

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

This report is for information only.

Individual responses are included in this report.

This report created by Healthwatch Lincolnshire provides a monthly summary report for all patient, carer and service user experiences received during January 2019 where 204 experiences have been shared. The experiences reported are those of the patients and not of Healthwatch, and therefore we cannot be held responsible for the context or factual accuracy, but do present them as the patient voice in confidence.

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

Where questions have been raised with service providers we have included provider responses in this report, where received. Healthwatch has a legal requirement to ask for responses within a 20 working day period.

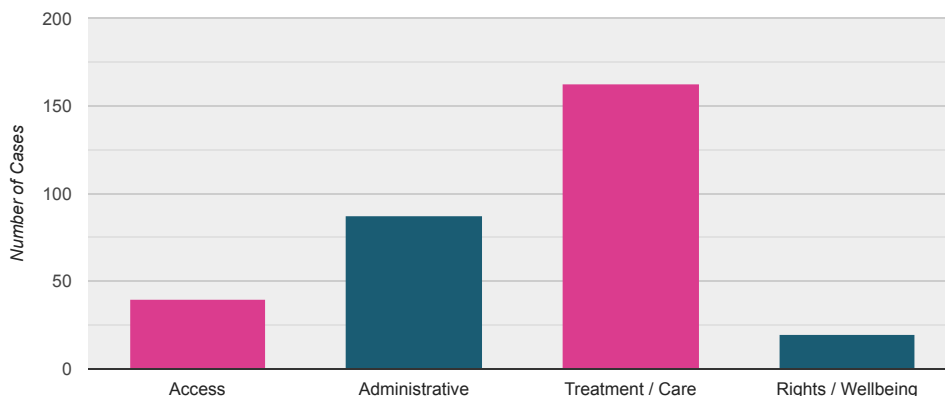
Using our statutory powers Healthwatch Lincolnshire request responses from providers within 20 working days. The responses we have not received to date are named below:-

- Welby Surgery
- Peterborough City Hospital
- Marisco Medical Practice
- Lindum Medical Practice
- Beacon GP Surgery
- East CCG (Case 6075)

Statistics

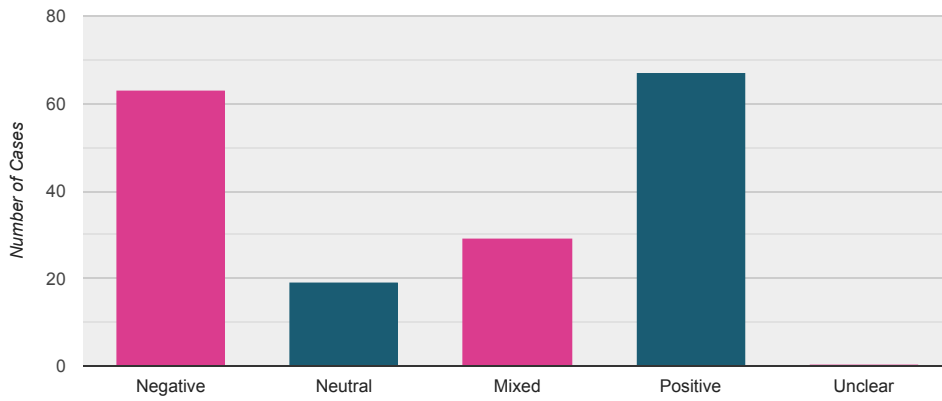
Total cases: 194

Theme Areas



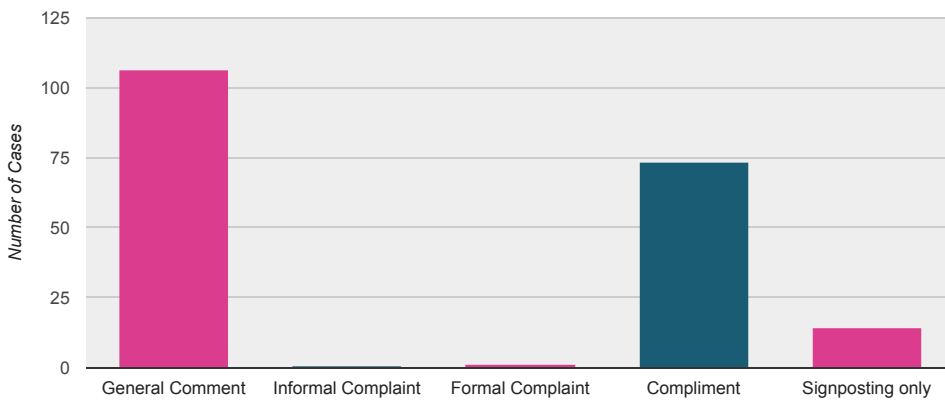
Theme Areas	Cases
Access	39
Administrative	87
Treatment / Care	162
Rights / Wellbeing	19

Sentiments



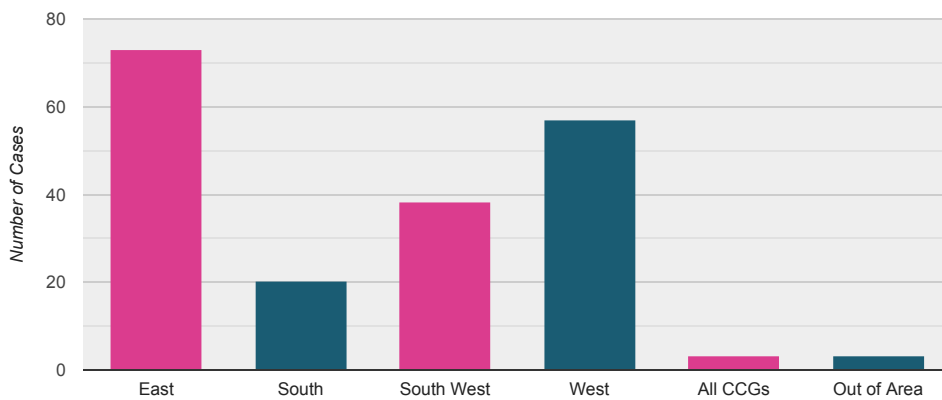
Sentiments	Cases
Negative	63
Neutral	19
Mixed	29
Positive	67
Unclear	0

Case Types



Case Types	Cases
General Comment	106
Informal Complaint	0
Formal Complaint	1
Compliment	73
Signposting only	14

CCGs



CCGs	Cases
East	73
South	20
South West	38
West	57
All CCGs	3
Out of Area	3

Cases

Community Health Services

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

	<p>1. Case 5937 (08-01-2019)</p> <p>Providers: The North Thoresby Surgery</p> <p>Patient developed pressure sores. Had a visit from district Nurses a few weeks prior to Christmas 2018. Contact number the GP surgery had for district Nurses was 0300 123 4868, patient tried to make contact but the phone kept ringing out and no response, no ability to leave a message. GP surgery would not make contact for the patient, unable to leave spouse on own and didn't know where to turn for help.</p> <p>Notes / Questions</p> <p>HWL - with patient consent, made contact with District Nursing Team to make contact with the patient. UPDATE - nurses have made contact with the patient. and doing regular visits.</p> <p>HWL - asks - why is the phone line not being answered when patients are given this contact information?</p> <p>Compliment</p> <p>1. Case 5992 (15-01-2019)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS), Louth County Hospital</p> <p>Patient had a short stay in Louth Hospital after a minor fall. Very happy with experience there. Felt well looked after and the Occupational Health person was very supportive, including arranging a visit to assess the person's home and process to get a wet room installed, which was completed within a few months.</p> <p>2. Case 6054 (22-01-2019)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS), Louth County Hospital Sexual Health</p> <p>Nurse was extremely informative, welcoming and polite. Never before was I made to feel at ease. Service was quick, no queue.</p>
<p>South West x 1</p> <ul style="list-style-type: none"> • 1 x General Comment 	<p>General Comment</p> <p>1. Case 6099 (29-01-2019)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS), The Welby Practice</p> <p>I had surgery mid January 19, then had dressing changed here the following day at my GPs. Was supposed to have a district nurse in contact for weekend change of dressings but had no contact and had to go to A&E and wait to see a nurse. I was then to have a dressing changed a couple of days later at Harlaxton Practice and was told by reception to go away as the nurse was going to be with another patient in an ambulance and no option to have anything done, just said go away!!!!</p> <p>Notes / Questions</p> <p>HWL - suggested patient make contact with Practice Manager</p> <p>HWL asks does the surgery believe this is a good use of A&E.</p>
<p>West x 2</p> <ul style="list-style-type: none"> • 2 x General Comment 	<p>General Comment</p> <p>1. Case 5952 (09-01-2019)</p> <p>Providers: Caskgate Street Surgery, West CCG</p> <p>Patient has been in and out of hospital (Lincoln/QMC) periodically, had bariatrics surgery quite a number of years ago and since then has experienced complex medical problems and needs. Is housebound, unable to stand for periods of time due to fluid in legs, doubly incontinent. Is trying to get moved to Lincoln to get the support from family and friends but experiencing difficulties, P3 are involved. Patient finding it difficult coping day to day, on anti-depressants. Doesn't see anyone from day to day, isolated.</p> <p>Notes / Questions</p> <p>HWL - with patient consent, contacted Neighbourhood Team in the area, referral form completed and confirmation given they could assist. HWL also made contact with Disability Network West Lindsey to see if they could assist with isolation/befriender.</p> <p>HWL - asks why was this patient not referred to Integrated Neighbourhood Working</p>

2. Case 5970 (15-01-2019)

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

Was in hospital twice in 2018. 1st in May, taken by ambulance, stroke team didn't meet the ambulance but were there within 2 minutes. Not on a stroke ward due to vomiting bug so it was closed. Was moved from ward to ward. The water was too hot when washing and may have damaged skin although that could have been something to do with the stroke. Explanation was not well by this ward but the Louth stroke team did explain well. 2nd time in November I was taken to the stroke ward, was in a broken bed for the first 3 nights propped up with pillows. No drink at bedside, staff didn't answer the bell, so I tried to get out of bed. I was in a side room on my own, so felt isolated. I wet myself, I was told I should use the bottle but there wasn't one and I felt disorientated anyway from the stroke. Often when spouse came to visit patient was upset. The nurses on the ward were hard working but there was no interactions or liaison with one another or with other departments. No team work. The Louth Stroke Team were absolute angels and amazing, came both times. Good and helpful and even sorted everything like getting a driving test to see if I could continue to drive. When I was discharged the first time I was sent home without the prescribed blood pressure tablets. I do not usually complain but we have written to PALS and highlighted the issues. They have answered some of the points ok, but not others.

Notes / Questions

No patient information provided

Provider Response

We would like to thank the patient for their feedback and will ensure that this is shared with the Stroke Ward. PALS are a liaison service and any letters received would be directed to the Ward or Team to respond to. They are sorry if the patient felt they did not get answers to all their concerns and would have added contact details to their letter for contact to be made should the patient feel their concerns had not been fully answered. If the patient should come back to HW can they be encouraged to contact the PALS Office at LCH.

Primary Care Services

CCG Area	Case Details
East x 39 <ul style="list-style-type: none">30 x General Comment6 x Compliment3 x Signposting only	<h3>General Comment</h3> <ol style="list-style-type: none">Case 6067 (24-01-2019)<p>Providers: Beacon Medical Practice Skegness Support Group Comments.</p><p>Patients commented they have to chase up letters or requests requested by their Consultants, are often informed by the surgery that they haven't received this information, yet when patient contacts the secretary at the hospital they are informed exactly when it was sent to the surgery. On chasing it further patients are informed the letters have not yet been reviewed by the GPs.</p><h3>Notes / Questions</h3><p>HWL asks - is there a timeframe from receiving letters/requests from Consultants to the GPs accessing the information?</p>Case 6069 (24-01-2019)<p>Providers: Beacon Medical Practice Skegness Support Group</p><p>Patient had an appointment at Lincoln Hospital put on medication for 14 days and Consultant requested that the patient see their GP within the 14 days. No appointments forthcoming even though patient contacted the surgery throughout this period. Spoke with Consultants Secretary and was informed the surgery would be in touch with the patient, patient heard nothing so contacted the hospital secretary again who made an appointment with the Consultant for the review at the Hospital.</p>

3. Case 6071 (24-01-2019)

Providers: Beacon Medical Practice

Skegness Support Group

Patients expressed how frustrated they get when trying to get an appointment. One patient was informed they were getting aggressive by the surgery and could be banned. On further conversations and defining what aggressive meant, the patient commented they were swearing, the group agreed that this was not acceptable and supported the surgery.

Notes / Questions

HWL agrees that no patient should use verbally aggressive behaviour towards any member of staff even if frustrations are high.

4. Case 6078 (24-01-2019)

Providers: Beacon Medical Practice, East CCG

Skegness Support Group

A number of patients expressed concerns around appointments for spirometry tests, after waiting more than 6 weeks and chasing appointment, patients are being informed by the surgery that they do not know if the appointment will be at the hospital or in the surgery.

Notes / Questions

Patient asks - is this to do with funding for the service from CCG? or is there another reason

5. Case 6081 (24-01-2019)

Providers: Beacon Medical Practice

Skegness Support Group comments

Patient saw a specialist mid January 19 regarding kidney failure and was informed to make an appointment at the GP surgery within 2 weeks. Patient contacted the surgery everyday and was told there were no appointments. Went online to see if they could book it that way, but no appointments available.

6. Case 6075 (24-01-2019)

Providers: East CCG

Skegness Support Group

Patient who was a temporary resident previously staying in Skegness for 4/5 months of the year for the past 10 years, was informed by their registered GP in Sheffield that they were responsible for their repeat prescriptions etc and it was taken out of their budget even if they were seen by a GP in Lincolnshire.

Notes / Questions

The Group asks -

- Do the practices in Lincolnshire chase funding from the Permanent GP Practices for dispensing medication and further treatments if needed? If not why not?
- What is the process to ensure that the CCGs/trusts who are delivering the services are getting the allocated funding for those patients.
- HWL asks what percentage is collected back from outside Counties?

7. Case 6076 (24-01-2019)

Providers: East CCG, Lincolnshire Local Medical Committee (LMC)

Skegness Support Group

Are GP surgeries who have introduced the sit and wait system planning a review of this system? Will patients be informed if it has made a difference by putting something up in the waiting areas. are there ways to make the systems work for both surgeries and patients. Or is demand greater than capacity. If reviews are taking place, will this be over a short period of time or longer term.

8. Case 5963 (14-01-2019)

Providers: Marisco Medical Practice

Patient concerned that other patients who are housebound are not informed of how to make a complaint about NHS services, no advocate information given or clear information provided. On going into surgery there is no information on the notice board (that is clear) on how to make a complaint, or if you require assistance who to go to.

Notes / Questions

HWL - signposted to Practice Manager

HWL asks - Where is the complaints policy held other than on website, is it clear to patients when in the reception area?

