6514 (19-03-2019)

**Providers:** Billingham Medical Practice

This is the best doctors. I would not change. Elsewhere have to wait and they run out of appointments. but it is not like that here. They send you reminders for Asthma reviews and things which is really helpful. Prescriptions are always ready on time, and they are really good at referring to hospital and get it done really quickly.

7. Case 6515 (19-03-2019)

**Providers:** Billingham Medical Practice

Very good here got me straight to hospital when needed. Always have ears to listen and give you time if you need it. Pharmacy are pretty good and helpful. No problem getting appointments.

8. Case 6516 (19-03-2019)

**Providers:** Billingham Medical Practice

Excellent everyone pleasant, same day appointments. Prescriptions are ready in timescale they say and they send info to me about any changes. Friendly, really good service.

9. Case 6518 (19-03-2019)

**Providers:** Billingham Medical Practice

Generally good. Staff are very friendly It is usually easy to get an appointment. Phoning in can be a bit of a drag. Staff and doctors very good and absolutely lovely, car park is a bit small. very supportive and helpful. So handy to have dispensary on site, as other pharmacies are about 10 miles away, generally happy over the 3 years we have been here.

10. Case 6544 (21-03-2019)

**Providers:** Caythorpe and Ancaster Surgery

Excellent experience. Overdue Smear test but made you feel very comfortable. Wasn't kept waiting. Friendly and helpful staff.

11. Case 6454 (12-03-2019)

**Providers:** Grantham + District Hospital, The Market Cross Surgery

Excellent care from GP, nurses and Grantham Hospital, and district nurses

**Provider Response**

Thank you for this lovely feedback

12. Case 6580 (26-03-2019)

**Providers:** Lincolnshire South West CCG, The Harrowby Lane Surgery

The patient is concerned that Grantham Hospital is only treating emergencies in the future. Has heart and liver conditions and has to travel to Lincoln for treatment.

The service at Harrowby Lane Surgery has been excellent, (life saving) recognised heart problems when on general appointment and arranged admittance to hospital immediately. Patient has a lot of health issues and always treated well here.

**Notes / Questions**

No patient information provided.

13. Case 6459 (14-03-2019)

**Providers:** Millview Medical Centre

Good practice, nice people, can take a while to access a routine appointment. As always, parking is an issue during busy periods.

**Notes / Questions**

No patient information provided

14. Case 6539 (21-03-2019)

**Providers:** St Johns Medical Centre

Normally can get appointment quickly. Pretty good when ring up, a doctor rings back. Do phone triage and then get you in if needed for an appointment. Doctors are good they listen and explain. Moved 6months ago and found it easy to register with the practice. The surgery has just had a refurbishment so have nice surroundings. Pharmacy is very good, liaise with doctor for you if needed, prompt with service. Very responsive to our needs which is good as have specific needs.

15. Case 6573 (26-03-2019)

**Providers:** The Harrowby Lane Surgery

If more doctors were available the waiting time would be far less. But it is good you see a doctor on the day you come and not have to wait to get an appointment.

16. Case 6583 (26-03-2019)

**Providers:** The Harrowby Lane Surgery

It is not often I come to the surgery for appointments, but whenever I do I always receive the advice and / or treatment that is recommended by the nurses and GPs'.

**Notes / Questions**

No patient information provided.

17. Case 6584 (26-03-2019)

**Providers:** The Harrowby Lane Surgery

I have been a registered patient of this surgery for a long time so has my relatives. The reception staff, nurses and doctors are really good and treat everyone with dignity and respect.

18. Case 6596 (28-03-2019)

**Providers:** The Harrowby Lane Surgery

The staff are always polite, help as much as possible and act straight away on any concerns I might have. The open surgery here is very good with no need to make an appointment.

19. Case 6346 (04-03-2019)

**Providers:** The Market Cross Surgery

Blood tests

Very pleased with the service, no complaints at all. Well run and managed surgery.

20. Case 6347 (04-03-2019)

**Providers:** The Market Cross Surgery

Reception staff answer calls promptly and are very helpful on arrival. Pharmacy works well, ordering and collections on time. GPs very knowledgeable, caring and have time to listen. Onward referrals always done promptly.

21. Case 6348 (04-03-2019)

**Providers:** The Market Cross Surgery

The surgery is always spot on with help and understanding patients needs. The pharmacy always look after your needs too.

22. Case 6349 (04-03-2019)

**Providers:** The Market Cross Surgery

Sometimes frustrated by the time waiting for standard appointments but after some recent bad health I managed to get seen and dealt with very quickly which I was happy about. On the whole this surgery is excellent, the care and attention showed by staff is second to none.

23. Case 6350 (04-03-2019)

**Providers:** The Market Cross Surgery

Since joining this surgery I would say they offer an excellent service, always helpful and always try their best to be accommodating,

24. Case 6351 (04-03-2019)

**Providers:** The Market Cross Surgery

Blood Tests

I was seen promptly. Nurse explained everything that they were going to do. I am seeing the Dr soon for the results.

25. Case 6352 (04-03-2019)

**Providers:** The Market Cross Surgery

I have been a patient at this surgery my entire life and have always found the treatment to be excellent. I have registered my newborn child recently and have advised my partner to do so. I have always been treated with dignity and respect,

26. Case 6444 (12-03-2019)

**Providers:** The Market Cross Surgery

I am very pleased with all staff and doctors. I have been with the practice since it opened.

**Notes / Questions**

No patient information provided

27. Case 6447 (12-03-2019)

**Providers:** The Market Cross Surgery

Extremely polite, professional, kind, wants best outcomes, involves patient in all decisions of care. Excellent service throughout. Receptionists/Pharmacy polite and helpful.

**Notes / Questions**

No patient information provided.

28. Case 6448 (12-03-2019)

**Providers:** The Market Cross Surgery

Always been well treated by all staff whenever I have had to come.

29. Case 6452 (12-03-2019)

**Providers:** The Market Cross Surgery

I have an young child with diabetes and the care from Peterborough hospital with the support from Market cross surgery has been very good.

**Signposting only**

1. Case 6368 (05-03-2019)

Providers: NHS England Dental

Dental enquiry for North Hykeham NHS providers.

Notes / Questions

Dental options given

West x 64

- 27 x General Comment
- 37 x Compliment

General Comment

1. Case 6593 (26-03-2019)

Providers: Boultham Medical Practice

Difficulty making an appointment at the surgery as you have to ring at 8 am and I am unable to get up that early . I have a brain injury and I feel very tired in the morning and have difficulty getting up. Patient would like to know if there is another way to make an appointment, also whether it would be possible for them to have medication in blister packs

Notes / Questions

Are patients given options of extended hour appointments?

Provider Response

*We strongly recommend that where possible patients register for online services. As you will be aware this gives them access to a number of facilities, one of which is online appointment booking. From 01 Jul. 2019, we will be increasing the online availability of appts to 25% of all appointments and, as we do now, these will be released at varying times. There is of course a downside to this as we feel that patients who are not online are somewhat disadvantaged by this system as it may well result in up to 25% of our appts becoming unavailable to them as they will already have been booked by other online users; unfortunately this is a contractual obligation placed up us by NHS England and we must comply. Of the remaining appointments, we release these too on an embargoed basis and the remaining balance is released when we open each morning. We do run an 'urgent' appointment clinic in an afternoon but this is for those acutely unwell on the day rather than for routine appointments. We accept, that like most surgeries, that we have a finite number of appointments but we do please that we do manage to offer a good variety of on the day appointments. The surgery, along with other practices in our federation, do provide extended access appointments, these are released 14 days in advance but there is often some same day availability - all the surgeries in the federation are open for a least one day per week. This service is advertised and the reception team can help with this.*

*With regards to the blister packs for medication, we have little control over this as the pharmaceutical companies drive this. Sometimes prescribers can recommend alternatives but we would need to know patient details for this. Perhaps the patient may wish to discuss directly with their pharmacy to see what alternatives are available too. Depending upon circumstances and medication, it might also be possible to set up dosette boxes if it is the complexity of the medication regime that is a problem rather than one of manual dexterity in opening medication packets/bottles etc. Again we would need to know patients details to be able to look at this and we would advise the patient either speaks directly to the pharmacist about this or a GP. I hope this advice is useful*

2. Case 6498 (19-03-2019)

Providers: Brant Road Surgery

36 weeks pregnant, rang for an appointment this morning at 8.01. supposed to ring back in an hour, 4 hours later have not heard anything. Having difficulty breathing as throat so swollen. There is a lot of problems with this practice, receptionists are not helpful, they have tried to close the window on me whilst I was talking to them. Good service from the midwife who comes into the surgery to see me.

Notes / Questions

No patient information provided.

3. Case 6502 (19-03-2019)

Providers: Brayford Medical Practice

Good, Lovely. I am ok with them, I feel comfortable. It is hard to get them on the phone, hard to catch the GP you want to see. Wait 1/2 hr they apologise. But if you are late they will not see you. They explain things if you ask them.

4. Case 6354 (05-03-2019)

Providers: Caskgate Street Surgery

The doctor has been thorough. Trying to be helpful. Doing their best. Trying to chase results from blood tests but are struggling.

Notes / Questions

No patient information provided.

5. Case 6363 (05-03-2019)

**Providers:** Caskgate Street Surgery

Trying to get a GP appointment is ridiculous as it takes approx 4 weeks to get an appointment. Not the fault of the surgery but there are not enough doctors.

**Notes / Questions**

No patient information provided.

6. Case 6429 (12-03-2019)

**Providers:** Caskgate Street Surgery

There always seems to be a lot of people in the back at reception. It is not very private if you wish to speak. Reception not always approachable. I asked to see my doctor but was told I could not see them and had to see a locum. Reception needs sorting. I have written to my doctor rather than speak to the reception. Doctor has called back, saves time.

**Notes / Questions**

No patient information provided.

7. Case 6432 (12-03-2019)

**Providers:** Caskgate Street Surgery

There is a long wait time if you book an appointment. However great triage service. Drs are really good. I trust my GP to look after me and my family's health.

**Notes / Questions**

No patient information provided.

8. Case 6359 (05-03-2019)

**Providers:** Cleveland Surgery

Waiting times for appointments is totally beyond acceptable, even when you ring at 8am all appointments have gone.

9. Case 6388 (05-03-2019)

**Providers:** Cleveland Surgery

Unable to get appointment or book weeks in advance, they keep sending letters for me to see the nurses but unable to book !! Not acceptable in this day and age, other NHS providers in other areas not too far away, are better prepared for the amount of patients. You have to queue from 7.30 to get an appointment that day. Not a flexible service as I do shift work.

**Notes / Questions**

HWL asks - what has the surgery got in place in terms of extended hours to support patients like these?

**Provider Response**

*Surgery Response - The surgery offers appointments up until 8pm Monday - Friday and also appointments on a Saturday, Sunday and bank holidays. Staff are informing patients of this and it is advertised within the practice. Patients can see any GP at the practice but it is patient choice if they wait to see a specific GP.*

10. Case 6413 (07-03-2019)

**Providers:** Cleveland Surgery

Would appreciate being able to get in quickly about a 5 weeks wait for an appointment, No good things. I find it mediocre

11. Case 6415 (07-03-2019)

**Providers:** Cleveland Surgery

Staff are friendly and courteous . Waiting times could be improved, was left waiting for over 30 mins for multiple appointments

12. Case 6430 (12-03-2019)

**Providers:** Cleveland Surgery

This surgery is alright. Sometimes it is hard to see a GP but can see a nurse. Doing a drop in service but I prefer the appointment system. I see the diabetic nurse most often and can get in with her ok.

13. Case 6436 (12-03-2019)

**Providers:** Cleveland Surgery

The waiting time to get to see your GP is appalling . You are just passed from one doctor to another, instead of seeing your own GP who knows your history and the other GPs' cannot be bothered. It is time they sorted it out and went back to the old system where you saw your own GP and did not have to wait for weeks to get in to see your own GP.

**Notes / Questions**

No patient information provided

14. Case 6480 (14-03-2019)

**Providers:** Crossroads Medical Practice, The Heath Surgery (Bracebridge Heath)

I have a spinal problem and have several medications for this. Late last year this medication did not agree with me and I still have painful swollen hands. I was taken to Lincoln County Hospital A+E and then referred to a consultant at North Hykeham. A lovely man. He referred me for an injection but the surgery do not do the injections here anymore. He raised lots of concerns about my treatment, blood tests he felt I should have done and the drugs I am on. It is all a bit complicated. I feel lost and am not sure what is happening. I have been on tablets, had complications, been taken off them, put on others I have taken before which caused problems before and I was taken off. I would have said the Heath surgery was good, but I am not sure now.

15. Case 6522 (19-03-2019)

**Providers:** Crossroads Medical Practice

Appointment system not working, totally disagrees with having to phone in at 8 am. can get appointment now quickly through the Nurse Practitioner otherwise satisfied with the service.

**Notes / Questions**

No patient information provided

16. Case 6524 (19-03-2019)

**Providers:** Crossroads Medical Practice

Poor never see the same doctor. They have lots of Locums. I do not know who my named doctor is. That is awkward when completing forms and they ask you and you don't know. When you ring at 8am they want to know your problem. My relative was seen 3 times by a doctor in this surgery. Then he was treated in hospital for Sepsis. He had lots of visible signs, but not picked up. I ordered 2 inhalers, they had not been put through properly so were not ready when I went to collect them. They have lots of receptionists at the desk, big turnover of staff. Cleanliness is good. 2 of the doctors are good, but they are not all here all of the time. All the doctors are part time, no named doctor. Seems disorganised e.g. booked young relative in for an injection but when we came in they did not have it. Sometimes if I am late going in for an appointment It can affect collecting my children from school. Only use this surgery as it is the nearest. Not always confident in what they say and leave feeling uncertain. The doctors give conflicting advice

17. Case 6527 (21-03-2019)

**Providers:** Crossroads Medical Practice

I am not pleased about here. You never see the same person twice. Then you have to repeat everything before you can get anywhere. No co-ordination including with the hospitals. My relative came last week and was seen by a new doctor for a blood test. At the time they had a sore on their arm from a fall and it was oozing. My relative asked if the doctor could look at it, the doctor did not look up and said 'go to A+E at the County for a plaster' and also he did not do the blood test, giving no reason why. So they have returned today and the nurse is doing the blood test. The nurses in the practice are much better than the doctors, they see you on time and know what they are talking about. We are seriously considering changing doctors surgery. I put a prescription in on Thursday, I came to collect it a week later on the Friday and they could not find it. They found it in the doctors office, it was signed but just left there. My relative has lots of medication but we do not know what they are all for. Reception are ok but there was a queue of 5 and 1 person dealing with it. The ones in the back do not come and help. I feel the surgery has deteriorated over the last 2 years. I did not tick anything on my prescription and they gave me everything, what a waste. I only wanted 1 thing.

**Notes / Questions**

HWL - asks how often do patients have medication reviews?

