

Healthwatch Lincolnshire Report of Patient, Carer, Service User Experiences - February 2019

This report created by Healthwatch Lincolnshire provides a monthly summary report for all patient, carer and service user experiences received during February 2019. The 204 experiences reported this month 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.

This month's (February 2019) report has highlighted various themes some of which are highlighted below:

High volumes of positive feedback in terms of approaches to patients generally providing person focussed and friendly atmospheres at many of the services listed in the report, this covered both primary, secondary and community care. We would hope that these items are shared with the relevant organisations and staff.

We noted a number of items related to the availability and delivery of care assessments prior to or post hospital care or as part of ongoing care needs within a community setting.

We noted that the responses shared were conflicting in terms of positive and negative experiences and would be interested to understand the dynamics of how care assessments are rolled out; where the challenges are and what is proactively being done to address any inconsistencies.

We regularly note that third party intervention is often required before patient needs are finally addressed, we would like to know why this is the case and how patient and provider approaches to problem solving can be improved.

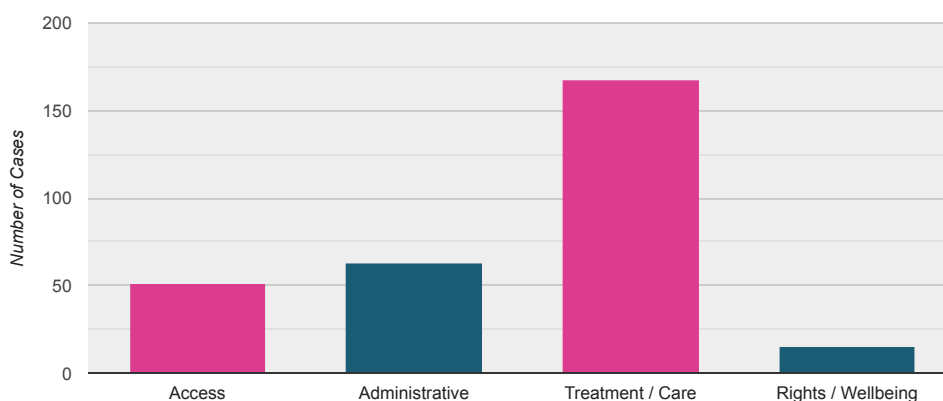
Patient choice is commonly raised within experiences received. Examples within this report see patients waiting weeks for blood tests at GP practices and patients not being offered or made aware that they access tests elsewhere (hospital walk-ins for example), also noted was putting the patient at the centre when accessing services when the nearest might not be the most accessible, this was the case within this report where a patient wishing to access assessment and diagnosis was given a location which was inaccessible to them, but the patient was keen to access services elsewhere but this option was not made available to them.

The points raised above are a sample of the themes that have emerged and should not be considered as the whole content of the report.

Statistics

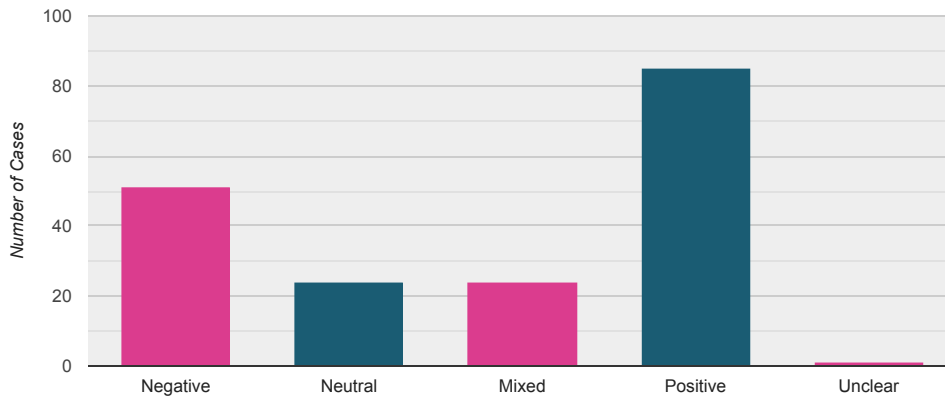
Total cases: 191

Theme Areas



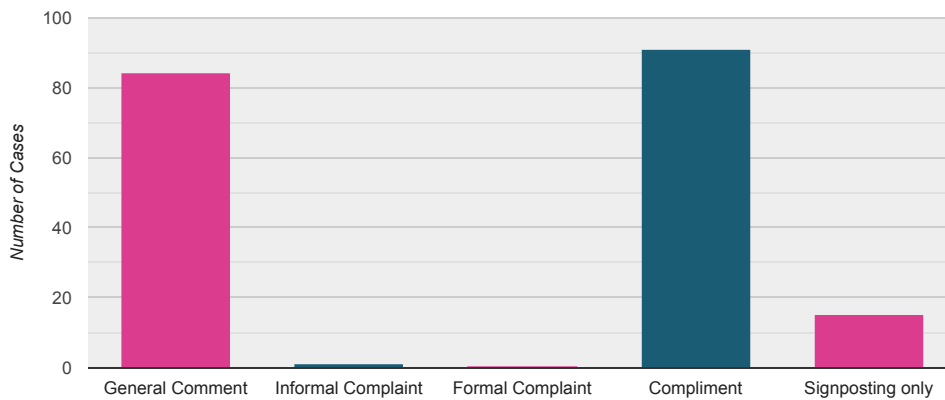
Theme Areas	Cases
Access	51
Administrative	63
Treatment / Care	167
Rights / Wellbeing	15

Sentiments



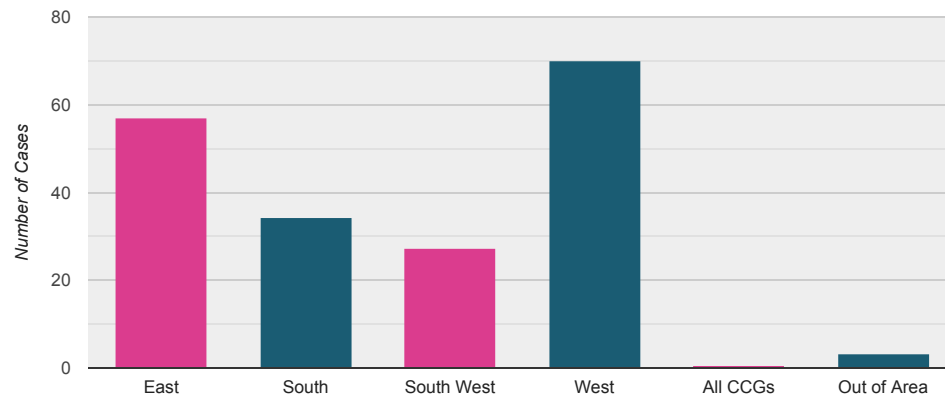
Sentiments	Cases
Negative	51
Neutral	24
Mixed	24
Positive	85
Unclear	1

Case Types



Case Types	Cases
General Comment	84
Informal Complaint	1
Formal Complaint	0
Compliment	91
Signposting only	15

CCGs



CCGs	Cases
East	57
South	34
South West	27
West	70
All CCGs	0
Out of Area	3

Cases

Community Health Services

CCG Area	Case Details
East x 8 <ul style="list-style-type: none"> 2 x General Comment 6 x Compliment 	<p>General Comment</p> <p>1. Case 6302 (26-02-2019)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS), Skegness + District Hospital Audiology</p> <p>Important to keep the hospital in Skegness based on volume of visitors, population, ages and distance to travel to other hospitals.</p> <p>Notes / Questions</p> <p>No patient information provided.</p>

2. Case 6311 (26-02-2019)

Providers: Lincolnshire Community Health Services NHS Trust (LCHS), Skegness + District Hospital
There was 3 hours waiting which we were told but it would have been nice if more doctors were there so you could be seen more quickly. But in all they do a great job under the conditions they work in.

Compliment

1. Case 6294 (26-02-2019)

Providers: Lincolnshire Community Health Services NHS Trust (LCHS), Skegness + District Hospital
Wound clinic

Have been brilliant here and when they come to my home. Staff's personality and treatment make you feel you are not a nuisance. I have been coming here for a year and they always get me an appointment when I need one. When I wait the staff often ask me if I want a drink. We have a laugh which is important with hospital staff. I can get around with the walker ok.

2. Case 6299 (26-02-2019)

Providers: Lincolnshire Community Health Services NHS Trust (LCHS), Skegness + District Hospital
Gloucester Ward

Community hospitals are a vital service that should never be undervalued. The care that is able to be given there to vulnerable patients is second to none.

3. Case 6303 (26-02-2019)

Providers: Lincolnshire Community Health Services NHS Trust (LCHS), Skegness + District Hospital
Gloucester Ward

Excellent care very helpful, kind and showing much respect and dignity at all times.

4. Case 6304 (26-02-2019)

Providers: Lincolnshire Community Health Services NHS Trust (LCHS), Skegness + District Hospital
Community Nurse

Happy with the service and treatment, Pleasant staff. I can get the treatment I need here. Recently I was able to walk into urgent care and I the got help I needed. Staff explained the care and treatment has started now, happy to wait and get medical knowledge I need. Everyone there needs a pat on the back we need hospitals like this.

5. Case 6305 (26-02-2019)

Providers: Lincolnshire Community Health Services NHS Trust (LCHS), Skegness + District Hospital
Wound clinic

Very confident in what they do, dedicated, friendly, They do their job well. Efficient. Also used Louth hospital, vascular surgery outpatients, they talk to me about the care I need. I can always ask if I do not understand. Doctor encouraged me "to ask anything you like". It is part of getting better and not worrying about things. I have recommended Skegness hospital to others.

6. Case 6319 (26-02-2019)

Providers: Lincolnshire Community Health Services NHS Trust (LCHS), Skegness + District Hospital
Community Nurse

Get on fine, have a laugh and joke with me which is important for me. They will answer any queries I have, they do a good job, always smiling and happy.

South x 4

- 4 x Compliment

Compliment

1. Case 6179 (07-02-2019)

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

Excellent care service and very limited waiting times

Notes / Questions

No patient information provided

2. Case 6180 (07-02-2019)

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

This is my first visit to the hospital. Everything was excellent.

3. Case 6181 (07-02-2019)

Providers: Lincolnshire Community Health Services NHS Trust (LCHS), New Johnson Hospital Bloods, Heart clinic

We come regularly for blood taking and the Heart and Pacemaker clinic both very good. Thank you.

Notes / Questions

No patient information provided

4. Case 6185 (07-02-2019)

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

I was welcomed by the member of staff during my appointment, I explained that I was suffering from muscle pain in my left arm and the nurse agreed to take my blood from my right arm. She explained the procedure and completed it quickly.

Notes / Questions

No patient information provided

West x 5

- 2 x General Comment
- 3 x Compliment

General Comment

1. Case 6246 (15-02-2019)

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

Support Group feedback

Maternity

First appointment for pregnant lady. Information was recorded and put on screen on computer. Patient felt that if an answer wasn't given, the midwife inferred that the system wouldn't let them go any further to the next screen. No information was completed in the pack given to the mother, which was on the computer.

No checks done on Mum of height, weight, blood pressure or urine tests. Mother felt it was very impersonal and uncaring. Have been informed there are only 3 visits with midwife now. Mother feels there is no consistency of care. Mums will have access to hospital services from 24 weeks and Mums are left to sort out on their own.

Notes / Questions

- HWL asks - what is the pathway for pregnant Mothers from what to expect at each appointment, time frames etc.
- Should the information be taken off screen and passed to the patient for their personal information to ensure the patients have the same information? Who would record weight; height; blood pressure etc
- what diagnostics should occur @ each stage of the pathway?
- how does a woman understand or know whether she is getting the correct/good service?

Provider Response

With the experience of a booking appointment Maternity Medway is a new computer system and there are mandatory questions that the Midwife must complete before the Midwife can progressing the next screen. Unfortunately this is currently the system however we are always refining and improving this and it is always useful to have feedback from our patients to help us improve our service.

The paper booking pack is mainly for the patient's information. Midwives are no longer required to document in this.

We would expect height, weight, blood pressure and urine tests to have been completed at the patient's first appointment and we are really sorry that the patient felt that the visit was impersonal and uncaring. If the patient wishes to discuss this further or discuss her other concerns please encourage her to contact the PALS Team at Lincoln County Hospital.

2. Case 6247 (18-02-2019)

Providers: Lincolnshire Community Health Services NHS Trust (LCHS)

Support Group feedback

Young child who was born premature has both physical and mental development issues. Has EHC plan in place at school for 20 hours 1-1 only receiving 10 hours per week. Parent concerned that the child thyroid readings are either very low or very high (is under paediatrician), however only seen every 6 months. Parent has spoken with Doctor for support to build the child up (by putting on weight) but is receiving no assistance. Child is severely under weight and parent concerned for their long-term development. Has tried to get to see a Health Visitor but finds it impossible.

Notes / Questions

HWL -provided the group with LPCF; Carers First; Liaise; Health Visitors information.

Q) How should child/parent access support under these circumstances particularly weight and development.

Compliment

1. Case 6323 (26-02-2019)

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

Phlebotomy

I find this hospital very good , speed of service, you can just walk in and get the test done. Staff are always very nice. It is local so very convenient for me, everyone speaks well of it.

2. Case 6325 (26-02-2019)

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

Handy to have the hospital in Gainsborough. Quick for x rays. Good, free car parking. can easily find where you need to be unlike at the big hospitals.

