



## Healthwatch Lincolnshire

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Swineshead  
BOSTON  
Lincolnshire  
PE20 3LR

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

This report is for information only.

Individual responses are included in this report.

*This report created by Healthwatch Lincolnshire provides a monthly summary report for all patient, carer and service user experiences received during October 2018. 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.*

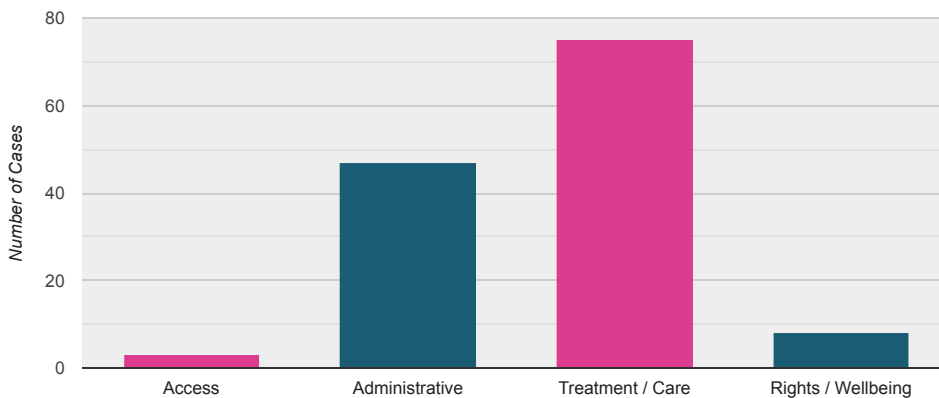
*Where questions have been raised with service providers we have included provider responses in this report, where received. Healthwatch has a legal requirement to ask for responses within a 20 working day period.*

*Using our statutory powers Healthwatch Lincolnshire request responses from providers within 20 working days.*

## Statistics

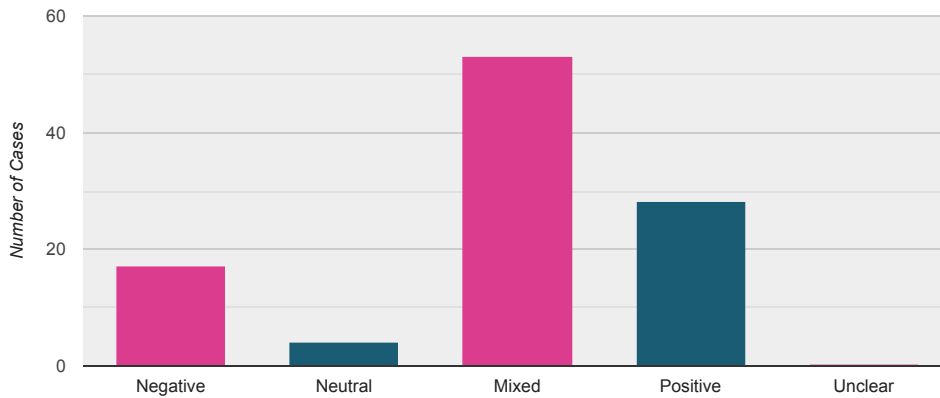
**Total cases: 102**

### Theme Areas



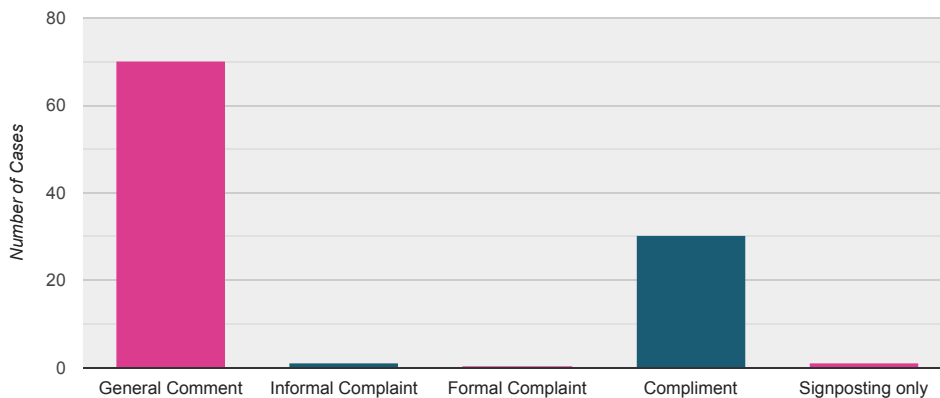
Theme Areas	Cases
Access	3
Administrative	47
Treatment / Care	75
Rights / Wellbeing	8