18. Case 6528 (21-03-2019)

**Providers:** Crossroads Medical Practice

The biggest problem is getting past the receptionist, I find it is a barrier. They can be awful but it has improved. A new person has just started who was at another surgery and is lovely and I hope when I come that she is on duty. But it should not be like that. I do feel involved in decisions made about me, but they have no time for the appointment. No time to ask questions and see if the tablets go with other ones that you are taking. When you see the doctor that you want to see, they are very good. Others are not so good. So I come on a Wednesday p.m. He is part time, an old fashioned type of doctor and I feel he cares. One doctor came back but only stayed two weeks because he felt he could not talk to people anymore so he left. We have found they want to refer up to the hospital very quickly when I feel it could be treated at the surgery. If you keep saying you have a problem then they say they will refer you to the hospital and I feel it should be followed through in house. The biggest problem is getting an appointment, you cannot book ahead, unless the doctor includes it on his report from your appointment. You have to ring up in the morning but when you get through they are all booked up. I come and stand at the door for them opening at 8 am, It is the only way to get an appointment the same day or the next day, then go home and come back later for th appointment. There is such a turnover of staff here. Only have 10 mins and often I need to talk, they only want to do 1 problem at a time. Sometimes one problem can be linked to another Can give medication for one problem and it does not work with something else. My belief is you should be treated as a whole person. It was the case but not now. you know your own body. Here it is 'do what you are told' . I feel rushed, very much so. I like to know about things so I can make an informed decision. The population locally is growing with no increase in facilities. We have had to use the Bromhead before to get treatment, but it is expensive.

19. Case 6531 (21-03-2019)

**Providers:** Crossroads Medical Practice

Waiting times can be a long time. Always new doctors, never the same. Making an appointment is impossible over the phone, Online booking does not work.

**Notes / Questions**

No patient information provided

20. Case 6532 (21-03-2019)

**Providers:** Crossroads Medical Practice

Can normally get an appointment. Nurses are brilliant, so nice when did smear last week. Talking all the time. Made it very funny. Slightly annoying not being able to see the same doctor. All locums and some of them are good, but feel there is not much continuity, have to explain all the time but they do read the notes before appointment. More of a wait for GP, only 1 doctor on duty when I came, waited about 55 mins

**Notes / Questions**

No patient information provided.

21. Case 6534 (21-03-2019)

**Providers:** Crossroads Medical Practice

This patient and relative generally pleased with the surgery, however, recently has had lots of problems getting blood monitored, third visit today, relative works for the NHS, continual revisits to surgery affect her work having to have time off to bring relative. patient feels there are not enough blood monitors at this surgery.

**Notes / Questions**

No patient information provided

22. Case 6535 (21-03-2019)

**Providers:** Crossroads Medical Practice

Think it is ok. Sometimes difficult to get an appointment when ring on day at 8 am. Doctors are fine. Few experiences when reception are not as helpful or understanding. Lots of changing of doctors and consistency feel there needs to be consistency. Lots of Locums and they are ok, but would like consistency.

**Notes / Questions**

No patient information provided

23. Case 6398 (07-03-2019)

**Providers:** Nettleham Medical Practice

Have to wait 3 weeks for an appointment, have to ring at 8am which I am unable to do as I have to catch my bus then. Very difficult if haven't got transport to get in. Medication is ok as I ring up to arrange repeat prescriptions and pick up from local pharmacy. There is no flexibility at this surgery though.

**Notes / Questions**

No patient information provided.

24. Case 6500 (19-03-2019)

**Providers:** Newark Road Surgery

Not proactive in keeping up to date with outcome of investigations. eg. Have an investigation at hospital, then letter from GP asking you to make a routine call back appointment, then GP asks 'how can I help you today!'.

**Notes / Questions**

No patient information provided.

25. Case 6485 (14-03-2019)

**Providers:** The Heath Surgery (Bracebridge Heath)

I have been here over the last couple of months, have been helpful when I can get in, that's the hardest bit. Ring 8 am on day I want appointment, but already full so ring next day, so can take 2-3 weeks to get an appointment. Moved from Portland Street where I could get in straight away. Moved house and registering was easy.

26. Case 6486 (14-03-2019)

**Providers:** The Heath Surgery (Bracebridge Heath)

Comfy chairs., could go to sleep in it. Sometimes awkward to get an appointment. Rang Monday got one Wednesday, was lucky as otherwise would be 3 weeks wait. Otherwise everything ok. Sent for x-ray and did not contact me with the results so I had to ring surgery myself.

**Notes / Questions**

No patient information provided

27. Case 6481 (14-03-2019)

**Providers:** Vision Express (Lincoln)

I went mid last year to book an appointment but could not get one until late in the Year because they were so busy. I had the test done and that was fine but when the glasses arrived they had the wrong prescription in them. I got another appointment which was cancelled as they said I had to see the same optician and they were not there. I did get another appointment but it was with a different optician, They re did the test and agreed the the glasses had the incorrect prescription. They changed the Lens which took 3 weeks. The glasses cost £500. I went initially because I could not see very well and was getting persistent headaches. They say it is ok now and will not test again. I am still not happy. They tell me to wait and see and adjust the frames etc. I have decided to go elsewhere now instead.

**Notes / Questions**

No patient information provided

## Compliment

1. Case 6505 (19-03-2019)

**Providers:** Brayford Medical Practice

I have been to see the doctor today he has put me back on anti-depressants which is good because I have been feeling suicidal and that was before I became homeless. The doctor also helped me with a medical certificate which I have to give in today. But I do not feel doctors appreciate you can self assess and know how you feel, what you need. They have so much knowledge, but assume too much and can dismiss what you say. They all seem very stretched and this one relatively speaking is ok.

**Notes / Questions**

No patient information provided.

2. Case 6360 (05-03-2019)

**Providers:** Caskgate Street Surgery

After recent illness the GP's at the surgery have been fantastic, they are very thorough and attentive. The only suggestion to make is to have more emergency appointments readily available.



3. Case 6416 (07-03-2019)

**Providers:** Caskgate Street Surgery

Whilst I am very happy with all staff, I realise that the NHS is in poor condition and as a result consultation times are far too short to allow time to discuss health issues.

4. Case 6431 (12-03-2019)

**Providers:** Caskgate Street Surgery

I went yesterday the doctor was great, friendly, listened, did everything they could. a very nice person, explained everything. I also saw the nurse beforehand it was a good experience as went out of the way to reassure me I felt as though I could ask questions with no superiority

**Notes / Questions**

No patient information provided.

5. Case 6435 (12-03-2019)

**Providers:** Caskgate Street Surgery

All is fine the staff are ok. Can have a chat. There are lots of things to read in the waiting room. I would like Saturday appointments as I work away from home a lot.

**Notes / Questions**

HWL asks - what is in place for patients like this in terms of extended hours?

**Provider Response**

*Extended access surgeries are provided at Cleveland Surgery for the Lincs West practices. patients contact their own surgery who will be able to book an appointment for the patient*

6. Case 6597 (28-03-2019)

**Providers:** Cedar Park Healthcare

Surgery

Fantastic service received. Staff welcoming. Surgeon put me at ease.

7. Case 6427 (12-03-2019)

**Providers:** Cleveland Surgery

I get on fine, all are good and helpful, but sometimes it is hard to get an appointment, but they try to get you one. The drop in can be useful.

**Notes / Questions**

No patient information provided.

8. Case 6433 (12-03-2019)

**Providers:** Cleveland Surgery

The doctors are very good and kind. They could be better with having more appointments available to see them. Some of the nurses are great they just need to listen a bit more when you tell them about your health, but overall they are a great surgery.

9. Case 6521 (19-03-2019)

**Providers:** Crossroads Medical Practice

Since coming here have found the service excellent. Receptionists are always polite and helpful. can always get an appointment. This surgery has a lead Cancer Care Nurse, have used this service and been helped with getting a glove and support sleeve as suffering from Lymphoedema. Would be helpful to have more patient/doctor continuity

10. Case 6523 (19-03-2019)

**Providers:** Crossroads Medical Practice, Grantham + District Hospital, Lincoln County Hospital

Very good surgery, very helpful. No problems getting an appointment. Staff always very polite, nurses especially. On referral to Lincoln Hospital service fine and referred to Grantham with a small cancerous spot on cheek was treated. Brilliant aftercare, spot on.

**Notes / Questions**

No patient information provided

**Provider Response**

Thank you for this lovely feedback

11. Case 6525 (19-03-2019)

**Providers:** Crossroads Medical Practice

Very good surgery. Getting through on the phone at 8am is often difficult. It is good that they have changed the hours to open later at night and the weekends, because I work.

12. Case 6526 (19-03-2019)

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

X-ray

Have been recently to Lincoln for hips, knee and chest x-rays. Decided I need hip/knee operation I am here at the surgery today to find out about my chest x-ray. The x-ray department were brilliant, I was there 39 mins and the car parking machine said it was not working. Then I got a fine for £70. Would not mind but it does not go to the hospital. Xray there was no waiting, staff very friendly.

**Provider Response**

Can you please pass on our thanks on for these kind comments we will ensure that are shared with the Radiology Team

13. Case 6536 (21-03-2019)

**Providers:** Crossroads Medical Practice, Lincoln County Hospital, Nottingham City Hospital

Had an accident some months ago. Treated initially at Lincoln Hospital, very good service. Then transferred to Nottingham City Hospital, excellent service. The wound was extremely bad, required fine skin graft. As required re-dressing every other day Crossroads surgery nurse did this, again treatment brilliant. Patient considers Health Service very good overall, not enough staff in some places feels lucky with own experiences of all health care.

14. Case 6538 (21-03-2019)

**Providers:** Crossroads Medical Practice

Come every 6 months for blood pressure check with the nurse. Nurses are very good, pleasant and efficient. Also come for winter flu jab. Only getting appointments for nurses, so cannot comment about getting one for the doctor. I get on ok.

15. Case 6462 (14-03-2019)

**Providers:** Glebe Park Surgery

I have always been seen on the day that I ring for an appointment. The care by the doctors is very good and so are all the staff that work here.

**Notes / Questions**

No patient information provided

16. Case 6463 (14-03-2019)

**Providers:** Glebe Park Surgery

I am very happy with the service provided at this surgery. The staff are helpful and the GPs' are thorough and considerate. We can generally access an appointment when required, with few exceptions.

17. Case 6464 (14-03-2019)

**Providers:** Glebe Park Surgery

Appointment made same day and blood test offered same day too. Doctor is really friendly.

18. Case 6465 (14-03-2019)

**Providers:** Glebe Park Surgery

The staff and doctors are always helpful and courteous and they always greet you with a smile.

19. Case 6466 (14-03-2019)

**Providers:** Glebe Park Surgery

I always find staff helpful and polite. and do not have to wait long for an appointment.

**Notes / Questions**

No patient information provided

20. Case 6467 (14-03-2019)

**Providers:** Glebe Park Surgery

Very friendly service. I have been with the surgery since the early 80's and have always been happy with the surgery and the services it offers.

21. Case 6468 (14-03-2019)

**Providers:** Glebe Park Surgery

I have been using Glebe Park Surgery over 40 years and always been happy with it.

22. Case 6469 (14-03-2019)

**Providers:** Glebe Park Surgery

Doctor is very friendly and personable. My midwife was excellent and guided me through my pregnancy and always made me feel at ease. Reception staff have been very rude to me on a number of occasions. The surgery is very clean but outdated and the atmosphere very cold.

23. Case 6470 (14-03-2019)

**Providers:** Glebe Park Surgery

Very friendly surgery and doctors helpful and attentive. Sometimes difficult to get an appointment but usually seen in a few days. Would like the drop in centre back for minor issues, so not to clog up the surgery.

24. Case 6471 (14-03-2019)

**Providers:** Glebe Park Surgery

This doctor is one of the best doctors we have ever seen, the practice is always helpful and no issues with appointments.

25. Case 6472 (14-03-2019)

**Providers:** Glebe Park Surgery

Called in early for consultation (prior to app.) Friendly, helpful and informative. Received a follow up appointment promptly, within 2 days.

**Notes / Questions**

No patient information provided

26. Case 6473 (14-03-2019)

**Providers:** Glebe Park Surgery

It is always good service here. Not usually kept waiting long, only occasional delays presumably if emergencies crop up. Getting appointments here very good so far. Staff always good, helpful and professional

**Notes / Questions**

No patient information provided.

27. Case 6475 (14-03-2019)

**Providers:** Glebe Park Surgery

I think the NHS and health service is good. Sometimes due to work I find it hard to get appointment on a weekday. Sometimes they can be fully booked up which makes it difficult. Doctors are very helpful.

**Notes / Questions**

No patient information provided.

28. Case 6476 (14-03-2019)

**Providers:** Glebe Park Surgery

I have never had any problems, always got appointments when needed.

29. Case 6477 (14-03-2019)

**Providers:** Glebe Park Surgery

Glebe Park Surgery way better than previous GPs I was registered with. The doctors here are more professional and helpful.

30. Case 6501 (19-03-2019)

**Providers:** Lindum Medical Practice

This surgery is good, fast ring back about queries. They are friendly. Just good and helpful, including the doctor I see. The GP is understanding.

31. Case 6504 (19-03-2019)

**Providers:** Newark Road Surgery

I have multiple medical problems, very good at liaising with the consultants at Nottingham City. Medication is sent from the hospital and I am able to pick it up from the surgery. Always had very good treatment.

32. Case 6497 (19-03-2019)

**Providers:** Specsavers (Lincoln)

They did eyes and ear tests on the same day. Good aftersales service particularly with hearing. Staff very pleasant and the service you receive. No waiting, friendly staff and just a nice feeling.

	<p>33. <b>Case 6479 (14-03-2019)</b>  <b>Providers:</b> The Heath Surgery (Bracebridge Heath)  I am a new patient here. Only had 1 appointment and 2 telephone appointments so far. I had an emergency appointment which was very brief and that is why I am back again today. I was able to get this appointment in 2 days. I was seen the same day for the emergency appointment which was fab for the situation I was in. It has been positive so far. Today I got exactly what I needed.</p> <p>34. <b>Case 6483 (14-03-2019)</b>  <b>Providers:</b> The Heath Surgery (Bracebridge Heath)  Get on ok here so far. Takes 3-4 days to get an appointment. Get an appointment in Lincs quicker it is brilliant. Quite a problem to get registered at Heath Surgery because I could not get info from Kent. Can't better it here.</p> <p>35. <b>Case 6484 (14-03-2019)</b>  <b>Providers:</b> The Heath Surgery (Bracebridge Heath)  I was here a week ago and was really good I was seen before my appointment time. Sometimes not easy to get an appointment but generally it is ok.  <b>Notes / Questions</b>  No patient information provided</p> <p>36. <b>Case 6487 (14-03-2019)</b>  <b>Providers:</b> The Heath Surgery (Bracebridge Heath)  I was here a few weeks ago The Nurse Practitioner is a very nice person, very friendly. I felt they had time for you. Like everywhere it is difficult getting an appointment but know places that are worse than here. At least they have this emergency appointment system which is helpful. Routine appointments take a couple of weeks to get one. Nurses are lovely.  <b>Notes / Questions</b>  No patient information provided.</p> <p>37. <b>Case 6357 (05-03-2019)</b>  <b>Providers:</b> Trent Valley Surgery  Blood clinic  I find the system at my GP surgery works well as I have on the whole been able to book timely appointments. I find the online system for ordering repeat prescriptions very useful. Staff have been friendly and helpful with any queries.</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> <p>1. <b>Case 6422 (07-03-2019)</b>  <b>Providers:</b> East CCG, Lincolnshire Local Medical Committee (LMC)  Support Group in Boston  How many GP surgeries in Lincolnshire have actually signed up to the Armed Forces Covenant? And are they all keeping a record of the veterans and their families at their surgeries? What is the purpose of this list and what difference will it make to the individual and their family?  <b>Notes / Questions</b>  Group asks - Currently this is a voluntary opt in for the GP Practice – what incentives has been offered to them to participate? And how will this improve the service that they can offer to veterans and their families?)</p>

## Acute Services

CCG Area	Case Details
<p><b>East x 29</b></p> <ul style="list-style-type: none"> <li>• 14 x General Comment</li> <li>• 1 x Informal Complaint</li> <li>• 14 x Compliment</li> </ul>	<p><b>General Comment</b></p>

1. Case 6419 (07-03-2019)

**Providers:** East CCG

Support Group in Boston

Pain Clinic – one patient commented on the fact that they have been on steroid injections for a back injury and the Consultant has told them that they will only be allowed up to 22 of these injections. Currently goes to Stamford Hospital and said that the service is excellent there. Rumours are going around that the Pain Clinic and its services is going to be managed by a private company and that the criteria will be very different to what it is now.