3. Case 6330 (27-02-2019)

Providers: Lincolnshire Community Health Services NHS Trust (LCHS)

Disability Support Group Comments

Walk in centre at John Coupland Hospital was highly praised especially when working with a variety of homeless people. This is the preferred method rather than go to the local GP surgeries.

Primary Care Services

CCG Area	Case Details
<p>East x 25</p> <ul style="list-style-type: none">• 12 x General Comment• 8 x Compliment• 5 x Signposting only	<p>General Comment</p> <p>1. Case 6308 (26-02-2019)</p> <p>Providers: Beacon Medical Practice</p> <p>We used to come to Skegness hospital for my relatives Warfarin. Now we can go to the GP's which is a lot better. It is only 10 mins walk up the road.</p> <p>The 3 doctors I really liked have all gone. The practice has a team of 10 to cover 3 surgeries and they rotate. There are not enough doctors for everyone in the summer. They go to our doctors for everything and get priority. We could do with another surgery in the summer just for the holiday makers.</p> <p>Notes / Questions</p> <p>No patient information provided.</p>

2. Case 6166 (07-02-2019)

Providers: Liquorpond Surgery

I do not like having to explain to a triage person my problems before seeing a doctor. How can they accurately put you with who you want to see. The last time I came I was spoken to too sharply by the triage person

Notes / Questions

No patient information provided

HWL - note that the practice is clear in its message on the website that patients do not need to explain, is this shared in any other format with patients?

Provider Response

Thank you for your comment. So that the receptionist books the patient in to see the most appropriate clinician, our GPs have empowered our receptionists to ask patients if they are happy to share why they would like an appointment. Should a patient choose not to share the reason they require an appointment the receptionist respect patients dignity and will book an appointment as requested. We promote the service on the practice website, on our Patient information screens and posters within the waiting room.

3. Case 6167 (07-02-2019)

Providers: Liquorpond Surgery

The doctor is very good with myself and children. I have on occasions struggled to get an appointment for my child on the same day and had to visit A+E instead as my child became very poorly. The nurse practitioner for Asthma clinic is fantastic, very knowledgeable and very good with children.

Notes / Questions

No patient information provided

Provider Response

Thank you for your lovely feedback, I will share this with our asthma nurse. I am sorry that you have on occasions had difficulty in obtaining an appointment for your child on the same day. Each day we have on-the-day appointments available with a clinician and once these are fully booked we are able to offer a "sit and wait" service at 12:00hrs and 18:00hrs and extended hours on a Monday and Wednesday evening. The receptionists ask patients if they are happy to share the reason for appointment request so that they can book patients in with the most appropriate clinician.

4. Case 6168 (07-02-2019)

Providers: Liquorpond Surgery

My Relative has recently had major surgery and has been treated with dignity and care. All staff have been wonderful. The only negative is the waiting time to see a doctor, which is worse to see your doctor of choice.

Provider Response

Thank you for your very kind comments which I shall share with the practice team. I am sorry for any delay incurred for a routine doctor appointment. Any patient who feels that they need to be seen on the day may be offered an appointment to see a clinician in one of our on-the-day appointments or invited to attend our 12:00hrs or 18:00hrs sit and wait appointment.

5. Case 6169 (07-02-2019)

Providers: Liquorpond Surgery

Waiting times need improving, availability of appointments is poor and it takes too long to get a phone call answered.

Notes / Questions

No patient information provided

Provider Response

Thank you for your comments. We work hard to provide a quality service and I am sorry that on this occasion you found our service wanting. We have numerous appointments available for patients who have an on-the-day need and we acknowledge that some doctors are more popular than others which in turns means that they get booked up sooner than some others.

6. Case 6170 (07-02-2019)

Providers: Liquorpond Surgery

The biggest problem is getting an appointment.

Notes / Questions

No patient information provided

Provider Response

Thank you for your comments. We try hard to provide a quality service for all our patients, however, we acknowledge that some doctors are more popular than others and get booked up sooner causing delays for our valued patients.

7. Case 6175 (07-02-2019)

Providers: Liquorpond Surgery, Pilgrim Hospital

Too many patients for too few staff. Appointments not kept to time so patients sitting next to people with flu etc. in a small waiting area. Staff do their best.

Notes / Questions

No patient information provided

Provider Response

Hospital - Thank you for your feedback.

GP Surgery - Thank you for your comments. Our clinicians try hard to keep their appointments running to time, however, on occasions some patients have complex needs and to ensure that we provide our valued patients a safe service this does sometimes result in appointments running late.

8. Case 6298 (26-02-2019)

Providers: Liquorpond Surgery

Macular Support Group comments

Trying to book an appointment on-line patient wanted to make an appointment with a Nurse as it didn't warrant a GP appointment, just needed Blood pressure review. On-line system would not allow patient to book this could only be with a GP. GP informed the patient this appointment should have been with a nurse. Patient explained the situation to the GP

Notes / Questions

Asks - are Nurse clinic appointments made available for on-line bookings? and if not does the surgery have any plans to introduce?

Provider Response

Thank you for your valued comments. We are exploring the expansion of our on-line appointment bookings to include other members of the clinical team. One issue that we are trying to overcome is that nurses do not all have the same clinical areas of expertise and we need to ensure that appointments are booked in with the most appropriate nurse.

9. Case 6324 (26-02-2019)

Providers: Marisco Medical Practice

Patient suffers extreme anxiety levels and PTSD which when anxious suffers severe shaking and difficulties in coping, making them stressed and unable to keep calm. Each time they try to make an appointment they have to say the same thing over and over again. Cannot cope with sit and wait, with their mental health conditions, too many people in the waiting area which highlights their anxiety levels. Each time on making an appointment they are asked the same questions again making them anxious (is this information not included on their medical records so they don't have to explain each time?) Recently had an appointment which was kindly made for them at a 'quiet time' for 5.30pm however there were quite a number of people waiting and by 6.15pm still no sign of going in to see the GP (and although they appreciate that patients sometimes take longer, or an emergency was being undertaken) that no-one informed the patient and stress, anxiety levels were extremely high. The patient left the surgery and was taken to Louth Minor Injuries (it was quieter there) – anti-biotics were given. But the patient was so bad with stress and anxiety that they were shaking badly. Now associates the building with negative feelings and unable to stop the anxiety levels rising if they have to go.

Feels that mental health awareness is not being managed and has lost faith in the surgery. Also family member who has mental health needs and has diagnosed PDA plus Autism, again unable to cope with too many people at once and finds it difficult to sit & wait. Parent mentioned they wanted to make a complaint, to be informed the complaints officer is on annual leave and no other option was given. Family would prefer under the circumstances to go to Sutton On Sea branch where it is quieter, both patients with mental health conditions can cope with this surgery and find the Doctor has a good knowledge of mental health conditions.

Notes / Questions

HWL - with consent released patient information to Surgery to see if this is possible.

Provider Response

I have liaised with the Reception Supervisor to determine what can be put in place to prevent future negative experiences for both patients. A message has been placed on the individual patient's record "Home Screens" to inform surgery staff appointments are to be arranged for the Sutton-on-Sea surgery only. When either patient contacts the Marisco Medical Practice in future to arrange an appointment at Sutton-on-Sea, they only need to request the member of staff to refer to their "Home Screens" this will confirm to the staff at the surgery the reason for the location of the appointment. To allow the clinicians to be aware of the medical problem, members of the Reception team will request for a brief description of the problem, this information will then be added to the appointment slot however, should either patient not want to disclose any information we request they advise the member of staff that it is personal. Should they experience any further problems I would be more than happy to meet with them at the Sutton-on-Sea branch.

10. Case 6327 (26-02-2019)

Providers: Marisco Medical Practice

Patient is upset and raised a few issues, which have been ongoing for a period of time, is disabled. There are a few areas of concern for this patient that they would like to get reconciled.

- 1) Mid May 18, patient was sent to Diana Princess of Wales Hospital – Grimsby for Nerve Conduction tests on both hands. Hospital informed the patient that the GP would be in touch with results and next steps – no one has been in touch about this from the Surgery. would like results and are there any next steps?
- 2) Patient raised a letter of complaint in May 18 addressed to Practice Manager, around dressing changes, an acknowledgement letter was sent to the patient end of May 18 informing they would be looking into it and respond in 10 days from Complaints Officer – heard nothing.
- 3) Patient has eczema and has used a cream called synalar for a number of years, has been changed to something else which doesn't work and would prefer to go back to synalar as it did work for them. Patient feels they are unable to request this.

Has lost faith in the practice and feels fobbed off at every turn.

Notes / Questions

HWL - with patients consent, contacted the Surgery and requested it be looked into. To date no information has been forthcoming, to the patient or HWL. HWL have prompted the provider for an update and to make contact with the patient.

UPDATE - Patients concerns have been addressed, patient thanked HWL for assisting them in getting a response.

Provider Response

This has now been resolved. Patient is due to have a meeting with Surgery where all concerns will be looked into. Patient is happy with this result and Thanked HWL for getting things moving.

11. Case 6335 (27-02-2019)

Providers: The Old Vicarage (Horncastle) GP

Two family members have been unable to make Nurse Practitioner appointments. On calling in January were informed nothing until March, now have been told nothing until April. Both work so would require a booked appointment. Patient one had bloods taken mid Feb and was informed by the surgery they needed to go through results once the results were back, patient unable to book an appointment. Also has ongoing Blood pressure monitoring not been seen for a while as cannot get in to see Nurse Practitioner. Patient two also requires an appointment with Nurse Practitioner around medications, regular blood pressure checks at GP request.

Notes / Questions

HWL - with patient consent contacted the surgery who would look into it and contact the patient. Appointment was made for early March

HWL asks - why the practice is not offering patients alternative for bloods, ie Louth/Boston Hospitals

12. Case 6313 (26-02-2019)

Providers: The Spilsby Surgery

Treatment seems to be very money orientated ie. extremely reluctant to make referrals, preference given to prescriptions instead. Waiting times for appointments are unreasonable and frequently can be upwards of 2 months. Would move practice, but am unable too due to catchment areas. I have enquired.

Notes / Questions

No patient information provided.

Compliment

1. Case 6317 (26-02-2019)

Providers: Hawthorn Medical Practice

I get on alright I can always get an appointment. All the doctors are nice apart from one which I do not go and see now. The receptionists are alright to they are always helpful. I would recommend everyone to go there.

Notes / Questions

No patient information provided.

2. Case 6165 (07-02-2019)

Providers: Liquorpond Surgery

The patient feels they are understood and that everything is explained to them. If there is something they are unable to understand due to language concerns there is always someone to help. (translate)

Notes / Questions

No patient information provided

Provider Response

Thank you for your lovely comments. We try hard to accommodate all patients equally and ensure that a quality service is always provided. We have members of the practice team who speak different languages and have translators available on the other end of the telephone to ensure that our service is caring, responsible and safe.

3. Case 6171 (07-02-2019)

Providers: Liquorpond Surgery

My experience with the GP and hospital are perfect. Everybody has always treated me well.

Provider Response

Thank you for your valued feedback. I shall ensure that your wonderful comments are shared with the whole practice team.

4. Case 6172 (07-02-2019)

Providers: Liquorpond Surgery

I have received excellent service over the last 18 years. If it was not for the doctor my main illness would not have been diagnosed so quickly. Very good after care.

Provider Response

Thank you for your lovely comments. I am pleased that you are happy with the service our team provides. We work very hard to provide a quality service and it is lovely to receive such wonderful feedback. I shall ensure that the whole practice team are made aware of your feedback. Thank you.

5. Case 6174 (07-02-2019)

Providers: Liquorpond Surgery

Always very helpful if you are feeling really poorly, will always ring back if they say they are going to. I am waiting a long time for hospital appointments

Provider Response

Thank you for your feedback. I shall ensure that the whole team are made aware of your lovely comments. I am pleased that you are satisfied with our service, we work hard to provide a quality service.

6. Case 6178 (07-02-2019)

Providers: Liquorpond Surgery

Waiting times are often quite long and sometimes it is hard to get an appointment with a certain doctor quickly but staff are kind and help as much as possible.

Provider Response

Response from the Provider- Thank you for your comments. We try hard to provide a quality service for all our patients, however, we acknowledge that some doctors are more popular than others and get booked up sooner causing delays for our valued patients.

7. Case 6300 (26-02-2019)

Providers: NHS England Dental, Oasis Dental Care

Oasis Dentist - Skegness

I felt the dentist was very good with my child who has ASD. Dentist was calm and thoughtful.

Notes / Questions

No patient information provided.

8. Case 6157 (05-02-2019)

Providers: Vision Express (Boston)

In and out very quickly. Assistant helped with choice of frames. Lens were available there and then, so I had test and walked away with the glasses I wanted. I was offered a drink whilst there. Staff were spot on and helpful. Staff explained things to me and put me at ease. I have recommended to others.

Notes / Questions

No patient information provided

Signposting only

1. Case 6225 (14-02-2019)

Providers: Hawthorn Medical Practice

My relative has been on the same medication for many years. This week when patient was checking how many of monthly tablets they had left, found that they would run short by next Wednesday. Not due next supply yet. Patient rang the surgery a number of times, and eventually got someone in prescriptions, who said they would ask the doctor if they could get the missing few days tablets. Yesterday I heard that the doctor would not give them out without seeing the patient first. The clerk said to ring, but that thought all appointments were gone, but if couldn't get anything to ask for them and see if the duty doctor had any time. As far as I know, a few days missed pills would not bring on a relapse (also looked online, but no definite answer) I do not think this is a good way to handle the case. I assume my relative must have taken one lot in the evening then fallen asleep and then taken some more later on.