## Sentiments



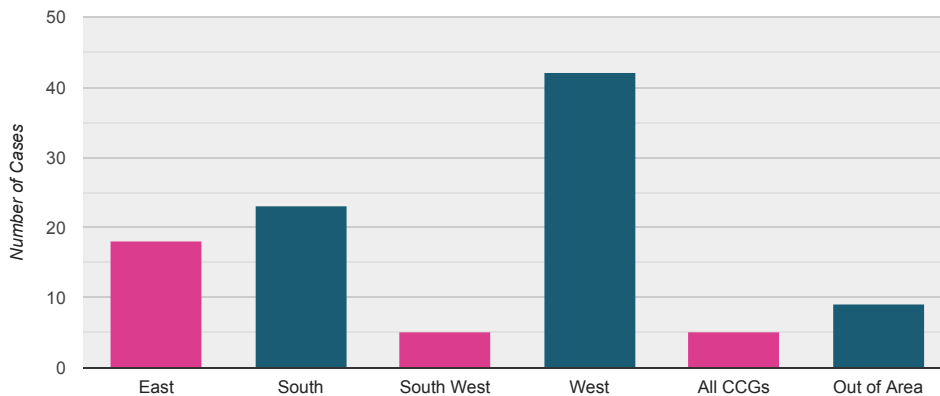
Sentiments	Cases
Negative	17
Neutral	4
Mixed	53
Positive	28
Unclear	0

## Case Types



Case Types	Cases
General Comment	70
Informal Complaint	1
Formal Complaint	0
Compliment	30
Signposting only	1

## CCGs



CCGs	Cases
East	18
South	23
South West	5
West	42
All CCGs	5
Out of Area	9

## Cases

### Community Health Services

CCG Area	Case Details
<b>East x 4</b> <ul style="list-style-type: none"> <li>1 x General Comment</li> <li>3 x Compliment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 5176 (10-10-2018)</p> <p><b>Providers:</b> East CCG, Lincolnshire Community Health Services NHS Trust (LCHS), Louth County Hospital</p> <p>As a single patient with mobility problems and no relatives nearby, I have used the urgent care centre at Louth Hospital several times. This visit today is to have my thumb bandaged. I would not be able to drive to Grimsby as I cannot use my hand brake. The standard of care, politeness and kindness of the staff is excellent here at Louth. There is a possibility the Hospital / care department will be closed. We wait weeks to see a Doctor here.</p> <p><b>Compliment</b></p>

	<p>1. <b>Case 5154 (01-10-2018)</b>  <b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS), Skegness Hospital  Great care delivered. Staff are very polite and respectful.</p> <p>2. <b>Case 5251 (29-10-2018)</b>  <b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS), Louth County Hospital  I started at Fotherby Ward in Louth Hospital and was then transferred to Hatton Ward at Lincoln County. I am likely to recommend Louth because it was my circumstances that affected the situation. In Fotherby Ward I got on fine. Staff were very friendly from the Nurses to the cleaner. It was a positive experience. Surgeon / Nurses rang my spouse to talk to them. Went in for keyhole surgery, but turned into full surgery because of my circumstances. Therefore, I was transferred to Lincoln County. Staff are very good at Lincoln too.</p> <p>3. <b>Case 5252 (29-10-2018)</b>  <b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS), Skegness Hospital, United Lincolnshire Hospitals NHS Trust (ULHT)  Eye Clinic  Excellent quality of service.</p>
<p><b>South x 3</b></p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> <li>• 2 x Compliment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 5256 (29-10-2018)</b>  <b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS)  Child has sensory problems and needs more speech and language therapy.</p> <p><b>Notes / Questions</b>  HWL - provided parent with information on SALT</p> <p><b>Compliment</b></p> <p>1. <b>Case 5202 (24-10-2018)</b>  <b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS), New Johnson Hospital  Maternity Care,  Always very pleased with the service. All care is fully explained by both Doctor's and Midwife. I feel it is important that there is good communication between patient and medical staff. Johnson Hospital staff are very good at explaining everything .</p> <p>2. <b>Case 5203 (24-10-2018)</b>  <b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS), New Johnson Hospital  Pennygate  The Doctor is very nice and polite, although only had one visit so far. I find that he sends patients for tests straight away and arranges future visits. Overall very happy. Prescription can be ordered online so no problems.</p>