**Notes / Questions**

HWL - provided information on Connect Health Services

## 2. Case 6603 (28-03-2019)

**Providers:** East CCG, Pilgrim Hospital

Patient story Sept 18

Hello my name is ..... and this is my story

I began feeling pain and noticed my abdomen was swelling. The pain became suddenly very intense one evening and I visited the Skegness Hospital walk in clinic who suggested it was a water infection gave me trimethoprim and said to see my GP. I attended my Doctors and spoke with a GP about my symptoms and visit to the walk in clinic who then decided I needed to visit a sexual Health clinic in Boston (even though I have had the same partner for over 15 years). I went the following day and was told by the doctor there I didn't need to see them and should be seen at the hospital by a Gynaecologist. So back to GP to arrange the referral. A few days later I was seen at Boston Hospital and upon investigation was told that I would need an operation on my left ovary due to there being a 7cm cyst. I was told I would receive the appointment through the post and that it would likely not be till the November time. Within days of this appointment the pain and swelling had become so intense I was rushed to Boston Hospital by ambulance when rescanned I was told the cyst was now over 9 cm and they had to operate now. I was taken to theatre the following morning and arrived just as the cyst burst.

Since this operation I am still in pain and still swollen in my abdomen I have been admitted to hospital twice since, both times for a week and attended over 65 appointments with different GPs, specialists and nurses. I have had over 10 scans on my womb and ovaries. I have met with a plastic surgeon twice. Had 2 Endoscopy procedures. Have had so many blood tests I have lost count. 2 CT scans. Sounds like they are on top of it yes! Well the answer to that unfortunately is no. No one communicates with anyone, I have been tested and retested for the same things countless times as doctors do not read your file or properly share information about you. Patient was told a corset would be arranged by the surgical appliances department and a referral would be made to both a plastic surgeon for an abdominoplasty operation and a referral to the Gastroenterology departments. But I would have to see my GP and ask for these to be done as the hospital can't refer me. After weeks and months of phoning and chasing I have given up and I still have not received or heard any more.

After over a year and 2 months I am still waiting for answers about my health and explain my situation to them as they don't read notes. I have also been waiting 2 months for results of a 24 hr urine test. I have been trying to book to see a GP to discuss help with communication between specialist and to be able to have one doctor at the GP surgery who can overlook this as this would save time on GP visits as I would not have to start from the beginning at every appointment and explain that I am not pregnant at every appointment, however in a 3 week period that I have been trying to book to see a certain doctor I have been told no appointments with this doctor countless time had an appointment with them cancelled but was not notified of this until arrival, been told not only can I not see this doctor, no doctors are running any clinics that day. Also, I have been booked for an afternoon appointment for a blood test ( this was not my choice just the time allocated to me) only to arrive and then be told actually they should have booked the appointment for in the morning, so I would have to return the following day!

I have lost my job due to the time I have been off as the NHS is so slow and do not communicate with each other! I am willing to go further into detail about my experience should anyone require me to, However, my issue is if the NHS was better managed in the manner of communication and referral policy things would be done quicker / more efficiently and the NHS would not be wasting time and money completing tests that have already been done.

For over a year my life has been hell and pain and the loss of a good job, I have 2 children and am now also financially struggling as well as medically. We receive practically no financial help apart from £7 a month towards our rent, my partner does work but only receives minimum wage and with the cost of travelling backwards and forwards to all these appointments, things are financially bad, and I cannot work and do not have a diagnosis. I do not nor have I ever liked the idea of or wanted to have to rely on help to support my family however I sadly do not have a choice right now but due to the way the NHS is and the way the government decide on benefits I cannot even get help due to no diagnosis. The NHS needs to be investigated they are hugely failing people like me and it has huge effects on not only the patient but also their families my relatives should not have to care for me because the NHS doesn't work.

All I ask is that the government investigate the way the NHS is managing these areas (I understand there is a shortage of funding but think the money would be better used/possibly go further if the process were to be better managed), and the way they access who needs financial help I do not wish to go and buy alcohol or drugs, just simply be able to feed my children and put the heating on. If you would like to discuss this with me further, please do contact me.

Further Correspondence – March 19

I understand yourself and dad had a conversation regarding my health I have forwarded my original letter to you but just to update:

Since my letter answer wise nothing has changed I travel between Nottingham, Lincoln, Boston and Skegness for different appointments. I have been travelling to Nottingham to see a consultant for a CT scan and have been referred to another consultant at Nottingham. I have also been referred to see a consultant at Lincoln (both are for Gastroenterology different specialities) I am hoping that one of these may find the cause of my problems. I am still suffering the same complications / symptoms and still have no answers. As I am sure you can understand this is taking a huge toll on myself and my family physically, mentally and financially. I understand the human body is a complex thing, however, feel like I am not being correctly tested or treated.

I am currently suffering from low ferritin levels and taking tablets for this and as a result also suffering low blood pressure these issues are leaving me sick, dizzy and even more exhausted.

I am also now seeing a Breast consultant at Boston ( awaiting possible start of Tamoxifen depending results ).

I will be having a hearing aid fitted at the end of month due to losing the hearing in my right ear. I would like to say the Boston ENT department have been amazing I first saw them back late last year they have since then tested me, completed an MRI diagnosed the issue and I will have my hearing aid later this month. Thanking you for your support

#### Notes / Questions

Originally sent to East CCG

HWL - provided information and offered to liaise with PALS, however no consent was given.

#### Provider Response

We are sorry to hear of such poor patient experience with all services in the NHS. If this patient does come back to healthwatch please ask them to contact PALS who can help with any outstanding issues.

#### 3. Case 6594 (26-03-2019)

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

I am writing to draw your attention to the experiences of one of my relatives and would welcome your comments. A family member had a stroke in December 2018 and the spouse called for an ambulance describing the symptoms. The ambulance finally arrived 2.5 hours later and I understand that 3 ambulances had been diverted and it was the fourth ambulance which came to the call. I had understood that strokes are regarded as a priority and that an ambulance/paramedic should have arrived within 19 minutes. I advised my relative to write to the Ambulance Trust to which a response has been received denying any responsibility

On arrival at Lincoln County my relative was taken to A & E but not diagnosed for a further 2 hours. They received a letter from one of the doctors on duty that evening in which the doctor apologised for the delay in receiving specialist stroke review on admission which may have resulted in my relative not being given time critical thrombolysis treatment.

A letter has now been received from them to the effect that they have conducted their investigation and that they are of the opinion that procedures had been followed

I find it unbelievable given the national awareness campaign on strokes (FAST) that both the Ambulance Service and the Hospital have taken such a cavalier attitude and I wonder how many other similar cases there are in your area.

#### 4. Case 6437 (12-03-2019)

**Providers:** Lincoln County Hospital

Rheumatology

My relative is being treated for a black gangrene toe. They are having infusion for this. Follow up 3 months waiting for appointment. No one seems interested seeing how this is going on. This started late last year, they are in great pain from their toe all the time. The District Nurse is coming in but she only dresses it, no advise. The first appointment was double booked the next one the waiting time was 1 1/2 hrs.

#### Provider Response

Can you thank the relative for raising their concerns. If the patient would like to discuss this further and would like help to resolve any concerns they have please direct them to the PALS Team at Lincoln County Hospital.

#### 5. Case 6367 (05-03-2019)

**Providers:** Lincolnshire Community Health Services NHS Trust (LCHS), United Lincolnshire Hospitals NHS Trust (ULHT)

ENT - Louth

Sometimes the waiting is a lot longer, I bring my child out of school for their appointments so sometimes they can miss a lot more school time than we originally thought. Other than the waiting times, the service is excellent.

6. Case 6390 (05-03-2019)

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

X-Ray - Louth

The lift is out of order in the X-Ray department. Have to push my parent quite a way to get them to X-Ray. This has happened for the past two visits.

**Notes / Questions**

HWL - contacted LCHS PALS to see if this had been highlighted to the facilities team in Louth and if there were any plans to get it up and running.

**Provider Response**

we do apologise for the inconvenience this has caused to the patient and their carer. The lift at Louth developed some faults last year and we made several attempts to rectify these however the lift eventually failed to function. We called in our specialist lift maintenance contractor who initially thought they could source suitable replacement part ( bearing in mind the lift is old and spare parts are no longer manufactured) however this proved not to be the case and the lift was inoperable. We will be installing a new lift. Contracts are due to be signed 1st April, the work is estimated to take 12 weeks, due to the requirement for a new shaft and new motor gear in the roof section. There is a 2nd lift which services the block however as X-ray is on the ground floor lift access is not required. This ground floor access to X-ray does mean patients/carers have to walk further and its this which is causing the inconvenience and which we do apologise for.

7. Case 6591 (26-03-2019)

**Providers:** Lincolnshire County Council - Children Services, Lincolnshire County Council Social Services

Caller has a primary school age child, fit and healthy with no problems until mid 2018 when the child suddenly became poorly with a neurological disorder suffering from seizures, sensitive to light & sound and losing the ability to walk. They lost their speech in January 2019. Late 2018 the child was admitted to Queens Medical Hospital but discharged with a referral being made to Great Ormond Street Hospital. A bed and hoist have been ordered but no idea when they will arrive as the social worker has pointed out that until the appointment from Great Ormond Street comes through decisions or support cannot be put in place due to the uncertainty of the future. Social services seem to be under the impression that the child may make a miraculous recovery and the aids and implements will therefore not be necessary. The parent of the child thinks differently and feels that the aids and support are needed urgently.

A care assessment for funding is planned to be carried out next month and are also awaiting for SALT to carry out a swallow assessment. Services are in place such as: Psychology Services from Queens Medical Centre, CAMHS, Social worker, OT, Physio and as part of the Education Health Care Plan a teacher from Pilgrim School, Amber Hill - Boston site comes in every week. The teacher has seen a drastic change and deterioration in the child. One of the GPs from Gosberton Medical Centre is also very supportive. The services in use are really helpful and much appreciated but the parent believes there is more support to be offered and needed to know if only it could be accessed. The parent is struggling with everyday life like bathing and toileting the child.

Hospitals that they have visited over the past few months include: Lincoln, Boston, Queens Medical Centre, Peterborough City Hospital. and as stated earlier are still awaiting an appointment for Great Ormond Street Hospital where hopefully this will determine what steps can be taken.

**Notes / Questions**

HWL asks - if an assessment is needed and aids are required for the current position why is that not being done in the interest of the patient and family? What additional care and support can be offered to help the parents?

8. Case 6342 (04-03-2019)

**Providers:** Pilgrim Hospital

Pilgrim Cleanliness / MRI Support

It is not clean here it leaves a lot to be desired everywhere. You go out with more than you went in with. I was here late last year for an MRI I was really nervous and claustrophobic I did not like the attitude of one of the nurses. Her attitude was appalling and she did not give me enough information. She did not reassure me. The next nurse I saw at the MRI did and explained I did not have to put my head in. The other nurse could have told me this, I was not impressed that the previous nurse didn't explain and help me keep calm my anxiety.

**Notes / Questions**

No patient information provided

**Provider Response**

We sorry to read this I will pass this to the relevant team as feedback.



9. Case 6455 (12-03-2019)

**Providers:** Pilgrim Hospital

I had a 1 1/2 Hr wait in Cardiology to see Consultant at outpatients. I think the consultant was a locum and struggling with technology available. Information boards were not used properly by staff. I eventually saw the consultant for 5 mins. A complaint was issued with the Chief Executive and a reasonable explanation given. I understand NHS problems.

**Notes / Questions**

No patient information provided

**Provider Response**

Thank you for sharing this with us.

10. Case 6550 (21-03-2019)

**Providers:** Pilgrim Hospital

Haematology

Always about 45 mins wait. Then another 45 mins to wait for Chemo tablets. There are not enough disabled car parking spaces near to the entrance. Need a bigger blood clinic. too many people waiting, need more staff in there too. about 25 people waiting and we had time pressures, so phoned GP at Parkside to see if they could do the blood test requested. But they could only do one in a week, so the test didn't get done, Patient does not understand the treatment and has difficulty hearing. Chaperone does understand the treatment.

**Notes / Questions**

No patient information provided

**Provider Response**

We are sorry to read this and will pass this back to relevant teams.

11. Case 6556 (21-03-2019)

**Providers:** Pilgrim Hospital

Haematology

Consultant answers my questions. Not held up for long, about 45 min wait today. There is a board to tell you the waiting time. There is a large increase in parking charges from one band to another. It is a bit steep. Sometimes pay more for something that is out of your own control because of waiting times for your appointment maybe it should be a fixed price.

**Notes / Questions**

HWL - on behalf of patients whose appointment times are extended due to circumstances beyond their control eg. long waits to see a Consultant, could the hospital arrange car parking tokens to 'cap' charges?

**Provider Response**

Thank you for sharing this with us. The car parking charges are set by the trust board however if clinics are running late patients can be offered a reduction in their parking.

12. Case 6558 (21-03-2019)

Providers: Pilgrim Hospital

Hello my name is..... and this is my story.

Vascular Ward 5B

My mother has very bad legs with clotting, cellulitis and champagne leg. She also has dystonia in her neck.

