



Healthwatch Lincolnshire

Unit 12  
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Swineshead  
BOSTON  
Lincolnshire  
PE20 3LR

# Healthwatch Lincolnshire Report of Patient, Carer, Service User Experiences - December 2018

This report is for information only.

Individual responses are included in this report.

*This report created by Healthwatch Lincolnshire provides a monthly summary report for all patient, carer and service user experiences received during December 2018 where 148 experiences have been shared. The experiences reported are those of the patients and not of Healthwatch, and therefore we cannot be held responsible for the context or factual accuracy, but do present them as the patient voice in confidence.*

*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. Healthwatch has a legal requirement to ask for responses within a 20 working day period.*

*Using our statutory powers Healthwatch Lincolnshire request responses from providers within 20 working days. The responses we have not received to date are named below:-*

## October 18

Cleveland GP Surgery; Hereward GP Surgery; Diana Princess of Wales Hospital.

## November 18

The Sidings GP Surgery; Billingham GP Surgery

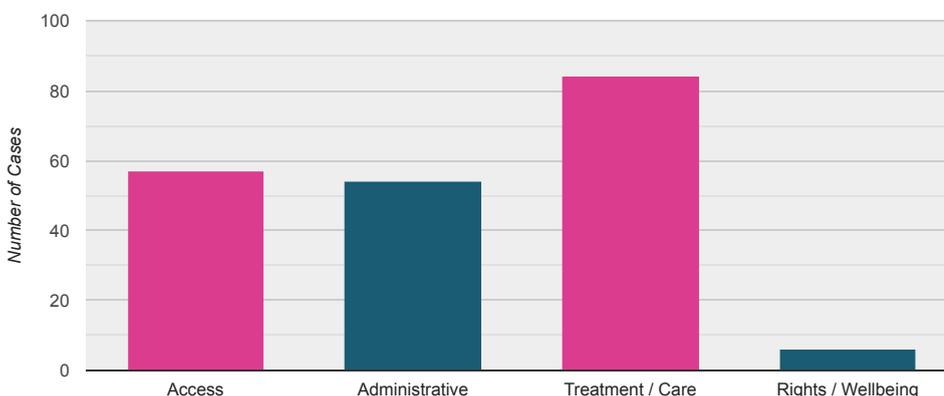
## December 18

South CCG; LCHS

## Statistics

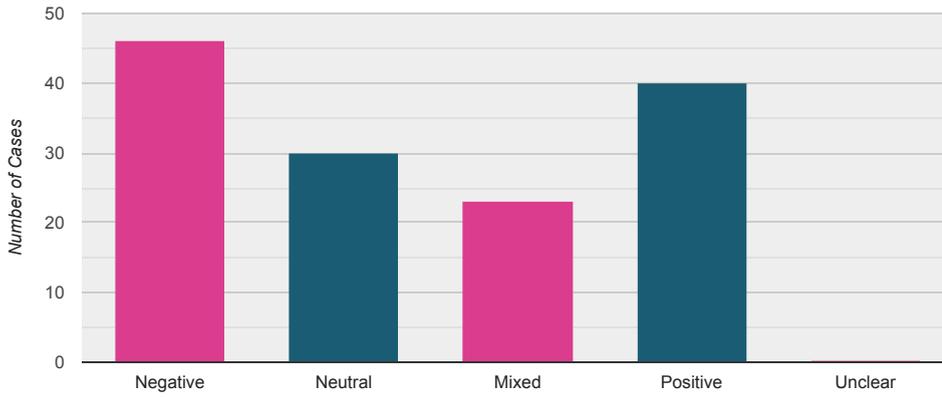
**Total cases: 143**

### Theme Areas



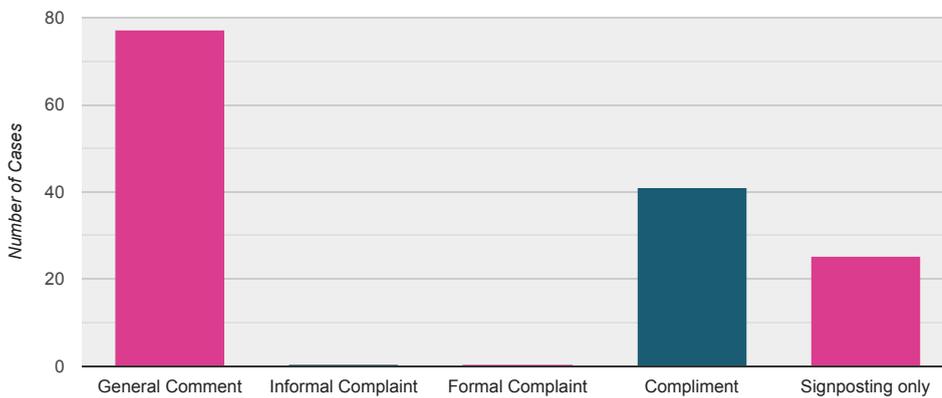
Theme Areas	Cases
Access	57
Administrative	54
Treatment / Care	84
Rights / Wellbeing	6

## Sentiments



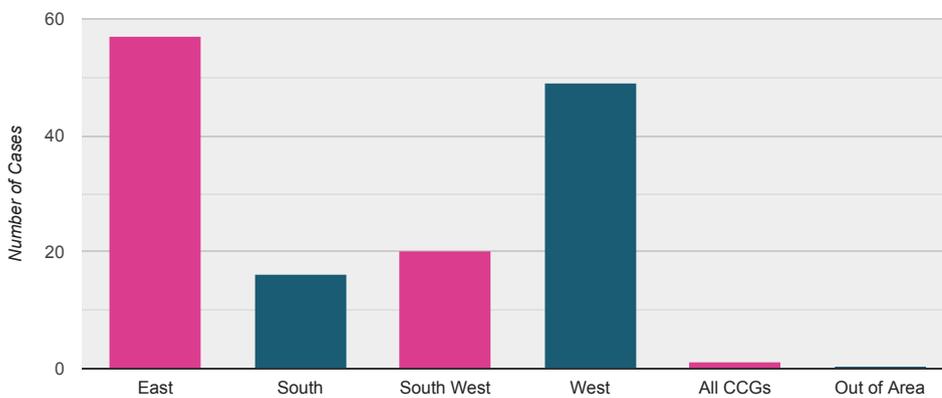
Sentiments	Cases
Negative	46
Neutral	30
Mixed	23
Positive	40
Unclear	0

## Case Types



Case Types	Cases
General Comment	77
Informal Complaint	0
Formal Complaint	0
Compliment	41
Signposting only	25

## CCGs



CCGs	Cases
East	57
South	16
South West	20
West	49
All CCGs	1
Out of Area	0

## Cases

### Community Health Services

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

	<p>1. Case 5896 (18-12-2018)</p> <p><b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>I am awaiting a referral to the community Paediatrician regarding my young relatives' separation anxiety. I saw the GP 6 months ago and am still waiting any contact. We had a telephone conversation with Healthy Minds through the school and we are waiting a place on a workshop possibly next month. Times from initial contact to receiving some help seem very long.</p> <p><b>Notes / Questions</b></p> <p>HWL asks - Given the family story above and the reassurance that HWL are often given in terms of providing timely referral and treatment/interventions, why is it that the above case appears to offer nothing in terms of timely support for both patient and family?</p>
<p>South x 1</p> <ul style="list-style-type: none"> <li>1 x Compliment</li> </ul>	<p><b>Compliment</b></p> <p>1. Case 5903 (18-12-2018)</p> <p><b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS), New Johnson Hospital, South CCG</p> <p>St Barnabas Support Group Spalding, comments</p> <p>Patient transferred from Peterborough Hospital after having a stroke, found the care in Welland Ward at Johnson Hospital excellent. Patients concerned around the closure of MIU, it is defiantly needed in Spalding.</p> <p><b>Notes / Questions</b></p> <p>HWL asks - of CCG What messages are currently being provided to those patients concerned over closures to services?</p>

## Primary Care Services

CCG Area	Case Details
<p>East x 44</p> <ul style="list-style-type: none"> <li>14 x General Comment</li> <li>7 x Compliment</li> <li>23 x Signposting only</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 5755 (03-12-2018)</p> <p><b>Providers:</b> Alford Dental Care, NHS England Dental</p> <p>BUPA Dental patient, looking to relocate due to practice closing in early 2019. Spouse recently had a stroke but both would like to register with Alford Dental as closest to them. Unable to drive and on contacting the dental practice the patient was informed they would need to come into the practice to collect the registration forms. Patient asked if they could be posted out and they would return completed straight away which the practice informed them they could not do this as it would be deemed as 'special' treatment. Patient fully aware they would need to attend the practice for appointments, but just to register? Spouse has just had a stroke and as time goes on hope things will gradually come back into use, however at this moment in time this is not the case.</p> <p><b>Notes / Questions</b></p> <p>HWL - contacted NHSE who in turn spoke with the Practice. HWL contacted the patient for consent to release information, once confirmed information passed onto the dental practice who were going to send out registration form in post on this occasion, patient very grateful.</p> <p>Question to NHSE - HWL asks - about how they think the practice can be meeting the needs of these patients under the Assessable Information Standards or any other patients given the approach and resolution to this situation?</p> <p>2. Case 5901 (18-12-2018)</p> <p><b>Providers:</b> Bupa Dental Care, NHS England Dental</p> <p>Patient was registered with BUPA dental practice in Mablethorpe and previously had a filling in early 2018. Same filling has fallen out 3 times and refilled each time with the practice. On contacting the practice again as it had fallen out, the patient was informed that their original dentist had left and the other one is too busy to see them. Suggested they contact an alternative dentist in Skegness to see if they were able to help. Patient saw the new provider, however quite upset that they would be charged again for this even though they understood that it was a new provider, felt that the original provider should reimburse the patient.</p> <p><b>Notes / Questions</b></p> <p>HWL - contacted NHSE and the practice with the patients consent. Unfortunately unable to get reimbursement so the patient requested information on how to make a complaint.</p>

3. Case 5771 (04-12-2018)

**Providers:** James Street Family Practice

The doctors sit and listen to you, it is important for me as I can understand things better. Sometimes waiting for your appointment can be lengthy but do not blame the doctors as I don't know how long they will be with the patient. Some seats are quite comfortable but others are not.