## Primary Care Services

CCG Area	Case Details
<p><b>East x 11</b></p> <ul style="list-style-type: none"> <li>• 9 x General Comment</li> <li>• 2 x Compliment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 5160 (01-10-2018)</b>  <b>Providers:</b> Beacon Medical Practice  Very very difficult to get an appointment, even as a diabetic. There is a sit and wait service but some people work and don't have time to sit and wait.</p>

2. Case 5167 (02-10-2018)

Providers: Beacon Medical Practice

I phoned the practice to book an appointment for my flu jab. I was 4th in the queue. I was given an appointment in October in 3 weeks time and I was on the phone for 15 minutes. Later the same day my friend told me that they called the practice at about 10:30 am and was offered two appointments to have their flu jab on the same day. My parent who is in their 90's was offered an appointment in October too. I and others only know of the new appointment system via friends and family passing the word around. I would like to ask why this has changed from the previous system of queueing on a Saturday which seemed to work well. Now we have at least a 3 week wait.

**Notes / Questions**

HWL asks - What are the current ways to book an appointment for flu vaccines?

**Provider Response**

*It isn't booking the flu jab that influenced the need to direct patient to an October clinic, its because they were over 65 and we didn't have a delivery of the strain of vaccine to give them before that Clinic. Under 65s have a different vaccine.*

3. Case 5168 (02-10-2018)

Providers: Beacon Medical Practice

I caught the 7:15 am bus at Chapel Point. I was standing in the doctors queue outside from 7:30 am until the shutters went up at 8 am. There was approximately 4-5 people in front of me in the queue, when it was my turn I was told all sit and wait appointments had been taken and to come back the following morning to try again. I thought 'sit and wait' meant just that and I would be seen sometime that day, why is this not so?

**Notes / Questions**

HWL asks - how does Sit and Wait work?

**Provider Response**

*Patients arrive in the morning, doors open at 7.50am; patients are signed in by Reception and asked to sit and wait for their appointment. When the Clinician is able to see them, they are called through. Appointment numbers are capped to ensure patient safety.*

4. Case 5155 (01-10-2018)

Providers: Hawthorn Medical Practice

When I last went to the Doctor's I arrived at 9:15 am and left at 11:15 am. The Doctor didn't arrive until 9:45, I don't know why. Last year the surgery used to take bookings, but they are no longer doing that. People were also taking photos of people queueing outside. I like the service there, but it's just this instance that wasn't very good. Some people were in chairs and with walking sticks. It would have been better if everyone was let into the building to wait, I sat in my car. I think an appointment type system is better. They are generally good and see you at appointment time.

**Provider Response**

*This relates to our first Saturday morning walk-in flu clinic of the season. We advertised the clinic start time as 9.30am however unfortunately patients began arriving prior to 8am - hence there was an enormous queue by the time we opened the doors. The dr was unfortunately late as he'd been caught up in traffic. We have also been doing flu vacs by appointment (Mon - Fri at arranged clinics) at both Skegness and Burgh sites.*

5. Case 5158 (01-10-2018)

Providers: Hawthorn Medical Practice

Get on very well there. The Doctor explains everything. I recently queried a Hospital letter and the Doctor told me they would write up another letter. The worst thing is trying to get an appointment. They seem to give priority to temporary residents. The appointment system is not good. You go at 7:30 am to try and get an appointment if it's an emergency. If it's non-emergency you have a 3 week wait. They explain our treatment well at medication reviews. I have reviews on a regular basis.