Since August, her health has deteriorated rapidly, with her being prescribed different medications for blood thinning. She was prescribed a drug recently that caused such severe internal bleeding, that she had to have a transfusion of four units of blood. She became anaemic and her iron levels were very low as a consequence. Her mobility started to become very poor, as her legs became extremely painful and she experienced severe burning in her feet. She was discharged from the hospital after four or five days and was told to continue taking the very same blood thinning drug, that had caused the internal bleeding by her Consultant. My sister and I queried this at the time, but were told that she must take the drug, due to the blood clots in her legs. I live 130 miles away, but called her on the phone when she was at home and she didn't sound at all well. I then drove up to visit her mid-February and was shocked to see how much pain she was in and how pale she was. I called her GP surgery, Tasburgh Lodge Surgery and asked to speak to her GP, unfortunately, he was not available so I spoke to another GP, who then took my mothers authority to speak on her behalf. I told him of my concerns about my mothers condition and questioned again why, she had been put back on the blood thinning drug, that had given her internal bleeding. He said that he was unable to comment, as the Consultant had advised it, so I would have to take the matter up with him. I then asked him why my mother had not been given sufficient pain killers to help her cope with the excruciating pain that she was suffering with her legs and feet, all she had was paracetamol. He said that the Tramadol and co-codamol had upset her stomach, but I argued that there were many more pain killers available that they could prescribe. I myself have severe spinal problems and take longtec and they haven't tried those. I am not a doctor so do not know if they would be suitable, but it's as if they couldn't be bothered. The following day, the District Nurse arrived to dress the sore that was weeping badly on mums leg and hadn't been dressed regularly when she had been in the hospital. At one point whilst she was in hospital, the sore had leaked so badly through the dressing, that my mother had to use a pair of her underwear to put over the puddle, in case she slipped on the liquid. When the district nurse saw how bad my mothers sore had become, she took photographs to show her GP, as her toes had now started to go black. I arrived at mums just after the nurse had left and she told me that her stools were black again, just as before when she had the internal bleeding. That immediately rang alarm bells with me and the GP then called my mum and told her to get to the hospital. Bearing in mind she is disabled he should have offered her an ambulance, but as she had waited 22 hours, YES 22 hours the last time she went in with the internal bleeding, I decided to drive her there and then to the hospital. Her GP had assured me that he would phone ahead, so that they would be expecting us. It was a huge challenge getting mum into the car, as she has so little mobility now, but with the help of neighbours, we managed it and when we arrived at the hospital. After some 30 minutes of mum having to sit and wait in the car, I managed to get a porter to assist her into a wheelchair and take her into A&E with me. We went to the desk and the GP hadn't phoned ahead as promised, so mum had to go through the whole ordeal of triage again. She was eventually given a rectal examination by a doctor, who was extremely rough with her and she cried in pain and he confirmed that she was bleeding internally again and that she had to be admitted. We were then moved again to a waiting area, for a bed to become available. Hours had passed and I could see mum getting paler by the minute and raised my concerns with a nurse that she was bleeding internally and I felt that she was going to pass out any minute. She couldn't speak with the pain, she had been given no pain relief and eventually, the nurse called us and mum was taken to a ward on level 3. Initially, she was placed in a side room, her Obs were done and she was being settled in. I had just put her toiletries into her bathroom, when a nurse came breezing in and her words were 'your moving, we have someone who needs this room far more urgently than you do' I was absolutely astonished and angry, after the ordeal my mum had been through, the pain she was in and now literally, about half an hour after being in the room, we were whisked into a ward with four beds in it. When I eventually managed to get through to a nice nurse that my mum was in absolute agony and needed pain relief, she tried to give her paracetamol intravenously. However, the cannula, that they had previously tried to insert several times, had still not been inserted properly and the liquid just squirted out over mums arm. With that, they tried to insert another cannula and mum then had the paracetamol. This was in no way sufficient to help with the pain, so they then decided to give her oramorph. I explained that mum is sick if she has morphine and they would have to administer an anti-sickness drug first, They did this and then she had the oramorph. I then went back to mums for the night and returned to the hospital at visiting hours, only to find that the blackness of mums toes had spread and this gave me grave concerns, as I immediately thought it was gangrene. I asked several nurses to take a look and they promised to get a doctor to take a look. After asking again and my sister arriving and also expressing her concerns, we were told yet again that a vascular surgeon would come down. Eventually after my sister had left, a vascular surgeon came to see mum and had

a look, he wasn't happy with them either and ordered a CT scan. I had to leave as it was 8pm and visiting hours were over and mum had a scan late that night. They told her that the clots in her legs were severe and amputation may be the only answer. As mum had to stop taking the blood thinning pills that had caused the second internal bleed, they were concerned about the clots moving and she then had a procedure to put a stent into her stomach, to help prevent the clots moving. She also had one unit of blood, as she was so anaemic. However, by this time, huge blisters the size of marbles were appearing on her black toes, so the problem still remains and now, she cannot even get onto the commode on her own. I then had to return home to my family, as I said, I live 130 miles away and my sister took over. Mum was then discharged from hospital, literally four days after being admitted, totally immobile and with her toes now oozing poison. My sister and I decided she needed much more care at home and so we got her into a nursing home for a trial period of six weeks, to try and help her build her strength up and it was close to where my sister lives in Boston, where the hospital is. Fortunately, when the District Nurse arrived last Friday to dress mums sore on her leg, she was very concerned that it has opened up so badly and is now about eight inches long. The poison is obviously spreading rapidly and it is leaking terribly. She took photographs again to show the doctor and he said that she needed to return to the hospital. This time, my sister ordered her a disability taxi, so that she could be wheeled in her wheel chair, as we can no longer get her into a vehicle and we didn't want another 22 hour wait for an ambulance to arrive! Yet again, the GP had not advised the hospital that they were arriving and they had to go through the whole process again. After hours and hours of waiting, mum got a bed on the ground floor unit. She has been transferred to the Vascular unit now, which is ward 5. Since she has been in there, they have now bandaged both legs from top to bottom, which is causing mum even more pain, as she cannot even bear her legs being touched. They claim it's to help with swelling, but mums legs are way beyond getting any swelling down now. My sister and I honestly believe it is to slow down the spread of the poison. Mum has been in hospital three times in a matter of weeks now and she has been told that she does have gangrene, which I questioned when her toes went black on the previous occasion she was admitted and I was told it was not gangrene. The doctors have been dithering about and say her leg will probably have to be amputated and claim that a decision will be made tomorrow. In the meantime, the gangrene can spread and mum is at very high risk of septicaemia. They have also said, if it does go ahead, it will probably be done on Friday or Monday! As each hour passes, our mother is in grave danger of losing her life. She has become so very weak, with the continual indecisive doctors and is now lucid and dropping off mid-sentence. Her appetite has gone and these continual delays are life threatening. Why Friday or Monday, this is extremely urgent. Her toes are black and dead and there is nothing that they can do to save her leg now, it is in such a bad state. Her other leg is not much better, although her toes are not black on that leg yet. Please I ask you to urgently to intervene here and get us some answers. I am travelling to Lincolnshire to be with mum and help my sister, as at present, she is having to deal with it on her own, as she lives close by. They cannot delay anymore and we want answers, as to why she was discharged in the state she was and told to take the very drug again, that had caused the internal bleeding previously, causing her to have a huge blood transfusion. Why have they let her suffer in so much pain, without prescribing different pain killers. Her health has deteriorated rapidly since August last year, when they started messing around with her medication. Please can you investigate the GP surgery and the hospitals practices urgently.

#### Notes / Questions

HWL - with consent liaised with PALS

#### Provider Response

Deputy Ward Sister agreed this needs to be a formal complaint to investigate all concerns which include LCH.

She said she spoke to the daughter yesterday as she was angry regarding her mum having to move out of her room. Sharon has said she will gladly meet with the daughter when she comes to visit today and she can ask for a consultant to speak to her also if needed.

Daughter went to see PALS and I explained she needs to make a formal complaint and gave her information on how to do this and told her Sharon is on the Ward and will sit and discuss her concerns and her mum's care plan with her if she asks for her on the ward, daughter said she would do this.

Daughter came about 1pm to see me and hasn't come back so I am hoping the ward sister has helped her with what is happening at the present time and the formal complaints team can pick up the historical concerns.

13. Case 6582 (26-03-2019)

**Providers:** Pilgrim Hospital, Queen's Medical Centre (Nottingham)

Urology

After waiting nearly 6 months for a referral to Urology after numerous cancellations at Circle Nottingham with minimal notice, sometimes only an hours notice, I was very wary about going to Boston, However the Consultant was fabulous and outraged that I had to wait so long and that I had been made to travel to Boston when he ran the same clinic at Grantham.

**Notes / Questions**

No patient information provided.

**Provider Response**

Lovely feedback thank you

14. Case 6394 (05-03-2019)

**Providers:** United Lincolnshire Hospitals NHS Trust (ULHT)

ENT - Louth

ENT is excellent, only problem is I saw a Consultant in April 18 who recommended regular ear syringing at least every 4 months. In August 18 I received a letter dated from June 18 to say I needed to attend each month which meant we missed an appointment without knowing. Phoned through to the hospital and got appointment sorted straight away. Feel as a patient we are having to drive through the appointments. Admin is not good for following up or communicating information to the patients and their appointments.

**Notes / Questions**

No patient information provided

**Informal Complaint**

1. Case 6589 (26-03-2019)

**Providers:** Pilgrim Hospital

CT Scan Booking (copy of letter sent to ULHT received)

This is the third occasion on which I have had good reason to complain again about your staff's administration skills. All of which can be cured, or put right, by care and attention to the task at hand. In February I received a letter from the Consultant Hepatologist at Nottingham 's Queens Medical Centre via the doctor of Lincolnshire's Gastroenterology Department stating that my latest scan showed that I was clear of cancer of the Liver (after a TACE procedure carried out there mid last year). He advised me that I would be scheduled for a CT Scan in four months time, taking it through to May this year. Earlier this year I received a letter showing that an appointment for a CT Liver triple phase had been arranged at Boston's Pilgrim Hospital for the next month. As you will probably not know that telephoning your appointments office is probably the greatest waste of time known to man. A problem which you need to address which is easily rectified without expense! I spent some 20 minutes trying to get through, however, when I did get through I received good service.

As I have recently undergone a number of Scans of different types, and as there was no reference back to the Professor's letter (which there should have been) which would have avoided this high cost to me. However, I did attend the Pilgrim Hospital appointment, having carefully followed the instructions contained in the letter, and at the appointed time and date. A nurse carried out the usual safety, or security questions before inserting an intravenous cannula into my right arm. She injected a saline solution, and after some ten minutes I was taken to the mobile scanning unit parked behind the hospital. There, the Technician in charge went through the questionnaire, then suddenly stopped, and when pressed, quite correctly stated that this was due to be scheduled for later in the year, some three months in the future. We all make mistakes, and the NHS administration section, more than most probably due to pressure to get matter sorted as soon as practicable. I am certain that most people who require medical services will agree that what is needed is care and attention, which should not take any greater time to effect! This little escapade of errors, although minor in nature to the NHS, cost me a two way journey of 31.36 miles, which the RAC tells me that I could, if I were a business, claim £28.22, plus the £4.40 for the parking ticket. In other words £32.62 for an aborted mission. You will, I hope, have noted that the space that I took up stopped another more deserving patient, time! In real terms that would represent about quite a chunk out of my pension. However in NHS budgetary terms be less than 0.01% of your budget of your hospitals, mine was 0.18% approximately, or for those on a state pension 0.57%. Hospital transport, although good, offers up many additional problems for them! I think most of your old age pensioners would have found this to be exorbitant on the very meagre state pension that they get! The hemorrhaging of money from missed appointment, and discarded old, but perfectly serviceable equipment problems all come back to the various Trusts - so in the first instance, get your house in order, then the rest will sort itself out! I do not want any form of compensation. You might on this occasion, offer an apology without being prompted again, and confirm that the appointment for the CT Scan triple phase will be scheduled for the original date. Again I do not mind travelling a reasonable distance to assist your scheduling. I will again be taking up the parking costs, which have got out of hand, with the government of the day in due course.

**Provider Response**

We are sorry to read this - if the patient does contact healthwatch please encourage them to contact PALS and we will happily look into this for the patient.

**Compliment**

1. Case 6381 (05-03-2019)

**Providers:** Boston West Hospital

Boston West Hospital

I had laser treatment on eyes under the NHS. Excellent service and sight very much improved.

2. Case 6508 (19-03-2019)

**Providers:** Boston West Hospital, Pilgrim Hospital

Orthopaedics

Brilliant, people were very helpful and kind. Explained exactly what was going on. No waiting time, was called forward, however had eaten breakfast at the time ready for original appointment, so could not proceed straight away

**Notes / Questions**

No patient information provided.

**Provider Response**

Thank you for the lovely feedback we will share with the teams.

3. Case 6478 (14-03-2019)

**Providers:** Lincoln County Hospital

Physio

Great service following broken foot late last year. Wait times great, felt very much part of the service.

4. Case 6389 (05-03-2019)

**Providers:** Lincolnshire Community Health Services NHS Trust (LCHS), United Lincolnshire Hospitals NHS Trust (ULHT)

ENT - Louth Hospital

Always had a good experience. Did go to Lincoln County but moved over to Louth as found it better. Good reception and the communication is good too. Great care provided from the Consultant. I am happy with the experience.

5. Case 6423 (08-03-2019)

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

ENT - Louth

It's a good service, Consultant is brilliant and knows what needs doing. My GP couldn't sort so referred me to ENT and Louth is very convenient for me.

6. Case 6517 (19-03-2019)

**Providers:** Pilgrim Hospital

Dermatology Department

Do not seem to have found a cure. Doctors and nurses speak to you. I had to listen very carefully to what the doctor was saying so that I could understand properly. Never had to wait long for an appointment. In and out within an hour. Prescribed a couple of things at the hospital and then had to go to go surgery to collect. When I came to surgery pharmacy though nothing had come through, but it had by the end of the week. Never had to come to surgery pharmacy before so that is different. I think the skin condition may be linked to my diabetes.

**Provider Response**

Thank you for the lovely feedback we will share with the teams.

7. Case 6545 (21-03-2019)

**Providers:** Pilgrim Hospital

Endocrinology

We are very happy with the service, staff are very respectful. My relative doesn't speak English therefore I interpret for them and all staff are very respectful and patient. We have never had any problems here at Pilgrim Hospital, and we have been using this service for over 15 years. Highly recommended

**Provider Response**

Thank you for the lovely feedback we will share with the teams.

8. Case 6547 (21-03-2019)

**Providers:** Pilgrim Hospital

Fracture clinic

Excellent service from the man who put the cast on my young relative. very reassuring and friendly, clean environment. waiting time 2 hrs after appointment time, but aware they are very busy, lots of patients arrived after us but seen first! Overall happy with the service.

**Provider Response**

Thank you for the lovely feedback we will share with the teams.

9. Case 6548 (21-03-2019)

**Providers:** Pilgrim Hospital, The Sidings

Haematology

Get on wonderfully at Pilgrim, come every 4 weeks, they are just lovely, cannot fault anything. Staff are so friendly, co-operative and efficient. We can't go wrong. also with the doctors at the Sidings Practice little things go wrong but find them good.

**Notes / Questions**

No patient information provided

**Provider Response**

Thank you for the lovely feedback we will share with the teams.

10. Case 6551 (21-03-2019)

Providers: Pilgrim Hospital

Pain Management

Very good service, all staff give excellent service, along with a smile when they greet you. Understand that some times they can run late if someone else is poorly.

**Notes / Questions**

No patient information provided

**Provider Response**

Thank you for the lovely feedback we will share with the teams.

11. Case 6554 (21-03-2019)

Providers: Pilgrim Hospital

Haematology

Very good, informative, explain things well, do not feel rushed. MacMillan at Pilgrim are amazing. Given 1-1 chat, kept me informed about treatment and there is someone to talk to when needed.

**Provider Response**

Thank you for the lovely feedback we will share with the teams.

12. Case 6555 (21-03-2019)

Providers: Pilgrim Hospital

Haematology

I have received very good care from this department over the last 2 years. I was even called in to the hospital at 6 pm on a Friday evening to start some treatment. Very good care.

**Provider Response**

Thank you for the lovely feedback we will share with the teams.

13. Case 6561 (21-03-2019)

Providers: Pilgrim Hospital

Ward 5a

Ward was very good. Nurses rushed of their feet, poor things, felt sorry for them. Still cared for me, did their best under the circumstances. Worst ward for staffing levels, it is a surgical ward. Really been good to me, cannot fault them.

**Provider Response**

Thank you for the lovely feedback we will share with the teams.

14. Case 6569 (26-03-2019)

Providers: Pilgrim Hospital

A+E

Mini stroke late last year. It was excellent service. Waiting for me when I arrived and saw me straight away. They got me straight to the ward for tests and out the next day. On the Stroke ward they were good also.

**Notes / Questions**

No patient information provided.

**Provider Response**

Thank you for the lovely feedback we will share with the teams.

South x 6

- 5 x General Comment
- 1 x Compliment

**General Comment**

1. Case 6506 (19-03-2019)

**Providers:** Billingham Medical Practice, Fitzwilliam Hospital

Overall this visit was good to Billingham. I need a new knee. They told me the government guidelines have changed regarding BMI rules, so unless I lose weight it cannot be done. It is not easy for me to lose weight as I have several mobility and health issues. There was no support or suggestions for helping me to lose weight. They hope that if I can demonstrate I am losing some weight over a 6 month period I can go back and they will make an application to proceed with the operation. It is hard going. I feel annoyed. Having this op would help with other problems I have. I am registered disabled, my knee gives out sometimes so I asked for a knee brace, but they said no. I was told not to climb stairs. I live in a house. They said you can't live in a house, as you will fall and get broken bones. I was left stunned by that comment. It is my own property. You need money to up and move these days.