4. Case 5773 (04-12-2018)

**Providers:** Marisco Medical Practice

They do a sit and wait which I do not particularly like. You struggle to see a doctor with this system, it is very hard to book an appointment to see a doctor. I recently needed to see a doctor but I could not so got in to see the nurse practitioner and was told could see a doctor if they thought it was needed. Biggest problem is there is not enough doctors at the practice and only one of them is full time. When you do get in to see someone the service is very good. The pharmacy is in the same building and are very good. There is no consistency with who you see, therefore they do not know your history. We do have a choice to use Mablethorpe or Sutton and the latter is not so busy.

5. Case 5756 (03-12-2018)

**Providers:** NHS England Dental

BUPA Dental Practice Closure.

Patient looking for alternative options and had made contact with several practices in Skegness that were showing as taking on NHS patients online and letter provided by NHSE, however on contacting them they are not taking NHS patients at present so confused.

**Notes / Questions**

HWL - provided alternative options to those on the letter and informed NHSE of responses patients were getting when phoning those numbers on the letter

6. Case 5760 (03-12-2018)

**Providers:** NHS England Dental

BUPA Dental Practice Closure

Patient received a letter, contacted Louth Dental Practice, not taking on any patients and doesn't know why their details have been given out in a letter. One of the others were not answering the phone and concerned that they would be left with no provision.

**Notes / Questions**

HWL - provided reassurance that Alford are taking on NHS patients and to keep trying.

7. Case 5878 (18-12-2018)

**Providers:** NHS England Dental

Patient has tried two of the dentists on the list provided by NHS England but with no success and wondered what else they could do.

**Notes / Questions**

HWL- confirmed that Park and Spilsby were still accepting. UPDATE from patient Park has now closed their books

8. Case 5880 (18-12-2018)

**Providers:** NHS England Dental

Due to Mablethorpe dental practice closing down early 2019. The caller and their relative are looking for alternate surgeries. They would like Alford but on calling they were told they are closing their books as are Louth. Complained that Spilsby is too far away.

**Notes / Questions**

HWL - provided patient with alternative options

9. Case 5881 (18-12-2018)

**Providers:** NHS England Dental

BUPA Dentist Closure in Mablethorpe

Patient complained that Skegness Dental practices are too far away from Mablethorpe and as the practice is closing what happens when you can't get to a local practice.

10. Case 5882 (18-12-2018)

**Providers:** NHS England Dental

Dentist

Patient recovering from Cancer. New to area, registered with Mablethorpe but aware of closure early 2019. Pals number on letter unobtainable.

**Notes / Questions**

HWL - provided alternative dental information and correct PALS number

11. Case 5841 (10-12-2018)

**Providers:** Tasburgh Lodge

Recently had to have routine blood tests redone, due to the first batch being damaged and the next lot failed to test for a condition requested by the surgery. Other than that I have had little contact with my GP surgery.

12. Case 5867 (11-12-2018)

**Providers:** Tasburgh Lodge

The chance of seeing a GP is very remote, trying to get through on the phone at 8am is difficult and having to explain to a receptionist, who then decides who you can see is difficult. The GP's themselves almost always refer you to a nurse, when you do see a GP they are not helpful and I was even asked what I expected them to do !

13. Case 5842 (10-12-2018)

**Providers:** The New Coningsby Surgery

Having to call at 8am to make an appointment either for that day or a routine appointment is very frustrating. Sometimes have to call up to 40 times to get through.

14. Case 5855 (11-12-2018)

**Providers:** The Old Vicarage (Horncastle) GP

Get on fine with the doctor but I don't see him anymore as I cannot get to the surgery. A doctor comes to the house to see me, but it is not the my named doctor. I have to have whomever comes. I have been with the surgery for lots of years.

### Compliment

1. Case 5895 (18-12-2018)

**Providers:** Broadway Dental Surgery , NHS England Dental

I have experienced very good treatment several times at this dental practice. Very helpful and patient.

2. Case 5769 (04-12-2018)

**Providers:** James Street Family Practice

Telephone appointment system is excellent, doctors call in timely manner and offer quick appointment time based on need. My family have always seen Practice nurse on same day. The waiting room is very basic since the toys and books have been removed.

3. Case 5774 (04-12-2018)

**Providers:** Merton Lodge (Alford) GP

Lovely practice except my GP of a few years is leaving which is a shame, they deal with me well. I have just been diagnosed with Diabetes and am under their wing for it and care is working out ok.

4. Case 5898 (18-12-2018)

**Providers:** NHS England Dental, Spilsby Dental Surgery

1 Adult and 2 children NHS patients at this practice never any issues. Appointments available every 6 to 12 months Good service.

5. Case 5914 (19-12-2018)

**Providers:** Tasburgh Lodge

The surgery has consistently provided excellent service in the time that we have been registered. The telephone triage system I feel works very well, with queries dealt with in quick time, appointments made if needed or GP ring back quickly, waiting room never full to capacity. During this year spouse was diagnosed by the GPs and on each occasion spouse felt that the GP understood their symptoms and fears and dealt with them in a sympathetic manner and most importantly dealt with them quickly.

6. Case 5900 (18-12-2018)

**Providers:** The Coningsby Dental Practice

Very good response to request for urgent treatment. Visit very successful.

7. Case 5870 (11-12-2018)

**Providers:** The Old Vicarage (Horncastle) GP

Excellent. Friendly and always helpful, kept same doctor and he is fab, No complaints. Had an accident so quite a few appointments and always get me in for appointment. Does tell me the in's and out's which is helpful for me. Had quite a few appointments this year at various places and cannot fault the NHS

### Signposting only

1. Case 5754 (03-12-2018)

**Providers:** NHS England Dental

BUPA dental practice in Mablethorpe closing. Where are my nearest dentists, just had my check up but would like to ensure I have a dentist for the next one.

**Notes / Questions**

HWL - gave alternative options, patient stated some were already in the letter HWL able to offer further dental options as well.

2. Case 5758 (03-12-2018)

**Providers:** NHS England Dental

BUPA Dental Practice Closure

Patient requested dental information due to the closure of Mablethorpe dental practice. Has been informed that Louth not taking on NHS patients, looking for other options.

**Notes / Questions**

HWL - provided patient with alternative options

3. Case 5759 (03-12-2018)

**Providers:** NHS England Dental

BUPA dental closure Mablethorpe.

Patient received a letter today from the practice informing of closure. Recently had a check up so not in a hurry but would like to get it sorted. Has made contact with 2 of the 4 dental practices stated on the letter, who say they are not taking on NHS patients. Has been trying the other 2 but unable to get through. Are there any other providers taking on at present?

**Notes / Questions**

HWL - provided with alternative options but were further away, is going to go into Alford and register at the practice.

4. Case 5786 (04-12-2018)

**Providers:** NHS England Dental

BUPA Dental Practice Closure at Mablethorpe

10 patients called regarding closure of dental practice. Tried all the numbers on the letter provided, but Louth not taking on new patients and the others are constantly engaged or only answering urgent calls.

**Notes / Questions**

HWL - suggested that the callers keep trying the numbers provided within the letter and offered 2 further dental practices.

5. Case 5787 (04-12-2018)

**Providers:** NHS England Dental

Patient moved into the area and wants to register with a dentist for the family. Experiencing problems with accessing dental provision in Mablethorpe.

**Notes / Questions**

HWL - provided the patient with information as required

6. Case 5788 (04-12-2018)

**Providers:** NHS England Dental

BUPA Dental Closure - Mablethorpe

Patient tried to make contact with all the phone numbers on the letter but cannot get through. Constantly busy lines.

**Notes / Questions**

HWL - suggested to keep trying and perhaps call after 5pm where it might be less busy.

7. Case 5789 (04-12-2018)

**Providers:** NHS England Dental

BUPA Dental Practice Closure - Mablethorpe

Patient received a letter and needs a new dentist. Has not tried to call the numbers on the letter just called HWL first.

**Notes / Questions**

HWL - suggested to the patient that they call the numbers on the letter with the exception of Louth Dental.

8. Case 5808 (05-12-2018)

**Providers:** NHS England Dental  
BUPA Dental closure Mablethorpe

Patient struggling to find NHS dental in Mablethorpe after closure of BUPA practice. Patient does not drive and would find it difficult to get to another area.

**Notes / Questions**

HWL - provided the patient with NHS dental information and Call Connect

9. Case 5809 (05-12-2018)

**Providers:** NHS England Dental  
BUPA - Mablethorpe

Family of four looking for NHS dental provision after the closure of the practice in Mablethorpe.

**Notes / Questions**

Provided patient with information

10. Case 5810 (05-12-2018)

**Providers:** NHS England Dental  
BUPA Closure - Mablethorpe

Patient looking for alternative dentist has tried to call the numbers on the letter received, but no response. When contacting Alford Dental the patient was informed to go in to collect registration forms and on arriving to collect them was informed that they had closed their books and were no longer taking on patients.

**Notes / Questions**

HWL - suggested to the patient to keep trying the other numbers on the letter, patient wanted something closer but unfortunately not possible.

11. Case 5811 (05-12-2018)

**Providers:** NHS England Dental  
BUPA dental closure - Mablethorpe

Patient received the letter but either not taking on patients or cannot get through on the numbers provided.

**Notes / Questions**

HWL - offered reassurance to keep trying the dental practices on the letter.

12. Case 5812 (05-12-2018)

**Providers:** NHS England Dental  
BUPA Dental Closure Mablethorpe

Patient upset as dental practice now closing and unable to get hold of the providers that were named on the letter. Louth not taking on.

**Notes / Questions**

HWL - reinforced the information with the exception of the Louth Dental practice.

13. Case 5813 (05-12-2018)

**Providers:** NHS England Dental  
BUPA Closure - Mablethorpe

Patient looking for dentist following closure of BUPA, has received a letter but cannot get through to the practices concerned and Louth stated they were never taking patients on.