**Notes / Questions**

HWL asks - It seems patients are under the impression that temporary residents get priority, are there posters etc up in the waiting areas so patients are informed of the truth.

**Provider Response**

*We most definitely do not give priority to temporary residents and in fact don't even see that many as our practice area doesn't cover the majority of the caravan sites in this area and we are very close to Skegness Hospital MIU where they can be seen straight away. We can however try to further promote the fact that TRs aren't given priority - thank you for the suggestion.*

6. Case 5161 (01-10-2018)

Providers: Hawthorn Medical Practice

They are inundated with patients. It will be soon at maximum level but they will take on more. Worse in summer time with visitors. Very difficult to get through on the phone. But it is good when I get to be seen.

**Notes / Questions**

**Provider Response**

*There is no maximum patient list size as we have an open list and therefore cannot turn anyone away who wishes to register with us. We continually review the workload that additional patients create and staff accordingly however patients rarely understand that we do not have an unlimited supply of money to pay for more staff & Drs.*

7. Case 5162 (01-10-2018)

Providers: Hawthorn Medical Practice

Get on fine. Biggest thing is getting an appointment especially if you want to see a particular Doctor. Receptionists are bad mannered. However, Doctors and Nurses are very good. Good / quick referral process. Some Doctors are more popular than others and so they get booked up.

**Provider Response**

*We have at least one GP who is very popular and so very much in demand but he does however only have as many available appointments as the others! Our Receptionists are monitored closely, including by the daily duty dr but they are seen as bad mannered by patients when they ask questions. This happens when we have no routine appointments available and are beginning the triage process. We continually work to educate patients that in order to try to meet the demands of modern society, we have to triage, and it is necessary to involve all front line staff in order to support the GPs and that they are working on instruction from the GP. We are trying to advertise this more in order to support and protect our Reception staff from negative comments and unpleasantness.*

8. Case 5163 (01-10-2018)

Providers: Hawthorn Medical Practice

Okay there. GP's are fine. Do things quickly, any problem is sorted quickly. Trying to get an appointment is the worst bit. Open at 8 am, by 8:15 am all appointments have gone. Can't make appointments ahead very easily, very difficult. Once you see them it is good. Have to ring and wait at 8 am each day until I get an appointment, can be a problem when working.

**Provider Response**

*Our pre-bookable appointments are of course limited as we need to retain appts for same-day release but they are available 28 days in advance. Patients phoning at 8am are offered the available same-day appointments however once these have been exhausted, we have to enter triage. Unfortunately some patients are not prepared to be triaged which means they are advised to pre-book (if we have anything available) or try again the following day - or on the day they actually want the appointment. We now also have a couple of extended hours appointments available each day that we can offer if patients actually converse with us so we can understand their need.*

9. Case 5204 (24-10-2018)

**Providers:** Swineshead Medical Group

Concern is the number of missed appointments. I suggest a charge should be made.

**Compliment**

1. Case 5157 (01-10-2018)

**Providers:** Beacon Medical Practice

We are registered with Beacon Medical Practice. Since moving here we have found the service outstanding.

2. Case 5165 (01-10-2018)

**Providers:** Specsavers (Skegness)

Very good. The staff are all nice and pleasant. There is a bit of a wait sometimes.

**South x 19**

- 16 x General Comment
- 3 x Compliment

**General Comment**

1. Case 5260 (31-10-2018)

**Providers:** Beechfield Medical Centre

Patient saw GP who referred the patient to see a cardiologist. Was given options and choice of where to go. I later received an appointment letter with a date for early 2019, 3 days later another letter was received from RFS (Referral Facilitation Service) with a log in so I could make my own appointment. A routine admin job has led me to receiving two separate mail items with associated admin and postal costs.

2. Case 5178 (11-10-2018)

**Providers:** Hereward Medical Centre

Hereward Group Practice do a good job. There is room for improvement in the waiting time to see your designated Doctor. I think the system on a Monday of sitting and waiting to see a Doctor is good. This is what used to happen in the past. However, on the whole the staff do an excellent job. The Doctors are very good. On my visit today (early October) on the visible information screen, a flash came up that in the previous week 74 people failed to attend appointments. They should be fined, especially as other patients are having to wait for appointments.