Notes / Questions

Healthwatch suggested to see the GP for reassurance.

2. Case 6227 (14-02-2019)

Providers: Marisco Medical Practice, NHS England Other

Local Councillor rang on behalf of a resident. Patient has now received a letter from NHS Primary Care Support telling them they have been removed from the doctor's list. Letter to the patient is not signed, there is no contact number on the letter, the letter says they need to try and contact other doctors and then get in touch with NHS local area team if they have any problems, again there is no contact number/address for this team. Has transport but does not drive far. Would like to know what they can do to access Drs/health services.

Notes / Questions

Healthwatch have requested postcode to see which is closer to patient.

Information provided - 3 x GP surgeries and NHSE information

HWL asks - why are letters from Capita regarding 8 day removal still not providing contact and onward options for patients?

3. Case 6161 (05-02-2019)

Providers: NHS England Dental

Due to closure of Marisco Dental Practice caller is looking for an alternative NHS dentist.

Patient had called PALS and left several messages but no response to date. HWL clarified the number for PALS but caller was unsure if that was the same number that they had left messages on.

Notes / Questions

Dental options given. Caller thanked me for listening and advice offered

4. Case 6316 (26-02-2019)

Providers: NHS England Dental

Patient looking for dental provision after Mablethorpe closed. Was waiting for a letter but nothing has turned up.

Notes / Questions

HWL - provided the patient with Dental options in area of choice.

5. Case 6339 (28-02-2019)

Providers: NHS England Dental

Patient lives in Mablethorpe who was having problems with finding a dentist. Had tried the Alford one to be told that they were full and not taking on NHS patients.

Notes / Questions

HWL - provided Dental options in Skegness

South x 17

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

General Comment

1. Case 6284 (25-02-2019)

Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health), Littlebury Medical Centre

Patient looking for an autism diagnosis. Has been in touch with steps2change who advised that the referral must come from the GP. GP would not refer initially as Lincolnshire is limited with this service, but has agreed to refer. However the nearest would be in Grantham and the patient has heard that there is one in Wisbech, how do they access the Wisbech services as easier to get to due to no transport and public transport is limited. On benefits and cannot afford a taxi.

Notes / Questions

HWL - made contact with numerous agencies and unable to get anywhere closer to the patient.

Q) What support is available for older vulnerable patients in such situations? In terms of patient choice why have they not been able to access services they can physically get to?

Provider Response

The referral will go to SPA in Grantham, it will then be sent onto the Autism lead who do an allocation/triage assessment and then if appropriate they contact the person and arrange for the assessment at the person's residence so the location should not pose a problem.

2. Case 6204 (08-02-2019)

Providers: Long Sutton Medical Centre

Patient in their 90's has sight impairment and has been diagnosed with Rigor. GP surgery have been asked to liaise with family member to ensure the parent does as instructed. Family member has tried to make contact with the Practice Manager but has yet to receive a call back. Vitamin tablets were prescribed to the patient and sent out with other medications in blister pack, parent took them, but was unaware what they were, when family member visited they could see they were vitamin tablets, but were not made aware of the changes. Were this to be something more than vitamin tablets it would raise concerns for the family member. They are going to see the GP today.

Notes / Questions

HWL - as they were going to see the GP that day, suggested to speak with the GP to get it resolved, if wished to discuss further to contact HWL.

3. Case 6252 (18-02-2019)

Providers: Munro Medical Centre

Fibromyalgia Support Group feedback

Patients are being informed to get counselling as it is all in their head, no other support options given.

Notes / Questions

Group asks - have heard Munro are starting a support group for Fibromyalgia, are they going to liaise with other support groups already in situ?

Provider Response

I am sorry to here from the group that there are inconsistencies in information given. We would welcome contact from the current group to discuss how we may be able to work together in the future and give us the opportunity to review the above issues.

4. Case 6253 (18-02-2019)

Providers: Munro Medical Centre

Fibromyalgia Support Group feedback

Patients in the group who were registered expressed lack of consistency of care, high turnover of staff, lack of awareness amongst staff and a non holistic approach to the condition itself. Lack of blood tests and vitamin D not being prescribed 50% do get it others do not. GP letters not giving enough information when asked for e.g. PIP assessment/ESA etc. Lack of support and explanation which results in additional stress over finances for the persons and their families. Medications being stopped for patients without consultation or explanations, patient feel they have to fight for medications that do help with some symptoms.

Provider Response

I am sorry to here from the group that there are inconsistencies in information given. We would welcome contact from the current group to discuss how we may be able to work together in the future and give us the opportunity to review the above issues.

5. Case 6197 (08-02-2019)

Providers: NHS England Dental

Patient has pain and swelling, unable to eat for 3 days, feels there may be an infection and struggling to get dental care provision. Was previously registered with 1A but has struggled to locate a dentist since then that they are able to access via a bus route. Patient doesn't drive and bus service is limited. Patient made contact with 111 service who gave options for Boston, but the patient was unable to get to these practices as only 1 bus a day.

Patient contacted Johnson Hospital Dental and explained everything who suggested they make contact with HWL as they were unable to assist.

Notes / Questions

HWL - contacted NHS England to ask why Johnson Hospital were not able to take an Urgent Care patient, what alternatives were available to this patient. Tulip dental in Spalding were able to take Urgent Care patients, this was relayed to the patient, who made contact with the practice and resolved the issues.

UPDATE - HWL contacted the patient to see how it went:- patient could not thank HWL enough for getting the information for them, they were seen in a timely manner, the dental practice could not have done more and found they were absolutely brilliant. Due to the length of time the patient had not seen a dentist, the infection had gone right down and now needs to be seen by a gum specialist which the practice are arranging. NHSE are following this up

6. Case 6207 (08-02-2019)

Providers: NHS England Dental

Patient had been previously informed by Healthwatch Lincolnshire that there would be new dental provision in Spalding in January. Patient not happy that they had been informed of something that was now not happening. Advised the patient that we give patients information we have been supplied with, unfortunately the practices in Spalding were unable to recruit sufficient Dentists to enable them to open in this area and was out of HWL control.

Notes / Questions

HWL - offered alternative Dental options

7. Case 6200 (08-02-2019)

Providers: South CCG

Support Group Comments

Patient is over 70 years old, no longer invited to attend breast screening, and no longer called automatically under the breast screening programme, patient wants to know if they are entitled to request this through their GP surgery.

Notes / Questions

HWL - Suggested patient speak with their GP practice to see if this was possible.

8. Case 6201 (08-02-2019)

Providers: South CCG

Stamford Support Group feedback

A couple of patients with Learning Difficulties stated they found the breast and cervical screening experience quite painful and embarrassing, unsure if they will do it again due to those reasons. They were not aware that they could have an escort present for support which might help. Both were happy with this and thought they would look into it for the next time as important.

Notes / Questions

HWL - Suggests all practices have screening support information available in easy read format. Sent to Voiceability project worker.

9. Case 6312 (26-02-2019)

Providers: South CCG

Fibromyalgia Support Group.

PIP assessments are stressful enough, but when surgeries are using systems such as triage it makes accessing the GP for information and evidence for the PIP forms very difficult. One patient expressed that they hadn't had any direct access to their GP in over a year. GPs not including all the relevant information into the letters such as symptoms, medication, processes, treatment so this is not helping the patients with their applications.

Notes / Questions

Group asks - what awareness training is given to GPs around Fibromyalgia, such as putting in place, regular blood test; vitamin D measurements and prescription of.

10. Case 6202 (08-02-2019)

Providers: The New Sheepmarket Surgery

Stamford Support Group feedback

Patient had routine blood test at the surgery, informed to book an appointment in 1 weeks time to discuss the results. Patient has LD and got confused who to book it with either the GP or the Nurse, receptionist confirmed it would be the GP who would explain the results.

Notes / Questions

HWL asks - How is this information shared with patients, especially those with LD or poor literacy skills?

Compliment

1. Case 6198 (08-02-2019)

Providers: The New Sheepmarket Surgery

Stamford Support Group feedback

Patient with Learning difficulties, lives independently found the phone system a little confusing when trying to get an appointment as they are unsure if they need to see a Nurse or a GP. A person within the surgery has offered to support the patient when they call and to ask for this person on calling.

Signposting only

1. Case 6205 (08-02-2019)

Providers: NHS England Dental

Patient requested information on Dental provision in Spalding area.

Notes / Questions

HWL - provided Dental options

2. Case 6206 (08-02-2019)

Providers: NHS England Dental

Patient required Dental information, has not managed to get registered since 1A closure, had heard there were 2 new providers coming to Spalding so was waiting for them. Now been informed this is not happening. Patient has called 111 and Johnson Hospital

Notes / Questions

HWL - provided the patient with Dental Provider information

3. Case 6217 (11-02-2019)

Providers: NHS England Dental

Caller telephoned to inform that neither themselves or their family had been to the dentist since 2015 and had been removed from their dental practice books. The dental practice books were now full and were not taking on any new patients. The caller asked if I could provide an alternative.

Notes / Questions

HWL - provided the patient with Dental information

4. Case 6229 (14-02-2019)

Providers: NHS England Dental

New to the area. Looking for a dentist, relative has reflux problems therefore needs sedation for all treatment.

Notes / Questions

Dental options provided. Caller happy with information given.

5. Case 6230 (14-02-2019)

Providers: NHS England Dental

I am really struggling to find an NHS dentist to accept my relative and myself as patients. My relative is 15 months old and has several teeth, however nowhere seems willing to take them on. I am based in Bourne and no dentist anywhere near us are accepting new NHS patients. Are you able to help? I'm very aware of the current dental epidemic occurring with infants and really want to make sure they get the proper dental care as soon as possible.

Notes / Questions

Healthwatch emailed provider information

6. Case 6283 (21-02-2019)

Providers: NHS England Dental

Patient looking for NHS dentist in Market Deeping area. None available in the immediate vicinity.

Notes / Questions

HWL - provided patient with NHS Dental Practices closest to area

South West x 14

- 13 x Compliment
- 1 x Signposting only

Compliment

1. Case 6245 (15-02-2019)

Providers: Caythorpe and Ancaster Surgery

Local Support Group Comments

Needed to see a GP, but no appointments were available so referred to Advanced Nurse Practitioner. They were able to examine me and prescribed antibiotics which started to work after a couple of days. Great to have Nurses who can deal with this sort of a problem. Thank you very much to the Nurse who was very friendly and professional. We should have more of these.

2. Case 6152 (05-02-2019)

Providers: Millview Medical Centre

Patient commented that the Millview Medical Centre give excellent care as do the District Nursing Team.

3. Case 6140 (05-02-2019)

Providers: Ruskington Medical Practice

Patient commented that they had never had any problems with this GP surgery. Could have more appointment availability, that's all.

4. Case 6153 (05-02-2019)

Providers: Sleaford Medical Group

Great service at Sleaford Medical Centre, It has been terrible waiting weeks and weeks for a blood test.

However the doctor there now has been brilliant, it is a different experience. He has really listened and has phoned me back to discuss things and ask more questions. I have been there 2 years and this doctor gives me time.

5. Case 6159 (05-02-2019)

Providers: Sleaford Medical Group

They sort things out for me. But it is not easy to get appointments but I understand how busy they are. I work so what is good for me is the after hour care until 8.30pm which is very useful for me to get to. Also do mornings at the weekends, again this is useful for me as I work.

Notes / Questions

No patient information provided.

6. Case 6186 (07-02-2019)

Providers: Swingbridge Surgery

Everyone goes above and beyond. Reception staff are fantastic. Doctors listen to you as a parent

7. Case 6187 (07-02-2019)

Providers: Swingbridge Surgery

We have been treated very well since joining this surgery, are quite satisfied with the Doctors and Nurses and staff for their help.

8. Case 6188 (07-02-2019)

Providers: Swingbridge Surgery

I always find that the doctors and staff are very helpful and understanding, and things are always explained. I do not feel rushed. All I find difficult is having to wait for an appointment, though this problem seems to be countrywide.

9. Case 6190 (07-02-2019)

Providers: Swingbridge Surgery

Late last year I suffered a burst appendix, if it were not for the nurses and doctors here, the following infections (sepsis, Gangerine) would have developed into something vigorous and left me in a life threatening situation. So I appreciate the doctors and nurses picking it up when they did.

Notes / Questions

No patient information provided

10. Case 6191 (07-02-2019)

Providers: Swingbridge Surgery

I am happy with the waiting times and the respect that we get from the receptionist, doctors and nurses. I do not think there is anything that needs changing, everything is brilliant.

11. Case 6192 (07-02-2019)

Providers: Swingbridge Surgery

I have been a patient for quite a number of years, and always feel treated with respect, with good expectations, on proceeding in a very friendly manner, the rooms are all very clean and tidy. All staff from receptionists to nurses etc. are all pleasant and helpful, I cannot really make much comment on the doctors as I really do not see them much, but when I do they are all very nice and helpful.

12. Case 6193 (07-02-2019)

Providers: Swingbridge Surgery

Always so helpful on the phone when booking and upon arrival. Nice friendly staff.

Notes / Questions

No patient information provided

13. Case 6194 (07-02-2019)

Providers: Swingbridge Surgery

They treat me well, they explain to me what is happening. Doctor sorted a critical situation very fast and saved my life, got into hospital to sort the problem.