**Notes / Questions**

HWL - provided updated information to the patient

14. Case 5816 (06-12-2018)

**Providers:** NHS England Dental  
BUPA closure of Dental Practice Mablethorpe

Patient received the letter a couple of days ago, has made contact with a couple of the numbers on the letter, however Louth were not happy that their information had gone out in a letter without being informed and are not taking patients on. Another has closed its list and the other two the patient had tried and couldn't get through.

**Notes / Questions**

HWL - suggested the patient continue to try and make contact with the other 2 practices.

15. Case 5817 (06-12-2018)

**Providers:** NHS England Dental  
BUPA closure of Dental Practice Mablethorpe

Patient tried to make contact with PALs via the information provided within the letter 0845 602 4384. Found the number was unobtainable and didn't know what the number should be.

**Notes / Questions**

HWL - provided the patient with correct information.

16. Case 5822 (06-12-2018)

**Providers:** NHS England Dental  
BUPA Dental Closure - Mablethorpe

Patient looking for alternative dental provision after receiving a letter around the closure of BUPA dental practice.

**Notes / Questions**

HWL - provided the patient with Alternative Dental providers.

17. Case 5826 (06-12-2018)

**Providers:** NHS England Dental  
BUPA Dental Closure Mablethorpe

Patient received a letter giving options for other Dental providers, patient called and none are now taking on NHS patients, Spilsby option is too far. PALs number incorrect.

**Notes / Questions**

HWL - provided the patient with possible alternatives and correct number for PALs

18. Case 5839 (07-12-2018)

**Providers:** NHS England Dental  
BUPA Dental Closure Mablethorpe

Patient received a letter around the closure of Dental Practice. Patient Spilsby too far to travel, Skegness would be better but unable to get an answer when phoning.

**Notes / Questions**

HWL - provided the patient with information on Skegness Dental Practices.

19. Case 5910 (19-12-2018)

**Providers:** NHS England Dental  
BUPA Dental Practice Mablethorpe

Patient requesting information on NHS Dental practices taking on as contacted some on the letter provided, however the first ones tried are not registering patients.

**Notes / Questions**

HWL - provided the patient with information.

20. Case 5911 (19-12-2018)

**Providers:** NHS England Dental  
BUPA Dental Practice Closure  
Patient looking for NHS Dental provision due to closure

**Notes / Questions**

HWL - provided with Options

21. Case 5912 (19-12-2018)

**Providers:** NHS England Dental  
BUPA Dental Practice Closure  
Patient looking for NHS Dental provision due to closure

**Notes / Questions**

HWL - provided with options

22. Case 5913 (19-12-2018)

**Providers:** NHS England Dental  
BUPA Dental Practice Closure  
Patient looking for NHS Dental provision due to closure

**Notes / Questions**

HWL - provided patient with information

23. Case 5921 (20-12-2018)

**Providers:** NHS England Dental

Closure of BUPA dental Mablethorpe

Patient tried all the phone numbers on the letter provided by BUPA, however most not taking on patients and 1 unable to get through. PALs number incorrect on the letter so cannot get through to them either

**Notes / Questions**

HWL - provided information on NHS Dental Practices taking on patients and provided the correct PALs information

South x 9

- 2 x General Comment
- 5 x Compliment
- 2 x Signposting only

**General Comment**

1. Case 5883 (18-12-2018)

**Providers:** Lincolnshire Community Health Services NHS Trust (LCHS), New Johnson Hospital  
GP Surgery at Johnson Hospital

Comment from HWL Engagement Activity

The waiting room was confusing because most of the patients were waiting for MIU.

2. Case 5908 (18-12-2018)

**Providers:** South CCG

Patient had blood tests regularly at Pennygate GP Surgery due to pains in leg. Patient was undiagnosed and now has Prostrate Cancer.

**Notes / Questions**

Patient has made a complaint.

**Compliment**

1. Case 5931 (20-12-2018)

**Providers:** Gosberton Medical Centre

The Knitters Group Spalding

Patient has yearly asthma check-ups. The Nurse was very thorough. The doctor was consulted and a stronger medication was prescribed. Patient very happy with the care they received.

2. Case 5905 (18-12-2018)

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

Appointment given for the same day. Dr was very considerate and caring. Was able to have a blood test the same day which was great. Although parking was terrible.

3. Case 5932 (20-12-2018)

**Providers:** Knight Street Pharmacy

The Knitters Group Spalding

Patient was offered a flu jab when collecting their prescription. Pharmacist was very efficient and gave advice for any after effects. The patient will definitely be using this service again for injections and it saves the GPs time.

4. Case 5906 (18-12-2018)

**Providers:** Molsom Associates Opticians

St Barnabas Support Group Comments

Glasses prescribed, but on receipt were not suitable, reading at computer was blurred. Patient had an appointment the following day and the glasses were re-done at no extra charge.

5. Case 5904 (18-12-2018)

**Providers:** Munro Medical Centre

St Barnabas Support Group Comments

Phoned between 8am and 8.30am for an appointment that day. Appointment arranged within the hour with a paramedic and it was excellent.

**Signposting only**

1. Case 5916 (20-12-2018)

**Providers:** NHS England Dental

Patient looking for NHS Dental in Spalding since closure of 1A.

**Notes / Questions**

HWL - provided patient with information

2. Case 5926 (20-12-2018)

**Providers:** NHS England Dental

Patient asking if there was any updated information around Spalding NHS Dental Providers.

**Notes / Questions**

HWL - provided information on the new providers in Spalding

South West x 14

- 6 x General Comment
- 8 x Compliment

**General Comment**

1. Case 5776 (04-12-2018)

**Providers:** Long Bennington Medical Centre

The Pharmacy services at this practice could do with some improvements.

2. Case 5782 (04-12-2018)

**Providers:** Long Bennington Medical Centre

I find it really hard to make an appointment at this surgery. I rang this morning and was told to bring relative before 10am. On arrival I was then sent away and told to come at another time. Why was I not told this in the first place on the telephone!!

3. Case 5757 (03-12-2018)

**Providers:** Sleaford Medical Group

Patient raised concerns as they had tried to make contact with the Practice Manager relating to medication problems and dispensing of had put it in writing but no response. Patient was discharged from Hospital with medication changes, had a months supply of previous medication but the surgery would not dispense for 3 months as they mentioned the patient may have an allergic reaction so would not alter the patient would need to request each item individually each time.

**Notes / Questions**

HWL - With patients consent contacted the practice who confirmed there had been some misunderstandings with the patient regarding processes and the items were issued.

4. Case 5869 (11-12-2018)

**Providers:** Swingbridge Surgery

Dr's at surgery keep changing, new doctor each time you go, so no continuity. Good at same day appointments.

5. Case 5764 (04-12-2018)

**Providers:** The New Springwells Practice

Lack of support for Mental Health left feeling worse from one visit, found receptionist rude.

**Notes / Questions**

No patient information provided

6. Case 5766 (04-12-2018)

**Providers:** The New Springwells Practice

Larger car park would be useful. Waiting time is sometimes twenty minutes after appointment time.

**Compliment**

1. Case 5779 (04-12-2018)

**Providers:** Long Bennington Medical Centre

Have had several occasions when I have needed medical help, and on each occasion I received excellent help. Staff and doctors are always helpful.

2. Case 5780 (04-12-2018)

**Providers:** Long Bennington Medical Centre

Very lucky here, we have open surgery Monday to Friday where you wait but will be seen. Very happy with that arrangement. It would not work if going on holiday and had to make an appointment in advance.

3. Case 5783 (04-12-2018)

**Providers:** Long Bennington Medical Centre

My relative and I are both at Long Bennington surgery and have always received the very best of care. We usually are able to see the doctor of our choice. Unlike so many other surgeries we feel as though we have a family doctor, who knows us on a personal level.

4. Case 5831 (06-12-2018)

**Providers:** Millview Medical Centre

Patient was referred to the pre diabetes program where they received excellent material and presentation, with useful and helpful information provided.

5. Case 5893 (18-12-2018)

**Providers:** St Johns Medical Centre

Type 1 Diabetes, annual eye checks, 6 month blood tests for various other conditions, I have known the same GP for the last 13 years and happy to wait and keep seeing them. GP always willing to listen and discuss any concerns.

6. Case 5892 (18-12-2018)

**Providers:** The Harrowby Lane Surgery

Went to the surgery and asked for help I was put on tablets and attend group sessions. These really help and I am currently waiting for 1:1 sessions. All arranged by my GP. Very happy with the service from the GP.

7. Case 5762 (04-12-2018)

**Providers:** The New Springwells Practice

Very happy with care at Billingborough think service goes the extra mile. Think they do very best with what they have.

8. Case 5765 (04-12-2018)

**Providers:** The New Springwells Practice

The staff are always very happy. When I have needed same day appointments for my children they have always been able to make an appointment with either a doctor or nurse.

West x 12

- 7 x General Comment
- 5 x Compliment

**General Comment**

1. Case 5834 (06-12-2018)

**Providers:** Brayford Medical Practice

Cleanliness is very poor. Homeless people are allowed to use it and not cleaned afterwards. Receptionists like to diagnose you over the phone. It is difficult to get an appointment.

2. Case 5847 (11-12-2018)

**Providers:** City Medical Practice (Portland)

Get on fine when I can get through to them , it takes 20 mins to get through to them on the telephone. When I see someone they are ok. You can go and queue to see someone on the same day but it takes 4 weeks to get a routine appointment

3. Case 5848 (11-12-2018)

**Providers:** City Medical Practice (Portland)

One of the doctors does not speak very good English, I find this difficult as my English is limited also.

4. Case 5836 (06-12-2018)

**Providers:** Cleveland Surgery

Cannot get an appointment at Cleveland surgery nor get the help you need.

5. Case 5785 (04-12-2018)

**Providers:** Lincoln Dental Care (Ishak Practices Ltd)

Treated me horribly and wanted to cry in dentist chair. Felt rushed and I was in a lot of pain. Foreign language not good to understand and struggled to get an appointment. Had to pay a deposit and did the injection to numb my mouth and then told me to wait for the treatment, I was embarrassed as I did not have the money to pay and had to ring Mum and Friends to send payment. Wanted you in and out felt very rushed

6. Case 5899 (18-12-2018)

**Providers:** West CCG

Patient has dressing on leg and unable to get the dressing wet. Asked at the surgery about how to keep it dry during bathing etc, but was informed to get protective aids that are available on the Internet as they are not available on the NHS, patient does not have access to the Internet. A catalogue was given to the patient but would be at a cost of £27 each and on a pension only, unable to fund. Currently using a black bin liner taped at the top which the nurses are aware of.