9. Case 6009 (18-01-2019)

Providers: Marisco Medical Practice

Patient is type 1 diabetic. Needs referring to Diabetic Consultant, has seen Nurse in November 18 at the surgery who stated the patient did require a referral. Late December 18 patient saw Nurse again who mentioned it hadn't been done but would get a GP to refer. Mid January 19 the patient made contact with the diabetic team in Pilgrim and they have no note that any referral has been made. The patient has spoken to a medical secretary at the surgery who was going to call back but hasn't heard anything. The patient is upset that they only have a month's supply of cannulas left and using these longer than should have done already. Concerned that it could cause serious health problems, needs to see Consultant for instruction etc.

Notes / Questions

HWL - with patients consent, made contact with the surgery. A referral has now been made to the appropriate service.

Patient commented - Thank so much for anything you have done. At least something is happening now.

10. Case 6107 (29-01-2019)

Providers: Marisco Medical Practice

Patient has been trying to make an appointment with the surgery and has been unable to get through. Unable to attend sit & wait clinics due to their disabilities and incontinence issues, so would like an appointment.

Notes / Questions

HWL - with patients consent contacted the surgery who in turn would make contact with the patient. HWL also provided information on Steps2change and total voice.

UPDATE - Practice has been trying to get hold of the patient, unfortunately unable to get hold of.

11. Case 6042 (22-01-2019)

Providers: Merton Lodge (Alford) GP

The time it takes to be seen also to get appointments is far too long, some staff do not bother to help you.

12. Case 6043 (22-01-2019)

Providers: Merton Lodge (Alford) GP

At least 3 weeks to get an appointment, not the surgeries fault but dissatisfied with length of time it can be anytime up to 10 days to 3 weeks. Staff and Doctors are brilliant.

13. Case 6044 (22-01-2019)

Providers: Merton Lodge (Alford) GP

It takes weeks to get an appointment or you have to sit and wait. When working it is hard re. appointment. I found a lump and waited 3 weeks for appointment then it was cancelled. It was 6 weeks before I saw a doctor.

Notes / Questions

HWL - raises concerns about possible links to patient safety where there are delays in accessing under such circumstances.

Provider Response

We have appointments that are available every day if the patient rings up. We also have a duty doctor system where the patient is rung and if the GP needs to see them they will be asked to come in. We don't have a sit and wait.

14. Case 6046 (22-01-2019)

Providers: Merton Lodge (Alford) GP

Asthma reviews, They never listen. I say I am fine they change my meds. I say I am bad and they do nothing. The dispensary team are too busy with their own conversation to help sometimes and leave you standing there for ages while they finish their conversation. Reception staff sometimes ignore you and treat you like you are stupid.

15. Case 6047 (22-01-2019)

Providers: Merton Lodge (Alford) GP

Concerned at the difficulty in getting appointments in advance

16. Case 6053 (22-01-2019)

Providers: Merton Lodge (Alford) GP

Generally the health care professionals are approachable and receptive and treat you with care and dignity but often the reception staff can be rude, and "difficult" to work with. A select few are always helpful but often it can feel like a battle to make enquires, make complaints. I stood waiting to see a receptionist for 10-15 mins whilst I heard them gossiping. I feel often confidentiality is not respected by reception staff. But the healthcare professionals are often good.

17. Case 6027 (21-01-2019)

Providers: Parkside Surgery

Patient commented they found it difficult to get an appointment, sometimes over 3 weeks before can get an appointment. I self medicate instead and speak with the pharmacist. Thought I had colon cancer and the doctor said I should be seen immediately, but was offered a GP appointment in 3 weeks time.

Notes / Questions

HWL asks - what constitutes as immediate?

18. Case 6007 (18-01-2019)

Providers: Tasburgh Lodge

The patient requires felt the report was not factual and quite negative, written by a doctor that the patient hadn't seen before and wondered if they were entitled to ask for another report by a doctor who knew the patient. The patient has an appointment and is going to ask the GP if they would write one.

Notes / Questions

HWL - suggested the patient contact the Practice Manager if it wasn't resolved, and if they required advocacy; POhWER information was provided.

19. Case 5935 (08-01-2019)

Providers: The Old Leake Medical Centre

Patient feels this surgery is appalling. Has tried to collect prescription 3 times to no avail. First time not ready then the second 2 time no where to park and queue for the pharmacy was onto the street so again no medication which meant I ran out of medication. Going to try again today, patient feels the service is shocking.

Notes / Questions

HWL - Advised the patient to make contact with the Practice Manager

20. Case 5978 (15-01-2019)

Providers: The Sidings

Booking appointments by telephone is bad you cannot get through. Then have to come into the surgery to book and it is 3 weeks wait. Because of the long wait on the phone it uses up all your credit if you are on pay as you go. Booking an appointment before the two surgeries merged was much easier. Can do it on the internet but not many people know how.

21. Case 5979 (15-01-2019)

Providers: The Sidings

Visited surgery with my child, before GP examined them, the GP had diagnosed the problem! I asked the GP to examine child to make sure, it seemed too much bother for them. My other child was looking around the room and the doctor told me my other child was "extremely nosy"! The GP was also running 1 hour late, we were not informed of this and the doctor did not apologise.

22. Case 5980 (15-01-2019)

Providers: The Sidings

The worst time to book an appointment after 9am It is usually fully booked and reception ask you to call back next day at 8am, so I think the surgery has to do something with appointments bookings to help the situation.

23. Case 5981 (15-01-2019)

Providers: The Sidings

I have learnt over the past year that unless you see the right nurse or doctor for a specific problem you can be looked over. It is very difficult to book an appointment with the doctor you want to see at a time that is convenient to you. I regularly have to queue at 8am to get an appointment. There are rarely any pre-bookable appointments at times I would prefer. (4.30pm to 6.30pm). Since the merger in the summer it is not clear where you are supposed to go. The reception staff can be quite rude and unsympathetic.

Notes / Questions

No patient information given

24. Case 5983 (15-01-2019)

Providers: The Sidings

Since the merger I have noticed problems in Westside reception area, for example long queues and staff struggling to process what they are doing. Patient feels the doctor is quite abrupt and rude.

25. Case 5984 (15-01-2019)

Providers: The Sidings

Since the merger it is unsettling not seeing the same doctors. There has been a slight improvement however it is still a problem. I made 8 calls to get through yesterday to make an appointment. Problems getting someone out to see housebound relative. Recorded message when phoning cannot get a reply. The surgery is short of doctors, I have been seeing a Nurse Practitioner until today. I do miss the personal touch we had at Stuart House.

Notes / Questions

No patient information provided.

26. Case 5985 (15-01-2019)

Providers: The Sidings

Too difficult to book appointments. Either cannot get through in the morning, or if you do, all appointments have gone within 10 mins. Appointments cannot be booked in advance which therefore makes it difficult for those who work. Today I was only offered one appointment time, I am self employed so had to leave a client half way then go back which is not the best. May try the online booking system.

27. Case 5987 (15-01-2019)

Providers: The Sidings

Very long wait for appointment. I had to book the appointment almost a month ago and this is the only appointment they had available as my problem was not urgent, however I still feel this wait is too long! Staff were very good and helpful. The automated phone system is very difficult to book appointments would be more helpful if you spoke to an actual person.

28. Case 5988 (15-01-2019)

Providers: The Sidings

Not much experience since the merger but it is very difficult to get an appointment to see a doctor!

29. Case 5957 (11-01-2019)

Providers: Woodhall Spa New Surgery

Patient in mid 70's. Since they have been in Woodhall Spa, feels the surgery has got worse. Recently they waited outside the surgery from 7.30am till they opened the doors at 8am to get an appointment to see a doctor that day. Every time they have rung for an appointment they are unable to get through and when they do there are no appointments left. Was diagnosed with a chest infection and thrush of the mouth that day. Finds the receptionists unhelpful, bordering on rude. Has various health problems and finds the doctors manners a bit abrupt. They do not examine, they just ask questions, they know nothing about patients medical history and the patient has to ask when they prescribe medication if it will react with the medication already on. Feels they don't care.

Notes / Questions

HWL - Advised patient to contact Practice Manager

30. Case 6006 (18-01-2019)

Providers: Woodhall Spa New Surgery

Patient has medications delivered through Pharmacy2u to home address, which works very well. Needed to get proof of exemption due to being on Universal Credit and mental health conditions through the surgery. On contacting the surgery for this on mid January 19 the patient felt they were rudely spoken to by the receptionist who asked the patient ' don't know why you are entitled to get medication exempt' in an accusing tone of voice. Patient was taken aback and didn't feel they had to explain themselves to the receptionist. Patient called back again at the same day and again found the receptionist rude and the same question was asked of the patient. Patient felt anxiety levels and stress go up and couldn't sleep very well . Felt the receptionist(s) made them feel worthless and accusing of taking something they weren't entitled to. Mental Health issues has intensified and they feel discriminated against. Requires support in making the complaint as doesn't feel strong enough to do so on their own, would like an apology from the Receptionist / Practice Manager and for it not to happen to anyone else.

Notes / Questions

HWL - with consent from the patient, made a referral to POHWR

Compliment

1. Case 6041 (22-01-2019)

Providers: Merton Lodge (Alford) GP

Always see me when I've called up and always very caring. Been brilliant with both me and my family.

2. Case 6045 (22-01-2019)

Providers: Merton Lodge (Alford) GP

I have had a very poorly child aged 2 which the surgery have gone above and beyond for.

3. Case 6048 (22-01-2019)

Providers: Merton Lodge (Alford) GP

Staff always helpful, ability to get same day appointment. Doctor's and practitioners are supportive and reactive to any treatment required.

4. Case 6049 (22-01-2019)

Providers: Merton Lodge (Alford) GP

Since moving to the area in May last year and joining the practice, we have had good service and always been treated with respect, care and dignity. We have always managed to get an appointment when we wanted it

5. Case 6050 (22-01-2019)

Providers: Merton Lodge (Alford) GP

We came at 8am to make an appointment and got one for the same day 9.50am. Very happy with that. I have not tried the phone appointments for a while but I am worried that that method is less successful, hence I came in person at 8am.

6. Case 6055 (22-01-2019)

Providers: Merton Lodge (Alford) GP

The Doctors and Nurses have always explained the illness/treatments well. Polite staff and clean and tidy environment.

Signposting only

1. Case 5942 (08-01-2019)

Providers: Marisco Medical Practice

Requesting advice on registering with a dentist following closure of Marisco in Mablethorpe. 3 Numbers given and caller happy with response

2. Case 5962 (14-01-2019)

Providers: NHS England Dental

BUPA Dental closure

Patient looking for NHS dentist in Louth or Skegness area for ease of travelling.

Notes / Questions

HWL - provided Dental providers as requested.

3. Case 6021 (18-01-2019)

Providers: NHS England Dental
Closure of Mablethorpe Dental Practice,
Patient looking for alternative dental provider and asked if they could register out of county if they wanted to.

Notes / Questions

HWL - provided alternative options close to home and advised that they could register with dental provider anywhere as long as they were taking on NHS patients.

South x 15

- 5 x General Comment
- 1 x Compliment
- 9 x Signposting only

General Comment

1. Case 6010 (18-01-2019)

Providers: Hereward Medical Centre

Elderly spouse has Parkinsons and was diagnosed with a fungal infection over 12 months ago, family member concerned as it gets red raw and is painful and just gets cream which doesn't seem to be working and feels nothing is being done to get rid of it. Has carers in daily, but they do not deal with this kind of personal care. Family member doesn't know what to do.

Notes / Questions

Patient UPDATE - Nurse did home visit to the patient.

2. Case 5941 (08-01-2019)

Providers: Littlebury Medical Centre

Waiting time was 25 mins passed my appointment time. I was just told they were busy today.

3. Case 6135 (31-01-2019)

Providers: NHS England Dental

Dental in Spalding.

The dentist I was registered with previously in Spalding, just closed and did not inform us this was happening, this was 2 years ago and we have struggled to go to various dentists up to 50 miles in some cases and am constantly told. wait for the new Spalding dentist but it never materialised. What is happening?

Notes / Questions

No patient information provided.

4. Case 6136 (31-01-2019)

Providers: NHS England Dental

We desperately need more NHS Dentists, I physically cannot find one for me or my family close by.

Notes / Questions

No patient information provided.

5. Case 6137 (31-01-2019)

Providers: NHS England Dental

My partner and myself are both retired, at present we have to travel to Wyberton from Holbeach to a dentist. I have to drive as my partner is unable, and at some point we may not be able to due to age and medical conditions. Our dental practice in Holbeach is not taking on NHS patient and the proposed dentists in Spalding (which our names were down for) did not come to fruition. In the near future this may become a real problem for us.

Compliment

1. Case 6040 (22-01-2019)

Providers: Littlebury Medical Centre

Surgery has improved recently. Staff are more helpful now over the last month, previously it was not a good experience. Nurses and Doctors have always been alright. Reception were difficult but have improved their sociability with the patients.

Signposting only

1. Case 5943 (08-01-2019)

Providers: NHS England Dental

Requesting info regarding the closure of 1A dentist and advice on registering with the new surgery once open.

Notes / Questions

Alternative Dental options provided

2. Case 5944 (08-01-2019)

Providers: NHS England Dental

Previous client at 1A dental surgery Spalding. Treatment never finished and now needing more and help. Has heard new dentist in Spalding not now starting. Confirmed info on new dentist and discussed needs and wishes. Lives in Sutton Bridge but would prefer to use services in Lincolnshire rather than (Kings Lynn or Wisbeach) Gave Treeline number for possible Sleaford Branch. Hope this will then enable them to transfer back to Spalding if and when they open.

Notes / Questions

HWL - provided dental options

3. Case 5953 (11-01-2019)

Providers: NHS England Dental

Spalding Dental

Patient extremely disappointed that the dental provision is no longer going ahead in Spalding as planned. There is a lack of NHS dental services in the area, child not been to a dentist as unable to get signed up to one and is now two. Would like to know what is being done about the situation.

Notes / Questions

HWL - signposted to Gosberton Dental Practice

4. Case 5955 (11-01-2019)

Providers: NHS England Dental

Spalding Dental

I am extremely disappointed with this response. I was originally a patient in Johnson Hospital Spalding (1A dental) for 2-3 years, and despite the regular changes in dentist, was happy and was attending according to the guidelines (yearly) to ensure dental health or myself and child – since Johnson practice shut I have been unable to register in a NHS dentist in the local area. I am not in a position to travel as I work full-time and so preventative to appointments further afield. Child has undergone Orthodontic treatment successfully but has been unable to maintain the regime due to the lack of dental availability. I have paid for a private appointment for them in the meantime to try and maintain, however this is unsustainable. Whilst you offer advice , there is no solution as Local practices are not taking on patients. Please can you let me know when we will be provided with viable options to be able to maintain our dental health in this area

Notes / Questions

HWL - provided patient with Gosberton dental details

5. Case 5956 (11-01-2019)

Providers: NHS England Dental

Spalding Dental

Many thanks for your email informing us that the two promised dental practices due to open in the town are no longer in the pipeline. Partner left a Dental Practice in Spalding to join the Practice at the Johnson Community Hospital as they are self employed and the Hospital Practice offered later opening times and also weekend appointments. Since the closure of this Practice they are unable to find another NHS provider to put them on their books. This Hospital Practice should never have been allowed to leave that facility until a new Provider was found and this should have been made clear to them from the outset. It is not acceptable in an area that is ever increasing in population due to migrant workers and new builds to leave people in this mess. Perhaps you could tell me where they can register as they are now back to square one.