Signposting only

1. Case 6228 (14-02-2019)

Providers: Sleaford Medical Group

Previous Brain injury

Ringling on behalf of relative. Not a formal complaint at this stage but looking for advice, concerns and issues with GP practice in Sleaford. Extremely fatigued, Iron tablets bloods done needed medication, needed to be referred asked if privately would be quicker so this happened. Saw privately Endocrinologist at Nottingham. Chronic Fatigue Syndrome? needed to be referred. Nottingham Consultant wrote to GP to see if referral to heart specialist, all clear. Specialist Cortisone level so low needed to see someone urgently. Now moved to another surgery, Needs urgent referral to specialist New GP for re-funding.

Notes / Questions

Healthwatch signposted patient to:- CCG South West; POHWER

West x 28

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

General Comment

1. Case 6328 (27-02-2019)

Providers: Minster Medical Practice

Patient was treated by GP for a number of years for diverticulitis, spouse stated they never had any scans or tests to confirm the disease but was treated with antibiotics. Patient taken to A&E late 2018 spent a week in hospital and passed away. When the post mortem came back it wasn't diverticulitis

Notes / Questions

Spouse would like answers. HWL with consent made a referral to POHWER for support. Also suggested wellbeing service; bereavement counselling.

2. Case 6290 (26-02-2019)

Providers: The Branston and Heighington Family Practice

Parent diagnosed with high blood pressure by a herbalist in November 18 and was advised to seek immediate medical attention. Called 111 that evening and was given tablets, within 24 hours of taking them they developed a severe itch. After a week of suffering and unable to get an appointment at the surgery, contacted 111 again. The GP surgery made contact with the patient and was given an appointment with a Nurse who changed the tablets, but later we found out they were exactly the same ingredients under a different brand name. Nurse informed the patient that they would speak with the GP and call back at 4pm that day. Two weeks later is still suffering with increasing itching and open sores all over the body and still no call back until family member made a complaint. Parent was then called back and given an appointment to see a GP who informed the patient they should come off the medication as it could have been a virus that caused the high BP and would see the patient again in two weeks. Unable to make an appointment high BP has not reduced and the itch has not subsided. Contacted 111 again who requested a call back from a GP to the patient. Has been to see a pharmacist who could not believe they were living with the itch for so long without getting to the cause. Has registered a complaint at the surgery and moved to another provider as lost confidence. Following on from the lack of appointment at the surgery parent ended up at the out of hours twice over the weekend with blood pressure at 118 diastolic. They stated should have had a blood test to determine the cause of the rash at the start 3 months ago not ignored and passed to a basic nurse each time.

Notes / Questions

HWL - provided information on POHWER and NHS England. Patient has moved surgeries, has made an official complaint to the Surgery but to date have not received an acknowledgement and it was made over 3 weeks ago. (as of 13 March)

Provider Response

Thank you for this we have not as yet received a formal complaint for this case however we were contacted by email to request the patient is seen asap which we did and mentioned some of the problems. I understand from our ANP who was involved in the case that we did everything that was asked of us however there are discrepancies in what was said and what was understood by both parties which has I think caused a lot of confusion and possibly delayed treatment. If we do receive a formal complaint in writing then of course we will respond.

3. Case 6259 (18-02-2019)

Providers: The Ingham Surgery

New patient to this surgery, so far so good, no problems, except quite long waits in waiting room. Had a Nurse appointment in the evening and it was nearly an hour waiting so I had to leave. Other appointments have been better so far. Care and treatment has been fine.

Provider Response

The patient stated long waiting time. The Practice constantly apologises to patients should there be any delay and staff do their utmost to communicate with patients should there be an expected delay. However, we provide healthcare service and unfortunately delay in consultation time is very common as the Practice aims to provide timely healthcare and deal with patient's health issues promptly.

4. Case 6277 (19-02-2019)

Providers: The Ingham Surgery

I do think that perhaps when a patient tells a GP that there is something wrong then they should listen instead of relying blindly on facts in front of them, different diagnosis is not even considered.

Provider Response

The patient stated GPs occasionally rely on the computerised record rather than paying attention to the patient's problem.

This will be addressed during our Annual General Meeting to ensure that the doctor/patient relationship is one of mutual understanding.

Compliment

1. Case 6321 (26-02-2019)

Providers: Cleveland Surgery

Very happy. Doctors and nurses here have helped me with my diet and get a check every year. All very good they give you a date and time to be there.

Notes / Questions

No patient information provided

2. Case 6271 (19-02-2019)

Providers: Lincolnshire Community Health Services NHS Trust (LCHS), The Ingham Surgery

Can't fault the Doctors or staff only downside is no midwives here and I have to travel to Gainsborough to see someone.

Notes / Questions

HWL - Is it necessary for all pregnant women at this practice to go to Gainsborough for this service?

Provider Response

Surgery response - The patient praised the Practice. However, they indicated that they have to travel to Gainsborough or midwifery services. Unfortunately, this is out of our control and the Practice used to accommodate midwives on the premises.

3. Case 6255 (18-02-2019)

Providers: The Ingham Surgery

During my partners terminal illness, the surgery has been very supportive of both them and myself. They have given excellent care to both of us, explained the prognosis and have been very caring.

4. Case 6256 (18-02-2019)

Providers: The Ingham Surgery

Good online system, I am able to book with preferred clinician. Always feel listened to.

5. Case 6257 (18-02-2019)

Providers: The Ingham Surgery

Lovely Staff. Feel they listen to you, find them friendly. Do miss open surgery in the mornings as I thought that was a good idea.

6. Case 6258 (18-02-2019)

Providers: The Ingham Surgery

Very happy with the care and support given by my Doctors. Only small issue is with some of the locum Doctors but this is understandable in the current climate.

7. Case 6261 (19-02-2019)

Providers: The Ingham Surgery

All staff have been very understanding. People should be more patient. The team work very well together and I think they seem to enjoy working here. It might help if there was another GP here to take the strain off the doctors currently working here. I have had a minor procedure done here and all went well.

8. Case 6262 (19-02-2019)

Providers: The Ingham Surgery

I have been a patient here for a number of years. Find it excellent in every aspect, especially willingness of reception staff to find appointments that suit and helpfulness with problems/potential emergencies. I had to return early from holiday because feeling unwell. Called in on my way home and an ECG and blood tests were done straight away as well as a check over. Called into A&E on outcome of blood results and heart problem was diagnosed. They have all supported me through some mental health issues with the outcome now that I have managed to rebuild my life. Access to appointments and being seen is very good, can be same or next day if circumstances warrant. Dispensing staff very helpful, always prompt and have good liaison with GPs so best outcomes for patients.

9. Case 6263 (19-02-2019)

Providers: The Ingham Surgery

Absolutely love my Doctors, always there to help on both reception desk, chemist and the Doctors themselves.

10. Case 6264 (19-02-2019)

Providers: The Ingham Surgery

I have had many positive experiences at this practice.

11. **Case 6265 (19-02-2019)**
Providers: The Ingham Surgery
I find that at the GP, I am always treated well and that they fit appointments around my work. I work at a hospital where we are always understaffed, find here works well.
12. **Case 6266 (19-02-2019)**
Providers: The Ingham Surgery
Don't come very often, but when I do, I can't fault the staff at all. Very happy with the treatment I receive.
13. **Case 6267 (19-02-2019)**
Providers: The Ingham Surgery
Always had, kind and compassionate care from both the Doctors and Nurses.
14. **Case 6268 (19-02-2019)**
Providers: The Ingham Surgery
As a new patient to the practice the care and treatment received from all members of staff has been excellent.
15. **Case 6269 (19-02-2019)**
Providers: The Ingham Surgery
An outstanding practice with and equally outstanding group of staff at all levels. Provides a comprehensive range of excellent services including minor surgery. Please also compliment the several outpatients clinics and their staff for the high quality of service and care I have experienced over the last nearly 20 years.
16. **Case 6270 (19-02-2019)**
Providers: The Ingham Surgery
The Doctor I saw was absolutely fantastic, she listened and has acted quickly, even if its only to put my mind at rest.
17. **Case 6272 (19-02-2019)**
Providers: The Ingham Surgery
The lead up to the appointment has been fantastic with clear communication. Explanation of treatment was clear and concise all questions answered fully and clearly.
18. **Case 6273 (19-02-2019)**
Providers: The Ingham Surgery
As normal. always looked after very well by all here including reception and pharmacy. Better since non appointment surgery was stopped.
19. **Case 6274 (19-02-2019)**
Providers: The Ingham Surgery
Our family use the GP practice frequently and have done so for over 20 years. Always treated promptly and in a respectful manner. Information is forthcoming when requested. well developed health protection programmes. Good pharmaceutical services and availability to see practitioners as required.
20. **Case 6275 (19-02-2019)**
Providers: The Ingham Surgery
We are well informed about all aspects of our treatment from every member of staff, office, Nurses and Doctors.
21. **Case 6276 (19-02-2019)**
Providers: The Ingham Surgery
I have not been in this area very long, but have found the Ingham surgery staff to be very helpful and efficient.
22. **Case 6278 (19-02-2019)**
Providers: The Ingham Surgery
Fine with the treatment I have had so far.
23. **Case 6279 (19-02-2019)**
Providers: The Ingham Surgery
I am satisfied with the Ingham Practice. The staff are very good.

Signposting only

1. Case 6226 (14-02-2019)

Providers: NHS England Dental

Dentist

Caller enquiring of dental practices in the Welton or Dunholme area of Lincs. Nearest dentist was Guildhall dental care but caller declined offer of contact details as would prefer a dentist closer than Lincoln.

Notes / Questions

Caller thanked me for my advice/info and will call back should he change his mind.

Acute Services

CCG Area	Case Details
<p>East x 17</p> <ul style="list-style-type: none">• 8 x General Comment• 9 x Compliment	<p>General Comment</p> <p>1. Case 6150 (05-02-2019) Providers: Boston West Hospital Gynaecology Sent letter re appointment, when I arrived the clinic had been cancelled. Patient had been transferred from Peterborough and it is a long way. It was not handled very well, the receptionist patient felt was dismissive. Rang admin and nobody picking up the phone for about 2 hours. Just one person they wished to complain about . The rest of the staff were excellent.</p> <p>2. Case 6315 (26-02-2019) Providers: Lincolnshire Community Health Services NHS Trust (LCHS), Skegness + District Hospital ENT I prefer to visit Skegness hospital rather than Pilgrim. Saves me driving 80 miles. Can get by bus. Do not have to pay extortionate parking charges. Easy to find my way around.</p> <p>3. Case 6318 (26-02-2019) Providers: Lincolnshire Community Health Services NHS Trust (LCHS), Skegness + District Hospital Dermatology I get on reasonably well only been once before today. On time which is a plus. It has taken a long time to diagnose my problem. I thought the medication given last time would solve the matter, but not the case so feel surprised and disappointed from last time. I thought the meds would be better than they are.I had the impression the treatment would be good and benefit me and they haven't and maybe it has got worse.</p> <p>4. Case 6221 (12-02-2019) Providers: NHS England Other Caller telephoned our office to inform that the 'EReferral' telephone number 0345 608 8888 was proving difficult to obtain an appointment. The caller had been constantly ringing the number provided by the Grey Swan Clinic at Spilsby as they needed an appointment, preferably at the Grey Swan for physio. The information given when dialling the 0345 number was that "they were very busy, to call back or to apply for an appointment online" there were no facilities to leave a message or advised what number they were in the queue. Initially the caller advised that this was unacceptable and they personally could not apply online but then later admitted that they would be able to apply on line but asked if HWL could look into this matter for the sake of other patients who could not.</p> <p>5. Case 6154 (05-02-2019) Providers: Parkside Surgery Parkside GP Young relative has been ill since she was born feels GP is not listening. Every time patient goes to the doctors sees a different doctor and has to start all over again.Young child and family are looking to change GP's.</p> <p>Provider Response <i>We offer a walk in sit and wait service everyday up until 10.30am, there may be a delay in seeing a GP if a patient wants to see a specific GP, we also offer Urgent Routine appointments everyday and telephone consultations. Next Day routine appointments area released at 8pm the night before and these can be booked either via the phone (patient partner) or online</i></p>

6. Case 6203 (08-02-2019)

Providers: Pilgrim Hospital

Parent concerned and feels let down with teenage child's health care. Was referred by their GP to Neurology, the patient has been pushed from pillar to post since last May across so many different hospitals and still no further forward. Has extreme fatigue, headaches and general pain, has tingling sensations and legs keep giving way. Referral from GP to Neurology was Urgent and was supposed to be mid February, however, this has been cancelled and rebooked for the end of March. Parent concerned about the child's mental health as everything keeps getting put back and each time they get close to any appointments it gets cancelled and the pains get worse. Patient feels no one is interested and parent concerned about what may happen if can't be seen soon. Is willing to go anywhere for an appointment.

Notes / Questions

HWL - with parental consent contacted the hospital, patient was given an appointment for the end of that week. Also gave information on Moodzone; Kooth; Young Minds; SPA and suggested to speak with GP.

Provider Response

Patient has been given an appointment for a few days time.

Parent update - Consultant was brilliant, did lots of tests, booked scans and applying for home tutoring.

Many thanks for all your help and support Julie. (HWL Information Signposting Officer)

7. Case 6293 (26-02-2019)

Providers: Pilgrim Hospital

Macular Support Group comments

Patient who has appointments on a regular basis, gets text message reminders, however the last few are coming through on their phone as unscannable attachments which makes no sense. Has been through their mobile provider who do not understand as there is no problem with the mobile and network so hospital based problem.