**Notes / Questions**

Patient asks - what are pensioners expected to do? HWL - provided the patient with information on cheaper alternatives which can be purchased at local chemists.

7. Case 5843 (11-12-2018)

Providers: Woodland Medical Practice

I have a back problem and told the doctor I would like an examination but I did not get one I only got given pain killers. The doctor asked me what I want and I have to explain.

Compliment

1. Case 5846 (11-12-2018)

Providers: Abbey Medical Practice

I get on very well, been here for years, Diabetic, prescriptions and flu jab do it all. Very nice staff, helpful and sort any problems as do the nurses. Most of my family are with this practice and look after them all very well.

2. Case 5890 (18-12-2018)

Providers: Bassingham Surgery

Very good, Dr's and nurses are clear, on time and explain things when you ask them. My relative also goes here and is also pleased with the treatment received.

3. Case 5837 (06-12-2018)

Providers: Newland Dental Practice

Really very good, very nice dentist, cleaning very good, 6 month check good. My 2 sons go to this dentist but one son is frightened of injections so had to leave him as I didn't want to force him. Used stickers and freebies for son, Very nice staff. I was a long time looking for a dentist.

4. Case 5844 (11-12-2018)

Providers: Woodland Medical Practice

Very good Dr looks after me very well. I go for Mental Health and Heart health issues.

5. Case 5845 (11-12-2018)

Providers: Woodland Medical Practice

I get on very well with the Diabetic nurse appointments, when I was away I rang the Diabetic uk as concerned and they were very helpful. I am finding the readings between the surgery and the readings I take at home are different. The nurses are very good and do listen. I did see the Dr the other week and was concerned so rushed me to Lincoln County hospital but everything is ok. Getting other appointments is more difficult.

Acute Services

CCG Area	Case Details
<p>East x 7</p> <ul style="list-style-type: none"> <li>• 5 x General Comment</li> <li>• 2 x Compliment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 5915 (19-12-2018)</p> <p>Providers: Lincoln County Hospital</p> <p>Ophthalmology</p> <p>Patient received an appointment in the post for an outpatients appointment, on arrival at the hospital the machine did not accept the patient details. On speaking with the receptionist the patient was informed that their appointment had been cancelled. On asking if anyone had tried to make contact with the patient, they were informed that a letter had been written and sent on the Saturday prior to the appointment on the Monday. Patient concerned that they had travelled over an hour to get to the hospital and an hour back plus parking fees as no-one had thought to call the patient. How many more does this happen to?</p> <p><b>Notes / Questions</b></p> <p>HWL - provided the patient with PALS information.</p> <p>HWL asks - When appointments need to be cancelled a few days in advance, such as the case above, what procedure should be taken to contact patients?</p> <p><b>Provider Response</b></p> <p>We are so sorry that this patient didn't receive prior notification of the appointment cancellation. Normal practice should have been that if there is not enough time for a cancellation letter to be received then the team should attempt to contact the patient by phone. Unfortunately as the calls are made via a switchboard the caller comes up as unknown and either the patient chooses not to pick up the call or their phone provider blocks the call. Please pass on our apologies.</p>

2. Case 5917 (20-12-2018)

**Providers:** Lincoln County Hospital

Cardiology Outpatients Clinic 1

Patient had a follow up appointment, saw a different Doctor and found that they were quite abrupt and declined to answer any questions around what type of stents had been inserted. Patient required this information in case it was needed in the future for MRI scans etc, As many places need to know what type of stent has been inserted before they will proceed in case there is any metal in situ.

**Notes / Questions**

HWL - Provided the patient with PALS information

**Provider Response**

We are so sorry if the patient felt the consultant did not explain the type of stents used during the consultation. We cannot see that the patient has contacted our PALS Team in Lincoln but they would be more than happy to see if they can find this information for the patient. Alternatively if the patient wishes to speak to the Consultant's Secretary we are sure that they will find out the information for the patient.

3. Case 5877 (18-12-2018)

**Providers:** Pilgrim Hospital

8-6a Ward

The food was poor, cold porridge, unable to eat some of the food. I asked for a blanket and it never arrived in a two night stay, I had to use my dressing gown. I was woken at 6.30 am to remove a needle from my arm and it was finally removed at 3pm.

**Notes / Questions**

HWL - provided PALS information.

**Provider Response**

We are sorry to read this regarding the poor food on the wards, we will share this information with the catering team. We are also sorry to read about the poor patient experience with receiving no blankets despite asking for one.

#### 4. Case 5923 (20-12-2018)

**Providers:** Pilgrim Hospital

Parking

Some feed back with regards to the new car parking facility at Pilgrim Hospital, Boston. Unfortunately we have had to use the car park twice in the past week. On Wednesday 12th December at approximately 5-00pm we left outpatients and joined a queue of approximately ten people to make payment for car parking. We could not understand why it was taking so long as there was a car parking assistant. However it soon became clear why there was a delay, and it was because the pay machine was in darkness and the assistant was having to use his mobile phone to provide light. Incredibly the battery on his mobile was almost flat due to the continuous use of it as a torch. On Tuesday this week we left outpatients but this time decided to use the pay machines outside the main entrance because we thought the queues would be less as there were two of them. Once again they were in darkness and, with no assistant present, those patients with mobile phones were having to use them to provide light. There were some elderly people without mobiles who had to rely on others in the queue to provide light for them. To add to the problem there was heavy rain with no shelter which caused even further problems. I had a blue badge voucher that would not scan due to the rain and it took at least ten attempts before it was accepted. I then tried to enter a note for payment and again, due to the rain I assume, it took numerous attempts before it was accepted. How can this system be an improvement on the previous one where there was at least shelter and light at the payment machines? I have never before come across such a shambolic system and someone should be held to account for introducing it with no thought for patients.

#### Notes / Questions

Patient already included Complaints Department, CEO of ULHT and Estates Manager of ULHT

#### Provider Response

PALS response - Thank you for your e-mail, quite clearly we are experiencing issues with this new system and I can assure you that management are aware. I have sent this to our facilities manager asking that he contact you with a response.

Patient disappointed that they had not heard anything for over 4 weeks from Facilities Manager. PALS response to patient I am so sorry that you have not yet received a response from our facilities team. I can assure you that your original e-mail was sent to him on 20th December asking him to respond to you. I am aware that they have had numerous concerns that need responding to regarding the car parking and was informed each would be dealt with by the team. The facilities lead on this is away on leave now until next week but please be assured that this e-mail will be forwarded to him for action. Once again please accept my apologies in this delay.

We would like to apologise for the 'teething' issues with the new car parking system. We have rectified the issues by installing extra pay machines, lighting and shelter to the kiosk areas. Our facilities manager is working through patient concerns and will be in touch with the complainant as soon as possible.

#### 5. Case 5925 (20-12-2018)

**Providers:** Pilgrim Hospital

Ward 8A

Friend of patient raised concerns around care patient receiving and food. Would like to stay anonymous so no repercussions, for themselves or patient.

#### Notes / Questions

HWL - provided the client with PALS information.

#### Provider Response

No contact made by complainant regarding this.

#### Compliment

##### 1. Case 5772 (04-12-2018)

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

The service is ok. Staff pleasant at Grimsby.

##### 2. Case 5761 (04-12-2018)

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

X-ray and Urgent Care

Both really helpful. I'm not best in hospital and they were really good with me. Very prompt in seeing me in urgent care, there was a bit of a wait for x-ray, but very busy there.

South x 3

- 2 x General Comment

#### General Comment

- 1 x Compliment

1. Case 5883 (18-12-2018)

**Providers:** Lincolnshire Community Health Services NHS Trust (LCHS), New Johnson Hospital

GP Surgery at Johnson Hospital

Comment from HWL Engagement Activity

The waiting room was confusing because most of the patients were waiting for MIU.

2. Case 5933 (20-12-2018)

**Providers:** Peterborough and Stamford Hospital

The Knitters Group

ENT Consultant

Patient had ongoing problems with mouth and tongue, Consultant advised patient to take Gaviscon.

After asking the patient if they suffered with stress, the Consultant suggested 'you should take a holiday'. Patient went away feeling brushed off.

### Compliment

1. Case 5763 (04-12-2018)

**Providers:** Peterborough and Stamford Hospital

Very happy with Peterborough city hospital. think the service goes the extra mile. Think they do the very best with what they have. Well being centre, cancer care provided for relative was excellent also support for relative.

### South West x 2

- 2 x General Comment

### General Comment

### 1. Case 5927 (20-12-2018)

**Providers:** Grantham + District Hospital

Parent & Toddler Group

Concerns raised by many Parents with regards to access to Maternity services at Grantham Hospital. Home birth team were highly thought of but concerns raised about hospital births and having to travel to Lincoln where there aren't enough midwives on duty on the wards. Some new parents experienced that community midwives are covering shifts on the wards but are not familiar with equipment on the wards, do not know where blankets are kept etc. Staff at Lincoln parents feel are not as friendly as the Grantham Team. One parent commented that a community midwife was unable to use a monitor on the ward so went their car and brought their own one that they were used to onto the ward.

#### Notes / Questions

Group asks - Are cover staff given an induction to wards before they go on duty?

HWL asks - given the concerns raised above, to what extent are community midwives being used to cover wards and how does this impact patients in the community?

#### Provider Response

Yes, all midwives are familiar with these areas, but things such as location of stock do move around from time to time. All staff attend mandatory training every year, a total of 6 study days are completed, and these are made up of midwives from all areas who practice emergency skills as a team amongst other things, many of our staff have been in the trust for many years and know each other very well, but the layout of the labour ward and its store cupboards may change from time to time. Each midwife has a mini-orientation when attending to support the unit at times of increased activity.