At the hospital, they offer water for NHS patients, but the private patients have a separate area and get a hot drink. I travel for 1 1/2 hrs to get here and would appreciate a hot drink. I am definitely not happy with the government and the BMI rules. They did not tell me what they actually are. If it is about weight and anesthetic, I've had one for an explanatory knee op and I was ok then.

The GP here at Billingham is very good. very supportive than anyone and help me as much as they can.

**Notes / Questions**

HWL -

1) Have guidelines changed, has CCG rulings altered?

2) What help is the practice offering to patients regarding weight loss

2. Case 6600 (28-03-2019)

**Providers:** Littlebury Medical Centre, Pilgrim Hospital

Relative saw Doctor mid last year symptoms were numbness in lower half of body. Doctor referred to neurology, did not flag up as urgent. Neurology appointment in Nov MRI in Dec no results until Feb. Pilgrim hospital did not look at file, did not know why there. Lumbar puncture to diagnose later this month if not someone would phone, Unable to get through to Pilgrim to Neurology? GP chasing, phone numbers given have them already.

**Notes / Questions**

Sent PALS information

**Provider Response**

We are sorry to read this - I hope they called PALS and got sorted.

3. Case 6375 (05-03-2019)

**Providers:** Peterborough and Stamford Hospital

St Barnabas Friendship Group - Spalding

Peterborough City

Patient had a phone call to confirm hospital appointment for the following day. Patient was not aware of the appointment, no letter received, had to cancel as couldn't make it. Informed this would be recorded as a cancelled appointment.

**Notes / Questions**

Patient asks - However as the patient was not informed of the appointment in the first place why would this be?

4. Case 6453 (12-03-2019)

**Providers:** Peterborough and Stamford Hospital

Ophthalmology Peterborough City Hospital

My eyes are supposed to be checked bi-annually but although I am due for one now, the clinic is unable to offer any appointments at all. This is completely unsatisfactory and something I have complained about before, to both my MP and to Peterborough trust. This is a ludicrous situation for patients like me who have chronic uveitis

**Notes / Questions**

HWL provided PALS information



5. Case 6495 (15-03-2019)

**Providers:** Pilgrim Hospital

Gynaecology

Patient is under Gynaecology Consultant who the patient feels is very good and helpful. After being booked in for a procedure and signing consent forms was given a date. On the day of surgery I arrived on the ward as indicated within the letter, I was informed that I should never have been booked in that day as the surgeon I needed wasn't there so was cancelled and sent home. I was informed I would be sent another appointment and I am still waiting. Patient is under a few departments and finds that the lack of communication is one of their main concerns. No-one tells you what to do if anything goes wrong so don't know who to go to.

**Notes / Questions**

HWL - has provided the patient with PALS information.

**Provider Response**

We are sorry to read this- if not already done so patient can be encouraged to contact PALS who can look into this for them.

**Compliment**

1. Case 6571 (26-03-2019)

**Providers:** Peterborough and Stamford Hospital

NICU and Neo Natal unit.

Had a baby 7 weeks early and Peterborough City Hospital could not have done more for us, they were exceptional. I am so pleased with their service and so proud of all that work in these departments.

South West x 8

- 4 x General Comment
- 4 x Compliment

**General Comment**

1. Case 6450 (12-03-2019)

**Providers:** Grantham + District Hospital, Lincolnshire Community Health Services NHS Trust (LCHS), The Market Cross Surgery

Urgent Care Centre

Patient cut leg and was referred to Grantham Urgent Care Centre. Initially well treated but after coming back from X-ray I was totally ignored. The Triage nurse was rude, and the doctor could not speak English. The wait after X-ray was 4 hours. Had to come to Market Cross surgery where nurse re-dressed the wound and mentioned the bad dressing from the hospital care. After care from Market Cross Surgery was 100 per cent, cannot be faulted.

**Notes / Questions**

No patient information provided

2. Case 6578 (26-03-2019)

**Providers:** Grantham + District Hospital

Respiratory dept

I think there is not enough time for patients and most of the time it feels like you are being rushed and just a number.

**Notes / Questions**

No patient information provided.

**Provider Response**

We are sorry to read this. We will share with the team so they are aware of how patients feel during their consultation

3. Case 6581 (26-03-2019)

**Providers:** Grantham + District Hospital

Reduction of Services

Main concern is Grantham hospital is reducing it's services. Growing population , reduction in maternity care. relative had to travel to Lincoln, told birth would not be within 24 hrs but was actually within six hours, feels reduction in services is unsafe.

**Notes / Questions**

No patient information provided.

**Provider Response**

Thank you for your feedback which we will share with management.

4. Case 6546 (21-03-2019)

**Providers:** Pilgrim Hospital

Breast Clinic

Patient had been informed they were on a 2WW for breast clinic. Had waited for an appointment and not heard anything and the 2 weeks were now up, contacted the GP surgery who spoke with the hospital, patient was informed they would have to wait.

**Notes / Questions**

HWL - with patient consent contacted PALS who looked into it, patient received an appointment the following day.

Patient commented to HWL - I cannot thank you enough for chasing it for me.

**Provider Response**

Thank you for this feedback.

**Compliment**

1. Case 6513 (19-03-2019)

**Providers:** Billingham Medical Practice, Leicester General Hospital

Very good here, excellent. Can get appointment on the same day you ring up at 8 am. Dr is excellent most of the time. I can see the Doctor I want to see. It is reassuring that I can see the same doctor. Looked after my relative, care from here I could not fault and the same with Leicester Royal infirmary for cancer care everyone and the surgeon top rate.

2. Case 6572 (26-03-2019)

**Providers:** Grantham + District Hospital

ECU, ACU, Ward 6

Admitted to A+E Grantham Hospital with leg problems which quickly developed into Sepsis. The whole experience of care was marvellous, moved from ECU to ACU where treatment continued to be first class, was then moved to ward 6 where I was also treated very well.

**Notes / Questions**

No patient information provided

**Provider Response**

Thank you for this lovely feedback

3. Case 6580 (26-03-2019)

**Providers:** Lincolnshire South West CCG, The Harrowby Lane Surgery

The patient is concerned that Grantham Hospital is only treating emergencies in the future. Has heart and liver conditions and has to travel to Lincoln for treatment.

The service at Harrowby Lane Surgery has been excellent, (life saving) recognised heart problems when on general appointment and arranged admittance to hospital immediately. Patient has a lot of health issues and always treated well here.

**Notes / Questions**

No patient information provided.

4. Case 6452 (12-03-2019)

**Providers:** The Market Cross Surgery

I have an young child with diabetes and the care from Peterborough hospital with the support from Market cross surgery has been very good.

**West x 40**

- 20 x General Comment
- 19 x Compliment
- 1 x Signposting only

**General Comment**

1. Case 6529 (21-03-2019)

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

Lincoln Cancer Consultant

Lincoln Hospital cancer consultant very good, listens and does not rush consultation. Once seen Surgery receives letter within 16 weeks giving results etc.

Grantham Operation

Patient thinks hospital does not look after patients with care. Do not read patient records, happened twice. Went in to have surgery, records had not been sent up from Lincoln Hospital. patient feels that at Grantham they perhaps do a risk assessment on your age, then just don't care. After surgery feels they cannot wait to discharge you. Patient knows that after surgery and you live alone you are not sent home but kept in overnight. Grantham tried to discharge them when not fully recovered.

**Notes / Questions**

No patient details

**Provider Response**

Grantham - We are sorry to read this - if the patient does contact you again please encourage them to contact PALS and we can support them further

Lincoln - Please can you thank this patient for their lovely comments. We will ensure that they are shared with the Oncology Team.

2. Case 6400 (07-03-2019)

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

Eye Clinic

I have been referred to Lincoln County Hospital recently, which is a lot of travelling for a 20 min appointment with the doctor. I have been informed that I am unable to go to John Coupland as there is no one to do the test anymore.

**Notes / Questions**

No patient information provided

3. Case 6426 (12-03-2019)

**Providers:** John Coupland Hospital, United Lincolnshire Hospitals NHS Trust (ULHT)

Ophthalmology

I was disappointed to arrive expecting an operation to find it was just a Consultation. And then I have been declined the operation even though the cataract is right in the line of my sight. I took a day of leave to be here for no avail.

**Provider Response**

We are sorry if the patient was expecting their procedure to be done however all patients would need an initial consultation before surgery went ahead. There is strict criteria set by the Clinical Commissioning Groups and if the patient is unhappy that their operation was declined it is probably because they didn't meet that criteria. The patient should be able to discuss this further with their optician to establish why they were declined.

4. Case 6428 (12-03-2019)

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

Blood Tests

Why do they only do tests in the morning? I came yesterday and it was already closed. The hospital leaves a bit to be desired for size and population and town. Children under 15 cannot have blood tests here as no doctor on duty. Probably have to go to LCH or Scunthorpe instead. The town is growing so need more and better service. I waited an hour this morning for the test they do not move very fast. Convenient to come here if live local.

**Notes / Questions**

No patient information provided.

5. Case 6356 (05-03-2019)

Providers: Lincoln County Hospital

Dermatology

There are long waiting times, up to 2 hrs sometimes. For me it is a long way to go. I have missed appointment times because I rely on the train. I am happy with how the staff look after me when I am there.

**Notes / Questions**

No patient information provided.

**Provider Response**

Please thank the patient for their feedback. Dermatology clinic's can sometimes run over time, if a patient requires minor procedures these are usually done at the time rather than asking a patient to return another day, this does mean that some patient have to wait to see the Clinician which we can only apologise for.

6. Case 6365 (05-03-2019)

Providers: Lincoln County Hospital

Urology

On attending the Urology Investigation Suite I was very surprised to be told there had been instances of stealing. I was shocked and surprised by this.

**Provider Response**

There are no registered incidents of thefts in the Urology Investigation Suite, during March 2019 there was an incident where a member of the public managed to frequent the suite overnight but was very respectful of the area and no items were damaged or stolen.

We are sorry if this event caused any inconvenience to our patients the following morning.

7. Case 6366 (05-03-2019)

Providers: Lincoln County Hospital

Stroke unit

Different healthcare nursing staff do not seem to follow some of the instructions. Do care plans get read before coming to visit on the ward.

**Provider Response**

We are really sorry if this patient feels that visiting staff do not read the notes before seeing a patient. Unfortunately it is not specific enough for us to investigate so if the patient want's us to look in to this in more detail please encourage them to contact our PALS Team.

8. Case 6424 (08-03-2019)

Providers: Lincoln County Hospital

A&E

Had an ulcer on toe which became very painful over the weekend, unable to see a GP so went to A&E at Lincoln. Receptionist and Nurse not very helpful, said this is an A&E you should see your GP. But in fact I was admitted overnight as it was a diabetic ulcer and could have been very serious if not treated. Apart from that I have had marvellous treatment over the years.

**Provider Response**

We are really sorry if this patient felt that the Receptionist and Nurse were indicating the patient should have gone to their GP. We will ensure that this is passed to the A&E Sister so she can share this patient's experience with her team.

9. Case 6438 (12-03-2019)

Providers: Lincoln County Hospital

A+E

As a Healthcare professional I was disappointed with the care I received, the waiting time was 6 hours I had been informed by the GP that a consultant would be at hand to see them immediately. No one came to enquire about whether I was comfortable or what was happening. I later left and went to see a consultant privately. I was treated with dignity and respect. Other services I have been involved with I have no complaints.

**Notes / Questions**

No patient information provided.

**Provider Response**

**We are really sorry for your experience and will ensure that this is shared with the A&E Team. If the patient would like to discuss this further please ask them to contact the PALS Team at Lincoln County Hospital who will be happy to help.**

10. Case 6458 (12-03-2019)

Providers: Lincoln County Hospital

A&E

On behalf of elderly relative suffering with Vascular Dementia. My relative was transferred from Grantham Hospital to Lincoln Hospital, spent 8 1/2 hrs in A+E waiting to be assessed other relative by their side was also elderly. They sat with drunks, people who had be fighting. all those around were treated a lot faster. where is the care side of the NHS here. Also staff were very poor in their understanding of Dementia care.

**Notes / Questions**

No patient information provided

**Provider Response**

**Please accept our sincere apologies for the length of time you had to wait in the ED department. Whilst there is a triage system in place to identify the order that patients are seen in (ie due to how unwell the patient is) it is disappointing to read that more was not done to support your relative with dementia. We have dementia friendly areas within the hospital however ED is not especially so. This is something that we are looking to improve so that not only the environment is more suitable but staff have a better understanding and awareness of this condition. Can you please pass on our thanks for this feedback.**

11. Case 6491 (14-03-2019)

**Providers:** Lincoln County Hospital, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)

One of the nurses was awful told me off for ringing the Crisis team as I have mental health issues, she said I was just tired and did not need them, I felt I did and they did come to me, but most of the other nurses were alright. The doctor wanted me to have an MRI scan, but I was refused one, told I didn't warrant one plus I had had a CT scan. But having the MRI would have got to the problem earlier. It was tricky with treatment as they were not sure what was needed. One doctor said something upsetting and then another doctor came and explained it to me more.

Have had 3 trips to A+E in the last few weeks. The nurses were great, but I feel the NHS is in a mess. On my 2nd visit I stayed 4 nights on SEAU and 3 nights on SAL, felt as though I was being passed from pillar to post. The nurse on SAL ward said take the prescription to GP as she didn't think it was right and it was not. One time I spent 17 hrs screaming in pain in one of the major waiting rooms, waiting for a bed. I rang the crisis team (mental health). I arrived in A+E at 9 am and went to SEAU at 2 pm the following afternoon. Then at 11 pm as I was going to sleep, I was moved to Branston Ward which was a long way from the Ward I was on.

On Branston Ward they were not sure why I had been transferred to them as the doctors had no experience to treat/care for me. On another stay I was transferred from SEAU to Clayton Ward. But there is no communication between the different departments. I had an outpatients appointment but was an inpatient at the time. I let them know, but there was no follow through and the o/p were saying they would not see me. It was stressful for me. No communication between the departments. I was going round in circles before I got a diagnosis. I was sitting when I should have been laying, but they needed the bed for a resus that came in.

**Notes / Questions**

No patient information provided

**Provider Response**

**Can you please thank the patient for sharing their experience with us, we will ensure that the feedback is passed to A&E and the wards the patient was admitted on to. If a patient is unhappy with any aspect of their care whilst an inpatient they should, wherever possible, speak to the Ward Manager who should be able to resolve any concerns they have.**

12. Case 6494 (15-03-2019)

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

2.5 weeks after giving birth patient was admitted to hospital for a 1 week stay. The patient was given a private room and the baby was allowed to stay (patient was given suitable meds to continue breastfeeding). A nurse from the maternity wing came and checked that the patient was ok which was brilliant.

A nurse was supposed to visit and continue homecare but never arrived.