Provider Response

Would it be possible to encourage the group to contact PALS so we can take some further details and look into this for the patients?

8. Case 6297 (26-02-2019)

Providers: Pilgrim Hospital

Day Case Ward

Had Cataract Op recently I got there at 12 noon 10 / 12 people waiting some are done in the AM some in the PM I was the last one and got out the hospital at 5.15 PM. 2 people were sent home. Staff and quality of care very good, but they forgot to give me my discharge papers. They did give me medication and explained it to me. Trying to ring them is a nightmare I tried to phone through to the department for the discharge papers. It was very hot in the waiting room.

Notes / Questions

No patient information provided.

Provider Response

We are sorry to read of this poor experience. We will share with the department as feedback. We are sorry to read of this poor experience. We will share with the department as feedback.

Compliment

1. Case 6145 (05-02-2019)

Providers: Boston West Hospital

Whole experience, Referral waiting time

I have been once before today for a review. Very pleasant, very nice doctor. Treatment should be over 8 week period, but was turned out to be 16 weeks. Came in first last year and appointment was organised for early this year. Boston West has a pleasant waiting area. The nurses have been helpful to explain the treatment including over the phone when they called me to check that I was coming today.

Notes / Questions

No patient address given

2. Case 6156 (05-02-2019)

Providers: Boston West Hospital

Came yesterday for myself and today with my spouse, Very good , no waiting for appointment, Very pleasant staff, very informative which is important. No negative things. Quick, 13 weeks from date of referral for treatment/ Operation to take place.

3. Case 6163 (07-02-2019)

Providers: Boston West Hospital

Steroid injection/ Eye consultant

Boston West is lovely, excellent, better than Pilgrim. It is quiet, easy, not very much walking, it is compact and has free parking. You get an immediate response from reception. They have a TV, it is warm, free drinks, I like the atmosphere and have newspapers. It is like a private hospital, not a basic NHS. Much easier and treated very quickly. So far I have felt satisfaction from every unit. I have not really got a diagnosis yet from either my GP or the hospital. It has changed from the initial diagnosis since I had my x-ray.

4. Case 6340 (28-02-2019)

Providers: Boston West Hospital

Appointment was made for patient at Boston West Hospital for cataract procedure, but as a diabetic their sugars on the day of the procedure were high. The procedure was not carried out and was told that they would be sent another date. Patient was not made aware that it was as a new referral and when the appointment was offered to them Feb 2019, thought that it was to have the procedure done on their eye. Nurse informed parent that it was in fact an OPD appointment only and once they had been seen by the Consultant if they was a suitable candidate for the procedure would get a new date sent through. The nurse said that they could wait around 11 weeks. It was explained that they were being dealt with as a new referral even though had been seen last year at the hospital. Apparently had been discharged by Boston West Hospital, that a new referral had to be made which extended the time to treatment . **The Consultant was exceptionally good at explaining everything, putting them at ease.** They were surprised that they had not been recalled to a nurse's clinic to check blood sugars about week after the cancellation of procedure last year. Did offer their apologies and explained that they would try to get them in as soon as they could. They said that it probably wouldn't be for at least 6 weeks but could be up to 11 weeks. **Can I add that the Consultants' "bedside manner" with the patient is excellent. Explained everything fully both using medical terminology and lay person's terms. Nothing was rushed and he made sure that he listened to what parent had to say and answered all their concerns / questions so that they understood. He repeated information were appropriate as he was fully aware of parents memory condition and only asked me directly questions when parent had some difficulty in recalling names / events etc. The nurse, was also very good with parent and was mindful not to use the word "dementia" but referred to memory loss. A very positive outcome and parent was treated with dignity and respect in a very professional manner.**

5. Case 6294 (26-02-2019)

Providers: Lincolnshire Community Health Services NHS Trust (LCHS), Skegness + District Hospital

Wound clinic

Have been brilliant here and when they come to my home. Staff's personality and treatment make you feel you are not a nuisance. I have been coming here for a year and they always get me an appointment when I need one. When I wait the staff often ask me if I want a drink. We have a laugh which is important with hospital staff. I can get around with the walker ok.

6. Case 6305 (26-02-2019)

Providers: Lincolnshire Community Health Services NHS Trust (LCHS), Skegness + District Hospital

Wound clinic

Very confident in what they do, dedicated, friendly, They do their job well. Efficient. Also used Louth hospital, vascular surgery outpatients, they talk to me about the care I need. I can always ask if I do not understand. Doctor encouraged me "to ask anything you like". It is part of getting better and not worrying about things. I have recommended Skegness hospital to others.

7. Case 6260 (19-02-2019)

Providers: Pilgrim Hospital

Breast Clinic

Had routine call back to breast clinic for 3 year review. Found the receptionist at the clinic helpful, the lady doing the screening was very professional and cheerful and put me at ease. Found the car parking system easy, a volunteer was standing by to assist people who had any questions and helped everyone who needed it. Parking very straight forward and paid with ease.

Provider Response

Thank you for sharing this with us.

8. Case 6296 (26-02-2019)

Providers: Pilgrim Hospital

A+E and Respiratory Ward - Pilgrim

Went to UCC at Skegness hospital then I was taken by Ambulance to Pilgrim Hospital A+E and then to the Respiratory ward where I was for 1 day They were absolutely amazing . No waiting in the ambulance at A+E on arrival.

Provider Response

Thank you for sharing this with us.

9. Case 6314 (26-02-2019)

Providers: Pilgrim Hospital

I have had problems with both legs. The left one was Siatica caused by lower back vertebra compressed. The right leg artery bypass was performed as an emergency at Pilgrim in late 2018 due to no blood flow to the foot. Unfortunately this was only partially successful and the lower part was repeated early 2019. The whole service was excellent and I have no complaints with anything. parking is too expensive.

Provider Response

Thank you for sharing this with us.

South x 9

- 5 x General Comment
- 4 x Compliment

General Comment

1. Case 6341 (28-02-2019)

Providers: Lincolnshire County Council - Adult Social Care, Pilgrim Hospital

Ward 3a & Ward 6

Elderly parent admitted via ambulance has Parkinsons and dementia diagnosis, has communication problems and severe mobility issues. When parent was in A&E and AMSS they were looked after very well and the staff were lovely and caring, excellent. On being admitted to Ward 6 things changed. Family went in to see parent on one occasion and the bed was soiled and patient had not been cleaned up, looked like for some time. Very distressing for the family. Patient is unable to feed themselves and family found on visiting that there was food left by the patient but no-one had assisted in feeding. Family did this, but unsure on other occasions who was feeding and what they had eaten. Witnessed another patient asking for assistance from one of the nursing team to feed them, who informed the patient it was not really their job to do, but would help. Family received a call to say the patient was being discharged in a couple of days time. Spouse concerned as unable to cope and although they had been informed the patient could have 4 care visits per day, a hoist would be delivered and hospital bed in situ, it is not 24/7 care which the spouse feels they need and concerned for the periods of time when the care staff not present as elderly and infirm themselves. Spouse very stressed over the situation and feels no-one is listening to them. Family received a call from Social worker, who was quite abrupt with them on the phone. family are very close and trying to look at the bigger picture. Social Worker arranged for a meeting with family and spouse to discuss the way forward. On having the meeting it became clear that the patient was now not medically fit for discharge and they would look at Respite; Home Care Provision and Care Homes for the parent, family found the Social worker much more helpful face to face. There were a number of questions the family wanted to ask but the Social Worker informed them they were unable to answer these as they were not medically trained and a Nurse would be the best person. Social Worker went with the family and spouse to Nurses station where the Nurse stated they would need to wait for an hour before they could answer any questions. Family unable to wait for an hour, so were informed they would be contacted later on in the day. Family and Spouse feel they have not been kept in the loop and lack of communication since being on Ward 6.

Notes / Questions

HWL: with consent spoke with OT. Family going to keep HWL in the loop

Provider Response

We are sorry to read this poor experience. If the family do contact HW again please can you encourage them to contact the PALS team who will look into this for the family.

2. Case 6307 (26-02-2019)

Providers: Peterborough and Stamford Hospital

Fibromyalgia Support Group.

Rheumatology - both Peterborough and Stamford Hospitals

Patients are not happy with the Consultants attitude towards them. Especially if they are accessing the service on the NHS. Feels not supportive, lack of understanding and generally dismissive towards them and the condition.

3. Case 6209 (08-02-2019)

Providers: Pilgrim Hospital

Stroke; Ashby Ward & Neurology

Spouse commented they felt that since their family members Stroke, they have suffered with seizures, has had Neurology and Stroke follow ups, but feel the Neurology follow ups are better, as Stroke follow ups never know what to expect.

Provider Response

Please can you encourage this enquirer to contact PALS who can take further information and look into this for them.

4. Case 6176 (07-02-2019)

Providers: South CCG

Support Group Feedback in Stamford.

Patient attended Orthodontic department in Leicester Hospital, feels they were looked after very well. Though a long way to travel and would have preferred not to have travelled so far for specialist treatment, but understands that Lincolnshire may not have the specialist here.

5. Case 6200 (08-02-2019)

Providers: South CCG

Support Group Comments

Patient is over 70 years old, no longer invited to attend breast screening, and no longer called automatically under the breast screening programme, patient wants to know if they are entitled to request this through their GP surgery.

Notes / Questions

HWL - Suggested patient speak with their GP practice to see if this was possible.

Compliment

1. Case 6179 (07-02-2019)

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

MIU

Excellent care service and very limited waiting times

Notes / Questions

No patient information provided

2. Case 6180 (07-02-2019)

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

ENT

This is my first visit to the hospital. Everything was excellent.

3. Case 6185 (07-02-2019)

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

Phlebotomy

I was welcomed by the member of staff during my appointment, I explained that I was suffering from muscle pain in my left arm and the nurse agreed to take my blood from my right arm. She explained the procedure and completed it quickly.

Notes / Questions

No patient information provided

4. Case 6251 (18-02-2019)

Providers: Peterborough and Stamford Hospital

Fibromyalgia Support Group feedback

Pain Clinic

Highly praised, patients experienced a range of support and offered 12 weeks of which 6 weeks is with pain psychologist but can only get referred once.

South West x 11

- 3 x General Comment
- 8 x Compliment

General Comment

1. Case 6148 (05-02-2019)

Providers: Grantham + District Hospital

Urology - Outpatients

Patient claimed that the Consultant does not always explain about the necessary treatment clearly and seems to run out of time.

Provider Response

We are sorry to read this as patients should be given time to discuss their concerns in their clinic time. We will pass this as feedback to the relevant teams

2. Case 6196 (07-02-2019)

Providers: Grantham + District Hospital

I believe Grantham hospital are doing their best. Unfortunately when rearranging any appointments at Grantham, I am often told they are not available, to then find out it is.

Provider Response

We are sorry to read that you are having problems with your appointments at Grantham Hospital this is clearly not the patient centred approach we should be providing for our patients. We will share this with the outpatients team as feedback.

3. Case 6320 (26-02-2019)

Providers: Pilgrim Hospital

We needed to access the young persons clinic at Pilgrim Hospital for our young child. We had initially been referred to attend Grantham and seen the dietician. However care was transferred so we could access dietician and Consultant who has a special interest in allergies. We were seen in clinic initially, however the letter that followed which went to the GP had much of the history wrong. Dietician appointments were supposed to follow but didn't hear anything, parent tried to chase up, appointment made and had to re-arrange but once again have not received a new appointment, so I give up.

Notes / Questions

HWL - provided PALS information

Provider Response

Please can you encourage this enquirer to contact PALS.

Compliment

1. Case 6139 (05-02-2019)

Providers: Grantham + District Hospital

Outpatients

I have had my condition for over 20 years and have always been looked after brilliantly.

Provider Response

Thank you for sharing this with us.

2. Case 6143 (05-02-2019)

Providers: Grantham + District Hospital

Urology

Patient commented that the Consultant was very good at putting the patient at ease.

Provider Response

Thank you for sharing this with us.

3. Case 6144 (05-02-2019)

Providers: Grantham + District Hospital

Outpatients

Patient has always found Grantham Hospital to be a warm and friendly hospital which has time to listen.

Provider Response

Thank you for sharing this with us.

4. Case 6147 (05-02-2019)

Providers: Grantham + District Hospital

Urology

Patient gave positive comments on the dedicated team at Grantham Hospital who work very hard, deepest respect was given to all of the staff.

Provider Response

Thank you for sharing this with us.

5. Case 6211 (08-02-2019)

Providers: Grantham + District Hospital

Cardiology

Patient commented, I see the Consultant every 12 months great service.

Provider Response

Thank you for sharing this with us.

6. Case 6213 (08-02-2019)

Providers: Grantham + District Hospital

A&E - Grantham

As an ex service spouse, I have lived in 8 counties in the UK plus countries abroad so I have experienced all manor of surgeries and hospitals. Although I am not native to this area, I can say with justification that the hospitals in Lincolnshire has the best clinical staff, hospitals and treatment I have ever experienced. The receptionists are wonderfully helpful and friendly.

Provider Response

Thank you for sharing this with us.

7. Case 6240 (14-02-2019)

Providers: Grantham + District Hospital

Patient says the team went above and beyond to ease severe hip lock pain. They also made sure patient was reunited with their carer before leaving the hospital.