Notes / Questions

HWL - provided patient with Gosberton House information and information that it was not HWL who sent the email out to patients. UPDATE - patient contacted the Dental Practice and was given an appointment, patient thanked HWL.

6. Case 5960 (14-01-2019)

Providers: NHS England Dental

1A closure

Patient not registered with a dentist since 1A dental, just found the letter again and feels should look at getting a dentist.

Notes / Questions

HWL - provided patient with alternative Dental Practices

7. Case 5961 (14-01-2019)

Providers: NHS England Dental

Patient moved into the area and finding it difficult to get registered with an NHS dentist. Was hoping to register with either of the new practices that were coming into Spalding but now this is not happening. I have been informed that the dentists have been asked to work 8am - 8pm, that is why no one will do it. Why not open just 3 days a week, or split shifts?

Notes / Questions

HWL - provided patient with Boston Dental Providers information

8. Case 6030 (21-01-2019)

Providers: NHS England Dental

Patient looking for NHS dentist in Spalding area, used to be with 1A dental, was waiting for new providers but it seems no longer going ahead. Not in pain just need to register with a dentist.

Notes / Questions

HWL - provided the patient with Dental Options

9. Case 6133 (30-01-2019)

Providers: NHS England Dental

Patient looking for NHS dentist in the Spalding area, have just moved into the area and have phoned around but no-one taking on NHS dental so far.

Notes / Questions

HWL - provided patient with nearest practice taking on NHS patients.

South West x 19

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

General Comment

1. Case 6122 (29-01-2019)

Providers: Caythorpe and Ancaster Surgery

It is hard to get appointments, It is a long wait for test results. Some doctors insist on multiple appointments for issues, why is this? and why am I seeing different GP's all the time.?

2. Case 6124 (29-01-2019)

Providers: Caythorpe and Ancaster Surgery

Emergency appointment for relative, reception staff very helpful could not be better. Dr a 5 min consultation relative very distressed handed Diazepam. Concerned more about who would pay as currently not registered and unable to do anything else eg. referral, counselling not a great experience, handing out tranquillizers not an appropriate response in my non medical opinion.

3. Case 6128 (29-01-2019)

Providers: Caythorpe and Ancaster Surgery

My doctor is lovely, she has been very supportive and caring during my recent illness. However it is rather difficult to get an appointment with her unless you book weeks in advance. I have seen two nurses here in the last 6 months, one was amazing and caring and the other one was very brusque and dismissive of my concerns. All of the receptionists are wonderful, caring and understanding, It is very easy to get through to the surgery on the phone. The pharmacy staff are efficient and helpful. They always go out of there way to source vegetarian medications for me. For me the only downside of the practice is that you can't get a doctors appointment with less than a weeks notice. But when I was concerned and needed attention I was able to get a nurses appointment on the day and the doctor was made available to me.

4. Case 6099 (29-01-2019)

Providers: Lincolnshire Community Health Services NHS Trust (LCHS), The Welby Practice

I had surgery mid January 19, then had dressing changed here the following day at my GPs. Was supposed to have a district nurse in contact for weekend change of dressings but had no contact and had to go to A&E and wait to see a nurse. I was then to have a dressing changed a couple of days later at Harlaxton Practice and was told by reception to go away as the nurse was going to be with another patient in an ambulance and no option to have anything done, just said go away!!!!

Notes / Questions

HWL - suggested patient make contact with Practice Manager

HWL asks does the surgery believe this is a good use of A&E.

5. Case 6008 (18-01-2019)

Providers: Lincolnshire South West CCG, Millview Medical Centre

Patient found a lump in their breast and went to see GP. Patient informed that it was just 'lumpy' so the patient thought there was nothing to worry about. Patient saw a Nurse 18 months later who decided to refer the patient. Patient was diagnosed with stage 2 breast cancer HER2 Triple positive, has since had chemotherapy, radiotherapy and double mastectomy. Has raised a complaint with the surgery, the surgery requested confirmation from the patient so they could see a copy of their hospital notes. Patient didn't understand why a copy of hospital notes would be required.

Notes / Questions

HWL - provided POhWER and Ombudsman information. HWL - have raised with CQC

6. Case 5973 (15-01-2019)

Providers: NHS England Dental

My family live in Sleaford and we were refused a dental place within this area, so my family have to travel to Lincoln for every appointment. very inconvenient for a family of 5.

7. Case 5974 (15-01-2019)

Providers: NHS England Dental

BUPA Dental Care - Sleaford

Sensitive tooth, had root canal, Dentist coughed all through procedure, had to go back 4 days later to have the same tooth removed, back again after 3 days as tooth infected. I was prescribed Amoxycillin, another emergency appointment 4 days later same tooth site , very bad infection, still swollen and dry socket, Cleaned and scraped out and stronger antibiotics given. Day 4 and no improvement. Whilst I was at the dentist I noticed the receptionists dusting countertop while ignoring the ringing telephones.

8. Case 5975 (15-01-2019)

Providers: Sleaford Medical Group

Rang for an appointment but was given an appointment for nurse. went back again twice because reception kept sending me to nurse. It took 3 months and finally got to see a doctor who referred me to a specialist at Grantham hospital. That took 8 months before I saw him. Had tests done and ended up ringing Grantham and doctors for results. I have not been back since as the problem seems to have resolved itself.

9. Case 6003 (17-01-2019)

Providers: Sleaford Medical Group

Our surgery is ok but difficult to get an appointment, you have to ring up first thing but often there are no appointments left and then you have to do the same thing again the next day until you can manage to get one. The surgery seems to have a lot of locums, so you never see the same GP twice. Have found the GPs very caring etc when you can get to see one.

10. Case 5994 (15-01-2019)

Providers: The Market Cross Surgery

Patient commented, they had several appointments about changing their medication and the GP informed the patient they didn't understand enough about their medication so couldn't do anything.

Notes / Questions

HWL - advised the patient to contact the Practice Manager to discuss

Compliment

1. Case 6118 (29-01-2019)

Providers: Caythorpe and Ancaster Surgery

All care, wherever we have needed it has been super. Appointments have been forthcoming when needed and feedback always available. Relative currently starting process of treatment for Throat Cancer. The care they have received thus far has been outstanding and I have no doubt that it will continue throughout their treatment.

2. Case 6119 (29-01-2019)

Providers: Caythorpe and Ancaster Surgery

Relative suffering Mental Health issues is also Deaf. All medical treatment is supplied by this surgery. Very very happy with the service, Doctor's, Receptionists etc. Does not receive any help from outside agencies. Doctors here offer all help required. Patient is able to get prescriptions from in house pharmacy. Patient knows if they needed any help they could ask at surgery.

3. Case 6120 (29-01-2019)

Providers: Caythorpe and Ancaster Surgery

Patient is pleased with the services and support. Appointments are available when required. The waiting time at the surgery is very good (no more than 30 mins).

4. Case 6121 (29-01-2019)

Providers: Caythorpe and Ancaster Surgery

Friendly and helpful staff, Excellent with my very young relative when they had their inoculations at 8 weeks.

5. Case 6126 (29-01-2019)

Providers: Caythorpe and Ancaster Surgery

11 out of 10. Thank you. Doctors nurses reception Bless them all.

6. Case 6129 (29-01-2019)

Providers: Caythorpe and Ancaster Surgery

Pleased with service regarding the dementia condition. Although not needing help with care at the moment, know where to go if required. Patient has had previous home care with parent who has died. Brilliant service. Keeps in touch with Manthorpe resource centre Grantham Hospital but would refer to doctor if help required in the first place.

7. Case 5971 (15-01-2019)

Providers: Grantham + District Hospital, Sleaford Medical Group

Arthritis Care

Diagnosed four years ago. Originally saw GP referred to Grantham hospital, diagnosed Osteoarthritis and given pain killers and referred to specialist at Grantham Hospital, Care there was excellent for access, bus stops right outside, also all on one level, could not fault it. I have had to give up work because of illness. Have to make an extra journey to doctors for repeat prescriptions which is inconvenient with limited walking ability, (Sleaford Medical Group). Always find staff here are very helpful. I get 12 monthly reviews for medication.

Notes / Questions

No patient information

8. Case 5940 (08-01-2019)

Providers: Sleaford Medical Group

There is rarely a long wait any longer. The staff are polite, respectful and accommodating as always. Should there be a delay, the receptionist will inform respective patients. The waiting area is clean, quiet, on the whole, and never too crowded. Seating is provided if becomes busy. The doctors and nurses usually come out to collect the patient rather than relying on a screen notification or name called over an intercom. I personally have never had a reason to complain, apart from a delay in a letter request, and I have been at the surgery for 47 years and seen many doctor and nurses change, all giving a brilliant service.

Signposting only

1. Case 5959 (14-01-2019)

Providers: NHS England Dental

Patient looking for Dental provision in Grantham under NHS. Has contacted a few in the area but are not taking on NHS patients currently. Needs new dentures and cannot afford private costs.

Notes / Questions

HWL - provided the patient with new Dental practice opening in Sleaford. Patient happy to travel to Sleaford

West x 36

- 16 x General Comment
- 20 x Compliment

General Comment

1. Case 5947 (08-01-2019)

Providers: Boots Opticians (Lincoln), NHS England Other

I used the Opticians about 3 weeks ago and I am not impressed. The eye test was fine but the has been much messing about with the new prescription. The first pair went missing. Re-ordered and 2 pairs arrived but the prescription was incorrect, so have re ordered again and still waiting. I live in Market Rasen and have to travel to Lincoln at a cost of time travel and parking everytime so is not good. I usually go to Specsavers but they have a bad choice of frames. I thought I might get a more personal care and that the opticians were good.

2. Case 6102 (29-01-2019)

Providers: Lindum Medical Practice

Very nearly on time going in as it is a very busy surgery. I take a lot of medication on going to bed and also getting up. Staff very nice here but not understanding of the patients illness. I do get very upset when I am late for my appointment, 10 minutes is not the end of the world but reception staff can upset me at times as they do not know how you are feeling.

Notes / Questions

HWL asks - what does the Practice do to identify and support patients as in the situation as above.

3. Case 6105 (29-01-2019)

Providers: Lindum Medical Practice

Surgery is alright but just getting an appointment is a struggle, have to use drop in centre all the time. I had to wait two months for an appointment.

4. Case 6108 (29-01-2019)

Providers: Lindum Medical Practice

It is not too bad. But they have lost my blood test results, it took me 2 weeks to find this out. There seems to be some communication problems, similar situation regarding my relative. Involves us in a lot of chasing to sort things out we should not have to do. We are thinking at the moment we might change practice. We like the open clinic though and it is the only thing keeping us here at the moment as other surgeries do not have this facility.

5. Case 6110 (29-01-2019)

Providers: Lindum Medical Practice

Sometimes the waiting times are rather lengthy whether you have booked appointments or not, sometimes the receptionists are rude. The parking area/entrance are not very disabled friendly. Waiting area could have more room. There are no signs to show where to go for patients and there is only one toilet, which is not feasible when there are children, pregnant women and other patients who need the toilet too. It also gets cold in here when waiting for appointments, as only 3 heaters which are not very warm.

6. Case 6112 (29-01-2019)

Providers: Lindum Medical Practice

I always try to avoid the walk in as the waiting time is poor but also cannot book appointment when needed without having to wait weeks.

7. Case 6115 (29-01-2019)

Providers: Lindum Medical Practice

Drop in is very good, sit and wait. Routine appointment wait is 3 weeks which I think is too long especially when anxious. For emergency come in before 10am and it is fine, sit and wait. Sometimes there is a strong smell, not sure where it comes from. maybe just body odour?

8. Case 6063 (24-01-2019)

Providers: Navenby Cliff Villages Surgery

Staff are usually pleased to help. I have had a few problems in the past with incorrect catheters but that has been alright lately. I would like to be able to book appointments with doctor in advance rather than having to wait for call back, although I do know some things can be sorted this way.

9. Case 6065 (24-01-2019)

Providers: Navenby Cliff Villages Surgery

Difficult to get an appointment to see a doctor of ones choice other than through Triage. Not enough GP's in view of present demand and houses now being built in Navenby and Waddington.

10. Case 6070 (24-01-2019)

Providers: Navenby Cliff Villages Surgery

Unable to get an appointment unless doctor rings back. You then feel you are a time waster.

11. Case 6082 (24-01-2019)

Providers: Navenby Cliff Villages Surgery

It is local for me. Difficult to get an appointment, takes 2-3 week to get a routine appointment. Or you have to wait for Triage. The prescription service is incompetent. There is a lack of communication between the surgery and the pharmacy. I have a class A drug and I end up travelling between the surgery and pharmacy to try and get it sorted and get the medication. I get the feeling every single time "here we go again" Sometimes because of mix ups the drug has been destroyed because it is class A. It is an administrative thing. As a medical practice, the doctors are fine and we cannot fault them.

Notes / Questions

HWL asks - not concerned where the blame lies with concerns to the medication, we are concerned about the patients level of anxiety as a result of poor communication

12. Case 6083 (24-01-2019)

Providers: Navenby Cliff Villages Surgery

Good modern facilities. Can sometimes be difficult to get an appointment. Can be difficult to get through on the phone. Nice friendly doctors and nurses. Never feel rushed on appointments.

13. Case 6031 (21-01-2019)

Providers: NHS England Dental, Thomas Powell + Associates (Mr T Powell)

Were very good when I first came to this dental practice however one dental practitioner has left and another is retiring, patient feels it has gone down hill for the last year. They don't want to clean your teeth or do a filling, would prefer you to have them out instead. Sad for what was once a very good practice.

Notes / Questions

No patient information provided.

14. Case 5949 (08-01-2019)

Providers: The Surgery Market Rasen

Cannot always get an appointment with doctors, can get appointments with nurses. Get on fine when do get appointment with the Doctor.

15. Case 5968 (15-01-2019)

Providers: The Surgery Market Rasen

Under the circumstances, the surgery is ok. Patient opinion is we are a 3rd world country, I mean in comparison to Europe like Germany and Austria. There you get a print out of the results therefore, no need to go back to the doctors. I would like it here if we could have own reports. I have no complaints about Market Rasen surgery especially when I hear about other parts of the country.

16. Case 5969 (15-01-2019)

Providers: The Surgery Market Rasen

I find things on the bottom of the prescription, non regular ones, eg. for my heartburn are ignored and I do not get them when I need them. I travel from a small village outside of the town. I am disabled and my spouse brings me in the car and it means a lot of journeys. Everything else is alright. I highlight and put in bold on the prescription and then told I need to see the doctor or nurse to get them and they say things like it's not ready yet or needs GP to sign.