Each community midwife works between 2-6 on calls per month as part of their role. We have 6 community midwives on call per night across the county (covering a 12 hour period), as we are one large team made up of the hospital based midwives and the community midwives, if there are increases in demand at the hospital sites, then an on call midwife would be called to cover a 4 hour period in the hospital Labour Ward. This is so that if a homebirth occurs the midwife on call can still attend the homebirth if needed. When midwives are called out to a homebirth, the midwife closest in miles goes first and the second is the next closest. It is possible that a single midwife may attend more than one homebirth in an eve. The midwives are stationed from home, and they are spread evenly throughout the county in order to be able to get to any homebirth in a timely manner. If a situation arose where we are under such pressure in the hospital labour ward, a senior manager on call along with consultation with our senior medical colleagues, a decision may be made to suspend the homebirth service on the grounds of safety. This is standard practice at each maternity unit in the country, and although it can happen it is extremely rare. In the event of suspension of the homebirth service, the situation is reviewed every four hours with the intention of reinstating it as soon as is safe to do so.

It is important to note, that each labour ward has a template or set number of staff required for each shift, but there are times occasionally where there are significantly increased numbers of women using the service, or there are women who may require more intensive care at times, meaning that additional staff resources may be flexed to ensure safety is maintained. This requires a critical overview of all activity within the maternity service, both in and outside of the hospital, and staff being placed where the most appropriate need is at that moment in time. This is reviewed 4 hourly and forward plans made to ensure safe care is delivered.

Information sent to patient

### 2. Case 5840 (07-12-2018)

**Providers:** Leicester General Hospital, Lincoln County Hospital, Pilgrim Hospital

Parent concerned as son was having dialysis at Pilgrim, overseen by Lincoln who sent the patient to Leicester where they passed away aged 38. Leicester did not get consent signed properly. There is an inquiry and inquest ongoing but keeps being suspended. No-one from any of the hospitals has spoken to the Parent about how to raise a complaint. Parent only offered counselling options.

#### Notes / Questions

HWL - provided PALS information for Lincoln & Leicester Hospitals. POHWER to assist if needed.

Patient commented they were very grateful and felt HWL had given them more information than anyone else.

#### Provider Response

We are really sorry for the parent's loss and that communication has been poor on the part of our hospital. We would expect if this patient passed away at Leicester Hospital and there are questions regarding consent then the Complaint should be raised with Leicester Hospital although if contact is made with our PALS or Complaints Team they would be more than happy to direct the Parent appropriately.

## West x 28

- 18 x General Comment
- 10 x Compliment

## General Comment

### 1. Case 5767 (04-12-2018)

**Providers:** Lincoln County Hospital

Level of care initially not so good at Lincoln but then it improved. First Oncologist was not helpful but then after asking to see another Oncologist the treatment improved. Medical Assessment ward at Lincoln the cleanliness was very bad, when moving to the main ward the cleanliness was very good. The main problem with the medical assessment ward is the lack of staff. Prisoners waiting assessment are handcuffed to officer in the same area as other patients, could a separate room be found?

#### Provider Response

We would like to thank the patient for their feedback which we will ensure is shared with the team on MEAU. MEAU is a very busy ward as they are an assessment unit. Unfortunately it is not always possible to segregate prisoners from other patients as side rooms may have to be used for isolation or clinical reasons.

### 2. Case 5850 (11-12-2018)

**Providers:** Lincoln County Hospital

A+E / MEU ward

Arrived by Ambulance to A+E at 2.30pm, did not get transferred until 3.45am. One A+E doctor was not fully aware of my illness and almost discharged me but my relative needed to speak with the consultant in charge and then the doctor had to apologise for his manner. The M.E.U ward was spotless and staff were excellent.

#### Provider Response

We would like to thank the patient for their Feedback and apologise for the delay they had in A&E awaiting a bed. We are pleased that the team reacted to concerns raised immediately by the relative and resolved the concerns at the time. We will ensure that this is shared with the A&E Team.

### 3. Case 5852 (11-12-2018)

**Providers:** Lincoln County Hospital

Car parking machine

It is absolutely appalling, queue for so long. Queueing from outside through to the outpatients department inside. Apparently the other machine has an even worse queue of people.

#### Provider Response

Thank you for the feedback in relation to the Car Parking Payment Machines. There has been an additional machine put in the main reception area to help to reduce any queues whilst patients become familiar to how to use them. Volunteers and staff have also been deployed at the machines to aid with their use.

### 4. Case 5853 (11-12-2018)

**Providers:** Lincoln County Hospital

Clinic 8, Car parking, Staff

Good service, They keep me alive. All staff have been excellent. I have been in hospital several times and I would not be here without them. Seats are archival, no armchairs in clinic 8. Car parking system is confusing a lot of people at the moment, hopefully it will be better next time. I stood at the machine and was very confused as were a lot of other people. No sign on the machine to say what to do. The litter picker came over and helped us all out.. Sometimes would have liked staff to be more positive e.g. explain everything, but I have to make the decision.

#### Provider Response

Can you please thank the patient for their feedback. The Car parking system is very new and we have already seen an improvement with a reduction in the queue's as patients' become more familiar with the system. We will ensure that the patients comments are shared with Clinic 8 and Facilities.

5. Case 5858 (11-12-2018)

**Providers:** Lincoln County Hospital

Nephrology, Car parking

Used about 3 months ago and got on very well, very quick, on time and no delays. Staff were very caring. Observation today. Car parking is fine but a large queue into O/P for machine. Not sure why as easy to use as ticket system was.

**Provider Response**

Can you please thank the patient for their kind comments regarding their outpatient appointment with Nephrology and also the comments relating to the car parking. This is already improving and queues reducing as patients become more familiar with the system.

6. Case 5862 (11-12-2018)

**Providers:** Lincoln County Hospital

Outpatients Heart dept.

Overall treatment good. Efficient action following incident in toilet, Lady fell and staff quick to help. Patients relative felt very included in consultation by Dr. Parking system not suitable for disabled users. Difficulty in process, need to obtain permit, have to remember registration. Long queues for machines.

**Provider Response**

Can you please thank the patient for their kind comments regarding their outpatient appointment with Cardiology and also the comments relating to the car parking. The facilities department are looking to see if there are ways they can improve the disabled blue badge parking process.

7. Case 5863 (11-12-2018)

**Providers:** Lincoln County Hospital

Car parking

Car parking problems, waiting for payment takes a long time, delays, as only one machine

**Provider Response**

Thank you for the feedback in relation to the Car Parking Payment Machines. There has been an additional machine put in the main reception area to help to reduce any queues whilst patients become familiar to how to use them. Volunteers and staff have also been deployed at the machines to aid with their use.

8. Case 5865 (11-12-2018)

**Providers:** Lincoln County Hospital

Orthopaedics / Cardiology

I have used Orthopaedics over a long period of time, after having both knees replaced. The 1st one I experienced no problems. The 2nd one unfortunately I experienced lots of problems. Also use Cardiologist at LCH, get on alright. Have yearly checks after heart bypass. Good there but it is other services like the toilets, they are not clean. awful, includes ones in outpatients and the ones downstairs from here, generally though I have needed to use them as a patient and a volunteer driver. There is a problem with parking, it is not a big enough car park and there are no spaces allocated to volunteer drivers. Do not want to sound negative as it is a good service here.

**Provider Response**

Can you please extend our thanks for this feedback. We will ensure that it is shared with all the teams involved. Unfortunately when car parking was free over the Christmas period and in to January the hospital car parking was being used by others not using the hospital facilities reducing the available spaces for patients and visitors, which was very unfortunate for those that needed to park on site. There is parking for volunteer drivers near Oncology, Ingham Unit.

9. Case 5866 (11-12-2018)

**Providers:** Lincoln County Hospital

Oncology

My relative is currently in the Dermatology Dept Has no hair and it has been like that for a long time, has been given £72 towards a hair piece on an annual basis. NHS hair wigs are not too good, so usually puts money towards it and gets something better. But recently the system has changed. Our Gp has written to describe the conditions and that it is ongoing. New hospital system insist they have to see the Consultant, it has taken 4 months to get this appointment they feel they do not need to have, we also have an Oncology appointment today. We have been told will have to have an annual appointment now with new system. Treatment is good, problems are operational ones. My relative has been in Dermatology for 1 and a half hours so far, we are hoping their appointment is on time so we can get to next appointment in Oncology, so feeling anxious.

**Provider Response**

It is unclear from the description if this patient has hairloss due to Oncology treatment or if this for another reason although the Clinic/Department that has been selected is Oncology.

To establish the best way to help this patient can you please encourage them to contact the PALS Team to discuss further.

10. Case 5868 (11-12-2018)

**Providers:** Lincoln County Hospital

Haematology

Sometimes a bit of a wait, it is a busy clinic. Blood test now and then wait for appointment. Concerned about new parking system so came early . Will be ok next time.

**Provider Response**

Can you please thank the patient for their feedback. We will ensure this is shared with the Haematology Team

11. Case 5871 (11-12-2018)

**Providers:** Lincoln County Hospital

Toilets

No sanitary bins in cubicles. Lots of paper all over the floor. Very busy toilets, not very nice to use.

**Provider Response**

We are really sorry if the toilets in main reception were found in this state. They are regularly cleaned during the day.

We will ensure that this is shared with the Hotel Service Manager.

12. Case 5872 (11-12-2018)

**Providers:** Lincoln County Hospital

Gastro Outpatients, Orthopaedics, Orthopaedic ward

I came the other week, eventually when I spoke to reception they told me my appointment had been cancelled. They could make one for the next day but I could not attend it. So when I got home I telephoned and made another appointment that suits.

Orthopaedic outpatients They are brilliant because they are friendly with me. Been coming over 3 years. Impressed too as not long waiting times.

Orthopaedic ward

I did not like the food, they could not even do an omelette. Surgeon was lovely. I just wanted to go home as I was starving. My relative brought in food for me when they visited.

**Provider Response**

Can you please thank the patient for their feedback. We are really sorry that the patient did not enjoy the food whilst they were an inpatient and will ensure that this is shared with the catering manager.