Notes / Questions

No patient information provided

Provider Response

Thank you for sharing this with us.

8. Case 6244 (15-02-2019)

Providers: Lincoln County Hospital

Local Support Group Comments

Clayton Ward

Excellent care from Doctors, Nurses, and auxiliary staff. All very caring and very thorough and professional.

West x 29

- 14 x General Comment
- 1 x Informal Complaint
- 14 x Compliment

General Comment

1. Case 6220 (12-02-2019)

Providers: East CCG

Patient has been having injections in back for pain relief. Have been informed that clinics are going to be out in the community. Still work and the injections help with pain relief to enable them to carry on. Has heard that North Hykeham Health Clinic will no longer be doing this. When injections start to wear off the pain increases. Nurses etc do not seem to know what is happening after end of March.

Notes / Questions

HWL - Provided East CCG Commissioner information.

HWL - is concerned that patients are still not clear of Pain Management Service due to transfer to new provider in a matter of weeks.

2. Case 6249 (18-02-2019)

Providers: Grantham + District Hospital

Seniors Support Group feedback

Patient had a fall and had problems with their hip. Was sent to Grantham for routine appointment, the Consultant they saw was lovely, but informed the patient they were a knee and elbow specialist so would not be able to treat their hip problems. Patient felt it was a waste of both their time. However, whilst the patient was in with the Consultant they contacted the hip specialist and arranged an appointment directly within a few days at another hospital to see the specialist.

Notes / Questions

HWL - acknowledges that the mistake could have been through the GP surgery incorrectly opting for incorrect service, no GP surgery named.

3. Case 6141 (05-02-2019)

Providers: Lincoln County Hospital

A+E

Huge crowds in A+E, waiting times 4 hours some patients told others that they had waited 6 hours. Staff said shortage of beds so patients waiting for up to 16 hours.

Notes / Questions

No patient information provided.

Provider Response

Over the past 6 months the department has been under increasing extreme pressures with numerous critically sick patients, this leads to an increased waiting time for minor illness and injuries. Unfortunately when there are no available beds patients can wait in the A&E department for a number of hours. Patients will still be cared for by the nursing team and given the treatment they need. We apologise for the long waiting times and we are working hard to improve this.

4. Case 6219 (12-02-2019)

Providers: Lincoln County Hospital

ENT

Child has had follow up appointments and hearing tests. Hearing tests took 8 months to repeat. No decision to remove tonsils which seems to be the problem, so still waiting.

Notes / Questions

HWL - Provided PALS information

Provider Response

We do hope that this patient was happy with her contact with the PALS Team. If the patient would like any further assistance please do not hesitate to refer her back to the PALS Team.

5. Case 6222 (14-02-2019)

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

A+E

My concern is I was suffering from stress and anxiety. I cannot remember what happened but I was brought into A+E and put in a side room. I became more aware while in there. I saw a nurse and was waiting to see a member of the crisis team, I waited 5 hours and did not see anyone. The A+E was in crisis people everywhere. Family member had driven from out of county to see me and about 10 pm asked what the position was, was told there were 4 people before me. I was very tired and I could have to wait another 2-3 hours. I had had enough and asked to go home. Family member took me to their house. I have since been to Steps to Change and am feeling better.

Notes / Questions

No patient information provided.

HWL asks - What is the process for service users accessing mental health crisis in A&E and what is the protocol when they discharge themselves?

Provider Response

The process is that if a person attends Accident and Emergency (A&E) with a mental health crisis they are assessed by the Mental Health Liaison Service within 1 hour of referral to them (during the day); overnight they are assessed by the Crisis Team who have a 4 hour response once they receive the referral. If a person left the department prior to assessment, and A and E staff felt that mental health care follow up was required, they would refer to the Crisis Team.

After triage patients who attend with mental health crisis will be asked if they wish to sit in a quiet room away from the busy waiting room. The nurse would have referred the patient to the crisis team who unfortunately do not have a target response time, although the nursing team should have made hourly communication with the patient to keep them updated. Please could you encourage the patient to contact the PALS Team as the Sister would really like to investigate the patient's long wait for the crisis team and attendance to the department. Please be assured that we are currently working with LPFT to improve our services.

HW - If a patient who attends in crisis leaves the department without being seen and we believe them to be vulnerable and/or have suicidal thoughts, we would contact the police to do a welfare check on the patient and alert the crisis team of their discharge. In this case (acknowledging I have only basic information) if we believed the patient was safe and would be looked after over night we would contact the crisis team who would then made contact with them and they would make an appointment for them to be seen the next day. The expectation is the nurse will make this contact and plan with crisis team before the patient leaves.

Due to an serious incident that happened last year, ULHT are working with the police and LPFT to review and redesign pathways for service users accessing mental health services resulting in a tighter safety net. Sister is happy to speak further to HW if they wish and PALS will be happy to supply her contact details.

6. Case 6235 (14-02-2019)

Providers: Lincoln County Hospital

Blood test, Outpatients

It is a very long queue to wait for blood tests, when you have seen the Consultant and they send you for the blood test. you can wait for 3 hours or more. This affects the parking charges as well as your time. If you need to come back to work or pick up the children from school.

Notes / Questions

No patient information provided.

7. Case 6237 (14-02-2019)

Providers: Lincoln County Hospital

Clinic 9 -Maxillofacial

Reception left unmanned sometimes over lunch (12-1) No one to answer phone

Notes / Questions

No patient information provided

Provider Response

Can you please thank the patient for their feedback. Under normal circumstances there are two members of staff covering this clinic unfortunately when there is sickness this leaves only one and there is no resource to get someone from elsewhere to cover the phone during lunch. There is a voicemail facility on the phone for this clinic so patient do have the ability to leave a message.

8. Case 6241 (14-02-2019)

Providers: Lincoln County Hospital

A&E

Very busy but staff very short that is not very friendly. No cups for water. Staff calling patients names spoke too quietly to be heard over general noise.

Notes / Questions

No patient information provided

Provider Response

We are very disappointed to hear about the patients' attendance to the department. I will pass this onto the nursing team as this is not the behaviours and care we strive to deliver. We are working hard to improve and decongest our waiting room. Can you please thank the patient for bringing this to our attention

9. Case 6242 (14-02-2019)

Providers: Lincoln County Hospital

Cardio/Bloods

The patient was told needed an ECG and to go to Clinic 3. Patient was not told that they needed to get in the queue so went to self check in not knowing, then went to reception who told them to go to Clinic 3 It appears they should have collected a number card in the Clinic.

Notes / Questions

HWL - on behalf of the patient would like to know why the process for the Clinic 3 was not explained in the department in the first place before being sent on their way.

Provider Response

We are really sorry if the process was not explained to the patient. We would like to clear this up with the clinic who sent the patient for their ECG, could you please ask the patient to confirm?

10. Case 6248 (18-02-2019)

Providers: Lincoln County Hospital

Seniors Support Group feedback

Cardiology

Elderly patient had a pacemaker fitted mid 2018, unfortunately it had to be removed. Patient was sent to Lincoln to have it removed, some 14 weeks later. The right equipment was not available so had major problems removing the 2nd wire which was embedded in the heart. Patient was sent to Nottingham who managed to remove the wire. Everyone looked after them very well, but felt like a guinea pig at Lincoln.

Provider Response

Can you please thank the patient for their feedback and we are sorry if the Cardiology Team made the patient feel like they were a guinea pig. If the patient would like to discuss this further please arrange for them to contact our PALS Team who would be happy to help.

11. Case 6309 (26-02-2019)

Providers: Lincoln County Hospital

Carlton/Coleby

Spouse admitted for treatment which was not carried out. Medicines not prescribed for three days even though I pointed out my relative had thrush. My relative's results given over the phone to another patients daughter. After changing wards overnight my relative was in bed in their outdoor shoes, even though they had slippers with them.

Notes / Questions

HWL - provided PALS information

Provider Response

We cannot see that contact has been made with the PALS Team regarding these concerns. Can you please encourage contact to be made as we would like this to be investigated. Apologies if this has already happened.

12. Case 6329 (27-02-2019)

Providers: Lincoln County Hospital

Disability Support Group Comments

Lack of communication between the hospitals and patients especially if clinics are running late. Signage can be confusing for people. Many expressed that they have got to a clinic to be informed that the Doctors have not arrived yet, but no information given to patients on arrival unless they ask.

Provider Response

Can you please thank the Disability Support Group for their feedback. We will ensure that this is passed to the Senior Nursing Team in Outpatient's to help improve communication with our patients.

13. Case 6338 (28-02-2019)

Providers: Lincoln County Hospital

Clinic 8 - Ophthalmology

I visit regularly, appointments differ around efficiency and quickness but I understand how hard the Nurses and everyone works.

Provider Response

Can you please thank this patient for their comments. Appointment times can differ depending on whether initial checks need to be made before the patient is seen by the clinician. If this is the case then the clinic letter advises patients of the potential delay.

14. Case 6246 (15-02-2019)

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

Support Group feedback

Maternity

First appointment for pregnant lady. Information was recorded and put on screen on computer. Patient felt that if an answer wasn't given, the midwife inferred that the system wouldn't let them go any further to the next screen. No information was completed in the pack given to the mother, which was on the computer.

No checks done on Mum of height, weight, blood pressure or urine tests. Mother felt it was very impersonal and uncaring. Have been informed there are only 3 visits with midwife now. Mother feels there is no consistency of care. Mums will have access to hospital services from 24 weeks and Mums are left to sort out on their own.

Notes / Questions

- HWL asks - what is the pathway for pregnant Mothers from what to expect at each appointment, time frames etc.
- Should the information be taken off screen and passed to the patient for their personal information to ensure the patients have the same information? Who would record weight; height; blood pressure etc
- what diagnostics should occur @ each stage of the pathway?
- how does a woman understand or know whether she is getting the correct/good service?

Provider Response

With the experience of a booking appointment Maternity Medway is a new computer system and there are mandatory questions that the Midwife must complete before the Midwife can progressing the next screen. Unfortunately this is currently the system however we are always refining and improving this and it is always useful to have feedback from our patients to help us improve our service.

The paper booking pack is mainly for the patient's information. Midwives are no longer required to document in this.

We would expect height, weight, blood pressure and urine tests to have been completed at the patient's first appointment and we are really sorry that the patient felt that the visit was impersonal and uncaring. If the patient wishes to discuss this further or discuss her other concerns please encourage her to contact the PALS Team at Lincoln County Hospital.

Informal Complaint

1. Case 6160 (05-02-2019)

Providers: Lincoln County Hospital

Multiple complaints re: Lincoln County Hospital. Patient attended Lincoln A&E mid November 2018 with heavy haemorrhaging. After 8 hours wait in A&E was transferred to Ward but discharged within hours of admission. Within days the patient suffered a second haemorrhage and was admitted onto a ward at Lincoln and given a blood transfusion as nearly died due to amount of blood loss. Was kept on the ward for 5 days and underwent tests including MRI scan and ultrasound scan. Three large fibroids were discovered and patient was informed that emergency surgery was needed, however patient was discharged before surgery was carried out. Paperwork on discharge was incomplete, medication had not been documented correctly resulting in problems with GP prescribing the correct drugs and dosage. A third bleed occurred and it was noted that symptoms were worsening and 2 kidney infections were diagnosed. Patient pressed to see a consultant and got an appointment in mid December. The Consultant agreed that the patient would be put on a cancellation list for surgery between Xmas and New Year and an appointment for pre-op would be arranged. The appointment for the pre-op came through for the end of December 2018 which resulted in being too late for the said cancellation list. Lack of information was again passed to GP resulting in confusion around GP administering anti-bleed injections. Patient was also informed that due to complications a referral from the GP would now be needed to haematology department prior to the surgery going ahead. A biopsy was taken but mislabelled and the results were inconclusive it was noted that these results must be obtained from haematology for the operation to go ahead. A telephone consultation with the haematology Consultant has been booked for March 2019 and the hospital have informed the patient to chase up the haematology consultation to speed things along and in order for the surgery to be planned. Caller is main carer for adult family member who has autism.

Notes / Questions

Patient/caller was informed and advised to contact PALS at Lincoln County adding that they would call back to further assist if necessary

Provider Response

We do hope that this patient was happy with her contact with the PALS Team. If the patient would like any further assistance please do not hesitate to refer her back to the PALS Team.

Compliment

1. Case 6322 (26-02-2019)

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

As usual the staff were helpful and made you feel totally at ease, we come a lot as my relative is a cancer patient. It is so good to be able to come here and not have to travel to Lincoln, We know the staff and always have a joke with them.

2. Case 6323 (26-02-2019)

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

I find this hospital very good , speed of service, you can just walk in and get the test done. Staff are always very nice. It is local so very convenient for me, everyone speaks well of it.

3. Case 6151 (05-02-2019)

Providers: Lincoln County Hospital
Breast clinic

Very good no problems felt she was treated with respect. Treatment went very well, they talked through everything and explained everything that happened. Relative also felt included in explanations.

Provider Response

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

4. Case 6214 (08-02-2019)

Providers: Lincoln County Hospital

Ashby Ward

Patient commented they felt staff were good, very helpful and offered useful information from the physiotherapists and speech therapists. Ongoing appointments after an accident, and in Ashby Ward for 6 months rehabilitation which was very good. Now back home with parent and care package in place.

Provider Response

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

5. Case 6218 (12-02-2019)

Providers: Lincoln County Hospital

X-Ray

We were seen before our appointment time, staff were friendly and efficient. A very good experience.