3. Case 5209 (25-10-2018)

**Providers:** Hereward Medical Centre

Rang to ask if I could drop off a sample as I felt unwell. I was informed that I could as long as it was received by 2pm. Spouse went into reception with the sample at 1:40pm. Discussed with the receptionist where to drop the sample, was shown where. Spouse dropped the sample off and noted about 3 other samples in the box and was told the Nurse would ring. When I rang 3 hours later, as I had not heard from the Nurse, I was told that there was no record of my sample, no result, in fact it was 'lost'. The Nurse was sympathetic and helpful and offered an appointment the next day. I can not fault the Nurse. However, I am very cross that my sample was 'lost'.

**Notes / Questions**

HWL - asks what level of checks are in place

4. Case 5210 (25-10-2018)

**Providers:** Hereward Medical Centre

Hard to get an appointment with own Doctor, present wait is 3 weeks. Emergency appointments, still can't see preferred Doctor, but can see a Nurse. Because of the number of houses being built there are not enough surgeries in Bourne. Living in a village outside of Bourne. Patient doesn't feel there is the contact required within the surgery. Finds it frustrating can't just phone and get an appointment. Also doesn't like to speak to receptionist about the problem and still can't get the Doctor you want.

5. Case 5211 (25-10-2018)

**Providers:** Hereward Medical Centre

Do not like having to wait 3-4 weeks to see the Doctor of choice.

6. Case 5236 (29-10-2018)

**Providers:** Sutton Bridge Medical Centre

Problems with making appointments on the day. A patient living outside the village would phone in the morning but have to be kept on hold due to the queue due to other people wanting same day appointments. You are then able to make appointments for the following day and would have to call again the next morning.

7. Case 5238 (29-10-2018)

**Providers:** Sutton Bridge Medical Centre

Making appointments, the queue in the morning is always long and you have to arrive at the surgery at 7:30 am and queue. Child has to do this for their parent as too ill, so not satisfactory.

8. Case 5239 (29-10-2018)

**Providers:** Sutton Bridge Medical Centre

Not always easy to get an appointment on the day. If an emergency occurs, the surgery is very busy and sometimes the Doctor phones the patient, sometimes reception. Patient is advised to phone the first response team, always happy with the service, they quickly call an ambulance if required. Procedure, if after waiting in a long telephone queue and not being able to get through is 'to call back tomorrow' and go through the same procedure and long wait.

9. Case 5240 (29-10-2018)

**Providers:** Sutton Bridge Medical Centre

I do not bother to phone in for an appointment as the wait is too long before getting through. I come to the surgery early and queue outside. I prefer the present system for appointments to the last one which was a ticket method. Occasionally if an appointment is not possible I am sent to Long Sutton Surgery. I am happy with the service and all the NHS.

10. Case 5241 (29-10-2018)

**Providers:** Sutton Bridge Medical Centre

Always difficult to get an appointment. The patient had to queue this morning at 7:30 am outside in the cold. If the people online have booked them all, the people waiting outside are unable to get an appointment. You have to come back the next day and go through the whole procedure again.

11. Case 5242 (29-10-2018)

**Providers:** Sutton Bridge Medical Centre

It's hard to get an appointment over the phone. You have to come in and line up at 8 am to get an appointment. It's not everyone who can come and line up because of their health and disability etc. I think its not fair that people have to come and queue in order to get an appointment to see the Doctor.

12. Case 5243 (29-10-2018)

**Providers:** Sutton Bridge Medical Centre

I attend Sutton Bridge Medical Centre for diabetes and asthma care. They are both excellent and if I have a problem they are very keen to help with it. I also visit Queen Elizabeth Hospital very often, visiting parishioners and friends, and sometimes for myself and have found the service very good. I am extremely satisfied with the NHS which my NHI contributions have made available to all people over the years.

13. Case 5244 (29-10-2018)

**Providers:** Sutton Bridge Medical Centre

Not happy with present method of booking appointments. Have to wait three weeks to get on in advance. The call in on the day system is very frustrating, by the time you get through by phone the appointments are all full. Have to go through the whole procedure again the next day. Doctors at this surgery do not listen, it appears as long as they send you out with a prescription that's good enough.