**Provider Response**

**We would like to thank the patient for their feedback regarding their stay on SEAU and the visit to the ward by one of the Maternity Nurses. We will ensure that this is shared with the teams. It is unclear if the concerns are regarding the District Nursing Team not visiting the patient which would need to be raised with Lincolnshire Community Health Service. If the patient would like to clarify this point and it is to do with a service here at Lincoln County Hospital perhaps the patient could contact the PALS Team to discuss further.**

information passed onto the patient,

13. Case 6496 (15-03-2019)

Providers: Lincoln County Hospital

Maxio Facial - Dental Surgery

Patient had an appointment for deep sedation re: dental treatment. Appointment was for 3.30pm but at 11.30am on the same day patient received a call from the hospital to inform that the appointment had been cancelled as the appointment had been booked with the wrong clinic. The hospital appointment had been made for a local anaesthetic but theatre should have been booked instead. Patient cannot go to dentist as a previous appointment for the removal of a wisdom tooth had resulted in a broken jaw. Patient very frustrated as son had taken the day off work to accompany his parent to hospital.

**Provider Response**

**We are really sorry for this patient's experience, that they were booked in to the wrong clinic and this led to their appointment being cancelled. We will ensure that this is shared with the team so that they know the impact this cancellation had on the patient and their son.**

14. Case 6503 (19-03-2019)

Providers: Lincoln County Hospital

X-ray

It is not very clean in the x-ray department. In fact when I work nights or over a weekend I get the mop and bucket and do it myself. I have contacted the supervisor and still nothing happens. The floors do not get cleaned for weeks.

**Notes / Questions**

No patient information provided.

HWL asks - what house keeping is in place for this service?

**Provider Response**

**This has been raised to the House Keeping Manager who has advised that she is aware that the area is not as she would like it. There are currently 2 vacancies which are being covered by agency staff and the team are unable to currently recruit as it is not a priority area. The team do clean the area from 5PM to 8PM daily.**

15. Case 6512 (19-03-2019)

Providers: Lincoln County Hospital

Gynae/ Hemswell

Excellent staff, very friendly, professional and hit the right note between making you feel comfortable and not being too familiar. Put you at ease. Have to go back and feel happy to go there. The waiting room is in old building and could be more cheery. It is clean and the seating is ok. It is drab but does not for me reflect the service I receive. I can see how it might make others feel a bit apprehensive.

**Provider Response**

**Thank you so much for sharing such a positive experience. I would like to confirm that the Maternity Wing is currently undergoing refurbishment and the ext stage is to include Hemswell and the Gynaecology Clinic so hopefully soon it will be a much improved experience for our patients.**

16. Case 6519 (19-03-2019)

Providers: Lincoln County Hospital

Nettleham Ward

Nettleham Ward in Lincoln County Hospital needs more staff, they are amazing, but staff are very stretched, they could do with a lot more help. The Labour ward was amazing they couldn't do enough for you. I have a 2 year old and the difference between the last visit and this baby arriving on New Years day staffing levels is noticeable. If they had more staff, there would be more discussion about care. Staff were also taken away to do paperwork. It was a bit desolate at times and was left to own devices. making the comparison to 2 yrs ago I could notice the difference. Waited 2 hrs for painkillers, again due to lack of staff.

**Provider Response**

**Can you please thank the patient for their feedback. We will ensure that this is shared with Matron**

17. Case 6520 (19-03-2019)

**Providers:** Lincoln County Hospital

Children's Orthodontics

It has been alright. Have been coming here 3 monthly recently. The receptionists are a bit abrupt and also an appointment was messed up. Treatment needed to be done in a certain order and it was but not recorded properly so when we went for one appointment there was no record of what had been done and what they were expecting to do that day. They were polite just an admin mix up. Had 1 1/2 hr wait and stung majorly with car parking and only in appointment for a few mins. If appointments are early in the day they seem to be running late. If your appointment is later in the day you are usually seen on time. Cannot fault the dental staff. it is admin and 1 receptionist who are very rude. Patients have to behave with zero tolerance so what about the staff behaviour?

**Notes / Questions**

No patient information provided.

**Provider Response**

Please thank this patient for their feedback. We are sorry that the receptionist was rude and this will be shared with the Reception Team manager. Unfortunately as this clinic also deals with patient coming through from A&E there sometimes can be delays.

18. Case 6576 (26-03-2019)

**Providers:** Lincoln County Hospital

A+E

My relative was admitted with breathing difficulties . As I arrived, they led me through to resus, where I stood for 5 mins before I was asked who I was. I was then told to wait outside. As the nurse went in, my relative had stopped breathing. Staff rushed in and worked to bring them round. After the nurse came out she rolled her eyes and said 'yes full arrest' I was then 5 mins later led to a small room and told that my relative was very ill and I should call all my relatives. I was then left in that room for over an hour until a doctor arrived.

**Provider Response**

Please accept our sincere apologies. This was clearly a very distressing time and we have added to this by not appropriately communicating. We are upset to read that the family member was asked to wait outside only to overhear staff discussing their relative like this. Whilst at times it is appropriate that relatives need to wait outside we would have expected staff to provide updates to the relative and ensure that they were okay. We are genuinely very sorry that this did not happen and will feed this back to the team so that they can reflect on this. Please pass on our thanks for this feedback.

19. Case 6601 (28-03-2019)

**Providers:** Lincoln County Hospital

Received a referral for Pain Management but was told by Lincoln hospital that I would not get it for a very long time due to changes within the NHS. If it is not available then they should not have given me false hope by sending me the referral.

**Notes / Questions**

Sent info of East CCG: Pals: Connect health.

**Provider Response**

We are sorry if the patient felt that they should have been informed of the long wait to see one of our Pain Consultants and that it was unlikely they would be seen before the service transferred away from the Trust. It is not clear who referred this patient however if it was the GP they would have been made aware by the Clinical Commissioning Group that the service would be removed from the United Lincolnshire Hospitals NHS Trust to become a Community Service in the near future (moved 31/03/2019). We are aware that our Pain Management Team tried to see as many patients as possible before the service was moved but due to the volume of patients referred to the service they were not be able to see all patient waiting for the service. All current and waiting patients were moved to the new service with Connect Health.

Once again please pass on our apologies



20. Case 6608 (28-03-2019)

**Providers:** Lincoln County Hospital

Dixon Ward

Pain relief was not written up from previous ward admission hence my relative suffered pain. they were put into bed with a call bell broken and they were immobile. Was not showered or helped to wash over a 5 day stay, staff didn't listen to basic requests and concerns of treatment.

**Notes / Questions**

No patient information provided.

**Provider Response**

We would like to thank you for this feedback and can only apologise for this patient's experience. We will certainly be sharing this with the Ward Sister on Dixon Ward.

**Compliment**

1. Case 6523 (19-03-2019)

**Providers:** Crossroads Medical Practice, Grantham + District Hospital, Lincoln County Hospital

Very good surgery, very helpful. No problems getting an appointment. Staff always very polite, nurses especially. On referral to Lincoln Hospital service fine and referred to Grantham with a small cancerous spot on cheek was treated. Brilliant aftercare, spot on.

**Notes / Questions**

No patient information provided

**Provider Response**

Thank you for this lovely feedback

2. Case 6526 (19-03-2019)

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

X-ray

Have been recently to Lincoln for hips, knee and chest x-rays. Decided I need hip/knee operation I am here at the surgery today to find out about my chest x-ray. The x-ray department were brilliant, I was there 39 mins and the car parking machine said it was not working. Then I got a fine for £70. Would not mind but it does not go to the hospital. Xray there was no waiting, staff very friendly.

**Provider Response**

Can you please pass on our thanks on for these kind comments we will ensure that are shared with the Radiology Team

3. Case 6530 (21-03-2019)

**Providers:** Grantham + District Hospital

Endoscopy

The nurses were amazing and caring, they deserve an award. It was for my relative and we received bad news but they supported us and made us feel at ease, Thanks!

**Provider Response**

Thank you for this lovely feedback

4. Case 6361 (05-03-2019)

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

Blood Test

The NHS is a great service and John Coupland Hospital staff are always friendly and very helpful.

5. Case 6362 (05-03-2019)

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

X-ray

I was referred for an X-ray in the last year. Excellent service. Staff are good, it is quick. Pleasant surroundings

6. Case 6414 (07-03-2019)

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

I find it good. No long waits. Free car parking, Staff are very friendly and helpful.

7. Case 6417 (07-03-2019)

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

Staff always friendly and polite. We need more GP's in the area. We also need an A+E department as there are 5000 new homes planned for this area, Too much strain on existing services.

8. Case 6434 (12-03-2019)

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

Blood Tests

I have recently been for a blood test at JCH the waiting time was short and the staff are very caring and considerate.

9. Case 6439 (12-03-2019)

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

Blood tests

Homely and pleasant very efficient sometimes a long wait but today very quick

**Notes / Questions**

No patient information provided.

10. Case 6344 (04-03-2019)

**Providers:** Lincoln County Hospital

Maternity

Midwives very friendly and attentive, nothing seemed too much trouble. As a father felt very welcome to stay and felt comfortable.

**Provider Response**

Please can you thank this patient for their lovely comments. We will ensure that they are shared with the Midwives and Labour Ward.

11. Case 6345 (04-03-2019)

**Providers:** Lincoln County Hospital

Hatton Ward

Admitted via A&E. Being moved from a side room in SEAU I had been anxious to move to a shared ward. Had brilliant Nurses both during the day and at night. They were great at making visiting times easier for my child nothing was too much trouble, I was worried as it was my first time in hospital, but I was always listened to and reassured when being sent for scans etc. There was one particular Nurse who was brilliant and took care of me, and it was thanks to them I felt as calm as I did. They explained things to me particularly as the Drs changed their minds quite often and I was expected to know everything.

**Provider Response**

Can you please pass on our thanks on for these kind comments we will ensure that are shared with Hatton Ward Sister

12. Case 6358 (05-03-2019)

**Providers:** Lincoln County Hospital

Phlebotomy

No major problems everybody has been kind and helpful.

**Provider Response**

Whilst this service is in our hospital it is actually supplied by Path Lincs a service from North Lincolnshire & Goole NHS Foundation Trust. We are happy to share this positive feedback with our colleagues. Can you please thank the patient.

13. Case 6441 (12-03-2019)

**Providers:** Lincoln County Hospital

Maternity

Overall the experience was really positive. They seemed competent both in the areas of expertise and also their ability to emotionally support. I did not ever feel like it was just another day in the office for them. I felt they were interested in my specific journey and very respectful of my personal choices.

**Provider Response**

Please can you thank this patient for their lovely comments. We will ensure that they are shared with the Midwives and Labour Ward.

14. Case 6474 (14-03-2019)

**Providers:** Lincoln County Hospital

Blood Clinic

Blood clinic at Lincoln Hospital always busy but great staff, very patient as I have poor veins and it always takes a long time to take blood samples.

**Notes / Questions**

No patient information provided

**Provider Response**

Whilst this service is in our hospital it is actually supplied by Path Lincs a service from North Lincolnshire & Goole NHS Foundation Trust. We are happy to share this positive feedback with our colleagues. Can you please thank the patient.

15. Case 6489 (14-03-2019)

**Providers:** Lincoln County Hospital

Cancer Clinic

They are very good, staff and treatment. Saw me very quickly when found there was a problem. On a medical trial which I am happy to be on. Do not have to pay for parking when going for Radiotherapy, which is really good.

**Provider Response**

Please can you thank this patient for their lovely comments. We will ensure that they are shared with the Oncology Team.

16. Case 6499 (19-03-2019)

**Providers:** Lincoln County Hospital

Breast Unit

Absolutely brilliant. 2 week wait at the moment is about 4 weeks though. I saw the consultant, examined, mammogram and then saw consultant again. All done in 2 hours on same day which found as a good service. cannot fault it, Very good.

**Provider Response**

Can you please pass on our thanks on for these kind comments we will ensure that are shared with the Breast Unit.

17. Case 6533 (21-03-2019)

**Providers:** Lincoln County Hospital

CT Scan/ Heart Clinic

First class attention on every visit. had a CT Scan recently waiting for results will find out today. patient has visited the heart clinic recently and found the waiting time can often be more than an hour later than appointment time.

**Notes / Questions**

No patient information provided

**Provider Response**

Can you please pass on our thanks for the positive comments. We are sorry that the patient sometimes has to wait to be seen in clinic. This will be shared with our Radiology and Cardiology Clinic Teams.

18. Case 6537 (21-03-2019)

**Providers:** Lincoln County Hospital

X-ray / Blood test

There last week and absolutely excellent, x-ray explained everything and answered all my questions. Was brilliant. Blood test people were brilliant. About a month ago at LCH Audio, again excellent, all questions answered and explained. Got a telephone feedback request and I started to do it , but could not hear properly. all computerised and I felt sorry I couldn't do it, but I pressed some wrong buttons and it went off.

**Provider Response**

Please can you thank this patient for their positive feedback. We will ensure that they are shared with all the teams. Phlebotomy comes under North Lincolnshire & Goole NHS Foundation Trust but happy to pass on for the patient. If the patient has trouble with the feedback calls and wants to pass on feedback the PALS Team will happily do this for them. Email address is PALS@ULH.nhs.uk or telephone on 01522 707071

19. Case 6568 (26-03-2019)

**Providers:** Lincoln County Hospital

Rheumatology/Eye department

I have nothing but praise for the staff in the Rheumatology Dept. I have always been made to feel important to them as they go about their work in a professional caring way. I was recently diagnosed with needing Cataracts attention in both eyes. In fact was banned from driving by the optician until I have had one done. Because of the long waiting list I decided to have the treatment done privately, using my savings put aside for home care in the future should this become necessary. I did this because I live alone and my nearest relatives, a nephew and niece live in Cambridgeshire, and my car is my lifeline to everyday survival. I appreciate the demands on the NHS but sometimes wonder when prioritising their waiting lists not enough consideration is given to the overall effects delays can cause to waiting patients.

**Provider Response**

We would like to thank this patient for their positive comments relating to Rheumatology and their experience relating to their wait for Cataract Surgery. Both will be passed on to the relative teams so they are aware of this patient's experience.