Provider Response

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

6. Case 6223 (14-02-2019)

Providers: Lincoln County Hospital

Dermatology Light treatment

I have been having twice weekly treatments for several months and have always been made to feel welcome, comfortable and that I am in safe hands. The lady who has been looking after me is lovely and always welcomes everyone with a smile. She always explains the aspects of the treatment and is ready to listen if I have any questions.

Provider Response

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

7. Case 6224 (14-02-2019)

Providers: Lincoln County Hospital

Surgical Outpatients

I walked around the hospital feeling lost at times but staff help if asked. On the whole a good service. Apparently my appointment was cancelled as the Consultant was not in the hospital. I never got this message and arrived at 9.30 appointment time. The team went out of their way to fit me in. Very pleased no waiting.

Provider Response

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

8. Case 6232 (14-02-2019)

Providers: Lincoln County Hospital

ENT

I found my visit today very satisfying and was dealt with very quickly and my problem was solved today

Provider Response

We are really pleased that this patient had a positive experience in clinic. Can you please thank them for their feedback.

9. Case 6233 (14-02-2019)

Providers: Lincoln County Hospital

Oncology

I visit the Oncology department every three weeks. I feel I get more than excellent treatment the consultant goes the extra mile, all staff are brilliant, been treated for my cancer for 5 years with no set backs or miss treatment in any way. I cannot fault the NHS as they do a brilliant job.

Provider Response

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

10. Case 6234 (14-02-2019)

Providers: Lincoln County Hospital

Neurology

The consultant was extremely courteous and introduced himself to the patient we were supporting. The consultant spoke directly to the patient (who has severe learning disabilities). We were seen promptly and the consultant listened to what the staff had to say. Really impressed!!

Notes / Questions

No patient information provided

Provider Response

Thank you so much for sharing this with us, it is lovely to hear when a patient has such a good experience in clinic. We will ensure that this is shared with the Neurology Team.

11. Case 6238 (14-02-2019)

Providers: Lincoln County Hospital

Eye clinic 8

I have had excellent treatment for the last eight years at the eye clinic. However the last appointment was 11 months apart. But I am grateful to the NHS

Provider Response

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

12. Case 6280 (19-02-2019)

Providers: Lincoln County Hospital

Clinic 3 - Cardiology

Always treated very well, have had good care over the years.

Provider Response

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

13. Case 6281 (19-02-2019)

Providers: Lincoln County Hospital

Endoscopy

Very pleased with the treatment and the speed.

Provider Response

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

	<p>14. Case 6336 (27-02-2019)</p> <p>Providers: Lincoln County Hospital</p> <p>Urology</p> <p>Patient called HWL to say they would like it noted that they had received a good service by a particular Consultant Urologist. Had been previously and felt had not received a good service, however this time the Consultant was really helpful, kind and had a good bedside manner, very pleasant gentleman.</p> <p>Provider Response</p> <p>Can you please pass on our thanks on for these kind comments we will ensure that are shared with the Urology Team</p>
<p>Out of Area x 2</p> <ul style="list-style-type: none"> • 2 x General Comment 	<p>General Comment</p> <p>1. Case 6216 (11-02-2019)</p> <p>Providers: Diana, Princess of Wales Hospital (Grimsby)</p> <p>A Grandparent telephoned to inform that their very young grandchild had been taken poorly beginning of Feb 2019. An ambulance had been called and although the child's parents live in Alford was taken to Grimsby Hospital and admitted onto Rainforest Ward suffering from 'seizures'. The child was discharged on Friday evening but still vomiting, no urine output and generally unwell. The child's parent returned the child to Grimsby Hospital on Saturday morning and was discharged again on Saturday evening. The child was still very poorly causing the parent to return to Grimsby Hospital on Sunday morning. On admission a doctor agreed that the child was unwell and needed a cannula fitting. However, this morning Monday early Feb 2019 the doctor on the ward round suggested that the child be discharged this evening. The parent is distraught and has spoken with the nursing staff on the ward to inform of concerns that the child is not well enough to be discharged. The nursing staff agree but advise that it is down to the doctor with regards to the decision to discharge. In turn the parent contacted the Grandparent for advice and relay their concerns.</p> <p>Notes / Questions</p> <p>HWL advised the Grandparent to inform the child's parent to again speak to the nursing staff on the ward informing them that they are not comfortable taking the child home and feels that the child is still very poorly. If the decision to discharge is still in place they must speak to PALs whilst the child is still on the ward and inform them of their concerns and again inform that they are unhappy and feel strongly that the child is not discharged in the present condition.</p> <p>2. Case 6142 (05-02-2019)</p> <p>Providers: Nottingham City Hospital</p> <p>Staff and Parking</p> <p>Surgeon was excellent. Staff at this hospital were aggressive/dismissive. Conditions in the hospital very poor. Would not like to have to visit this hospital again. Parking attendant very helpful arranged a 3 month free parking.</p> <p>Notes / Questions</p> <p>No patient information provided</p>

Mental health & Learning Disabilities

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

1. Case 6295 (26-02-2019)

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

Macular Support Group comments

Concerns raised around the lack of support for older adults who are living with mental health issues. Lack of understanding, access to services and a general lack of holistic approach. No one seems to join up the care and many older people on medication that doesn't always help them improve. Patients feel like a burden to the system, gets support from GP and the Church. Doesn't feel that the professionals have enough time to help the person but only deal with the illness

Notes / Questions

Group asks - what is the person centred approach delivered to older adults in Lincolnshire.

Provider Response

Lincolnshire Partnership NHS Foundation Trust (LPFT) are working actively with a variety of other providers and organisations in the County to better embed and align and join up mental health needs for older adults across the system. This includes primary care, via more aligned GP working, adult social care, Lincolnshire Community Health Services and third sector organisations at both team level and via engagement in all county wide multidisciplinary locality neighbourhood teams and current 100-day challenge initiatives focusing on frailty (which would include such physical health related issues). And via organisations such as the Alzheimer's society: via the dementia family support service. All of these developments and initiatives aim at better joining up Mental Health pathways and access to services. Whilst all underway there is still much work to do. LPFT are dedicated to the continued participation in and progression of this broader, cross organisational, holistic care agenda.

In terms of specific lack of support for the Older Adult Mental Health agenda, LPFT Older Adult teams around the county are currently commissioned to provide a 9am- 5pm, 5 day a week service to offer assessment and treatment to those patients suffering from mental health difficulties, or memory problems. Assessments are holistic in nature and review all care needs of the patient. The Trust and service continue to develop its service offer within this commissioned scope but also continue to push the voice and need to further invest in services to better support this population, especially given their often very complex needs across conditions and treatment pathways.

2. Case 6334 (27-02-2019)

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

Patient would like to make a complaint about receptionist at Windsor House in Louth. Patient requires regular injections however on the day of injection was feeling unwell, contacted the centre to ask if it would be possible for someone to do a home visit for the injection. Reception response was 'haven't got time for this' patient asked if they could have contact information to make a complaint and the phone was put down on them. Patient although feeling unwell did go to the centre and have the injection.

Notes / Questions

HWL provided the patient with PALs information

South x 2

- 1 x General Comment
- 1 x Compliment

General Comment

1. Case 6284 (25-02-2019)

Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health), Littlebury Medical Centre

Patient looking for an autism diagnosis. Has been in touch with steps2change who advised that the referral must come from the GP. GP would not refer initially as Lincolnshire is limited with this service, but has agreed to refer. However the nearest would be in Grantham and the patient has heard that there is one in Wisbech, how do they access the Wisbech services as easier to get to due to no transport and public transport is limited. On benefits and cannot afford a taxi.

Notes / Questions

HWL - made contact with numerous agencies and unable to get anywhere closer to the patient.

Q) What support is available for older vulnerable patients in such situations? In terms of patient choice why have they not been able to access services they can physically get to?

Provider Response

The referral will go to SPA in Grantham, it will then be sent onto the Autism lead who do an allocation/triage assessment and then if appropriate they contact the person and arrange for the assessment at the person's residence so the location should not pose a problem.

Compliment

1. Case 6183 (07-02-2019)

Providers: Child and Adolescent Mental Health (CAMHS) LPFT

CAMHS

The service I got today in Johnson Hospital was very helpful

Notes / Questions

No patient information provided

West x 2

- 2 x General Comment

General Comment

1. Case 6222 (14-02-2019)

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

A+E

My concern is I was suffering from stress and anxiety. I cannot remember what happened but I was brought into A+E and put in a side room. I became more aware while in there. I saw a nurse and was waiting to see a member of the crisis team, I waited 5 hours and did not see anyone. The A+E was in crisis people everywhere. Family member had driven from out of county to see me and about 10 pm asked what the position was, was told there were 4 people before me. I was very tired and I could have to wait another 2-3 hours. I had had enough and asked to go home. Family member took me to their house. I have since been to Steps to Change and am feeling better.

Notes / Questions

No patient information provided.

HWL asks - What is the process for service users accessing mental health crisis in A&E and what is the protocol when they discharge themselves?

Provider Response

The process is that if a person attends Accident and Emergency (A&E) with a mental health crisis they are assessed by the Mental Health Liaison Service within 1 hour of referral to them (during the day); overnight they are assessed by the Crisis Team who have a 4 hour response once they receive the referral. If a person left the department prior to assessment, and A and E staff felt that mental health care follow up was required, they would refer to the Crisis Team.

After triage patients who attend with mental health crisis will be asked if they wish to sit in a quiet room away from the busy waiting room. The nurse would have referred the patient to the crisis team who unfortunately do not have a target response time, although the nursing team should have made hourly communication with the patient to keep them updated. Please could you encourage the patient to contact the PALS Team as the Sister would really like to investigate the patient's long wait for the crisis team and attendance to the department. Please be assured that we are currently working with LPFT to improve our services.

HW - If a patient who attends in crisis leaves the department without being seen and we believe them to be vulnerable and/or have suicidal thoughts, we would contact the police to do a welfare check on the patient and alert the crisis team of their discharge. In this case (acknowledging I have only basic information) if we believed the patient was safe and would be looked after over night we would contact the crisis team who would then made contact with them and they would make an appointment for them to be seen the next day. The expectation is the nurse will make this contact and plan with crisis team before the patient leaves.

Due to an serious incident that happened last year, ULHT are working with the police and LPFT to review and redesign pathways for service users accessing mental health services resulting in a tighter safety net. Sister is happy to speak further to HW if they wish and PALS will be happy to supply her contact details.

2. Case 6331 (27-02-2019)

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

Disability Support Group Comments - Mental Health

Trinity House - Many patients are triaged then discharged before they are seen by a psychiatrist.

Patients then having to start again by going back to the GP

Steps2change - long waits, one patient commented they were informed they were too complex a case for them to deal with, but no other alternatives given.

Crisis Team - those in the group who have access to this service do not feel that it really supports them. Patient who suffers with paranoia was told by the team 'do you feel like we are walking on your grave'?

Medications changed, side effects are not always taken into account when patients explain their issues. One patient due to their mental health condition will make totally irrational decisions. Has a nomadic lifestyle and moved around a lot which adds to their mental health illness due to inconsistency in care and access to services.

Patient Transport

CCG Area	Case Details
East x 1 <ul style="list-style-type: none">1 x General Comment	General Comment 1. Case 6138 (05-02-2019) Providers: Thames Ambulance Service (TASL) , West CCG Parent has recently (December 18) had a stroke, this has left them debilitated, the patient also has other medical conditions that should allow this patient to fit into the 'On medical Grounds' Criteria. Has a bleed on the brain, suspected epilepsy and the stroke has left the patient with debilitating conditions, Consultant has recommended that the patient has an escort and family member to go with them. The patient needs a wheelchair outside of the home but can transfer. The patient made contact with TASL who informed them that as they are able to walk they weren't entitled to transport. However, the patient is able to walk around the house as there has been adaptations made around the home, which is entirely different when out and about. The patient is therefore unable to take public transport due to the nature of their illnesses. Notes / Questions HWL - with patient consent contacted TASL. UPDATE - patient now has transport. Patient commented to HWL - Thanks for all your help
South x 1 <ul style="list-style-type: none">1 x General Comment	General Comment 1. Case 6177 (07-02-2019) Providers: South CCG Support Group feedback Comments Transport for a pregnant lady who is 38 weeks+ lives in Stamford and having baby in Peterborough City Hospital. Has MS and spouse does not drive. Patient asked their midwife about transport for when they go into labour, who informed them they would need to make their own way to the hospital. Patient had hoped they would be able to call for an ambulance.
West x 3 <ul style="list-style-type: none">3 x General Comment	General Comment 1. Case 6146 (05-02-2019) Providers: Thames Ambulance Service (TASL) Transport The driver today I would give him top marks, he rang me 10 mins before he arrived, he did not drive too fast and made us feel comfortable. Spouse was discharged from Pilgrim recently at 2pm and got home at 8pm. Had a drain in so could not use the public transport and I could not drive to get them. Notes / Questions No address given