13. Case 5873 (11-12-2018)

**Providers:** Lincoln County Hospital  
Surgical, Haematology, ENT, Cancer care

Surgical care and Haematology care has been absolutely amazing. A few admin problems where lack of liaison was the problem. Came once and were not expecting us because of results were not there. ENT and Haematology really, really good, have been impressed. Also had Chemotherapy and Radiotherapy both very good. Admin not very good, affects you when results are concerned and you know what they were taken for but results not in file. Breakdown in communication for appointments and admin. Think need more Phlebotomists, patients are coming from all over.e.g. Doctors and Wards. Take clinic people first so can meet hospital appointments and get results back.

**Notes / Questions**

No patient information

**Provider Response**

Can you please pass on our thanks for this positive feedback which we will share with the teams. We are sorry if the patient has had delays with any results but would encourage them to contact the PALS Team to see if they can help in the future.

Phlebotomy is not run by our trust so we are unable to supply any comments in relation to their staff numbers or the order they see patients in.

14. Case 5875 (18-12-2018)

**Providers:** Lincoln County Hospital  
Branston Ward

I just wanted to say what wonderful staff you have on Branston Ward at Lincoln Hospital, that includes the cleaners, drinks ladies and healthcare assistants too. I was surprised to find that you did not offer decaffeinated tea or coffee especially as it has been proven that caffeine is a diuretic. After having a full abdominal Hysterectomy, I was discharged after 2 nights with no information regarding showering, removal of stitches, removal of dressing, perhaps a printed leaflet would have been helpful, although the nurse gave me 6 blood thinning injections and a sharps box saying take it to your local pharmacy, on phoning them I was told that they do not take them and I had to phone North Kesteven Council. I was astonished by the behaviour of some of the patients regarding visitors, loud noises, banging of doors, noisy mobile phones etc, patients need quiet and some people were extremely inconsiderate. Please pass on my compliments to the Branston Ward staff.

**Notes / Questions**

HWL - provided the patient with PALS information.

**Provider Response**

PALS did receive contact from this patient and passed her feedback to the Ward Sister as requested.

15. Case 5876 (18-12-2018)

**Providers:** Lincoln County Hospital  
ENT

Child has been waiting for a CT Scan for 3 months. Cannot see ENT Consultant until the scan has been completed so the appointment has been delayed by 2 months and no treatment plan can be started. CT scan appointment still not available so missing out on swimming as not able to get ear wet, still 3 months before appointment.

**Notes / Questions**

HWL - provided the parent with PALS information.

**Provider Response**

Unsure if patients parent has spoken with PALS or not yet. We are sorry if there has been a delay with the CT Scan but please encourage the parent to contact PALS if this is still relevant.

16. Case 5886 (18-12-2018)

**Providers:** Lincoln County Hospital

Rheumatology

My relative is attending today and finds it is very good, finds the staff friendly. Has been coming for along time and they know them. The treatment works for them, they have found a drug now that is working, you have infusion and its not too uncomfortable, but the building is a tatty old portakabin and could do with a refurbishment.

**Provider Response**

Can you please thank the relative for the positive comments regarding the patients care which we will share with the team. The team have put in a business case to refurbish the building and are still awaiting a decision

17. Case 5888 (18-12-2018)

**Providers:** Lincoln County Hospital, The Old Rectory (Saxilby)

Johnson ward

Care Home concerned that Lincoln County Hospital are trying to discharge a Palliative Care patient without air flow mattress. Care Home requested one but the Hospital commented they would not provide until the patients skin breaks down. Home feel this is inappropriate and should provide this to stop the skin breaking down not after.

**Notes / Questions**

HWL - provided Home with Winter Room information. UPDATE - Winter Rooms provided Air Flow Mattress the following day and patient is now back home.

HWL asks - this is not the first concern to be raised around discharge and Air Flow mattresses, what is being put in place to eliminate concerns like this?

**Provider Response**

We are sorry if the care home had problems getting the ward to arrange the air flow mattress for the patient.

If a patient is on a fastrack discharge the discharge liaison team would be involved and would have arranged the air flow mattress, any other discharge it would be dependant on the patient at the point of discharge as to if this was required. We recommend that if the care home meets up with a similar problem in the future, that they ask the ward to discuss with the requirement with the discharge liaison team.

18. Case 5902 (18-12-2018)

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

Wellwoman Group comments

Patient was asked to attend either Scunthorpe or Lincoln Hospital for an urgent blood test by their GP. This was late on a Friday so the patient made contact with the hospitals prior to making the journey. Patient informed that bloods could not be taken now until Monday as it was too late on the Friday and not able to do on a Saturday. Patient glad they called ahead otherwise it would have been a wasted journey. Patient went on the Monday to Lincoln, but had to wait over 10 days before the results we sent back to the GP.

**Notes / Questions**

HWL asks - if a patient is sent for urgent bloods and potentially has high levels of anxiety, then why would it take 10 days before the results were sent back to the GP Practice?

**Provider Response**

Patient update - has had a scan and it has now been resolved

**Compliment**

1. Case 5835 (06-12-2018)

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

MIU/ X-Ray

Absolutely spot on at John Coupland Hospital Minor Injuries they are fantastic, Brilliant and x-ray are quick too seen in 10 minutes max wait 30 minutes.

2. Case 5781 (04-12-2018)

**Providers:** Lincoln County Hospital

Chemotherapy

I was diagnosed with cancer in 2017 and started treatment within a few days . I cannot speak too highly of the treatment and care I have received at Lincoln County Hospital.

**Provider Response**

Can you please pass on our thanks to this patient for their kind comments and assure them that we will share this with the Oncology Team

3. Case 5854 (11-12-2018)

**Providers:** Lincoln County Hospital

Cancer treatment

Been using for the last 9 months. Marvellous both Dr and Nurse been really great found it very good. Explained things very well and reassuring.

**Provider Response**

Can you please pass on our thanks to this patient for their kind comments and assure them that we will share this with the Oncology Team

4. Case 5856 (11-12-2018)

**Providers:** Lincoln County Hospital

Haematology

The waiting room in Haematology is dated, needs smartening up. Dr is excellent, explains procedure. I have visited the hospital over many years and cannot fault the treatment. Very good experiences

**Provider Response**

Can you please pass on our thanks to this patient for their feedback and assure them that we will share this with the Haematology Team

5. Case 5857 (11-12-2018)

**Providers:** Lincoln County Hospital

Cancer services

Very good service, very helpful. Waiting for blood tests I am fast tracked with having cancer. They do explain things, but I have a poor memory and generally bring relative with me, but when on my own its hard to remember everything. Grimsby is nearer but they do not do the service there. Depends on the catchment area.

**Provider Response**

Can you please pass on our thanks to this patient for their kind comments and assure them that we will share this with the Oncology Team

6. Case 5859 (11-12-2018)

**Providers:** Lincoln County Hospital

Stoma Nurse

Excellent Stoma nurse. Very good advice given. Happy with treatment options.

**Provider Response**

Can you please thank this patient for their kind comments we will ensure this is shared with the Stoma Nurse Team

7. Case 5861 (11-12-2018)

**Providers:** Lincoln County Hospital

Haematology

I have been coming for 22 years and have been looked after very well by Haematology

**Provider Response**

Can you please pass on our thanks to this patient for their feedback and assure them that we will share this with the Haematology Team

8. Case 5864 (11-12-2018)

**Providers:** Lincoln County Hospital

Orthodontist

The Orthodontist implied a moderate amount of respect toward me and I was under the impression that I was thoroughly cared for. To my understanding, I was referred to expert carers in my appointments

**Provider Response**

Can you please pass on our thanks for these kind comments. We will ensure they are shared with the team

9. Case 5885 (18-12-2018)

**Providers:** Lincoln County Hospital

Johnson Ward

Had 2 heart attacks and very satisfied, cannot complain about anything. Ward was good, everything from staff to treatment. Sometimes a bit late with morning medication but very busy so accept this. Have recommended to others and would come back again myself. Relative came here for Diabetic check up and finds everything is good.

**Provider Response**

Can you please thank this patient for their kind comments we will ensure this is shared with the Ward

10. Case 5891 (18-12-2018)

**Providers:** Lincoln County Hospital

Diabetic eye screening, I found it really good. We see all the poor publicity but we get on fine. My relative used dermatology but went to Chesterfield as appointments were too long a wait here at Lincoln County.

**Provider Response**

Can you please pass on our thanks to this patient for their feedback and assure them that we will share this with the Diabetic Retinopathy Team and also Dermatology

## Mental health & Learning Disabilities

CCG Area	Case Details
East x 2 <ul style="list-style-type: none"><li>2 x General Comment</li></ul>	<p><b>General Comment</b></p> <p>1. Case 5896 (18-12-2018)</p> <p><b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>I am awaiting a referral to the community Paediatrician regarding my young relatives' separation anxiety. I saw the GP 6 months ago and am still waiting any contact. We had a telephone conversation with Healthy Minds through the school and we are waiting a place on a workshop possibly next month. Times from initial contact to receiving some help seem very long.</p> <p><b>Notes / Questions</b></p> <p>HWL asks - Given the family story above and the reassurance that HWL are often given in terms of providing timely referral and treatment/interventions, why is it that the above case appears to offer nothing in terms of timely support for both patient and family?</p> <p>2. Case 5770 (04-12-2018)</p> <p><b>Providers:</b> Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Can be frustrating because of Mental Health problems and getting doctors to understand me. They gave me a CPN and pathway / plan to work on. Come around to the house once a week. I have just started so not sure about it yet, but was there previously and helped me through that. CPN was good then. I have had a health anxiety for some time. When one of the doctors left it took another year to see someone.</p>
South x 1 <ul style="list-style-type: none"><li>1 x General Comment</li></ul>	<p><b>General Comment</b></p>