Signposting only

	<p>1. <b>Case 6579 (26-03-2019)</b></p> <p><b>Providers:</b> Lincoln County Hospital</p> <p>Caller phoned on behalf of her adult child who is a patient in Lincoln County Hospital at the moment in chronic pain. Meds are being administered and even discussions around transferring the patient to the Queens Medical Centre in Nottingham for further tests. Out of the blue this morning the patient was informed that they were to be discharged and if any further problems occurred or the pain did not get easier to go back to their GP (which would mean waiting for a referral - patient would be back at square one). Patient has children (albeit grown up) and animals to consider and simply needs answers/diagnosis/correct medication on discharge etc. Parent fears that the patient will not be able to cope if discharged therefore doesn't know what to do. The ward adamant that patient will be going home today.</p> <p><b>Notes / Questions</b></p> <p>HWL - provided PALS information</p> <p><b>Provider Response</b></p> <p>We cannot confirm if this patient/relative did contact PALS or not. We would have directed the enquirer to discuss their concerns regarding the discharge with the Ward Manager as PALS cannot change a clinical decision and stop discharge. It is important for the patient to speak with the ward in these cases. If this was a spinal/back pain patient then it would have been a decision by QMC that they were not going to accept the patient for surgery.</p> <p>Unfortunately with no Ward Details we are unable to share this feedback.</p>
<p><b>Out of Area x 2</b></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. <b>Case 6385 (05-03-2019)</b></p> <p><b>Providers:</b> Diana, Princess of Wales Hospital (Grimsby)</p> <p>Admissions</p> <p>They did not tell us anything about my care and were not sure about the treatment I was getting. I was taken as an emergency from home late 2018. I had pneumonia and was dehydrated, but I did not know this until I came out, I saw it on the discharge papers. There was not much information whilst I was there for 5 days. I was on a drip and Oxygen and they did my diabetic insulin. They looked after me well. Meals were terrible and cold. I was in a 6 bed ward with older patients, none of the other patients ate theirs. Over the 5 days I lost a lot of weight and I still feel short of breath and feel very weak now.</p> <p><b>Notes / Questions</b></p> <p>No patient information provided.</p> <p><b>Compliment</b></p> <p>1. <b>Case 6355 (05-03-2019)</b></p> <p><b>Providers:</b> Lincoln County Hospital, Nottingham City Hospital, Queen's Medical Centre (Nottingham)</p> <p>The doctor is a really nice man. It is fantastic it is really good. Been going there every six months since born. Level of knowledge incredible. Not afraid to try things, my relative is part of a study. Very good with the children. Everything at QMC and Notts City Hospital has been brilliant. Listen to us very well and involve us in decisions. LCH Rainforest also very good. Nottingham ask what we think from our experience.</p> <p><b>Provider Response</b></p> <p>Can you please thank this person for their positive feedback which I will ensure is shared with the Paediatric Team and Rainforest Ward.</p>

## Mental health & Learning Disabilities

CCG Area	Case Details
<p><b>East 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. Case 6420 (07-03-2019)</p> <p><b>Providers:</b> Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health) Support Group in Skegness</p> <p>Patients who needs specialised Mental Health services are finding that there are very long waits and for some, when they are referred to a professional they have little understanding of the person's military life and how this has impacted on them mentally.</p> <p><b>Notes / Questions</b></p> <p>Group asks - How is this being addressed in Lincolnshire</p> <p><b>Provider Response</b></p> <p><i>Case 6420: The question of military status is asked as part of the referral process including the self-referral process into Steps2Change. In addition, any veteran can self-refer into TILs (the Transition, Intervention and Liaison veterans' mental health service if they are experiencing any mental health difficulties even if they are also currently receiving support from primary/secondary mental health services. Although a veteran would receive priority if the difficulties are related to time-served , they would not however be seen above someone whose clinical need is greater regardless of being a veteran. Regrettably, there can still longer waits for more specialised interventions such as psychology even for those with priority veteran status.</i></p>
<p>South x 2</p> <ul style="list-style-type: none"> <li>• 2 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 6560 (21-03-2019)</p> <p><b>Providers:</b> Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Patient contacted Steps2change and not heard anything yet after 2 weeks, wanted to know how long this would be as would like to speak with someone.</p> <p><b>Notes / Questions</b></p> <p>HWL - with patients consent, contacted LPFT PALS. UPDATE the patient has now been contacted.</p> <p>2. Case 6566 (22-03-2019)</p> <p><b>Providers:</b> Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Patient suffers with mental health conditions of Bi-polar; Schizophrenia; PTSD and emotionally unstable. Self-admitted to Ward 12 November 18, where they withheld medications for heart condition (GTN Spray) and anti-psychotic drugs, staff shouted abuse at the patient. Told to discharge themselves. At discharge was handed a lot of medications and on going outside he took a load and collapsed outside the hospital. No-one seemed to want to help, partner had to take them to the car and drive round to A&amp;E. Has raised a complaint to LPFT. A Meeting has been arranged at Johnson Hospital on the 20th March and needs an advocate present to ensure they are supported.</p> <p><b>Notes / Questions</b></p> <p>HWL - with patient consent made a referral to POHWER who arranged to support the patient. Julie THANK YOU – I HAVE AN ADVOCATE and all thanks TO YOU...</p> <p>PLEASE accept my sincere gratitude. I will say it again YOU have helped me more than any other.</p>
<p>West x 1</p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> </ul>	<p><b>General Comment</b></p>

1. Case 6491 (14-03-2019)

**Providers:** Lincoln County Hospital, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)

One of the nurses was awful told me off for ringing the Crisis team as I have mental health issues, she said I was just tired and did not need them, I felt I did and they did come to me, but most of the other nurses were alright. The doctor wanted me to have an MRI scan, but I was refused one, told I didn't warrant one plus I had had a CT scan. But having the MRI would have got to the problem earlier. It was tricky with treatment as they were not sure what was needed. One doctor said something upsetting and then another doctor came and explained it to me more.

Have had 3 trips to A+E in the last few weeks. The nurses were great, but I feel the NHS is in a mess. On my 2nd visit I stayed 4 nights on SEAU and 3 nights on SAL, felt as though I was being passed from pillar to post. The nurse on SAL ward said take the prescription to GP as she didn't think it was right and it was not. One time I spent 17 hrs screaming in pain in one of the major waiting rooms, waiting for a bed. I rang the crisis team (mental health). I arrived in A+E at 9 am and went to SEAU at 2 pm the following afternoon. Then at 11 pm as I was going to sleep, I was moved to Branston Ward which was a long way from the Ward I was on.

On Branston Ward they were not sure why I had been transferred to them as the doctors had no experience to treat/care for me. On another stay I was transferred from SEAU to Clayton Ward. But there is no communication between the different departments. I had an outpatients appointment but was an inpatient at the time. I let them know, but there was no follow through and the o/p were saying they would not see me. It was stressful for me. No communication between the departments. I was going round in circles before I got a diagnosis. I was sitting when I should have been laying, but they needed the bed for a resus that came in.

**Notes / Questions**

No patient information provided

**Provider Response**

Can you please thank the patient for sharing their experience with us, we will ensure that the feedback is passed to A&E and the wards the patient was admitted on to. If a patient is unhappy with any aspect of their care whilst an inpatient they should, wherever possible, speak to the Ward Manager who should be able to resolve any concerns they have.

Patient Transport

CCG Area	Case Details
<p>East x 2</p> <ul style="list-style-type: none"><li>• 2 x General Comment</li></ul>	<p><b>General Comment</b></p> <p>1. Case 6594 (26-03-2019)</p> <p><b>Providers:</b> East Midlands Ambulance Service NHS Trust (EMAS)</p> <p>I am writing to draw your attention to the experiences of one of my relatives and would welcome your comments. A family member had a stroke in December 2018 and the spouse called for an ambulance describing the symptoms. The ambulance finally arrived 2.5 hours later and I understand that 3 ambulances had been diverted and it was the fourth ambulance which came to the call. I had understood that strokes are regarded as a priority and that an ambulance/paramedic should have arrived within 19 minutes. I advised my relative to write to the Ambulance Trust to which a response has been received denying any responsibility</p> <p>On arrival at Lincoln County my relative was taken to A &amp; E but not diagnosed for a further 2 hours. They received a letter from one of the doctors on duty that evening in which the doctor apologised for the delay in receiving specialist stroke review on admission which may have resulted in my relative not being given time critical thrombolysis treatment.</p> <p>A letter has now been received from them to the effect that they have conducted their investigation and that they are of the opinion that procedures had been followed</p> <p>I find it unbelievable given the national awareness campaign on strokes (FAST) that both the Ambulance Service and the Hospital have taken such a cavalier attitude and I wonder how many other similar cases there are in your area.</p>

	<p>2. Case 6383 (05-03-2019)</p> <p><b>Providers:</b> Thames Ambulance Service (TASL)</p> <p>I am going to LCH eye clinic, I have driven in the past and my wife has driven me back home but since she has recently had a Knee op she can no longer drive for any length of time so I now have to use the Hospital Transport . At first they said I would have to get a taxi there and they would bring me home, but that would be £40 one way and I cannot afford that on a pension. I am now registered with the Transport and have no problems.</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. Case 6384 (05-03-2019)</p> <p><b>Providers:</b> East Midlands Ambulance Service NHS Trust (EMAS)</p> <p>EMAS</p> <p>999 dialled at 4.30pm, patient with suspected of having a stroke. Six subsequent calls made before ambulance turned up at 7pm. It was confirmed as a stroke, patient now permanently bedridden. Had help been given earlier it may have been a better outcome?</p>
<p><b>West 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. Case 6343 (04-03-2019)</p> <p><b>Providers:</b> Thames Ambulance Service (TASL)</p> <p>TASL</p> <p>Patient unhappy with transport as failed to pick them up for an appointment late December 18. Accepted apology from TASL. Patient was given an urgent appointment late Feb 19 to Nottingham and transport was rebooked for this journey. Made contact the day before travelling to confirm all was ok with transport where it was confirmed all booked. Transport did not arrive, patient phoned numerous times but each time was told something different, as follows:</p> <ul style="list-style-type: none"> <li>• transport is on the way</li> <li>• you have plenty of time yet</li> <li>• journey has not been booked</li> <li>• hospital have informed them that there was no appointment so cancelled</li> </ul> <p>Patient contacted the hospital and they were waiting for them. Patient tried to make a complaint and left messages but did not receive any response.</p> <p><b>Notes / Questions</b></p> <p>HWL - provided West CCG PALS information and NHS Complaints</p> <p>2. Case 6612 (29-03-2019)</p> <p><b>Providers:</b> Thames Ambulance Service (TASL)</p> <p>Patient experiencing difficulties obtaining transport to take them to Glenfield Hospital. The caller has multiple problems/medical conditions so feels certain that they fit the criteria. Spinal problems; pacemaker; limited mobility. Had used TASL previously however TASL have no record of this, patient gave the reference number as proof.</p> <p><b>Notes / Questions</b></p> <p>HWL - made contact with TASL PALS team, patient did not fit the criteria. Patient now concerned that they will be unable to go to Glenfield for appointments in the future.</p>

## Social Care Services

CCG Area	Case Details
<p><b>East x 4</b></p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> <li>• 1 x Compliment</li> <li>• 2 x Signposting only</li> </ul>	<p><b>General Comment</b></p>



1. Case 6591 (26-03-2019)

**Providers:** Lincolnshire County Council - Children Services, Lincolnshire County Council Social Services

Caller has a primary school age child, fit and healthy with no problems until mid 2018 when the child suddenly became poorly with a neurological disorder suffering from seizures, sensitive to light & sound and losing the ability to walk. They lost their speech in January 2019. Late 2018 the child was admitted to Queens Medical Hospital but discharged with a referral being made to Great Ormond Street Hospital. A bed and hoist have been ordered but no idea when they will arrive as the social worker has pointed out that until the appointment from Great Ormond Street comes through decisions or support cannot be put in place due to the uncertainty of the future. Social services seem to be under the impression that the child may make a miraculous recovery and the aids and implements will therefore not be necessary. The parent of the child thinks differently and feels that the aids and support are needed urgently.

A care assessment for funding is planned to be carried out next month and are also awaiting for SALT to carry out a swallow assessment. Services are in place such as: Psychology Services from Queens Medical Centre, CAMHS, Social worker, OT, Physio and as part of the Education Health Care Plan a teacher from Pilgrim School, Amber Hill - Boston site comes in every week. The teacher has seen a drastic change and deterioration in the child. One of the GPs from Gosberton Medical Centre is also very supportive. The services in use are really helpful and much appreciated but the parent believes there is more support to be offered and needed to know if only it could be accessed. The parent is struggling with everyday life like bathing and toileting the child.

Hospitals that they have visited over the past few months include: Lincoln, Boston, Queens Medical Centre, Peterborough City Hospital. and as stated earlier are still awaiting an appointment for Great Ormond Street Hospital where hopefully this will determine what steps can be taken.

**Notes / Questions**

HWL asks - if an assessment is needed and aids are required for the current position why is that not being done in the interest of the patient and family? What additional care and support can be offered to help the parents?

**Compliment**

1. Case 6607 (28-03-2019)

**Providers:** Butterfly Hospice , East CCG

My relative was in the hospice for 10 days and it was such a calm and restful atmosphere. The staff were so caring, friendly and respectful. Not only did they care for my relative but they were there for me and my family too, being supportive. cannot speak highly enough of their care and professionalism. Thank you from the bottom of my heart to all the nursing staff, administrators, cooks and cleaners for all the hard work you all put in to alleviate the stress we were feeling and having given my relatives final days a well deserved dignity.

**Signposting only**

1. Case 6575 (26-03-2019)

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

Patient was admitted to hospital in October 2018 and on discharge 25hour care package was stopped but later reinstated. One month ago the patient was reassessed and the reduced from 25 hours to 14 hour. Late February 19 the patient received a letter from Serco to inform that their contributions were increasing from £63 to £69 (approx) even though the package has been reduced. Serco rationale: "The weekly package simply costs more". the patient is not happy with the reason given. In addition, once the original package stopped Serco had stopped taking payments leaving the patient with a £1,300 bill (Serco sending out a proposed repayment plan next week to patient.

**Notes / Questions**

HWL asks - What happens in these instances where deductions are stopped incurring a large debt, whose responsibility?  
and how are packages calculated if not on an hourly rate?

2. Case 6563 (21-03-2019)

**Providers:** Lincolnshire County Council Social Services

Patient has an application form from F of the E, has moved into a new property that has no cooker or fridge freezer, unable to afford them so Friends of the Elderly provide grants for such. Needs a signature from social services with their stamp on.

**Notes / Questions**

HWL - provided patient with CSC number

- 1 x General Comment
- 3 x Compliment

1. Case 6411 (07-03-2019)

**Providers:** Ashdene Care Home, Lincolnshire County Council - Adult Social Care  
Ashdene

Parent in Care Home has received an invoice via Solicitors for £20,000 for resident and family contributions for 2.1/2 years. No communication received or break down was raised prior to this invoice. Elderly partner did receive invoices, however at no time was it made clear they were to pay any amounts and assumed this was a copy of LCC contributions. Family are well aware now that monies do need paying, unable to pay the whole amount straight away and question why no one has spoken with them personally before now. What systems are in place to ensure full payments are received to the home. Family appreciate the care resident has and is receiving, is good. Had no copy of signed agreement and on receiving a copy recently, on request, no amounts had been entered.

**Notes / Questions**

HWL - Shared concerns with LCC

**Compliment**

1. Case 6425 (08-03-2019)

**Providers:** Lincolnshire County Council - Adult Social Care, Nene Lodge Retirement Home  
Nene Lodge Care Home

My parent resided at Nene Lodge Care Home for over three years and during that period was incredibly happy and lived out the remaining years of their life in both a comfortable and caring environment. I would often ask "how do feel about your surroundings" and they would consistently answer "I am very happy here and the staff are all lovely". The management team were always approachable and the communication with both residents and family members was always excellent and I genuinely felt that the comfort and welfare of my parent was uppermost in their minds. I could not have wished for a better "home" for my parent than Nene Lodge Care Home. It provided myself and my sibling with 100% peace of mind that they were happy and comfortable in the most caring of environments and as such I would have no hesitation in recommending Nene Lodge as a first rate care home.

2. Case 6606 (28-03-2019)

**Providers:** Lincolnshire County Council - Adult Social Care, Nene Lodge Retirement Home

My relative was a resident of Nene Lodge 15 years ago . She was a very happy and contented resident. After she passed away I continued to visit the home at the request of the management who have operated the home for the past 30 years ably assisted by many long serving staff members. I am, to this day, a regular visitor on a weekly basis to befriend the residents and listen to their stories and view of life in the home. I am always invited to take part in the home's activities throughout the year. I find Nene Lodge Care Home very welcoming, as you walk through the door, it has a calming feeling. The decor is very good and they keep it very clean in fact it is excellent. They have lots of entertainment such as bingo, colouring, quizzes, music to sing to. The carers are so kind and have lots of time for you. When the time comes for me to go into a care home, Nene Lodge Care Home would be the place for me.