Compliment

1. Case 5965 (15-01-2019)

Providers: Lincoln County Hospital, The Surgery Market Rasen

Breast clinic

Having moved from London to Lincolnshire several years ago I have been very impressed with the health care here. At my local GP (Market Rasen) and Lincoln hospital, the ladies at the Breast clinic were exceptional.

Provider Response

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

2. Case 6106 (29-01-2019)

Providers: Lindum Medical Practice

All very nice and sociable and cannot do enough for you. No problems at all. Come every month always new faces.

3. Case 6109 (29-01-2019)

Providers: Lindum Medical Practice

I have always been given an appointment. I have always been satisfied with all members of staff. I even received a thank you letter for the gift I had given staff at Christmas. When my family have attended with me they have been impressed with how I am treated.

4. Case 6111 (29-01-2019)

Providers: Lindum Medical Practice

Improved service compared to a few years ago. More emphasis on preventative health care than in the past.

5. Case 6113 (29-01-2019)

Providers: Lindum Medical Practice

Used this practice all my life . They are always spot on. Appointments are as fast as possible. Usually about a week which I think is better than others in the area.

6. Case 6060 (22-01-2019)

Providers: Navenby Cliff Villages Surgery

They are excellent because when I was not sure what to do they said I should ring for Triage and explained it was not just for emergencies. They said get a Triage and it meant I did not have to worry about things.

7. Case 6061 (22-01-2019)

Providers: Navenby Cliff Villages Surgery

Very good here especially as so short staffed. They are polite and listen, and helpful cannot fault them. I like the building, Comfortable, Light. Before they had a little room , this is luxury now. Attractive surroundings, nice chairs, makes a difference to how you feel. Before there were not enough chairs and you had to stand. This is like 5* compared to before.

8. Case 6062 (24-01-2019)

Providers: Navenby Cliff Villages Surgery

Nice building, Local. Easy to get to here. Get a feeling from media we are a drain on society so try to avoid medical services so not a drain("at my age"). Have not tried for an urgent appointment. Try to self medicate, go to the local pharmacy Co-Op is the lower priced. Always very helpful at the surgery, phone back if have urgent results. Big expansion of people in this area and I fear things will get worse with the services. Big problem for the future and needs to be looked at with future planning. It is important we need to self care also.

9. Case 6064 (24-01-2019)

Providers: Navenby Cliff Villages Surgery

Our Doctors surgery in Navenby and Waddington are excellent. It is easy to get an appointment if you are ill. We can book non urgent appointments online. All of the doctors are respectful and very good. This system should be used by all surgeries.

10. Case 6066 (24-01-2019)

Providers: Navenby Cliff Villages Surgery

I can drive so can get to both surgeries at Waddington and Navenby. Receptionists are very good. It does not take too long to get an appointment. I get the regular check ups I need and monitoring today especially as I have started something new. I feel treated with dignity and respect which is so important to me and who you are.

11. Case 6068 (24-01-2019)

Providers: Navenby Cliff Villages Surgery

Staff are good. Never have to wait. Drs are brilliant, I get to see the same doctor, it is a friendly surgery, 2 weeks for routine appointment, but can phone and get a call back. Feel very lucky. I can ask anything.

12. Case 6072 (24-01-2019)

Providers: Navenby Cliff Villages Surgery

Useful can come to Navenby as well if needed. Can ring up in the morning and the doctor gets back to you within minutes and will make an appointment if needed. Nothing needs improving. We are lucky to have good doctors. They have treated me quickly and referred to hospital so now I can get on with my life. Cannot fault it.

13. Case 6073 (24-01-2019)

Providers: Navenby Cliff Villages Surgery

Despite being short staffed they are always welcoming and friendly

	<p>14. Case 6074 (24-01-2019) Providers: Navenby Cliff Villages Surgery The surgery is always clean and staff are helpful. I don't feel appointment times are too long in terms of booking an appointment to seeing someone. The surgery is easy to get to with a good car park. Really good, excellent service.</p> <p>15. Case 6077 (24-01-2019) Providers: Navenby Cliff Villages Surgery Always seem able to get an appointment in short time whether it is Dr or nurse. I have been frequently bringing my parents in recently and see good service and care given. Particular impressed with further care, in my case recently, follow up work by physiotherapist, sadly now funding withdrawn.</p> <p>16. Case 6079 (24-01-2019) Providers: Navenby Cliff Villages Surgery Care for the children is excellent. Triage system works well. I felt the post natal care I received from one specific doctor was not good enough, and a problem was missed. However this doctor has since left the practice.</p> <p>17. Case 6080 (24-01-2019) Providers: Navenby Cliff Villages Surgery Always good service both from doctors and nurse practitioners. Clean and tidy waiting room and good car parking.</p> <p>18. Case 6114 (29-01-2019) Providers: NHS England Dental TreeLine Dental In Sleaford Just opened. I find it really good. All modern and brand new. friendly staff and I liked the dentist. I had been waiting 2 years for a dentist before that, no dental treatment during that time, but they have managed to save my tooth. Talked to me all the way through things. I have recommended to my parent as they are very nervous, but I have told them to go there because they are good.</p> <p>19. Case 5948 (08-01-2019) Providers: The Surgery Market Rasen Very good, I have just moved here and was easy to register. The staff are very helpful and pleasant, have been here a year no down sides. I am pleased I am able to see a doctor fairly quickly.</p> <p>20. Case 5967 (15-01-2019) Providers: The Surgery Market Rasen Parent has mental and physical health problems. When they first used this service we were both doubtful as we had experienced bad service where we used to live. Would never go to the doctors alone because they felt unheard and uncared for. Parent now has the confidence to come to the doctors because they are been treated like a human being.</p>
<p>All CCGs x 1</p> <ul style="list-style-type: none"> • 1 x General Comment 	<p>General Comment</p> <p>1. Case 6084 (24-01-2019) Providers: East CCG, Lincolnshire South West CCG, South CCG, West CCG Skegness Support Group comments Ear Syringing. Very few patients from practices on the east coast are being referred to spec savers for ear syringing and are waiting for appointments at the hospital. Patients on asking the surgery about spec savers the practice didn't know anything about this service.</p> <p>Notes / Questions HWL asks - are GPs now commissioned to provide this service in whole of the county? Which GP Practices are not providing this service and why?</p>
<p>Out of Area x 1</p> <ul style="list-style-type: none"> • 1 x Compliment 	<p>Compliment</p> <p>1. Case 6085 (24-01-2019) Providers: NHS England Dental My Dentist - Newark Good service, not long to wait to get an appointment. On time with appointment when going in. Use Newark as when I moved I could not get a dentist in Lincoln. Only reason I am not recommending it is because it is in Newark not near to where we live.</p>

CCG Area	Case Details
<p>East x 26</p> <ul style="list-style-type: none"> • 10 x General Comment • 16 x Compliment 	<p>General Comment</p> <p>1. Case 5991 (15-01-2019) Providers: East CCG</p> <p>Patient was attending approximately 30 sessions of Lighththerapy for a skin condition in Grimsby Hospital. They were informed on one occasion that they were no longer entitled to attend this hospital as the contract had now been awarded to a different provider. This provider stated the patient did not fit the criteria as they did not live within North East Lincolnshire. Patient was then referred to Lincoln Hospital where the patient found the service was not as good as in Grimsby, the sessions only lasted 30 seconds, increased travel time, travel costs etc.</p> <p>Notes / Questions</p> <p>Continuity of Care should remain consistent under commissioning requirements regardless of provider?</p> <p>2. Case 5954 (11-01-2019) Providers: Pilgrim Hospital</p> <p>Pain Management</p> <p>Patient attended Pain Management clinic mid 2018 for steroid injection after waiting for over 13 months. The delay was due to funding problems. I was advised by the Consultant at this appointment that due to the changes in my condition and waiting for results from MRI and bone density tests from Lincoln that I would need to be seen in a clinic setting before any further treatment. I waited for an appointment which was to be sent for end of 2018 but heard nothing, so patient contacted the hospital to be informed they had missed their appointment for mid December. On receiving the post the letter was received the day after the appointment date. Contacted the hospital who managed to rebook for a few weeks time, however this was not with a Consultant but with Nursing staff. Some information was missing from the notes so the Nurse contacted the Consultant who came in and after discussing the test results agreed to place me back on the list for treatment, but cautioned me that the pain clinic at Boston was under review and its future was in doubt. Already waiting longer than should due to delays in processes, now I may not get injection again.</p> <p>Notes / Questions</p> <p>HWL - provided patient with PALs information</p> <p>Provider Response</p> <p>Thank you for your feedback if not already done so please contact pals who can look into this for you.</p> <p>3. Case 6002 (17-01-2019) Providers: Pilgrim Hospital</p> <p>A+E, X-ray Gastro and Orthopaedics</p> <p>Waiting times in this department good but Emergency A+E long waiting time. After an accident recently the wait for x-rays was 8 hrs. Do not get to see a doctor only a nurse. After seeing 6+ nurses another long wait to see a doctor. Overall unhappy with the emergency service.</p> <p>Notes / Questions</p> <p>No patient information provided</p> <p>Provider Response</p> <p>We are sorry to hear this poor feedback. Please direct to PALS should they contact you again.</p>

4. Case 6026 (21-01-2019)

Providers: Pilgrim Hospital

Car Parking / Pain Management

Patient finds this so stressful at the moment. Came out of the hospital and there were 30+ people queueing at the machine. When you are feeling vulnerable and have cancer, you do not need to the stress of car parking problems. It is the worst thing about coming to the hospital at the moment.

Pain Management, I have heard this is going. Have been left in limbo. Have an appointment in the next few weeks and don't know what is happening. I come here regularly. I have asked the staff if they were going elsewhere and they didn't know anything. In so much pain and the injections help to relieve it. The letters I receive have a letterhead with one address on and within the body of the letter there is the address of where I need to go. I suffer from a brain injury so my spouse reads everything as the letters are so confusing for me.

Provider Response

The Trust has encountered some teething issues with the new parking system and we are working closely to improve these services. Additional pay kiosks, lightening and shelters have been put in place recently and we are actively working on ways to improve the delays.

5. Case 6028 (21-01-2019)

Providers: Pilgrim Hospital

Pain Management

A few people shared their concerns about the changes to the pain clinics. Most wanted to be assured that they would continue to be able to visit a pain clinic locally. A patient that told me about the pain clinic moving to Grimsby, During clinic appointment a patient had a long conversation with the Doctor and we will have to go to Grimsby for treatment soon." Is this correct?

Provider Response

The pain management will be taken over on April 1st 2019 to a new care provider -Connect Health. Each patient will be contacted by this new provider before then with details on the new service.

6. Case 6033 (22-01-2019)

Providers: Pilgrim Hospital

Oncology

Good service, level of service and support and consultant is good.

Car parking needs sorting, Queueing now 15 to 20 mins to pay, restarted today, Did not see anyone helping when I came in. Car parking charges 1st hr is fair but very rare here for only an hour. Automatically go to £4.20. Should be smaller jumps in hrs and relative costs.

Provider Response

The Trust is working with parking eye to look at ways in changing the tariffs for parking. Alternatively patients can register their details with goodtogo. PALS can supply further information if this is required. The Trust is working with parking eye to look at ways in changing the tariffs for parking. Alternatively patients can register their details with goodtogo. PALS can supply further information if this is required.

7. Case 6038 (22-01-2019)

Providers: Pilgrim Hospital

Oncology/Breast clinic

I have used Pilgrim Hospital a lot over the last 5 years. The Breast and Chemo units have been very good, but appears communication between departments lets the service down.

Provider Response

We are sorry to read this, if the patient can be directed to PALS if they continue to have communication issues and the team will liaise with the relevant departments

8. Case 6056 (22-01-2019)

Providers: Pilgrim Hospital

Orthopaedics

Second operation to put right the problems with the first surgery. Second surgery made the problem worse. The consultant blamed me for the problems albeit I did exactly as instructed. He did refer me for a second opinion which concluded the surgery was incorrect and a further surgery is required. However they could not guarantee success. At this point I have awaited further surgery which leaves me in constant pain and not walking on the foot correctly has affected my knee and hip. Overall it was the initial consultants attitude I feel is annoying.

Notes / Questions

PALS information given

Provider Response

We are sorry to read such poor patient experience. Please advise the enquirer to contact pals for them to investigate this further for them.

9. Case 6089 (24-01-2019)

Providers: Pilgrim Hospital

Patient has been referred into Urology by GP. Has a history of end stage kidney failure and is currently undergoing regular dialysis. Patient moved from Bristol into Lincolnshire, had seen a urologist in Bristol and was informed would need a procedure, since moving to Lincolnshire it has come to a stop. The patient has been referred, a letter was sent out by appointments saying if you have not heard anything within 2 weeks please call the number above. Patient did as instructed and was informed, the letters should not have been sent out and to take no notice of that information as they were only just booking patients in who were referred back in July of last year. Which means the patient will be at least waiting 8 months or so after their referral date to see a consultant. Patient cannot have a kidney transplant until they have seen the urologist, had the procedure (if still necessary but need to see the Consultant to make this decision) and then can be added onto the transplant list. So each time he has to wait for appointments is detrimental to their health needs and a setback medically. Patient is concerned why they are having to wait so long for an appointment and concerned that they are unable to go on the transplant list until they have been seen by a consultant. Also asked, if this was normal for Lincolnshire waiting months for an appointment can be extremely stressful.

Notes / Questions

HWL - with patient consent contacted PALS team to see why waiting for so long for an appointment. Patient now has an appointment in a few days time.

Thank you for your help it is appreciated.

10. Case 6092 (25-01-2019)

Providers: Pilgrim Hospital

Support Group Comment

Accessible Information Standards.

Patients with severe eye conditions are missing hospital appointments with the new system, patients are receiving text messages for their appointments but due to eye conditions are unable to read them and no letters or phone calls are given to the patients. For one particular patient relative found three messages for appointments on parents mobile phone. Relative contacted the hospital and arranged a new appointment, but damage already because of no injections.

Notes / Questions

HWL - contacted the Hospital

Provider Response

As you might be aware, this is a new system for us and we appreciate feedback from service users. However, the system should be delivering a service that is Accessible Information Standard compliant.

I have checked with the implementation programme manager, who has confirmed back to me that patients who receive a notification by SMS of a letter being available on their Smart device, who do NOT respond to that SMS message will automatically receive a hard copy letter through the post.

It might have been that people have clicked acceptance of the SMS and then not been able to read the letter on their device? Although I am aware that a growing number of people with visual impairment have their own assistive technology to support them accessing their communications, please note that:

1. Our system is completely auditable, so if a particular person is having issues we are able to support them in ascertaining where and when any potential problems might have occurred.
2. Patients and service users can elect to opt out of this system entirely and receive only hard copies of letters in font sizes 16, 18 or 24

I hope this clarifies the issues raised.

Compliment

1. Case 6000 (17-01-2019)

Providers: Boston West Hospital

Staff are fantastic. It is a private hospital but more NHS patients are going there. Really nice, Top Notch. Had 2 procedures there. Very good.