14. Case 5246 (29-10-2018)

**Providers:** Sutton Bridge Medical Centre

Not enough Doctors to cope with everyone. Brilliant Doctors and staff. They are building more houses in Sutton Bridge but cannot cope with looking after the health of all those people.

15. Case 5218 (26-10-2018)

**Providers:** The Deepings Practice

Patient commented they are both disabled and find the distance to the treatment rooms is far too long particularly "as we are not allowed to use the side/disabled" Entrance.

**Notes / Questions**

HWL - with contacted the Practice Manager - Is there anything in place for patients with disabilities?

**Provider Response**

*Thanks for your email. The side entrance is not specifically a disabled access it is our out of hour access and an emergency exit door this area is not staffed during normal core hours. We have disabled parking at the front of the building and good access through the main doors. We always have facilities available to assist disabled patients as required with wheelchairs and our reception team are always willing to help.*

*HWL - This information was relayed to the patients.*

16. Case 5215 (26-10-2018)

**Providers:** The New Sheepmarket Surgery

Patient commented they felt it was a poor service, took 2 months for "me to get a prescription filled when I came out of hospital". Unable to get through on the phone, can't get appointments and I feel the Doctors have a 'I don't care attitude'

**Notes / Questions**

HWL - Advised the patient to contact the Practice Manager to discuss a way forward.

**Compliment**

1. Case 5206 (24-10-2018)

**Providers:** Hereward Medical Centre

Lots of ongoing health problems but always treated very well at this practice. All the staff go the extra mile.

2. Case 5207 (25-10-2018)

**Providers:** Hereward Medical Centre

Service is excellent at this surgery. Can get a phone appointment straight away. Monday mornings no appointment is necessary, there is a sit and wait service. However, this can be a bit slow due to the number of patients. Whatever Doctor is seen at the surgery, the service is excellent.

3. Case 5237 (29-10-2018)

**Providers:** Sutton Bridge Medical Centre

All the Doctors at this surgery are excellent. All staff including reception staff are very nice and helpful.

**South West x 3**

- 2 x General Comment
- 1 x Informal Complaint

**General Comment**

1. Case 5200 (24-10-2018)

**Providers:** Caythorpe and Ancaster Surgery

Appointments for a specific Doctor take a long time, up to 3 weeks.

2. Case 5175 (10-10-2018)

**Providers:** Colsterworth Surgery

My spouse was registered with the Colsterworth practice for over 50 years. In December 2017 they caught the flu virus, after 3 months they visited the surgery and saw a Nurse. After 5 months they visited again, they had lost a stone in weight and had no energy and was told that the flu virus had to run its course. 10 days later they died. Surely after 5 months it must be seen as more than a flu virus. I was promised twice by a Doctor that my Spouse's death would be explained but nothing materialised.

**Notes / Questions**

HWL suggested the patient contact the Practice Manager

**Informal Complaint**



1. Case 5216 (26-10-2018)

**Providers:** St Johns Medical Centre

This complaint is around the level of his healthcare received by the GP.

My elderly relative a few months ago was admitted to hospital with a very badly infected foot which has meant that they had 6 weeks in hospital receiving extensive treatment to resolve. Whilst in hospital was diagnosed with both Kidney and Lung Cancers (which with their age are untreatable). As you can appreciate the trauma of this news alone would be unbearable, however last year they lost their oldest daughter (my mum) and 3 weeks ago lost their other daughter to cancer. Understandably experienced Post Traumatic stress as diagnosed by the doctor and prescribed some tablets to take daily. Since then the mood swings, behaviour have been increasingly worse and irrational, along with this they have become confused ( forgetting peoples names, incidents and memories) With this they have become aggressive and making decisions way out of character. They were arrested for going around to another relatives at 3am in the morning and causing a breach of the peace and on Monday morning they slung out their carer who lives with them. On two occasions their GP has dismissed there is anything wrong, even though we have advised that we believe they are not taking their medication and the situation has worsened considerably with instances above and more. Recently has had two falls, and when speaking to them they wanted to get help at the hospital. I called 111 for support but was unable to get them admitted. During the day I called Lincolnshire Adult Services who are also restricted to help until GP refers them which at present GP hasn't actioned. At present they are living alone with no adequate social care, In a state of trauma and confused all because the GP hasn't had the foresight to prevent it snowballing into a bigger issue it is becoming or his reluctance to do the right thing which is provide my elderly relative with a duty of care. In my opinion my relative is not well, and vulnerable.