3. Case 6605 (28-03-2019)

**Providers:** Nene Lodge Retirement Home

Relative has been at Nene Lodge since the middle of 2015 and is very happy and settled there. Everyone provides outstanding care. relative is treated with kindness and dignity by all. Regular activities take place. These include Art, Knitting, quizzes and activity afternoons (involving gentle exercises). Throughout the year trips are organised to the theatre and to local places for lunch. A monthly newsletter and various notice boards keep the residents informed of what is happening. The building and furnishings are in a good state of repair. Relative was able to take small items of furniture, ornaments and pictures to make her room feel like home. The food is of a good standard with a choice of menu offered. Visiting is relaxed and welcoming. We are able to take our well behaved dog which is good for relatives morale. As we both live away we are happy to know Relative is in safe and capable hands. We have no hesitation in recommending Nene Lodge for short and long term stays.

**Notes / Questions**

No patient information provided

**South West x 3**

- 2 x General Comment
- 1 x Compliment

**General Comment**

1. Case 6562 (21-03-2019)

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

Patient is wheelchair bound, spouse taken to hospital via ambulance and the patient has been left in wheelchair all night with no assistance. Neighbour has popped in to see if things are ok, but patient has soiled themselves and needs assistance. Has called on their lifeline 4 times but each time they say someone is going to call in and help, nothing has happened. Spouse was concerned so spoke with someone at the hospital who said someone would be sent round, nothing yet has transpired.

**Notes / Questions**

As it was the neighbour who phoned HWL requested the patient make contact for consent to look into this. No further contact has been made.

2. Case 6553 (21-03-2019)

**Providers:** Lincolnshire County Council - Children Services

Parent concerned as young child with severe autism; chromosome deficiency and other medical needs. Is being seen by continence Nurse and products are being supplied, however these are large pads that sit within the pants and keep falling out, child has no sensation of when going to the toilet so urine goes down legs as the pads are useless. The school and parent agree that 'pull up' type pants would be more beneficial and as the child is able to pull them up themselves would encourage independence and maintain dignity. However they have been informed by the continence nurse that they are not clinically necessary. School and parents feel they are not designed for a child who is running around with countless energy as they just fall out, where as pull ups are stable.

**Notes / Questions**

HWL asks - how can this approach provide any dignity for a young child?

**Compliment**

1. Case 6509 (19-03-2019)

**Providers:** Billinghay Medical Practice, Lincolnshire County Council - Adult Social Care, Oak Dene Care Home

Get on fine, feel we are really lucky. Wonderful doctors and nurses. I like to use the sit and wait then have no problems being seen. My relative is in a care home and I spend a lot of time there. Sit and wait is therefore the easiest way for me to get an appointment. Wednesday is a good day as all of the doctors are on duty. All of the doctors were available today when I booked and I was able to see my doctor. My family all use here.

My relative is in Oak Dene Care Home we find it brilliant. It is not so good for me but he is happy there. We moved home so he could be at home but it did not work and he wanted to go back to Oak Dene. I stay all day and they make me feel welcome.

**West x 2**

- 2 x General Comment

**General Comment**

1. Case 6565 (22-03-2019)

**Providers:** Drovers Call, East CCG, West CCG

Relative concerned parents care plan is not being followed. Parent has Dementia suffers with regular UTIs and feels this is not being looked into, is constantly itching and shouts out in pain when going to the toilet, not bathed regularly, toenails need attending to. Relative has raised a complaint with Care Home; LPFT and CHC who have pass information onto the CCG. CCG has written to the relative informing them that they would need a signature from the parent to follow through with the complaint, if this was not received then nothing would be done. Relative does not have LPA but Personal Representative Role parent has DOLS, although a capacity test has not been done. Family member wanted to know why they would receive a letter when they are next of kin and have the PR in place.

**Notes / Questions**

HWL - suggested they speak with the CCG and explain they have the personal representative in place and should this be sufficient.

## 2. Case 6602 (28-03-2019)

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

Citizens Advice Bureau contacted HWL. They had been contacted by a parent very worried about their adult disabled child who currently lives in residential accommodation provided by a local charity. The parent is very worried about their adult child who is in a care home being funded by the NHS Continuing Care fund.

The child used to live in alternate accommodation where 1-1 day and night care was provided but was moved over to the existing residency in December 2018, against the parents wishes and told that they had no choice.

The 1-1 care at night was stopped, family were given no reason for this so the parent had a meeting with the manager and care staff at the home and 1-1 night care was put back in place. This has now been stopped again, the parent spoke to the assigned Social Worker for their child and was told that the social worker had been told by their boss to stop the 1-1 night care and gave no reason for this. Parent has tried to get in contact with the social worker again but they are either in a meeting or on outreach, the social worker never gets back in contact with the parent.

The parent would like to know why the 1-1 night care has been stopped, concerned that should the child have a fit in the night there will be no one to help. It was noted that the current residency/care home have only one member of staff to six patients at night.

The Occupational Health worker objected to the child being moved to this care home stating that it isn't suitable for the child's needs. The child has never settled whilst being homed there and feels very upset.

Due to the parents own ongoing health issues, with having liver and breast cancer, is feeling very poorly and tired and can't cope with any of this.

The client was informed that Citizens Advice will try to email the adult social care team for the attention of the allocated social worker to try and get further information about the client's child's care package with regards the 1-1 day and night care needs.

The Parent has also noticed a four inch bruise on the child's leg, this could be explained as the result of having a fit - but the carers haven't said anything about this. The child is also the only resident who doesn't have an en-suite bathroom and has to be taken downstairs by two members of staff for a wash - this is very distressing for the child and the parent has also noticed that, when they visited their child in March, the child had greasy hair and wasn't their usual self.

The parent also said that they have been told by the social worker that a new home is being sought for their child but has not been told when this is happening or where or when - the client has been told that they will find this out once the social worker's manager has been informed.

The Citizens Advice employee has been in contact with Adult Social Care who then contacted the parent about the possible home move for their child - but that's it.

An assessment was due to be carried out in early March 2019 but no report has been made to the client with an update.

### Notes / Questions

HWL - advised to contact CHC; Adult Social Care team; CQC and Total Voice Advocacy service.

## Other Services

CCG Area	Case Details
<p>East x 5</p> <ul style="list-style-type: none"><li>• 5 x General Comment</li></ul>	<p><b>General Comment</b></p>

1. Case 6549 (21-03-2019)

**Providers:** East CCG

Patient concerned that there are mixed messages around ear syringing in the East of the county. Specsavers in some areas of the county do not have a contract with the NHS. Some patients are being referred to hospital for the service, others are not being offered this and have to go private at a cost of £35 per ear.

**Notes / Questions**

HWL asks - what is the correct pathway for patients requiring ear syringing.

**Provider Response**

LECCG response: Most practices within LECCG are now signed up to an enhanced service that includes ear irrigation. If patients are unable to access this service at their own practice, they will be able to attend a neighbouring practice.

The Adult Hearing Loss service that we have with Specsavers, Scrivens and The Outside Clinic does not include ear wax removal.

Specsavers do provide this in some stores where staff are adequately trained, as a private service at cost to the individual.

2. Case 6591 (26-03-2019)

**Providers:** Lincolnshire County Council - Children Services, Lincolnshire County Council Social Services

Caller has a primary school age child, fit and healthy with no problems until mid 2018 when the child suddenly became poorly with a neurological disorder suffering from seizures, sensitive to light & sound and losing the ability to walk. They lost their speech in January 2019. Late 2018 the child was admitted to Queens Medical Hospital but discharged with a referral being made to Great Ormond Street Hospital. A bed and hoist have been ordered but no idea when they will arrive as the social worker has pointed out that until the appointment from Great Ormond Street comes through decisions or support cannot be put in place due to the uncertainty of the future. Social services seem to be under the impression that the child may make a miraculous recovery and the aids and implements will therefore not be necessary. The parent of the child thinks differently and feels that the aids and support are needed urgently.

A care assessment for funding is planned to be carried out next month and are also awaiting for SALT to carry out a swallow assessment. Services are in place such as: Psychology Services from Queens Medical Centre, CAMHS, Social worker, OT, Physio and as part of the Education Health Care Plan a teacher from Pilgrim School, Amber Hill - Boston site comes in every week. The teacher has seen a drastic change and deterioration in the child. One of the GPs from Gosberton Medical Centre is also very supportive. The services in use are really helpful and much appreciated but the parent believes there is more support to be offered and needed to know if only it could be accessed. The parent is struggling with everyday life like bathing and toileting the child.

Hospitals that they have visited over the past few months include: Lincoln, Boston, Queens Medical Centre, Peterborough City Hospital. and as stated earlier are still awaiting an appointment for Great Ormond Street Hospital where hopefully this will determine what steps can be taken.

**Notes / Questions**

HWL asks - if an assessment is needed and aids are required for the current position why is that not being done in the interest of the patient and family? What additional care and support can be offered to help the parents?

3. Case 6370 (05-03-2019)

**Providers:** Millbrook Healthcare

Patient received a letter informing them that Millbrook Wheelchair Services were no longer the contract holder for wheelchair services in Lincolnshire as of 1st April 19. Has an ongoing complaint with Millbrook and didn't know whether to pursue or not.

**Notes / Questions**

HWL - asked the question of CCG around patients with outstanding complaints.

**Provider Response**

CCG response:- Current staffing have the opportunity to transfer to the new provider under TUPE arrangements. CCG will ensure that the query raised relating to transfer of on-going complaints is raised as part of the mobilisation/exit meetings to ensure that these are resolved. Existing Manager is expected to TUPE over to AJM so there will be some customer continuity. SWCCG thanked us for raising the query.

4. Case 6550 (21-03-2019)

Providers: Pilgrim Hospital

Haematology

Always about 45 mins wait. Then another 45 mins to wait for Chemo tablets. There are not enough disabled car parking spaces near to the entrance. Need a bigger blood clinic. too many people waiting, need more staff in there too. about 25 people waiting and we had time pressures, so phoned GP at Parkside to see if they could do the blood test requested. But they could only do one in a week, so the test didn't get done, Patient does not understand the treatment and has difficulty hearing. Chaperone does understand the treatment.

**Notes / Questions**

No patient information provided

**Provider Response**

We are sorry to read this and will pass this back to relevant teams.

5. Case 6592 (26-03-2019)

Providers: Pilgrim Hospital

Copy of letter from patient to Parking eye

Thank you for your letter. I understand entirely that we should expect and receive the highest standard of service and care from the NHS but I think you are under misapprehension. I have no complaint with the NHS whatsoever, my anger is against Parking Eye and their appalling attitude. Let me put this plainly. After a consultant's appointment at Pilgrim hospital late last year. We went to collect our car which we had parked in the disabled parking spaces. There were a number of people standing around wondering how to pay for their parking as the newly installed parking metres had apparently not been working properly. As a consequence a member of staff from parking eye had closed down the machines and they were in fact totally covered over - there was therefore no means of paying the fee. We enquired at the hospital reception as to how to proceed and were told "don't bother - just go home". There was supposedly an emergency meeting of hospital managers to effect a solution. We telephoned the next day; no decision had been reached and in fact car parking fees were suspended until Jan 7th. We spoke to the PALS organisation but they couldn't help. What were we supposed to do?

The hospital didn't want to collect the parking fees and neither did PALS. As you will imagine we received a parking charge fee demand for £40. I wrote to them explaining the situation - but how could they not have known what had occurred when they were the ones who took the machines out of service? We understood from the hospital that over 600 people had been affected so does that mean the parking eye had sent out demands to all these people? Did they not grasp the fact that they were at fault, not the public who could not physically find anywhere to put the money? We then received a further demand for £70. By this time we were thoroughly sick and tired of the ignorance and crass stupidity which we had endured. We could not find anyone who could give us advice so we decided to write to the Prime Minister - not in any way thinking she would resolve the impasse but we thought someone in her office would kindly redirect our letter to the proper channel. This they did and we are very grateful to them. Funnily enough after Parking Eye received a copy of our letter to the PM they wrote a condescending letter saying " As a gesture of goodwill we can confirm that this parking charge has now been cancelled and their is no outstanding payment due. To avoid potential future inconvenience, we would kindly request you follow the parking terms and conditions displayed on the signage throughout the car park". Not one single word of apology for their part in this fiasco. If many of the other people affected did receive demands from the parking company I would imagine they would have been elderly, in poor health, concerned about their medical appointments, and results of tests etc, Such a demand for money which was entirely out of their hands to rectify would have caused great concern. We feel very strongly about this gross lack of concern for vulnerable people but as to what can be done to get the Parking Eye to acknowledge this we do not know. Everyone who uses a public parking space knows they have to pay but do not deserve to be harassed for a fault to the company,

**Notes / Questions**

For HWL Information only

**Provider Response**

We are sorry to read this problems with the car parking system. We had some teething problems with the system but they have been rectified now and the system is much easier to use now. Pals were unable to take any money but each enquirer that has called PALS has had their case reviewed if appropriate.

South x 1

- 1 x General Comment

General Comment

	<p>1. Case 6566 (22-03-2019)</p> <p><b>Providers:</b> Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Patient suffers with mental health conditions of Bi-polar; Schizophrenia; PTSD and emotionally unstable. Self-admitted to Ward 12 November 18, where they withheld medications for heart condition (GTN Spray) and anti-psychotic drugs, staff shouted abuse at the patient. Told to discharge themselves. At discharge was handed a lot of medications and on going outside he took a load and collapsed outside the hospital. No-one seemed to want to help, partner had to take them to the car and drive round to A&amp;E. Has raised a complaint to LPFT. A Meeting has been arranged at Johnson Hospital on the 20th March and needs an advocate present to ensure they are supported.</p> <p><b>Notes / Questions</b></p> <p>HWL - with patient consent made a referral to POHWER who arranged to support the patient. Julie THANK YOU – I HAVE AN ADVOCATE and all thanks TO YOU...</p> <p>PLEASE accept my sincere gratitude. I will say it again YOU have helped me more than any other.</p>
<p><b>Out of Area 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. Case 6371 (05-03-2019)</p> <p><b>Providers:</b> Diana, Princess of Wales Hospital (Grimsby)</p> <p>Gastroenterology</p> <p>Not a nice procedure, but the staff helped you and made you feel relaxed and at ease. Waiting room with TV took your mind off things. Only 20 minute wait for appointment then after the procedure I was left for 20 minutes before I could go. Not sure why needed to wait before going wasn't told.</p> <p>2. Case 6379 (05-03-2019)</p> <p><b>Providers:</b> Queen Elizabeth Hospital Kings Lynn</p> <p>Patient recently told they had lung cancer and that it had been discovered that there was a shadow on the lungs 3 months ago but this has not been followed up.</p> <p><b>Notes / Questions</b></p> <p>HWL - suggested to go back to see their GP or contact PALS (information provided)</p>

## Not Specified

CCG Area	Case Details
<p><b>East x 1</b></p> <ul style="list-style-type: none"> <li>• 1 x Compliment</li> </ul>	<p><b>Compliment</b></p> <p>1. Case 6541 (21-03-2019)</p> <p><b>Providers:</b> Pilgrim Hospital</p> <p>Dietician</p> <p>Good service, very polite, professional. Explain and ask me everything. Use a translator and they are very good. Come from Peterborough to help at the appointment.</p> <p><b>Provider Response</b></p> <p>Thank you for the lovely feedback we will share with the teams.</p>
<p><b>Out of Area x 1</b></p> <ul style="list-style-type: none"> <li>• 1 x Compliment</li> </ul>	<p><b>Compliment</b></p> <p>1. Case 6585 (26-03-2019)</p> <p><b>Providers:</b> Spire Nottingham</p> <p>This is a private hospital but takes NHS. The care they gave was second to none. Other places could follow their example. Nothing too much trouble.</p> <p><b>Notes / Questions</b></p> <p>No patient information provided</p>