	<p>2. Case 6250 (18-02-2019) Providers: Thames Ambulance Service (TASL) Seniors Support Group feedback Patient booked transport to go to Hospital appointment at Grantham. On the day of the appointment the ambulance turned up to tell the patient they could not take them due to the bad weather. Patient had to make contact with the hospital to rearrange and explain the situation.</p> <p>3. Case 6337 (27-02-2019) Providers: Thames Ambulance Service (TASL) Patient has used TASL for a number of hospital appointments. Have been let down on the last two occasions even on calling the day before to confirm everything is on track. For appointment for pre operation assessment was at 9.30am to be at Nottingham, transport arrived at 9.20am so unable to get there in time. Patient has metal work in foot which needs attending to. The time after that called to confirm the evening before, all was confirmed but on the day no driver so unable to get to their appointment. Wanted to be reassured that at the next appointment they would get there. Is having a detrimental effect on health needs.</p> <p>Notes / Questions HWL - with patient consent made contact with TASL who confirmed it was booked in and would make sure this didn't occur again for this patient. TASL would make contact with the patient.</p>
<p>Out of Area x 1</p> <ul style="list-style-type: none"> • 1 x General Comment 	<p>General Comment</p> <p>1. Case 6326 (26-02-2019) Providers: Thames Ambulance Service (TASL) Patient on spinal pathway out of county due to a neck injury. Patient contacted TASL to arrange transport as had received this before (4 weeks ago) and was refused. Has own transport but unable to drive at present due to injury, spouse unable to drive as they too have an injury. Has been refused transport and didn't understand why this was as used it before.</p> <p>Notes / Questions HWL - with consent contacted TASL, who contacted the patient, going through the criteria with person who needed the transport they did not fit the criteria as released information that previously had not been mentioned to TASL. HWL - provided the patient with Volunteer Car Scheme information if needed.</p>

Social Care Services

CCG Area	Case Details
<p>East x 2</p> <ul style="list-style-type: none"> • 2 x General Comment 	<p>General Comment</p> <p>1. Case 6208 (08-02-2019) Providers: Lincolnshire County Council - Adult Social Care Relative concerned with parents catheter care and Urology. Parent is in Bramhall Care Home. Relative going to speak with Home Manager to see if they can get it resolved.</p> <p>Notes / Questions HWL - should they be unhappy after speaking with Home Manager to either make further contact with us, Total Voice or CSC, information provided. No further contact was made by the relative.</p> <p>2. Case 6285 (25-02-2019) Providers: Merton Lodge (Alford) GP, Pilgrim Hospital Elderly patient, lives on own was in Lincoln Hospital after a heart attack. Stents fitted and was discharged home. No assessment was done before discharge. Patient can manage everything on a day to day basis but has difficulties with getting in and out of the shower as it is over the bath, so has to wait for relatives to come over to assist. Really needs an assessment from Occupational Therapy but has been advised that there is a wait of 2 months for an assessment and then a further 6-8 months for anything to be done. Family feel this is too long to wait as parent needs assistance now.</p> <p>Notes / Questions HWL - with consent was in touch with Care Co-ordinator of Medical Practice, who was going to look into things. Care Co-ordinator has been in touch with the patient and things are progressing. Thanks were received from the family. HWL - asks how was this patient discharged without an assessment of care needs.</p> <p>Provider Response Contact has been made by Adult Care and a visit arranged for the 03/05/2019</p>

South x 5

- 3 x General Comment
- 2 x Compliment

General Comment

1. Case 6164 (07-02-2019)

Providers: Lincolnshire County Council - Adult Social Care

Service User has been battling for assistance since 2007. Uses a wheelchair due to spinal problems, has COPD where Oxygen Mask is required, Aspergers ; and is struggling to manage at home. The main concerns at present are patient is sleeping in the lounge area (open plan downstairs) on a chair or sofa as unable to get upstairs to bedroom; upstairs bathroom unable to use shower due to water leaking on use and blowing electrics; unable to use downstairs bathroom due to door not being wide enough and on using shower downstairs it floods the bathroom. Service User has been informed that as they are able to wash in the sink, that should be suffice. Due to health issues is unable to cook on a regular basis so has take away foods delivered on majority of nights. Has a teenage child living at home who has autism. Would like an assessment to see if there is anything that could help and provide independence for them both. Would like to maintain dignity and respect for both parent and child. Has received a letter informing them that as they have a bathroom and bedroom no assessment is required. However, no-one has been round to look at the situation and what they are living with on a daily basis. Service User is frustrated and doesn't know where to turn, inherited the property from relative and is on benefits.

Notes / Questions

HWL - with patient consent made contact with CSC and Care co-ordinator at their GP surgery. Care Co-ordinator is going to make contact with the patient to see what can be achieved.

Provider Response

Contact has been made with the patient on the 05/04/2019 and a visit has been offered -

HWL - requested an update - I can confirm that a visit took place on the 30th April 2019 by a member of staff from Adult Care.

2. Case 6199 (08-02-2019)

Providers: Lincolnshire County Council - Adult Social Care

Stamford Support Group feedback

Young adult with Autism is being supported by Social Services with parent. Currently elderly grand parent has grandchild at weekends to give parent a break, but is finding it difficult to manage as the behaviour is increasingly difficult.

Notes / Questions

No Individual patient information, support group information is available.

HWL - provided the group with LPCF; Carers First information

3. Case 6286 (25-02-2019)

Providers: Lincolnshire County Council - Adult Social Care, Peterborough and Stamford Hospital

Elderly patient was in Peterborough Hospital after suffering with a stroke. On discharge spouse unable to cope at home on own so patient is in a care home until things can be put in place by the family but do not know where to start. During the patients stay in hospital all staff were brilliant but no information or assessment was given at hospital. Family member wanted to know where to start.

Notes / Questions

HWL - provided information for:- CSC (Adult Social Care); Carers First; British Red Cross and Care Co-ordinator at GP Surgery would be in touch with the family member to see if they are able to assist.

UPDATE - Family members have decided for the patient to stay in the home for now, but thanked Signposter for the information and support.

Compliment

1. Case 6254 (18-02-2019)

Providers: Lincolnshire County Council - Adult Social Care

Fibromyalgia Support Group feedback

Wellbeing Service was highly praised, people finally listening and helping the person and seeing beyond the condition.

2. Case 6310 (26-02-2019)

Providers: Lincolnshire County Council - Adult Social Care

Fibromyalgia Support Group.

Patients who had been in contact with the Wellbeing Service expressed that the assessors who came, had a good understanding of the condition and helped the person with a lot of issues and were able to advise on equipment, to assisting them with completing forms and information to Housing association for changing bathroom to a wet room. Felt they were very professional.

West x 2

- 2 x General Comment

General Comment

1. Case 6332 (27-02-2019)

Providers: DWP

Disability Support Group Comments

People with Learning Difficulties/Autism when going through PIP appeal are finding that the Assessors are not writing complete truths in their reports. Things are being written on reports like doing activities ie walking long distances, assumptions made about what they can do in daily tasks (cleaning, dressing themselves). The Network are trying to support or arrange for independent witnesses to this to support the clients.

2. Case 6333 (27-02-2019)

Providers: Lincolnshire County Council - Adult Social Care

GP surgery advised the patient to make contact with HWL as parent requires a Social Care Assessment and wanted HWL to assist.

Family member concerned with elderly parent who has many illnesses, Prostate Cancer; Macular Degeneration and dementia. Requires an assessment for care provision as not looking after themselves. Family are moving away and wanted the parent to go with them but they prefer to stay so family would like something in place before they move. Can be volatile has Blue Bird once a day but needs further intervention.

Notes / Questions

HWL - with consent made contact with CSC who would call the relative.

Provider Response

Patient was visited on the 29/04/2019 by a member of staff from Adult Care

Other Services

CCG Area	Case Details
East x 5 <ul style="list-style-type: none">• 3 x General Comment• 2 x Compliment	General Comment <h3>1. Case 6288 (25-02-2019)</h3> <p>Providers: Pilgrim Hospital</p> <p>Accessible Information.</p> <p>Support group has been in contact with Hospital. Has not heard recently latest position. It is a legal requirement that correspondence should be in various formats since 2016. As yet this doesn't seem to be happening with ULHT. Have concerns about the new patient calling system in the main waiting area at Pilgrim Hospital. Patients now have to watch the screen for their name to appear, although are informed that there is a system in place for patients that do not see these.</p> <h4>Notes / Questions</h4> <p>What are the systems in place for 'missing' patients?</p> <p>Is there anything outstanding regarding Accessible Information Standards, that we can feed back to the patients?</p> <h4>Provider Response</h4> <p>Thank you for raising these concerns. Please would it be possible to ask the group to contact PALS directly so we can get a clearer picture of all the concerns and we can arrange for a formal response to these?</p> <h3>2. Case 6289 (26-02-2019)</h3> <p>Providers: Pilgrim Hospital</p> <p>We seem to have yet more problems with parking at the hospital. Many people are receiving heavy parking fines when they say they have already paid fees, costing patients between £40 & £70 and no information on how to appeal or contest. Patients and visitors are already under stress when they attend a hospital, this is just adding to the situation.</p> <h4>Notes / Questions</h4> <p>HWL - provided Facilities Team and Parking Eye information</p> <h4>Provider Response</h4> <p>The facilities management are aware of the initial problems with the new car parking system. Since the implementation of this the company have introduced many new ways of paying for the car parking making it much more user friendly.</p>

3. Case 6291 (26-02-2019)

Providers: Pilgrim Hospital

Macular Support Group comments

Issues raised by group around the new car parking systems. Find it unfriendly and difficult for people who have visual impairment. Screens difficult to use and many not happy to leave their bank card details with the company.

Notes / Questions

Group asks:-

- What was the reasoning behind going to this system?
- Does this mean the pot holes in the car parks will now be fixed?
- What is the long term plan for car parks and repairs?

Provider Response

The facilities team have responded to the following concerns. 1.The trust undertook a procurement process in line with our procedures, and ANPR was the preferred option as the car park industry is moving to this technology.The idea of no barriers is to speed up the flow of traffic.the old barrier system was beyond economical repair. 2 We have limited capital funding,the trust is reviewing how much resource can be provided to repair potholes. 3 The long term plan is to identify a system to repair potholes in a timely manner

Compliment

1. Case 6158 (05-02-2019)

Providers: Boston West Hospital

Staff Boston west

I am very impressed with the staff and everyone here. I have been to other hospitals and some of the staff have use a lot of make up and are not dressed appropriately, the look like they are going on a night out. Here they are dressed appropriately, more professional and nice atmosphere. I have not met anyone here who is a jobs worth. For my treatment , this would be my place of choice.

Notes / Questions

No patient information provided

2. Case 6165 (07-02-2019)

Providers: Liquorpond Surgery

The patient feels they are understood and that everything is explained to them. If there is something they are unable to understand due to language concerns there is always someone to help. (translate)

Notes / Questions

No patient information provided

Provider Response

Thank you for your lovely comments. We try hard to accommodate all patients equally and ensure that a quality service is always provided. We have members of the practice team who speak different languages and have translators available on the other end of the telephone to ensure that our service is caring, responsible and safe.

South x 1

- 1 x General Comment

General Comment

1. Case 6301 (26-02-2019)

Providers: Lincolnshire County Council

Patient has been off work for a while with Doctors certificate for a few weeks. Feels they are being intimidated by their employer. Patient has to phone in on a regular basis, this is effecting their mental health and stress levels which leads to flare ups.

Notes / Questions

What are the rights of the employees on long term sick?

South West x 2

- 2 x General Comment

General Comment

1. Case 6212 (08-02-2019)

Providers: Grantham + District Hospital

Parking

Patient finds the new parking system at Grantham Hospital terrible.

Provider Response

Thank you for your feedback this will be shared with the facilities team

2. Case 6231 (14-02-2019)

Providers: Grantham + District Hospital

Car Parking too expensive, I park away from the hospital due to costs. Would like to see 24 hour A+E reinstated.

Notes / Questions

No patient information provided

Provider Response

Thank you for your feedback.

West x 4

- 2 x General Comment
- 2 x Signposting only

General Comment

1. Case 6236 (14-02-2019)

Providers: Lincoln County Hospital

Parking eye now runs the parking at ULHT sites. Fines are being issued to patients/staff. Staff car parks are a disgrace. No security, insufficient lighting, pot holes and nowhere near enough spaces.

Notes / Questions

No patient information provided

What exactly are we paying for ??

Provider Response

Not sure if this is a patient raising these concern or a member of staff. If it is staff then they need to pass their concerns on to the Facilities Team. Any patient's receiving fines from Parking Eye should be encouraged to send an appeal if they feel the fine is unjust.

2. Case 6162 (06-02-2019)

Providers: West CCG

Spouse asks, why does my partner have to travel to Nottingham to have a Choline Petscan, when apparently Lincoln has a petscanner. Partner has had 3 appointments for this scan cancelled so far.

Notes / Questions

HWL - suggested the patient speak with the referrer to see if there is a reason for going to Nottingham or would it be possible to be referred into Lincoln for this service.

Signposting only

1. Case 6210 (08-02-2019)

Providers: Lincolnshire County Council - Adult Social Care

Young person recently diagnosed with Aspergers and stated with special needs at the age of 4, now in early 20's. Since turning 16 DLA has stopped, there is no social worker involvement, has applied for PIP but has been refused since is holding down a job, but only by the skin of their teeth. Is taking the case to tribunal but needs an Advocate and doesn't know where to go. Total Voice could not assist as does not fit the criteria.

Notes / Questions

HWL - provided information on Age Care Advice; Autism UK and to come back to us, if neither could assist.

2. Case 6155 (05-02-2019)

Providers: West CCG

Caller enquiring if I could advise of anyone willing to give a group talk/presentation on 'fibromyalgia'

Notes / Questions

HWL provided contact details of a relevant organisation