**Notes / Questions**

HWL - provided Practice Manager and CSC information - asked if possible to release details for this to be followed up.

**Provider Response**

*UPDATE - Surgery have been in touch and going to do some tests. Further update - Surgery in contact with the patient daily and no consent from the patient to discuss with family members. Has capacity.*

West x 24

- 14 x General Comment
- 10 x Compliment

**General Comment**

1. Case 5223 (26-10-2018)

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

Virtually housebound patient tried several attempts to make contact with the Practice Manager but hasn't managed to get through and find the reception staff quite unhelpful. 4 items of medication previously ordered not present on collection. Has been re-ordered but still not available a week later, patient commented these problems have been occurring for 6 years and patient has been informed if they are unhappy they could go to another GP surgery. Patient feels this is unacceptable. Since the merger of 2 practices patients are getting confused as its the same phone line for both causing confusion as practices work separately, therefore if one side takes a call it may not be dealt with correctly?

**Notes / Questions**

HWL - made contact with the Practice Manager who spoke with the patient.

2. Case 5179 (17-10-2018)

**Providers:** Cleveland Surgery

I get on quite well. It has improved being able to get appointments, but still hit and miss. Feel there are too many patients for the practice. I always ring first, like i did today, I got the last appointment after being at John Coupland for blood tests. Patient commented that they feel the waiting area could do with a water fountain as sometimes you can get hot and bothered. It is hot in here today but receptionists have now opened doors and windows so its a bit better.

**Notes / Questions**

No patient information provided.

3. Case 5180 (17-10-2018)

**Providers:** Cleveland Surgery

Patient commented it can take 3 weeks to get an appointment with the Doctor. You phone at 8am when you get through there are no appointments left. I came into the surgery to make an appointment, there were 3 left but i had to go home and phone in, couldn't make it at the desk, then when I got home and phoned there were none left. I wanted an appointment for minor injuries so I went to Lincoln Hospital minor injuries where they sent me back to the surgery. I was asked to come at the end of the allocated surgery times. The Doctor I saw needed another opinion. There was an infection and condition was quite dangerous. I was made to feel I was a nuisance just because I tried to make my case. I waited for my prescription for over an hour which had been sent to the local pharmacy but no-one informed me. Sometimes feel the reception staff are on the defensive and come across quite rude. This is a poor area, the NHS is wonderful and feel all services are very pushed.

4. Case 5181 (17-10-2018)

**Providers:** Cleveland Surgery

Only seen the Nurse for my medical conditions. To make an appointment you ring at 8am but can't get one when you get through. Usually takes about 2 weeks to get an appointment and sometimes longer. Can ring in the morning and if they have one free, you can get an appointment. Takes half an hour to get through on the phone, then appointments have all gone when you manage to speak to someone. Can't get to see a Doctor anymore

**Notes / Questions**

No patient information provided

5. Case 5183 (17-10-2018)

**Providers:** Cleveland Surgery

Good today, not usually able to get an appointment but my phone call was answered in 3 minutes, usually have to wait for the phone to be answered and by then all the appointments have gone. At the appointment the Doctor was eating a sausage roll during the consultation which the patient felt was not very professional. Patient found it difficult to understand the doctor due to accent. Previously came due to spinal problems, which they were aware of and had to sit in the waiting room seats for 1 1/2 hours which was very uncomfortable and I could have cried.

**Notes / Questions**

No patient information given

6. Case 5184 (17-10-2018)

**Providers:** Cleveland Surgery

Came here with young child the other day, got on alright. Received a letter yesterday for paediatrician at Scunthorpe - which was really quick. Rang the surgery the other day and got an appointment on the same day, only waited 10 minutes for the appointment, however if the patient was 10 minutes late they would not allow you to have your appointment and you would need to re-book, so only works one way.