2. Case 6058 (22-01-2019)

Providers: Lincoln County Hospital

The Urology department has always been exceptional, the level of service is high standard, you are treated with respect at all times.

Provider Response

Thank you for these kind comments we will ensure that they are shared with the team

3. Case 5951 (09-01-2019)

Providers: Pilgrim Hospital

Care for the Elderly Team.

Arrived approx. 20 minutes before appointment time, checked in and went round to Waiting Area 3. Greeted by a very friendly nurse and her colleague who informed us that the Consultant was running late. We had approximately 35 minutes to wait (which included 15 minutes of time that we had arrived early). Consultant comes out and greets all of their patients and has a conversation with them as we walked to the consulting room. Even making a reference to something that my parent had mentioned to her at a previous appointment more than 3 months earlier! Parent had a very thorough consultation and the Consultant chased up investigations that had been requested back in September / October 2018 for a scan to take place at Lincoln Hospital under the care of the Neurology Team. Discussed the problems with medication (patches for memory loss) prescribed by the Team. With a recent "scare" over her blood sugar levels, Consultant questioned parent thoroughly on the episode and gave good advice if any of the symptoms happened again. Consultation was very thorough and we were with the Consultant (who is lovely!) for approximately 45 minutes.

Provider Response

Thank you for this lovely feedback which we will share with the teams

4. Case 5990 (15-01-2019)

Providers: Pilgrim Hospital

Ward 3a

Had surgery for Thyroid Tumor. Really good service, very kind and helpful all through my journey

Provider Response

Thank you for this lovely feedback which we will share with the teams

5. Case 5996 (17-01-2019)

Providers: Pilgrim Hospital

Outpatients

Patient trusts the Consultant, good communicator listens to both patient and relative ensuring they both understand treatments etc, and ensures they are both happy with everything.

Provider Response

Thank you for this lovely feedback which we will share with the teams

6. Case 5997 (17-01-2019)

Providers: Pilgrim Hospital

Haematology

On the whole I am pretty satisfied. Could do with some improvements. The main problem at the moment is parking. I could not get parked then I had a job paying for it and then the cost is over £4. There are big queues out there today as the new system starts again today. Usually the staff and consultant are very good, very polite and brilliant same applies when I stayed on ward 7 (both day and night staff) last year my relative was treated for cancer on ward 7 and MacMillan were lovely. Sometimes I have trouble getting out of the seat as the seating is quite low to the ground.

Provider Response

Thank you for this lovely feedback which we will share with the teams

7. Case 5999 (17-01-2019)

Providers: Pilgrim Hospital

Ward 9a

My relative had an operation on their toe this year in and out and certainly felt they was treated well. Seen by 2 doctors and treated quickly. Came in at 9.30am on the Saturday and I collected them at 6.30pm the same day. Had a nerve block rather than being put to sleep. Some departments are better than others, Chemo is excellent.

Colonoscopy

I had 3 letters about the same thing and each one said something different, So having to make phone calls to find out which is right.

Provider Response

Thank you for this lovely feedback which we will share with the teams

8. Case 6001 (17-01-2019)

Providers: Pilgrim Hospital

Treatment at Pilgrim 100% better than any I have ever had. Pilgrim find the problem and deal with it. I could have died if I had treatment in Kent. Can not praise the staff at Pilgrim enough.

Provider Response

Thank you for this lovely feedback which we will share with the teams

9. Case 6032 (22-01-2019)

Providers: Pilgrim Hospital

Pain Management Waiting area 3

I have no bad experience at all at Pilgrim hospital.

Provider Response

Thank you for this lovely feedback which we will share with the teams

10. Case 6034 (22-01-2019)

Providers: Pilgrim Hospital

Haematology

Make an appointment for 10.30 and get in at 11.15 which is quite a long time to wait. Everything else is wonderful and they really look after you.

Provider Response

Thank you for this lovely feedback which we will share with the teams

11. Case 6035 (22-01-2019)

Providers: Pilgrim Hospital

Haematology

It has been good. I have been coming here for 3 years. Doctor has got to the bottom of issue, what is needed. They are all very helpful and that is what you want. In the chemo suite, the meals were excellent. I was surprised because of the reputation, but they were good. Waiting times vary from 'on time' to 'over an hour'. Given good advice when making a decision.

Provider Response

Thank you for this lovely feedback which we will share with the teams

12. Case 6036 (22-01-2019)

Providers: Pilgrim Hospital

Neurology

Everything was great today with no waiting time and I was seen on time.

Provider Response

Thank you for this lovely feedback which we will share with the teams

13. Case 6037 (22-01-2019)

Providers: Pilgrim Hospital

Haematology

Both patients have to travel from Skegness to Pilgrim for all their treatment apart from Blood tests. Male patient, regular visits re prostate treatment and Hernia. (Prostate nurse will give phone consultation other departments do not). Female patient, After Spleen op, now being treated for leukaemia. Do not mind the visits to hospital but the costs are getting out of hand. Visited 4 times since Christmas, parking costs are high. Would prefer to have a phone consultation for results that are not too serious. eg. giving results of Scan not having to make another visit, saving £20. per visit with parking and fuel. Female just came out of their appointment has been told each department they visit can do phone consultation, it has been explained how to go about it patients find this positive.

Provider Response

Thank you for this feedback - please contact pals if they can support telephone consultations enquiries. Visitors can also purchase a £20 concessionary car parking ticket at reception which helps with the cost of parking

14. Case 6039 (22-01-2019)

Providers: Pilgrim Hospital

Oncology

It is brilliant, they sort out my problems immediately. Always get me in for tests. and ring immediately with the results to my home, Cannot fault it. They talk me through treatment. I ask a lot of questions and they do answer and offer me the best treatment possible. So friendly here at Pilgrim.

Provider Response

Thank you for this lovely feedback which we will share with the teams

15. Case 6051 (22-01-2019)

Providers: Pilgrim Hospital

A+E

My relative was taken to A+E and received treatment. The staff were kind and good and did what was needed.

Provider Response

Thank you for this lovely feedback which we will share with the teams

16. Case 6059 (22-01-2019)

Providers: Pilgrim Hospital

Urology

The Urology department has always been exceptional. the level of service is high standard, you are treated with respect at all times.

Provider Response

Thank you for this lovely feedback which we will share with the teams

South x 3

- 3 x General Comment

General Comment

1. Case 6024 (21-01-2019)

Providers: Peterborough and Stamford Hospital

First time mum with other health unrelated (to pregnancy) complications, having had early bleed in first few weeks started to experience heavy bleeding. Mum contacted emergency number at maternity unit as they had been told to do this if experiencing heavy bleeding.

The following gives an update of their experience in their own words.

I was worried and went to maternity until, got told at reception that "I have to call which I said I had", they then went into a room come out and said the woman on the phone is free now so if I go and sit outside and call again she should call back. However she didn't. Pain got worse, I called again. Finally an hour later they called back, said something about not hearing my number but I told them I'd called and the receptionist told the woman on phone I was sat outside the room. They told me they couldn't get me in till MONDAY and to go to my Dr for a cervix check.

I had a 2.30pm appointment at the doctors already in place, at the consultation, my doctor was horrified by how I'd been treated. She said she did not feel happy about carrying out a cervix check on someone that could be having a potential threatened miscarriage. She rang the hospital and left a voicemail about how she was not happy with this, and the fact I hadn't been seen when I clearly was in pain etc.

The maternity until called and booked me in for the next day (Thursday) for 10.30am for a cervix check. They checked me and did a scan to confirm I had miscarried. However I do not feel they supported me in any way, I was already feeling traumatised and confused, and at the end of my appointment they did not want to go through options, didn't discuss any options with me and just gave me a bit of paper to take away and read with my options. They told me they would call Saturday morning to discuss what options I have decided and go discuss them more.

I had severe bleeding Thursday night, passing large clots and again Friday morning. I had to call the maternity unit on Saturday in the end as I heard nothing from them. I explained my symptoms and they said they could scan me after Christmas to see if the miscarriage had cleared as it sounds like I had passed most of it. Nurse assured me what was happening was normal even though the sheet of info says to go to A and E if experiencing filling more than 2 pads in an hour (which I had experienced more than this every day). I also didn't know what was 'normal'.

Sunday at 5am I woke up soaked in blood, with 3 pads on. I had a bath, and was in agony with blood flow not slowing. We went to A and E again and waited about 1 ½ before we were seen. The person who checked me over said someone from early mat unit needed to come and deal with me, we waited a further 1 ½ hours. They removed some of the clots and gave me codeine.

For the next couple of days I was in pain still, passing large clots and unsure when it would stop. I went to the maternity department (to a booked appointment) after Christmas and the Dr who scanned me during this appointment said there was a lot of tissue left and recommended a D and C (he felt I would definitely require one at some point if the situation was left), blood tests also revealed that I was also now anaemic. He suggested I was admitted over night to then have the op in the morning however I decided to go home and return the next day. The nurse told me they was busy at that moment, so would contact me to check through the pre op etc this was done later that day.

I was told to attend maternity unit at 11am the next day to complete additional pre op form. I arrived at 11am but did not get seen until 11.45 with no explanation why I was expected to wait this long, (other people coming in after me and being seen quicker in the early mat unit). When I was seen, the nurse who went through all the info was actually questioning why her colleague had left all this for her to do instead of doing it the previous day. She had a big list to go through, including a prescription for me now being anaemic. She took some blood and said she would send it upstairs once I went to the day theatre. I then went up to day surgery ward and after over an hour they had to take more blood firstly because the previous ones had gone missing, then secondly because once found there was spelling mistakes!!! I was already weak at this point and to have more blood took was not really acceptable. The anaesthetist and Dr, nurses etc was brilliant on the ward and I could not fault that support and treatment.

I do however feel at the early Mat unit from start to finish I have been treated as if I was being paranoid with bleeding and pain. And once a miscarriage was confirmed it was like I was not relevant as a patient anymore, and it was just a standard conversation for them. I understand it is something they see regularly however, I don't feel this blanket approach is acceptable and would expect a caring and unrushed service, particularly at such a difficult time as a pregnancy miscarriage. The whole experience by your maternity department has thoroughly affected me and I feel I would not want to put any future pregnancy in their hands.

Notes / Questions

HWL asks - What support does the Trust feel is important to offer Mums going through miscarriages?

2. Case 6134 (30-01-2019)

Providers: Peterborough and Stamford Hospital

Parent was in Peterborough Hospital recently and is in and out of hospital quite often, parent suffers with Parkinsons and is unable to get out of chairs very well, needs raisers for chairs and due to the condition finds it difficult swallowing any substances. The patient has seen a Consultant previously in clinic and it was suggested that when eating for the patient to stand whilst eating as this will help the food go down. During the hospital stay the patient found that staff were laughing at them and felt uncomfortable. Medications were not given on time which had a knock on effect to the patient. Relative feels that if medications were given on time their parent would not be behaving in an inappropriate manner.

Notes / Questions

HWL - provided information on PALS; Support Groups in the area and respite care.

3. Case 5972 (15-01-2019)

Providers: United Lincolnshire Hospitals NHS Trust (ULHT)

ULHT

Had tremor in right hand that was getting steadily worse. so being concerned it could be the start of Parkinsons, GP recommended an appointment with a Neurologist but said the waiting time for this was 6 months. Privately I could have seen the same Neurologist the same day which was not convenient to get there without making other arrangements. Neurologist on holiday for 2 weeks so booked a private appointment on his return, just over 2 weeks wait after first seeing GP. I feel 6 months wait to see a consultant on the NHS needs addressing. After seeing the Neurologist privately I was dealt with and treated satisfactorily. As a child I had Rheumatic fever, this has been controlled and dealt with along with the arthritis very well over the years. It was found that I did not have Parkinsons but an essential tremor which is being controlled by my GP on the NHS. I am very pleased with my GP.

Provider Response

If a referral is graded urgent then normally is seen within 6 weeks, 2ww's are usually booked within the 2 weeks, and yes routine ones can be waiting for up to 24 weeks while we only have 2 consultants at PH.

South West x 14

- 5 x General Comment
- 9 x Compliment

General Comment

1. Case 5936 (08-01-2019)

Providers: Grantham + District Hospital, Lincolnshire South West CCG

A&E

I have had recent experience of Lincoln Hospital on two occasions. I live in Grantham and our A&E closes at 6.30pm. The maternity block is also mothballed where my two children were born. This is an utter disgrace for an expanding town the size of Grantham with its surrounding catchment of villages. A few months ago, my 90 year old Father in Law was suffering dizzy spells with slight heart pains so 111 recommended he go to Lincoln A&E as Grantham was closed. I took him and his wife and were greeted with a full waiting room at Lincoln. After about 3 hours wait, he was seen and they kept him in overnight for observation. He spent the night in a corridor on a chair as no beds were available. Luckily, he was allowed home next day. My more recent experience was with my 93 year old Mother. She called me this Saturday evening to say she was feeling unwell so I rushed across town to see her. She was struggling to breathe lying on her bed. I called 111 and was just talking to a real person after the options when the paramedics arrived. She must have rung 111 herself and forgot to tell me. As, again, Grantham A&E was closed, they rushed her to Lincoln and I followed in my car. I waited in the A&E waiting room while they assessed her, which again was full, and she was moved to the cardiac ward. Sadly, she passed away yesterday morning and I just made it to her bedside travelling from Grantham before she passed on. I am not complaining at all about the staff or Lincoln Hospital. The staff there are brilliant and professional as in any hospital. It's just that as they are getting the overflow from Grantham, it puts a bigger strain on their resources. It is just moving the problem elsewhere.

Provider Response

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

2. Case 6012 (18-01-2019)

Providers: Grantham + District Hospital, Lincoln County Hospital, Pilgrim Hospital
ENT

I feel I have been seen quickly appointments have been sent out soon after referral, staff are kind and patient. Waiting times on the day of the appointment are often lengthy almost an hour late sometimes. At Lincoln ENT they forgot to do a hearing test, so I had to go back a couple of months later for the test. Post procedure symptoms were not explained at Pilgrim so I wasn't prepared to feel so ill afterwards.

Notes / Questions

No patient information provided

Provider Response

We are sorry to read this. We will send this to the ENT lead to share with their teams the importance of keeping patients informed of procedures and side effects.

3. Case 6013 (18-01-2019)

Providers: Grantham + District Hospital

I am very concerned that the Trust has cut the A&E hours so that the town of Grantham has no facilities overnight. Lincoln Hospital is a long way as there are no major roads linking the city to the town. The town is growing at a rapid rate too. Parking facilities at Grantham are woefully inadequate. Grantham is a wonderful hospital with a loyal and hard working staff team.

Provider Response

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

4. Case 6022 (18-01-2019)

Providers: Grantham + District Hospital, Lincoln County Hospital
Respiratory / Pathology

My hospital care is ongoing at Grantham and Lincoln for which I am very satisfied. The only negative thing is I have to chase up appointments which can be stressful and unnecessary. The care given varies, but if generally good.