	<p>1. Case 5874 (18-12-2018)</p> <p><b>Providers:</b> Grantham + District Hospital</p> <p>Young child diagnosed with ASD a few years ago. Kingfisher Unit is disappointing in respect of the waiting times between appointments, usually 6-8 months which is too long. When an appointment is finally arranged there is a very minute amount of time to get any questions, concerns etc talked through or sorted out, usually only 5 minutes. I feel there is not enough support in place.</p> <p><b>Notes / Questions</b></p> <p>HWL - provided the parent with support groups in the area.</p> <p><b>Provider Response</b></p> <p>We are sorry to read this. Patients are seen on a clinical need and basis and appointments can be up to 20 minutes long if the consultant feels this is necessary. If the parents make contact again please direct them to pals who can liaise with the department if family has any concerns</p>
<p>South West x 2</p> <ul style="list-style-type: none"> <li>• 2 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 5924 (20-12-2018)</p> <p><b>Providers:</b> Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Concerned parent would like some support for family member who suffers with PTSD. Has previously had CBT from a person who used to come to the house, however due to illness this person left and no further intervention has been put in place. So now looking for counselling especially for PTSD.</p> <p><b>Notes / Questions</b></p> <p>HWL - information provided SPA; Voice ability; Counselling information; Mind space. Parent also requested information on NHS Dental practices in the area.</p> <p>2. Case 5928 (20-12-2018)</p> <p><b>Providers:</b> Lincolnshire South West CCG</p> <p>Parent &amp; Toddler Group</p> <p>Some parents expressed concerns over the misunderstandings around Post Natal Depression. Why are alternatives to pill popping not explored with the patient. Not everyone wants to be on medication and alternative therapies should be explored.</p>
<p>West x 2</p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> <li>• 1 x Compliment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 5833 (06-12-2018)</p> <p><b>Providers:</b> Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Peter Hodgkinson centre</p> <p>Certain staff were alright but ones who could make a decision I felt they wanted to move me out for another patient. I am suffering from anxiety and depression and feeling suicidal. I feel the way they talk to us is questionable. Not very helpful and not referring on to other help afterwards. I found them prejudice, their opinions are personal not professional. Assessed at PHC to be released and I was not ready. Only the help I got was from people I know, who got me through this. I need somewhere like assisted accommodation with people who know what they are doing. I reacted and it was aggressively, the police came and took me to a cell they assessed me and said I needed to be on the ward, but they would not accept me so they dropped me back at the crisis team. The police left me thinking the ward would take care of me but as soon as the police left I was moved.</p> <p><b>Notes / Questions</b></p> <p>No patient information given</p> <p><b>Compliment</b></p> <p>1. Case 5849 (11-12-2018)</p> <p><b>Providers:</b> Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Good for helping with low mood. When I saw other people on the course, I realised I am not alone which was really helpful. Gave me a lot of knowledge about how to deal with depression. Staff seemed professionals for quality and expertise. I self referred, not through a GP. It took 2 weeks to get on course so I think that was very fast. With a GP referral I have heard it can take longer. They were renting a room at the football ground and it was ok, better than at a hospital environment.</p>

## Patient Transport

CCG Area	Case Details
South x 1	<b>General Comment</b>

<ul style="list-style-type: none"> <li>1 x General Comment</li> </ul>	<p>1. <b>Case 5918 (20-12-2018)</b>  <b>Providers:</b> Thames Ambulance Service (TASL)  Elderly parent accompanied severely disabled relative to an appointment at Johnson Hospital. Transport was asked to return to take back home just after lunch time, by 8.30pm there was no sign of transport so contacted a taxi company who could accommodate a wheelchair and get the home. At 11.30pm a call from TASL was received asking where they were. The following day the parent tried to make contact with TASL to raise concerns but unable to get through, social worker also tried several times to make contact with TASL to no avail. Parent requested address so they could write to TASL. On Healthwatch suggesting the parent contact PALs, the parent already had made contact and informed PALs would contact them back, to date no one had contacted them.</p> <p><b>Notes / Questions</b>  HWL - provided the parent with the Complaints address. UPDATE:- parent contacted HWL in February as not heard anything back from TASL, HWL chased for parent.</p>
<p><b>South West x 1</b></p> <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 5929 (20-12-2018)</b>  <b>Providers:</b> East Midlands Ambulance Service NHS Trust (EMAS), NHS 111 Service Parent &amp; Toddler Group</p> <p>Many Mums in labour had experienced long delays in waiting for transport, or on calling 111 service many experienced lack of support from the staff.</p>
<p><b>West x 1</b></p> <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 5922 (20-12-2018)</b>  <b>Providers:</b> Thames Ambulance Service (TASL)</p> <p>Patient had hospital transport arranged to take them to London for an appointment early December. Patient waited for the driver at the arranged time, but no-one turned up. On contacting TASL the patient was then informed that they were unable to get a driver to take them. Patient missed their appointment which has a knock on effect with their treatment. Patient requested information on who to contact.</p> <p><b>Notes / Questions</b>  HWL - provided the patient with PALs information and West CCG PALs</p>

## Social Care Services

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. <b>Case 5894 (18-12-2018)</b>  <b>Providers:</b> Lincolnshire County Council - Adult Social Care, Toray Pines Care Home with Nursing</p> <p>Staff very kind and caring. My relative has lost a lot of weight in too short a time and most of the staff do not seem to encourage them to eat all their food, though I do appreciate they cannot force them.</p>
<p><b>South x 2</b></p> <ul style="list-style-type: none"> <li>2 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 5919 (20-12-2018)</b>  <b>Providers:</b> Lincolnshire County Council - Adult Social Care</p> <p>Spouse has dementia and requested some assistance in getting an assessment to see what help is out there.</p> <p><b>Notes / Questions</b>  HWL - provided information, DAA; Support Groups in area; Carers First; CSC number; Wellbeing service.</p> <p>2. <b>Case 5920 (20-12-2018)</b>  <b>Providers:</b> Lincolnshire County Council - Adult Social Care</p> <p>Spouse disabled and diagnosed with dementia. Has carers in daily and has daycare provision twice a week. Nurses from the GP surgery come round to check on spouse. In touch with Adult Social Care but feels they would like some respite.</p> <p><b>Notes / Questions</b>  HWL - provided information on Befrienders; Carers First; support groups and suggested they speak with Social Worker around respite.</p>

## West x 2

- 2 x General Comment

### General Comment

#### 1. Case 5888 (18-12-2018)

**Providers:** Lincoln County Hospital, The Old Rectory (Saxilby)

Johnson ward

Care Home concerned that Lincoln County Hospital are trying to discharge a Palliative Care patient without air flow mattress. Care Home requested one but the Hospital commented they would not provide until the patients skin breaks down. Home feel this is inappropriate and should provide this to stop the skin breaking down not after.

#### Notes / Questions

HWL - provided Home with Winter Room information. UPDATE - Winter Rooms provided Air Flow Mattress the following day and patient is now back home.

HWL asks - this is not the first concern to be raised around discharge and Air Flow mattresses, what is being put in place to eliminate concerns like this?

#### Provider Response

We are sorry if the care home had problems getting the ward to arrange the air flow mattress for the patient.

If a patient is on a fastrack discharge the discharge liaison team would be involved and would have arranged the air flow mattress, any other discharge it would be dependant on the patient at the point of discharge as to if this was required. We recommend that if the care home meets up with a similar problem in the future, that they ask the ward to discuss with the requirement with the discharge liaison team.

#### 2. Case 5909 (19-12-2018)

**Providers:** Lincolnshire County Council - Children Services, West CCG

Grandchild registered blind 2018, parents looking for counselling for young child and assistance with adaptations for the home. Other child has been diagnosed with autism and parents looking for support groups and any information that will assist.

#### Notes / Questions

HWL - signposted to a number of agencies including LPCF; Liaise; CSC; SPA; Support Groups.

## Other Services

CCG Area	Case Details
<b>East x 6</b> <ul style="list-style-type: none"><li>• 5 x General Comment</li><li>• 1 x Compliment</li></ul>	<h3>General Comment</h3> <h4>1. Case 5814 (05-12-2018)</h4> <p><b>Providers:</b> East CCG, Lincolnshire County Council - Adult Social Care</p> <p>Disabled elderly patient in a wheelchair has an appointment at the Hospital. Unable to wheel themselves to the hospital and only lives round the corner. Would be easier, rather than sending an ambulance to have someone push the patient round the corner to their appointment, wait and push them back home again. Patient willing to pay for this service. Has home carers who inform the patient they are unable to provide this service.</p> <h4>Notes / Questions</h4> <p>HWL - made contact with AGE UK who could not provide this service. Red Cross; CVS; TED and Salvation Army - unfortunately no-one could assist, there is no service like this for patients</p> <h4>2. Case 5775 (04-12-2018)</h4> <p><b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS), Louth County Hospital</p> <p>I am so sorry that we may lose some of the things at Louth county hospital. It is ok for those who can travel, but when you cannot, will all need something local. If funds are needed they should be found regardless of being a low tax county. Need to raise more if it is needed. I worry we think more of paying less than of all the public services. Appalling that it might be urgent care here at Louth hospital and nothing else. My concern is not about the services provided, but for the threat to them.</p>

3. Case 5877 (18-12-2018)

**Providers:** Pilgrim Hospital

8-6a Ward

The food was poor, cold porridge, unable to eat some of the food. I asked for a blanket and it never arrived in a two night stay, I had to use my dressing gown. I was woken at 6.30 am to remove a needle from my arm and it was finally removed at 3pm.

**Notes / Questions**

HWL - provided PALS information.

**Provider Response**

We are sorry to read this regarding the poor food on the wards, we will share this information with the catering team. We are also sorry to read about the poor patient experience with receiving no blankets despite asking for one.

4. Case 5879 (18-12-2018)

**Providers:** Pilgrim Hospital

Car Parking

My relative and I were two of the unfortunate people which were mainly queueing up in the pouring rain trying to pay for the car park. There was only one machine to pay at. The machine was not under cover. There must have been 30 people queueing in the rain all soaking wet. I am disabled so I had to go to the reception to get a voucher then go back to put my badge in the car, another soaking. Then when I left, the machine would not accept my voucher because it was soaking wet, I had to pay £4.50 when normal disabled parking charge is £1.90

**Provider Response**

We would like to apologise for the 'teething' issues with the new car parking system. We have rectified the issues by installing extra pay machines, lighting and shelter to the kiosk areas. Parking eye and the Trust are working together to look at ways in improving the Blue badge parking methods.