Provider Response

Can you please thank the patient for their comments which we will share with the clinic. We are sorry that the patient is having to chase appointments but if they would like to contact the PALS Team at Lincoln County Hospital they will be more than happy to help with this if this reduces the stress for the patient.

5. Case 6096 (28-01-2019)

Providers: Grantham + District Hospital, Pilgrim Hospital

Disappointment of the care provision for my parent had on ward 9A at Pilgrim Hospital Boston. On a Saturday mid December parent had a fall at home and was in considerable pain in the hip, a family member took them to Grantham Hospital to be checked. Whilst there they had an x-ray taken and after reviewing this the medical staff advised that there didn't appear to be any fracture and that they believed that they had sprained themselves and to take pain killers and rest to aid recovery. As my parent lives on their own they went to stay with my family member. Over the weekend and into Monday evening parent rested however the pain was increasing rather than decreasing as expected. A decision was made to return to Grantham Hospital A&E on the morning of the Tuesday as soon as they opened (8am). The x-ray from Saturday was reviewed by the A&E staff with no change to the no fracture theory so the case was passed on to an orthopaedic doctor who spotted that there was indeed a fracture and that they had therefore been walking on for 2 days – a CT scan followed to see the severity of the fracture. The injury was in the left side and this hip had been replaced 9 years previously, a Consultant reviewed the situation, had a plan to repair the hip and had theatre space that afternoon when the repair could be done. The anaesthetist came to take a medical history in preparation for the operation and there was a consultation. Parent has a history of chest problems. Then came the news that the Professor had been told that he was not allowed to do the operation as Grantham Hospital were unsure of being able to provide the right after care bed for the patient at Grantham following the General anaesthetic. Patient would have to be transferred to Boston and the operation done there. Incredibly frustrated, and with no other option the patient was transferred to Boston by ambulance. Pilgrim hospital were aware that the transfer was being made, they knew which ward was going to, and patient had been assessed for a whole 10 hours at Grantham. On arrival at Boston however the ambulance crew were told that they couldn't just go up to the ward they had to go via A&E, they then sat for 1 ½ hours outside in the ambulance before they could even get through the door to A&E, another 40 minutes later patient was moved on to a bed, after the ambulance crew had helped to find one, and finally was allowed to go to the ward. By the time parent was settled on the ward it was 10.15pm, over 14 hours it had taken to get to this point. On the Wednesday the doctors did the rounds and parent was told that there would be no operation that day as they had a backlog from the previous day that had to be done first. Incredibly disappointed however, parent was in hospital and ready for the operation the next day. Thursday came and parent was told that they had decided against operating and were putting them on full bed rest, where the timescale was indefinite, until the hip healed. There were concerns over their chest with the anaesthetic and also how the leg would heal as they have osteoporosis. We asked at this point therefore why an operation was recommended by Professor a highly respected and world class surgeon and yet the doctors at Boston are not wanting to do surgery. We expressed our concerns that being immobilised for an indefinite timescale would have a negative effect on their chest, causing a chest infection to build. This was not answered, they had decided on their course of action and that was that. We raised the question then that as parent was not being operated on there was no need for them to be at Boston. And that we would like them to be transferred back to Grantham. The staff agreed that this would be looked into. Friday in December we visited and spoke to the Ward Manager who told us that he had made enquiries for a return to Grantham and that this had flatly been turned down. A decision that has infuriated us, parent is stuck 30 miles from home, family and friends for an indefinite amount of time which is totally unacceptable. A question was raised about a care package and moving parent to a home for bed rest, however the Boston staff had no knowledge about homes in the Grantham area and could only talk about Skegness as a possibility, some 52 miles from Family and friends so again unacceptable. On Friday's visit we were told again that no consultant has seen parent, or looked at their CT scan, and also that they will re x-ray the leg in 4 weeks time to see what progress has been made. At this point it may be that if not healing properly may need an operation anyway so the bed rest may be a complete waste of time. Predictably however, and in line with our initial concerns, parents lack of movement has caused a very chesty cough which now needs treatment. Parents nursing care at Grantham and Boston has been exceptional, staff are working very hard under difficult conditions, and the doctors that saw parent in A&E at Grantham the previous week were amazing.

Notes / Questions

Relative raised with Complaints Team at ULHT

Provider Response

This has been dealt with by the PALS and complaints teams

Compliment

1. Case 6005 (17-01-2019)

Providers: Grantham + District Hospital

Urology

Very happy with the way I have been treated here.

Provider Response

Thank you for the positive feedback

2. Case 6014 (18-01-2019)

Providers: Grantham + District Hospital

Dermatology

Had a skin cancer under eye, this was removed at Lincoln Hospital by an eye surgeon. Developed another growth on forehead which was removed at Grantham Hospital, follow up and subsequent removal of residue very good. An efficient department where everything was explained fully.

Provider Response

Thank you for the positive feedback

3. Case 6015 (18-01-2019)

Providers: Grantham + District Hospital

Dermatology

Excellent explanation of my condition, all steps and requirements for surgery were explained well by the Consultant, was left feeling that all would be done to bring a positive conclusion to my condition.

Provider Response

Thank you for the positive feedback

4. Case 6017 (18-01-2019)

Providers: Grantham + District Hospital

Dermatology

Helpful and I like that it is a smaller and more accessible hospital.

Provider Response

Thank you for the positive feedback

5. Case 6019 (18-01-2019)

Providers: Grantham + District Hospital

Dermatology

Always welcoming, ready to listen and to offer their full support. Very happy with the service overall. Parking a nightmare however.

Provider Response

Thank you for the positive feedback

6. Case 6020 (18-01-2019)

Providers: Grantham + District Hospital

Outpatients

Friendly staff with prompt appointments. We definitely need to keep all services at Grantham, as difficulty for elderly and disabled patients to reach outlying hospitals.

Provider Response

Thank you for the positive feedback

7. Case 6127 (29-01-2019)

Providers: Grantham + District Hospital

A+E

Attended A+E after fracturing my wrist. I was seen and attended to within a couple of hours, subsequent appointments with the consultant and physio were on time. very happy with the overall service. Staff were pleasant and helpful.

Provider Response

Thank you for the positive feedback

8. Case 6130 (29-01-2019)

Providers: Grantham + District Hospital

Shoulder surgery

I had surgery on my shoulder last year . The surgeon, physio and follow up teams were and have been exemplary. To be seen quickly and have the problem dealt with with speed and efficiency was great.

Provider Response

Thank you for the positive feedback

9. Case 6132 (29-01-2019)

Providers: Grantham + District Hospital

Cardiology

Treated at Grantham for Pacemaker and have a check up every 6 months pacemaker getting old. very happy with the service. Parking is expensive I think it should be free. Treated for Cataracts at Grantham very happy with the treatment, now waiting for second operation the waiting list is 3 months. A+E emergency treatment for Pneumonia sent to Grantham processed quickly, specialist was excellent. Transferred to Nottingham City Hospital

Notes / Questions

No patient information provided.

Provider Response

Thank you for the positive feedback

West x 19

- 13 x General Comment
- 6 x Compliment

General Comment

1. Case 5977 (15-01-2019)

Providers: Grantham + District Hospital, Lincoln County Hospital, Nottingham City Hospital

Relative in and out of hospital over last 6 years. Had a major heart bypass and lung operation at Nottingham City which was brilliant. Referrals after were in Grantham then Lincoln hospitals, felt better looked after at Grantham than Lincoln. Smaller hospital more personal care. Family was not kept informed of conditions at end of life at Lincoln hospital did not know how serious it was at the end, so was a real shock. Patient passed away in Lincoln County Hospital.

Provider Response

Can you thank the family for this feedback and we are sorry that the family felt communication was poor. If the family would like to discuss this further please encourage them to contact the PALS Team.

2. Case 5966 (15-01-2019)

Providers: Lincoln County Hospital

Cardio and Haematology

Cardio was excellent. His in depth look into my problem, interest he had in it and attitude to me, Referred me when needed eg. Haematology, who then referred me to Colorectal. I felt as though a thorough job had been done, lots of tests alerts of findings. Very pleased. Staff including nurses and partners all very good. Colorectal, attitude to patients excellent do explain everything and manner excellent. Length of time for results and copy letters is a long time it could be improved. On a couple of occasions not had one at all and needed to see consultant to find out. Consultants at Leicester could not get info from Lincoln and cardio and Haematology at Lincoln County Hospital could not share results between the 2 departments which was not good.

Provider Response

Can you please thank the patient for their feedback both positive and negative. We will ensure that this is shared with both Cardiology and Haematology.

3. Case 5970 (15-01-2019)

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

Was in hospital twice in 2018. 1st in May, taken by ambulance, stroke team didn't meet the ambulance but were there within 2 minutes. Not on a stroke ward due to vomiting bug so it was closed. Was moved from ward to ward. The water was too hot when washing and may have damaged skin although that could have been something to do with the stroke. Explanation was not well by this ward but the Louth stroke team did explain well. 2nd time in November I was taken to the stroke ward, was in a broken bed for the first 3 nights propped up with pillows. No drink at bedside, staff didn't answer the bell, so I tried to get out of bed. I was in a side room on my own, so felt isolated. I wet myself, I was told I should use the bottle but there wasn't one and I felt disorientated anyway from the stroke. Often when spouse came to visit patient was upset. The nurses on the ward were hard working but there was no interactions or liaison with one another or with other departments. No team work. The Louth Stroke Team were absolute angels and amazing, came both times. Good and helpful and even sorted everything like getting a driving test to see if I could continue to drive. When I was discharged the first time I was sent home without the prescribed blood pressure tablets. I do not usually complain but we have written to PALS and highlighted the issues. They have answered some of the points ok, but not others.

Notes / Questions

No patient information provided

Provider Response

We would like to thank the patient for their feedback and will ensure that this is shared with the Stroke Ward. PALS are a liaison service and any letters received would be directed to the Ward or Team to respond to. They are sorry if the patient felt they did not get answers to all their concerns and would have added contact details to their letter for contact to be made should the patient feel their concerns had not been fully answered. If the patient should come back to HW can they be encouraged to contact the PALS Office at LCH.

4. Case 6023 (18-01-2019)

Providers: Lincoln County Hospital, QMC Nottingham

Current problem is that since having a by pass at Derby hospital April 2017. Holding down food has got worse to the point that in Jan 2018 isn't holding anything down. Has been back and forth between Lincoln hospital and Derby hospital as Lincoln hospital don't have the correct specialists to deal with the problems. Derby keep sending patient back to Lincoln hospital care. Really no one seems to take control either between hospital departments dieticians are doing there best but are stonewalled at senior doctor level or between hospitals. Sometimes forcing to discharge themselves if the hospitals don't have disabled toilet access or are maintained properly.

I need help to structure complaints against these hospitals and also ask for a care plan which none of them have provided. Only asking for more tests that patient has already been through last test they wanted to do was a intake test has been through this already 6 times each hospital that has done it has been completed incorrectly with nurses filling in that has eaten food that clearly hasn't even while I was there. Example nurse noticing that patient had breakfast and lunch and they didn't as I was there with them. This is a small example of many failings that they have done. The last one was the picline that was in two different staff nurses that touched the picline and the TPN feed was not even qualified to use either and also didn't follow procedure. When questioned the staff about what they was doing they was shouted at to the point even other patients and family members across the room said how rude the staff was to the patient. Lincoln hospital being the worst for lying and covering up lack of care.

Patient is basically not holding food or liquids down only very minimal fluids and small amounts of food (like a packet of crisps and 1 bottle of smoothie). Mostly everything else we try they will vomit. The solution was to get on TPN feed after PEJJ feed line failed and is still in Lincoln was asked by Derby to take over this and has refused since it was installed at Derby in June. Lincoln hospital keep saying they ask patient to stay in hospital but we are saying there is a solution that they can come home with it and not take up bed space like the staff keep implying they are doing. Plus also with senior consultant /ward manager/matron all saying together that the hospital is too old for the patients disability just re affirming their discriminating against them. Patient had 4+ falls since being at Lincoln hospital in the unsafe toilets all while asking for assistance and getting told no. Will have to have more surgery on the one leg that they have. Doesn't fall at home or any other hospital has been in i.e. Grantham/Boston/Peterborough/Addenbrookes(Cambridge)/Derby (no toilet falls) only falls in the unsafe toilets at Lincoln hospital and also when transferred to Nottingham hospital to be trained to use TPN feed into the picline due to Lincoln not having the specialists to do this. Nottingham hospital transferred to F22 ward with toilet and shower that had no grab rails and couldn't fit wheel chair into the rooms the shower even having a raise step to get into how is a one legged person meant to get into a shower like that. When complained at Nottingham was shouted at and abused verbally. The Matron came to try to provide a better solution which was to go to a toilet and shower that was 300metres away through 2 large security doors. Which rightfully was not prepared to accept as has to move wheel chair with her right arm and left leg as left arm is useless. How can they balance to push through these large heavy doors. So discharged themselves as it was unsafe and didn't want to fall like in Lincoln. Nottingham recorded that the patient was rude to them and they would not have them back. Again is being discriminated against for sticking up for personal safety. Other hospitals like Grantham/Boston/Peterborough/Addenbrookes don't have these issues like Lincoln and Nottingham do. All hospitals listed are hospitals visited for some other treatments. Rude staff and bad buildings that are poorly maintained even while in Lincoln hospital the bed side lamps was not working so doctors had to use mobile phones to look into peoples throats its really a joke. Damage to right shoulder / right hand (wrist) / left leg due to falls at Lincoln hospital which means will need surgery. My main concern is while the hospitals do nothing health is suffering and then could possibly die due to there inaction and they wonder why there mortality ratio is high this is my fear.

Notes / Questions

HWL - provided the patient with POHWER information

Provider Response

We are so sorry if the patient or their family has felt the patient has had inadequate care in the past at Lincoln County Hospital. We can only encourage the patient or family in the future to raise any concerns they may have directly with the Ward Manager or PALS.

Unfortunately we cannot help what may have occurred already and do hope that the family receive a full explanation and response to any complaint that they may submit.

5. Case 6086 (24-01-2019)

Providers: Lincoln County Hospital

I went to Lincoln County by ambulance got there at 2.30pm in the afternoon was admitted and got a bed at 4.30am the next day.

Provider Response

We are really sorry that the patient had a long wait to be admitted, Unfortunately the department is under extreme pressure at the moment and due to the lack of available beds within the hospital it means that it can take some time to get patient admitted on to a ward. Please pass on our apologies to the patient.

6. Case 6087 (24-01-2019)

Providers: Lincoln County Hospital

A+E Assessment Ward - Children

Lots of different doctors saw my relative and gave different advice about what they were going to do and how long they would be there. Lack of decision. Not very clean on A+E assessment ward for children. Visiting family whose child started to get more poorly so the doctors advised we took them to A+E. Eventually after some time was given an X-ray which showed 2 patches on each lung. Was admitted at 2pm and sent home at 7pm with same prescription for antibiotics as given by the GP. The family were so unimpressed they went home so they could take child to their local hospital. It is a recurrent problem and family had uncertainties over the treatment, it did not give them any confidence. Initially the doctor said it was just a virus. Then the X-ray showed it was bacterial. But did not give a stronger antibiotic. This prolonged the length of time they were needed to be taken

Provider Response

We are really sorry that the patient had a long wait to be admitted, we would like to be able to investigate this further so could you please encourage the family to contact the PALS Team?

7. Case 6088 (24-01-2019)

Providers: Lincoln County Hospital

A&E & Outpatient Toilets

I have been to Lincoln County several times recently, One night the toilets in A+E were just awful, there were rusty pipes only cleaned once a day. On another visit the toilets in outpatients were also disgusting, thick dust on the floor and in the corners. In sad need of being inspected and reports being made back to the contractors to improve things. Also need more toilets in that area and existing ones need a refurbishment. In one area of A+E it is carpeted and it is full of dust and grime. The standards of cleaning are terrible and going downhill

Provider Response

Can you please pass on our thanks for this Feedback, we will ensure that it is shared with A&E and also Hotel Services who supply cleaners for the Outpatient Clinics.

8. Case 6091 (24-01-2019)

Providers: Lincoln County Hospital

Cardiology

Patient feels the staff at the front of house are very good, but the administration is very poor. Patient had a scan in November 2018 still awaiting results. Since then patient has been admitted to A&E twice for chest pains, but they are hampered in treatment because of the lack of results. I have chased the results a couple of times and they say the report still needs writing up. So yes the scan has been done, but with no results. If I have further chest pains, I have to go to A&E.

Notes / Questions

HWL - provided PALS information

Provider Response

We are so sorry that there have been delays in this patient's results but do hope that PALS were able to help in getting this resolved for the patient. We will ensure that this is shared with the Business Unit for Cardiology so that they are aware of this patient's experience.

9. Case 6093 (28-01-2019)

Providers: Lincoln County Hospital

I am writing to inform you of my concern regarding the outpatients appointments system being currently used by Lincolnshire Hospital. I have been waiting for an appointment to attend the Urology department for further investigations for complications following my prostate cancer surgery over a year ago. It is extremely frustrating to be waiting so long for an appointment only to receive a letter stating I had failed to attend said appointment. This has happened to me for the second time in 12 months, today I have received a letter saying I failed to attend on 10th January and a new appointment has been made for 14th Feb. I am annoyed that it now will appear on my records as not attending and give the impression that I am not that urgently in need of attention. I have been in a lot of pain for the last few months to the point of having to give up work. I am also concerned that if this has happened to me twice in the last year it has no doubt happened to others. I quite understand the pressures the NHS are under but this appears to be sheer incompetence and wastefulness. I am sure this is not a problem with lost mail as when I last complained about this happening the nurse checked the system in front of me and confirmed no letter had been sent.

Notes / Questions

Patient is in touch with PALS

Provider Response

We are really sorry for this patients experience and do hope that PALS have been able to help the patient with their continuing care and appointment concerns.

We will ensure that this is shared with the Appointments Team so they are aware of the impact not receiving an appointment letter has had on the patient.

10. Case 6098 (28-01-2019)

Providers: Lincoln County Hospital

Radiology department of Lincoln County Hospital end of January . I had been referred to the hospital to get an x-ray of my wisdom teeth as they need removing. That morning I had paid my dentist for NHS Band 3 dental treatment. This would cover the check-up I had in which I explained that I was suffering from constant infections in my wisdom teeth, the x-ray at the hospital and the eventual removal of my wisdom teeth. Anyway the key point here is that I had paid for the treatment. When I got to the hospital I went to radiology department to give them the form that my dentist had given me and have my x-ray performed. I sat in the waiting area and then was asked to go back to the reception desk. I was asked if I had been to this hospital before. Apart from when I was born (in early 1990s in Birmingham, UK) I had never been to any hospital, so they gave me a form and said I had to fill it in as it was my first time at the hospital. I thought that this was just procedure, and as I had been lucky enough to never have been to a hospital in my adult life, went to fill it in. I noticed that it was all about my immigration status and whether or not I was entitled to NHS treatment. It asked questions about my date of entry into the UK (I put down my date of birth), and the reason for my stay in the UK (I was born here and have lived here my entire life). I thought it was really weird that I had been handed this form. I looked around the waiting area, which was quite busy, and noticed no one else had been given one of these forms. The only difference between everyone else in the waiting room and myself, was that they were all white and I happened to be the only person of colour in the room. I had been asked for ID when I arrived at the radiology department and showed them my valid UK driving license, so clearly I am a citizen of the UK and entitled to NHS treatment. Furthermore I had actually technically already paid for this treatment. As it was included in the bill for Band 3 NHS dental treatment, which I had paid at my dentist earlier in the day. I am baffled as to why I was made to fill out this form whilst no one else was. I feel as though I was a victim of racial profiling. I was the only person of colour in the room, and the only person who was made to fill out a form about their entitlement to NHS treatment. I was born in the UK, as were my parents so why is my entitlement to NHS treatment being questioned? Is there a reason as to why people are being made to fill out these forms? Furthermore why isn't everyone being made to fill out these forms? How are people selected to fill out these forms? Is there a certain criteria (e.g. young and brown) that people have to meet in order to be made to fill out these forms?

Notes / Questions

HWL - provided PALS information or consent to release details so this can be looked into.

Provider Response

We cannot see that the patient has contacted PALS regarding this concern and would be more than happy to discuss it with the patient should they wish to.

We are so sorry if the patient felt singled out by having to complete the form in clinic. The generic rule is it is up to each individual to demonstrate they are entitled to NHS Treatment and where a patient reports to reception and there is reason to question entitlement then the staff are within their rights to ask for the form to be completed. This may have been prompted by incomplete instructions received from the referrer.

Reception staff then pass the form to the Overseas team for investigation and should any issue or reason be identified to discuss the matter further then this would be discussed directly with the patient. If the Overseas team has not made contact with the patient then entitlement will have been confirmed and this will be registered for future attendances.

Once again please encourage the patient to contact the PALS Team if they wish to discuss this further.

11. Case 6101 (29-01-2019)

Providers: Lincoln County Hospital

A+E

I took my child to A+E who had a water infection, was in so much pain and was left for hours. The doctors were not supportive, it took a long while to go to the children's ward.

Notes / Questions

No patient information provided

Provider Response

We are really sorry for this patient's experience and would like to discuss this further. If contact is made again with HW please encourage the family to contact our PALS Team

12. Case 6104 (29-01-2019)

Providers: Lincoln County Hospital

Medical Day Unit

I have to go every two weeks to the hospital for bloods to be taken then blood tests at my doctors surgery. I have Hemochromatosis, which is too much Iron in my blood. I have to keep going to get the levels down.

Provider Response

Thank you for the comments we will share with MDU

13. Case 6117 (29-01-2019)

Providers: Lincoln County Hospital

A+E

Patient took an overdose the police found them and was taken to A+E at Lincoln. The hospital did not inform relative of their condition for many hours but the police did keep in touch with them. The hospital got all the medication wrong. Whilst in the Hodgkinson centre (Lincoln Mental Health Unit) disturbed every 15 mins by shining light in patients face, who found that distressing, with different staff telling them different things. Was expecting care package on getting into hospital but did not get it until just before they left. Patient did not feel the hospital was very helpful (arrogant). Patient felt the staff were too young and would have preferred to speak to someone nearer their own age. Only one hot meal a day, no kitchen apparently. Just this unit restricted to this. patient does not have any information about care available to them on discharge, GP surgery are supplying medication.

Notes / Questions

No patient information provided

Provider Response

It would be normal process, where the police are involved, for the police to be in contact with the family unless contact was made direct from the hospital by the family. With regards to the concerns mentioned regarding the patient's medication if contact is made again please encourage the patient/family to contact our PALS Team so that they can direct to A&E for a response. Unfortunately we cannot comment about The Peter Hodgkinson Centre as this comes under LPFT and not our Trust.

Compliment

1. Case 5939 (08-01-2019)

Providers: Lincoln County Hospital

MEAU

My appointment started on time, I was given full details of my condition and treatment. My questions were answered, with detail where necessary. Doctor was polite and pleasant. I left the hospital reassured and confident.

Provider Response

Thank you for these kind comments we will ensure that they are shared with the team

2. Case 5950 (08-01-2019)

Providers: Lincoln County Hospital

Maternity

Really good. There were hardly any births so I had loads of people looking after me. The Midwife used Aromatherapy which was really good. I did not know about it before. I was discharged quickly which I liked but I had to wait a bit because of the babies temperature and did all they could to let us out.

Provider Response

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

	<p>3. Case 5965 (15-01-2019) Providers: Lincoln County Hospital, The Surgery Market Rasen Breast clinic Having moved from London to Lincolnshire several years ago I have been very impressed with the health care here. At my local GP (Market Rasen) and Lincoln hospital, the ladies at the Breast clinic were exceptional. Provider Response Can you please pass on our thanks on for these kind comments we will ensure that are shared with the Breast Clinic</p> <p>4. Case 6052 (22-01-2019) Providers: Lincoln County Hospital Maternity I had my baby at Lincoln County hospital, The staff team were fantastic, My baby was born very quickly and without complication. My midwife enabled me to have a water birth as per my plan. She was very attentive and supportive. Lincoln County hospital were fantastic. Provider Response Can you please pass on our thanks on for these kind comments we will ensure that are shared with the Team</p> <p>5. Case 6116 (29-01-2019) Providers: Lincoln County Hospital A+E Relative was in Lincoln County hospital, everything dealt with very well, broken hip, now living independently, and has a home help which I think is going very well. Provider Response Can you please pass on our thanks on for these kind comments we will ensure that are shared with the Team</p> <p>6. Case 6131 (29-01-2019) Providers: Lincoln County Hospital Rheumatology I have since had follow on care at Lincoln County Rheumatology dept. This has also been thorough and fabulous but overworked service. Provider Response Thank you for these kind comments we will ensure that they are shared with the team</p>
<p>Out of Area x 1</p> <ul style="list-style-type: none"> • 1 x Compliment 	<p>Compliment</p> <p>1. Case 5998 (17-01-2019) Providers: QMC Nottingham Neurology They were excellent, very good. They could not do enough for me. Everything was good, they were on the ball. From diagnosis to operation to treatment everything was very good.</p>

Mental health & Learning Disabilities

CCG Area	Case Details
<p>South x 2</p> <ul style="list-style-type: none"> • 1 x Formal Complaint • 1 x Signposting only 	<p>Formal Complaint</p> <p>1. Case 5946 (08-01-2019) Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health) I wish to make a complaint about the way the service is run and how it is causing more stress and problems than actually helping. Notes / Questions HWL - provided the patient with PALS information</p> <p>Signposting only</p>

1. Case 6097 (28-01-2019)

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

Patient feels they need help with depression and possible counselling, has a diagnosis of underlying PTSD and previous history of domestic violence.

Notes / Questions

HWL - provided:- SPA; speak with GP; Women's Aid; Counselling options; Support groups in area.

Patient Transport

CCG Area	Case Details
<p>East x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 5934 (08-01-2019)</p> <p>Providers: Thames Ambulance Service (TASL)</p> <p>Patient has used hospital transport previously, but has now been informed they are not eligible. Previous occasion was a while ago and only uses when absolutely necessary, when going in for an operation that is not in a local hospital. Has no family in this area and no friends that can drive, would normally drive to appointments but has been informed not to. Has been given a procedure date of early February 2019 early in the morning. QMC (Nottingham), has looked at trains and public transport since speaking with someone at TASL and there are no public transport providers that can get the patient to the hospital in time for the procedure at 7.30am. The patient is to go for an eye operation which includes skin grafts etc and will be under a general anaesthetic. Will be returning home later on the same day. The patient is very anxious and concerned about getting to the hospital on time as the procedure is to ensure they do not go blind in the future.</p> <p>Notes / Questions</p> <p>HWL - with patient consent, contacted TASL who were going to speak with the patient again.</p> <p>Provider Response</p> <p>UPDATE - patient has received transport and was very grateful</p>
<p>West x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 6095 (28-01-2019)</p> <p>Providers: Thames Ambulance Service (TASL)</p> <p>TASL</p> <p>Full time carer tried to arrange transport for partner from Lincoln to Derby Hospital. Have used transport services over the past 3 years, but this time when trying to arrange transport they were informed that if partner was over 25 stone they would not be eligible for transport, they would need to pay for transport and claim it back after the event. Found the manner very brusque and unprofessional. I have no transport arranged neither of us drive and partner walks with a stick at home, mobility scooter when out and about, limited mobility and unable to stand for long periods of time.</p> <p>Notes / Questions</p> <p>HWL - requested consent to release details and gather further information, on 2 occasions. However no consent or further information was given, so HWL could not proceed.</p>

Social Care Services

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

1. Case 5970 (15-01-2019)

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

Was in hospital twice in 2018. 1st in May, taken by ambulance, stroke team didn't meet the ambulance but were there within 2 minutes. Not on a stroke ward due to vomiting bug so it was closed. Was moved from ward to ward. The water was too hot when washing and may have damaged skin although that could have been something to do with the stroke. Explanation was not well by this ward but the Louth stroke team did explain well. 2nd time in November I was taken to the stroke ward, was in a broken bed for the first 3 nights propped up with pillows. No drink at bedside, staff didn't answer the bell, so I tried to get out of bed. I was in a side room on my own, so felt isolated. I wet myself, I was told I should use the bottle but there wasn't one and I felt disorientated anyway from the stroke. Often when spouse came to visit patient was upset. The nurses on the ward were hard working but there was no interactions or liaison with one another or with other departments. No team work. The Louth Stroke Team were absolute angels and amazing, came both times. Good and helpful and even sorted everything like getting a driving test to see if I could continue to drive. When I was discharged the first time I was sent home without the prescribed blood pressure tablets. I do not usually complain but we have written to PALS and highlighted the issues. They have answered some of the points ok, but not others.

Notes / Questions

No patient information provided

Provider Response

We would like to thank the patient for their feedback and will ensure that this is shared with the Stroke Ward. PALS are a liaison service and any letters received would be directed to the Ward or Team to respond to. They are sorry if the patient felt they did not get answers to all their concerns and would have added contact details to their letter for contact to be made should the patient feel their concerns had not been fully answered. If the patient should come back to HW can they be encouraged to contact the PALS Office at LCH.

2. Case 5995 (17-01-2019)

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

Patient experiencing difficulties with direct payments, never had this experience before. Service User had an assessment with Social Worker and was informed their care hours would go up from 4 hours to 9 hours and could do this straight away, assessment date was last week in August 2018. This they did with confidence that the finances would be put in place to cover this service. On receipt of payment, some 4 months later the service user felt some things were not explained to them, the contributions; why it had taken 4 months for monies to come through as they had incurred bank charges, the care was still needed but no financial recompense to accommodate this.

Notes / Questions

HWL - contacted Social Worker to look into comments below. on 16/1/19

There are a number of questions the service user would like to ask please.