5. Case 5923 (20-12-2018)

**Providers:** Pilgrim Hospital

Parking

Some feed back with regards to the new car parking facility at Pilgrim Hospital, Boston. Unfortunately we have had to use the car park twice in the past week. On Wednesday 12th December at approximately 5-00pm we left outpatients and joined a queue of approximately ten people to make payment for car parking. We could not understand why it was taking so long as there was a car parking assistant. However it soon became clear why there was a delay, and it was because the pay machine was in darkness and the assistant was having to use his mobile phone to provide light. Incredibly the battery on his mobile was almost flat due to the continuous use of it as a torch. On Tuesday this week we left outpatients but this time decided to use the pay machines outside the main entrance because we thought the queues would be less as there were two of them. Once again they were in darkness and, with no assistant present, those patients with mobile phones were having to use them to provide light. There were some elderly people without mobiles who had to rely on others in the queue to provide light for them. To add to the problem there was heavy rain with no shelter which caused even further problems. I had a blue badge voucher that would not scan due to the rain and it took at least ten attempts before it was accepted. I then tried to enter a note for payment and again, due to the rain I assume, it took numerous attempts before it was accepted. How can this system be an improvement on the previous one where there was at least shelter and light at the payment machines? I have never before come across such a shambolic system and someone should be held to account for introducing it with no thought for patients.

**Notes / Questions**

Patient already included Complaints Department, CEO of ULHT and Estates Manager of ULHT

**Provider Response**

PALS response - Thank you for your e-mail, quite clearly we are experiencing issues with this new system and I can assure you that management are aware. I have sent this to our facilities manager asking that he contact you with a response.

Patient disappointed that they had not heard anything for over 4 weeks from Facilities Manager. PALS response to patient I am so sorry that you have not yet received a response from our facilities team. I can assure you that your original e-mail was sent to him on 20th December asking him to respond to you. I am aware that they have had numerous concerns that need responding to regarding the car parking and was informed each would be dealt with by the team. The facilities lead on this is away on leave now until next week but please be assured that this e-mail will be forwarded to him for action. Once again please accept my apologies in this delay.

We would like to apologise for the 'teething' issues with the new car parking system. We have rectified the issues by installing extra pay machines, lighting and shelter to the kiosk areas. Our facilities manager is working through patient concerns and will be in touch with the complainant as soon as possible.

**Compliment**

1. Case 5870 (11-12-2018)

**Providers:** The Old Vicarage (Horncastle) GP

Excellent. Friendly and always helpful, kept same doctor and he is fab, No complaints. Had an accident so quite a few appointments and always get me in for appointment. Does tell me the in's and out's which is helpful for me. Had quite a few appointments this year at various places and cannot fault the NHS

South West x 2

- 2 x General Comment

**General Comment**

1. Case 5929 (20-12-2018)

**Providers:** East Midlands Ambulance Service NHS Trust (EMAS), NHS 111 Service

Parent & Toddler Group

Many Mums in labour had experienced long delays in waiting for transport, or on calling 111 service many experienced lack of support from the staff.

2. Case 5930 (20-12-2018)

**Providers:** Lincolnshire South West CCG

Parent & Toddler Group

Many parents mentioned their ante natal checks are now done at Maternity Hub rather than at the GP surgery. Some parents expressed concerns that those who do not drive were being allocated to the further centres yet there was one within walking distance that they were unable to attend as not allocated to.

**Notes / Questions**

HWL and parents ask - How are patients allocated to a HUB, is this through the GP practice or Geographical area.

West x 11

- 11 x General Comment

**General Comment**

1. Case 5851 (11-12-2018)

**Providers:** Lincoln County Hospital

Time out food bar.

At 12.00 noon one day this year I went to the Time Out food bar and the tables were dirty and the floor was covered in debris. I told the lady behind the counter that the tables needed wiping and she replied " I'm the only one here, I haven't got time". I was then given a dustpan and brush to clear up the mess. Generally nice seating area it is a shame it is not clean.

**Notes / Questions**

No patient details given

**Provider Response**

We are really sorry for this person's experience but the Cafés at the Hospital no longer come under the Trust and are managed by an external company. We will pass on the comments so they are aware.

2. Case 5852 (11-12-2018)

**Providers:** Lincoln County Hospital

Car parking machine

It is absolutely appalling, queue for so long. Queueing from outside through to the outpatients department inside. Apparently the other machine has an even worse queue of people.

**Provider Response**

Thank you for the feedback in relation to the Car Parking Payment Machines. There has been an additional machine put in the main reception area to help to reduce any queues whilst patients become familiar to how to use them. Volunteers and staff have also been deployed at the machines to aid with their use.

3. Case 5858 (11-12-2018)

**Providers:** Lincoln County Hospital

Nephrology, Car parking

Used about 3 months ago and got on very well, very quick, on time and no delays. Staff were very caring. Observation today. Car parking is fine but a large queue into O/P for machine. Not sure why as easy to use as ticket system was.

**Provider Response**

Can you please thank the patient for their kind comments regarding their outpatient appointment with Nephrology and also the comments relating to the car parking. This is already improving and queues reducing as patients become more familiar with the system.

4. Case 5860 (11-12-2018)

Providers: Lincoln County Hospital

Car Parking

No instructions for parking. Difficult for people to work out parking meter. How to get voucher, how to use it, did not know had to bring disabled badge in and did not know registration number. Very distressing.

**Provider Response**

We are so sorry if the patient felt that the new car parking system was confusing especially for disabled badge users. There has been a significant improvement shown in the reduction of queues at the payment machines as users become familiar. Volunteers and reception staff are always available to help if needed.

5. Case 5863 (11-12-2018)

Providers: Lincoln County Hospital

Car parking

Car parking problems, waiting for payment takes a long time, delays, as only one machine

**Provider Response**

Thank you for the feedback in relation to the Car Parking Payment Machines. There has been an additional machine put in the main reception area to help to reduce any queues whilst patients become familiar to how to use them. Volunteers and staff have also been deployed at the machines to aid with their use.

6. Case 5865 (11-12-2018)

Providers: Lincoln County Hospital

Orthopaedics / Cardiology

I have used Orthopaedics over a long period of time, after having both knees replaced. The 1st one I experienced no problems. The 2nd one unfortunately I experienced lots of problems. Also use Cardiologist at LCH, get on alright. Have yearly checks after heart bypass. Good there but it is other services like the toilets, they are not clean. awful, includes ones in outpatients and the ones downstairs from here, generally though I have needed to use them as a patient and a volunteer driver. There is a problem with parking, it is not a big enough car park and there are no spaces allocated to volunteer drivers. Do not want to sound negative as it is a good service here.

**Provider Response**

Can you please extend our thanks for this feedback. We will ensure that it is shared with all the teams involved. Unfortunately when car parking was free over the Christmas period and in to January the hospital car parking was being used by others not using the hospital facilities reducing the available spaces for patients and visitors, which was very unfortunate for those that needed to park on site. There is parking for volunteer drivers near Oncology, Ingham Unit.

7. Case 5871 (11-12-2018)

Providers: Lincoln County Hospital

Toilets

No sanitary bins in cubicles. Lots of paper all over the floor. Very busy toilets, not very nice to use.

**Provider Response**

We are really sorry if the toilets in main reception were found in this state. They are regularly cleaned during the day.

We will ensure that this is shared with the Hotel Service Manager.

8. Case 5872 (11-12-2018)

**Providers:** Lincoln County Hospital

Gastro Outpatients, Orthopaedics, Orthopaedic ward

I came the other week, eventually when I spoke to reception they told me my appointment had been cancelled. They could make one for the next day but I could not attend it. So when I got home I telephoned and made another appointment that suits.

Orthopaedic outpatients They are brilliant because they are friendly with me. Been coming over 3 years. Impressed too as not long waiting times.

Orthopaedic ward

I did not like the food, they could not even do an omelette. Surgeon was lovely. I just wanted to go home as I was starving. My relative brought in food for me when they visited.

**Provider Response**

Can you please thank the patient for their feedback. We are really sorry that the patient did not enjoy the food whilst they were an inpatient and will ensure that this is shared with the catering manager.

9. Case 5884 (18-12-2018)

**Providers:** Lincoln County Hospital

Car Parking

If disabled you park then go for your appointment, next step is to then go to the reception to get a voucher and then queue. 30-40 people queueing at the machine it is freezing cold. The machine is near the door and it is blocking the door. It is ridiculous especially being near the door. Old people and disabled people stood freezing. I preferred the barrier system

**Provider Response**

Can you please offer our thanks for the feedback. We will ensure that this is shared with the Facilities Manager

10. Case 5887 (18-12-2018)

**Providers:** Lincoln County Hospital

Car Parking

New parking system causes big delays, also need to know car reg no. Also not ideal for those with disabilities.

**Provider Response**

Can you please offer our thanks for the feedback. We will ensure that this is shared with the Facilities Manager

11. Case 5889 (18-12-2018)

**Providers:** Lincoln County Hospital

Car Parking

Lot's of requests being received by the hospital volunteers to help with the new car parking system and the machine. There was a concern last week with an elderly lady who was stood in the pouring rain trying to use the machine. Could do with someone there to help patients/visitors initially. Volunteers sometimes bring patients back into the cafe to sit down and have a rest. Some people who are queueing are close to 1 hour and when they reach the machine the time has gone to the next band and need to pay extra. Payment is not graduated, it has a large jump up. Queues are long. Some patients with disability going from car to machine and reception and car to get part of badge they need, to remind themselves of registration number etc. There are no clear instructions about what patients need to do. Lots of patients for different reasons can't remember there reg no. This morning there has been a problem with the machine by outpatients. A gentleman put his reg in 7 times which has caused problems with next customers. Large queues have been reaching from the machine through outpatients doors and into the corridor of the outpatient area almost back to the reception desk. Reception have had a lot of requests about how to complain about the car parking. Reception have given out PALS contact details. A car parking representative has been called and sorted the machine and helped the queue to get down by helping patients use it. Car park rep talking to LCH volunteers and reception to get more info on the situation.

**Provider Response**

Can you please offer our thanks for the feedback. We will ensure that this is shared with the Facilities Manager

All CCGs x 1

- 1 x Compliment

**Compliment**

1. Case 5897 (18-12-2018)

**Providers:** NHS 111 Service

Called 111 regarding my young child who had hurt their knee. I was told they needed an x-ray. I was told which hospitals were open and where to go. So felt it was a good service.