- 1) As this didn't happen straight away and have just received information of back pay for the amounts. However, the amounts do not go back as far as 21st August or even cover all of September 18.
- 2) They have also now been informed that they will be required to pay out £21.68 per month as their contribution (but no explanation of what this relates to as not taken out before, why has this been taken off)? No financial assessment has been done as far as they can recall. In March the weekly sum was £146 now due to the contribution of £21.68 this has gone down to £124.60, where it states within the letter the contributions remain unchanged?
- 3) During the period of none payment in full they have incurred bank charges - who pays for these?
- 4) Public Liability - should this not be included into the calculated amounts?

The service user believes they have still been under paid by around £500 and would like this looking into please. I do have consent to release details, but have included the reference number above to enable personal information to be located. The service user has been unable to attend some of their support groups due to late payments from LCC and incurred bank charges as above as they could not afford to attend. So this has affected their wellbeing along with raising stress levels. Spouse who is the main carer also mentioned that they were usually entitled to £25 per month, included into the budget, which has not been mentioned at all.

UPDATE - 17/1/19 - patient has received a phone call and they are going to look into queries. Agreed that underpaid still and confirmed another financial assessment is needed. Patient to make this call to get papers. (HWL provided patient with CSC number). Papers received and filled in with help, returned and awaiting information.

Patients comment - HI JULIE THANKS FOR ALL THE WORK YOU HAVE UNDERTAKEN FOR ME IT IS VERY MUCH APPRECIATED

Patient is still awaiting the breakdown of payments, and communication from Social Worker - never had this problem before.

All CCGs x 1

- 1 x General Comment

General Comment

1. Case 6025 (21-01-2019)

Providers: East CCG, Lincolnshire County Council - Adult Social Care, Lincolnshire Local Medical Committee (LMC) , Lincolnshire South West CCG, South CCG, West CCG

Comments raised at Carers First Group

- Carer friendly GP surgeries – how is the carer’s voice being heard?
- Carer friendly pharmacies – awareness of carers impact
- Is there an up to date register of carers for the county? How many GP practices have signed up to the Carers Quality Award and what difference has this made to the patients and carers experience?
- Once a carer is on the register so what? What can a carer expect to happen? From their point of view – what is the reality? What does good practice look like for carers? What is the GOL STANDARD? How is this going to be rolled out across the county and ALL practices are delivering at the same level – what is the benchmark and how is this being monitored? Abbey View Practice was highlighted as a good practice for carers.
- What is in it for the carer? Refresh priorities on the Carers Strategy. The viewpoint of the carer is that nothing ever changes! At an operational level, what is actually happening?
- Outcomes – are there enough resources – measure what matters!
- What are the thoughts behind the Memorandum of Understanding

Notes / Questions

Would it be possible to answer the above questions please so these can be sent back to the group

Other Services

CCG Area	Case Details
<p>East x 6</p> <ul style="list-style-type: none">• 3 x General Comment• 3 x Compliment	<p>General Comment</p> <p>1. Case 5958 (14-01-2019)</p> <p>Providers: Pilgrim Hospital</p> <p>Having recently had to park several times at Pilgrim hospital some comments on the new service. I suspect the rise in charges is Parking Eye's cut! However there are two issues that are causing problems and long queues at the terminals. There is no "back" button so if the touch screen doesn't register a number or letter of your registration correctly you have to start the process all over again. The touch screen is poorly designed – users are learning that to get the right character you have to press slightly to the left of the character on the touch screen. Too much to the left and you have to go back to the beginning – not far enough to the left and you again get the wrong character and have to go back to the beginning. At around 11.30 am last Wednesday the queue at the Out Patient machine went all the way back into the building. When I came out two hours later there was only a couple of people in front of me. It took me (an IT person for 35 years) three attempts to enter my reg no. Friends of mine tell me that at East Sussex they tried the Parking Eye system and after a few disastrous months removed it!!</p> <p>Provider Response</p> <p>Thank you for your feedback. The Trust facilities team are aware of the many teething issues this new system has encountered. The screens on the machines have been replaced as there was a technical issue with the old ones.</p> <p>2. Case 5989 (15-01-2019)</p> <p>Providers: Pilgrim Hospital</p> <p>Neurology</p> <p>New hospital car parking worked out well for this patient, someone spoken to by patient had incurred heavy penalty fees because was not aware of the notices explaining the new system.</p> <p>Provider Response</p> <p>The trust has updated its website with car parking information and posters are advertising the new system are in the outside areas.</p>

3. Case 6033 (22-01-2019)

Providers: Pilgrim Hospital

Oncology

Good service, level of service and support and consultant is good.

Car parking needs sorting, Queueing now 15 to 20 mins to pay, restarted today, Did not see anyone helping when I came in. Car parking charges 1st hr is fair but very rare here for only an hour. Automatically go to £4.20. Should be smaller jumps in hrs and relative costs.

Provider Response

The Trust is working with parking eye to look at ways in changing the tariffs for parking. Alternatively patients can register their details with goodtogo. PALS can supply further information if this is required. The Trust is working with parking eye to look at ways in changing the tariffs for parking. Alternatively patients can register their details with goodtogo. PALS can supply further information if this is required.

Compliment

1. Case 6100 (29-01-2019)

Providers: Boston West Hospital

Outpatients

I have been to this Hospital on a few occasions, top drawer service each time.

2. Case 5993 (15-01-2019)

Providers: East CCG

Patient living with severe PTSD after serving in Armed Forces and sustaining injuries resulting in numerous procedures. Recently had a major operation on their back in Sheffield is on medication to control the pain, but found the care and expertise outstanding, before; during and after care was fantastic. Was under Mental Health and on a range of medications, now since joining the Mens Shed in Louth the patient has undergone counselling, reduced medications and in a much better place, feels now has a purpose in the community.

3. Case 5997 (17-01-2019)

Providers: Pilgrim Hospital

Haematology

On the whole I am pretty satisfied. Could do with some improvements. The main problem at the moment is parking. I could not get parked then I had a job paying for it and then the cost is over £4. There are big queues out there today as the new system starts again today. Usually the staff and consultant are very good, very polite and brilliant same applies when I stayed on ward 7 (both day and night staff) last year my relative was treated for cancer on ward 7 and MacMillan were lovely. Sometimes I have trouble getting out of the seat as the seating is quite low to the ground.

Provider Response

Thank you for this lovely feedback which we will share with the teams

South West x 7

- 4 x General Comment
- 3 x Compliment

General Comment

1. Case 6004 (17-01-2019)

Providers: Grantham + District Hospital

Parking

There's not enough parking at this hospital. Arrived early for my appointment and due to trying to locate a parking slot was late, it took me 20 minutes to find an available slot.

Provider Response

Thank you for your feedback which we will share with the facilities teams

2. Case 6013 (18-01-2019)

Providers: Grantham + District Hospital

I am very concerned that the Trust has cut the A&E hours so that the town of Grantham has no facilities overnight. Lincoln Hospital is a long way as there are no major roads linking the city to the town. The town is growing at a rapid rate too. Parking facilities at Grantham are woefully inadequate. Grantham is a wonderful hospital with a loyal and hard working staff team.

Provider Response

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

3. Case 6016 (18-01-2019)

Providers: Grantham + District Hospital

Car Parking is a very big problem

Provider Response

Thank you for your feedback which we will share with the facilities teams

4. Case 6018 (18-01-2019)

Providers: Grantham + District Hospital

Parking is awful, always full and with the new system of paying, queues are so long.

Provider Response

Thank you for your feedback which we will share with the facilities teams

Compliment

1. Case 6011 (18-01-2019)

Providers: Grantham + District Hospital

Patient has used this hospital for a number of years, always been very satisfied with the service received. Being a smaller Hospital you feel the service is more personal. Feels all the old buildings at the front of the Hospital could be tidied up and used better.

Provider Response

Thank you for the positive feedback

2. Case 6019 (18-01-2019)

Providers: Grantham + District Hospital

Dermatology

Always welcoming, ready to listen and to offer their full support. Very happy with the service overall.

Parking a nightmare however.

Provider Response

Thank you for the positive feedback

3. Case 6123 (29-01-2019)

Providers: NHS 111 Service

Very good response. Advice useful , where to go for help. Return calls, and put my mind at ease.

West x 3

- 2 x General Comment
- 1 x Compliment

General Comment

1. Case 5952 (09-01-2019)

Providers: Caskgate Street Surgery, West CCG

Patient has been in and out of hospital (Lincoln/QMC) periodically, had bariatrics surgery quite a number of years ago and since then has experienced complex medical problems and needs. Is housebound, unable to stand for periods of time due to fluid in legs, doubly incontinent. Is trying to get moved to Lincoln to get the support from family and friends but experiencing difficulties, P3 are involved. Patient finding it difficult coping day to day, on anti-depressants. Doesn't see anyone from day to day, isolated.

Notes / Questions

HWL - with patient consent, contacted Neighbourhood Team in the area, referral form completed and confirmation given they could assist. HWL also made contact with Disability Network West Lindsey to see if they could assist with isolation/befriender.

HWL - asks why was this patient not referred to Integrated Neighbourhood Working

2. Case 6023 (18-01-2019)

Providers: Lincoln County Hospital, QMC Nottingham

Current problem is that since having a by pass at Derby hospital April 2017. Holding down food has got worse to the point that in Jan 2018 isn't holding anything down. Has been back and forth between Lincoln hospital and Derby hospital as Lincoln hospital don't have the correct specialists to deal with the problems. Derby keep sending patient back to Lincoln hospital care. Really no one seems to take control either between hospital departments dieticians are doing there best but are stonewalled at senior doctor level or between hospitals. Sometimes forcing to discharge themselves if the hospitals don't have disabled toilet access or are maintained properly.

I need help to structure complaints against these hospitals and also ask for a care plan which none of them have provided. Only asking for more tests that patient has already been through last test they wanted to do was a intake test has been through this already 6 times each hospital that has done it has been completed incorrectly with nurses filling in that has eaten food that clearly hasn't even while I was there. Example nurse noticing that patient had breakfast and lunch and they didn't as I was there with them. This is a small example of many failings that they have done. The last one was the picline that was in two different staff nurses that touched the picline and the TPN feed was not even qualified to use either and also didn't follow procedure. When questioned the staff about what they was doing they was shouted at to the point even other patients and family members across the room said how rude the staff was to the patient. Lincoln hospital being the worst for lying and covering up lack of care.

Patient is basically not holding food or liquids down only very minimal fluids and small amounts of food (like a packet of crisps and 1 bottle of smoothie). Mostly everything else we try they will vomit. The solution was to get on TPN feed after PEJJ feed line failed and is still in Lincoln was asked by Derby to take over this and has refused since it was installed at Derby in June. Lincoln hospital keep saying they ask patient to stay in hospital but we are saying there is a solution that they can come home with it and not take up bed space like the staff keep implying they are doing. Plus also with senior consultant /ward manager/matron all saying together that the hospital is too old for the patients disability just re affirming their discriminating against them. Patient had 4+ falls since being at Lincoln hospital in the unsafe toilets all while asking for assistance and getting told no. Will have to have more surgery on the one leg that they have. Doesn't fall at home or any other hospital has been in i.e. Grantham/Boston/Peterborough/Addenbrookes(Cambridge)/Derby (no toilet falls) only falls in the unsafe toilets at Lincoln hospital and also when transferred to Nottingham hospital to be trained to use TPN feed into the picline due to Lincoln not having the specialists to do this. Nottingham hospital transferred to F22 ward with toilet and shower that had no grab rails and couldn't fit wheel chair into the rooms the shower even having a raise step to get into how is a one legged person meant to get into a shower like that. When complained at Nottingham was shouted at and abused verbally. The Matron came to try to provide a better solution which was to go to a toilet and shower that was 300metres away through 2 large security doors. Which rightfully was not prepared to accept as has to move wheel chair with her right arm and left leg as left arm is useless. How can they balance to push through these large heavy doors. So discharged themselves as it was unsafe and didn't want to fall like in Lincoln. Nottingham recorded that the patient was rude to them and they would not have them back. Again is being discriminated against for sticking up for personal safety. Other hospitals like Grantham/Boston/Peterborough/Addenbrookes don't have these issues like Lincoln and Nottingham do. All hospitals listed are hospitals visited for some other treatments. Rude staff and bad buildings that are poorly maintained even while in Lincoln hospital the bed side lamps was not working so doctors had to use mobile phones to look into peoples throats its really a joke. Damage to right shoulder / right hand (wrist) / left leg due to falls at Lincoln hospital which means will need surgery. My main concern is while the hospitals do nothing health is suffering and then could possibly die due to there inaction and they wonder why there mortality ratio is high this is my fear.

Notes / Questions

HWL - provided the patient with POHWER information

Provider Response

We are so sorry if the patient or their family has felt the patient has had inadequate care in the past at Lincoln County Hospital. We can only encourage the patient or family in the future to raise any concerns they may have directly with the Ward Manager or PALS.

Unfortunately we cannot help what may have occurred already and do hope that the family receive a full explanation and response to any complaint that they may submit.

Compliment

	<p>1. Case 6074 (24-01-2019)</p> <p>Providers: Navenby Cliff Villages Surgery</p> <p>The surgery is always clean and staff are helpful. I don't feel appointment times are too long in terms of booking an appointment to seeing someone. The surgery is easy to get to with a good car park. Really good, excellent service.</p>
<p>All CCGs x 1</p> <ul style="list-style-type: none"> • 1 x General Comment 	<p>General Comment</p> <p>1. Case 5945 (08-01-2019)</p> <p>Providers: NHS 111 Service</p> <p>I have to say that my one and only, so far, experience with 111 is appalling! My partner phoned and was told someone would ring back within the hour, after 1hr 20mins rang back to be told a call back would be within 30 mins. They eventually made contact several hours later! Far too late as by then I was in A+E. So please tell staff not to lie! If they cannot call back within the hour tell us and we can do something else. It is not fair to expect us to wait in vain waiting for a non- existent call.</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 6094 (28-01-2019)</p> <p>Providers: Peterborough and Stamford Hospital</p> <p>MAU</p> <p>Patient was discharged from MAU, Peterborough City Hospital the weekend of the 22nd/23rd December. The resident returned to Southernwood House Residential Care Home from MAU without DNAR form. The Deputy Matron, was very apologetic, however was not forthcoming with a solution, other than the fact that they were expecting us to release staff to travel to the hospital to collect it on that Sunday late afternoon. Deputy Matron was quite forceful about the impact that not having the form could have on the resident, eg. if their heart was to stop and we had to resuscitate because of not having the all important form on site. In the past, where a hospital have forgotten to send DNAR form with patient, then the form has been sent up in a taxi on that same day. We were informed this was against Peterborough City Hospital policy. In the end, after a few choice words, mentions of complaints being raised and a disagreement about calling 111 for guidance, the hospital eventually found a member of her staff team who could drop the DNAR form off to Southernwood House at the end of their shift. Please could you clarify the guidance held in your company policy, if a DNAR form or something with similar significance is not discharged in the care of the patient?</p> <p>Notes / Questions</p> <p>Operations Manager also included Peterborough Complaints into the concern.</p>