**Notes / Questions**

No patient information provided.

7. Case 5185 (17-10-2018)

**Providers:** Cleveland Surgery

Patient commented they felt it used to be a great surgery, now they feel things have changed. Lack of communication with results etc, feel its going downhill. Prescriptions takes 2 weeks and have been lost before so takes longer. Would go elsewhere but there isn't really any other alternative. The Doctors are pretty good though, no problem there. Feel the general running of the surgery is poor, appreciate people are overworked, unsure of the reasons why it has gone down hill. Communication with general public is poor.

8. Case 5189 (17-10-2018)

**Providers:** Cleveland Surgery

Waiting times are terrible to get an appointment, its very hot in here today as well. Feel the sit and wait isn't working as you have to wait for hours, you don't know how many patients are in front of you, it can be difficult if you have a young child with you. Child has a wheelchair and serious health conditions. Its easy to access the surgery with a wheelchair. The doctors are always asking how things are with my child, even when its for something else they will always ask after them, which is really comforting. I sometimes would recommend this surgery to others especially when you are seen in a reasonable timeframe, but waiting times are terrible and sometimes have to wait weeks to see a Doctor.

**Notes / Questions**

No patient details

9. Case 5190 (17-10-2018)

**Providers:** Cleveland Surgery

Usually takes a while to get an appointment, in the region of 3 weeks for a routine one. Can ring at 8am and get in with Nurse quicker. was here a couple of weeks ago and they were very efficient, referred me to x-ray quickly with was really good. In the past was not so good, I feel I was mis-diagnosed but I do feel things are improving but still have a long time to wait when booking an appointment. Wouldn't recommend to family or friends because of waiting times for appointments, it puts you off, when you are feeling ill you just want to be seen.

10. Case 5191 (17-10-2018)

**Providers:** Cleveland Surgery

For the past couple of years there has been a few problems getting an appointment to see the GP. Ring at 8am and the phone lines are always engaged and when you do manage to get through all the appointments have gone. So you do the same thing the next day until you manage to make an appointment. Last time I got through and managed to get an evening appointment, apart from the appointments system its alright. Patient wasn't aware of the drop in session, so volunteer made them aware. Patient commented if they were told to come in at midnight they would.

11. Case 5193 (22-10-2018)

**Providers:** Cleveland Surgery

Patient feels that seeing your GP for 10 minutes is not enough time to discuss your symptoms and treatment. Dignity and respect at the surgery is an issue, as patient feels you are hurried out of the surgery. Patients have to ring at 8 am for an appointment, you then have to see the Nurse Practitioner who will decide if a Doctor is necessary. There is a notice stating if you would like to discuss your symptoms in private, ask at reception. Patient expected to go into a private room. Instead, a member of staff came to patient and symptoms were discussed in the waiting room.

**Notes / Questions**

HWL asks - Due to patient confidentiality why are patients not taken into a separate area?

12. Case 5234 (29-10-2018)

**Providers:** Cliff House Medical Practice

Normally pretty good. The staff are friendly enough. The waiting times can sometimes be annoying, I sometimes have to wait 20 minutes before I go in, this doesn't always happen. Only 1/2 hour parking spots nearby on the road. It is a good practice.

13. Case 5169 (04-10-2018)

**Providers:** Kirton Lindsey Medical Practice

Rude dispensing staff when getting my prescription incorrect. I asked for extra needles for my meds when using the online service, these were left off / forgotten. There were none in stock to replenish. The Diabetic Doctor is not in regular contact, re. my condition and monitoring of sugar levels.

14. Case 5228 (29-10-2018)

**Providers:** The Glebe Practice

Would give the NHS 10/10 for their care and services provided. Apart from a recent negative experience when attending a GP surgery (The Glebe at Saxilby) to make an appointment to see the GP because of an eye problem. I wasn't able to get an appointment for over a week, I was told to go to hospital but couldn't drive to get to hospital. I was seen indirectly by attending with my spouse and asking to be seen. The GP did then see the patient and the situation was resolved but it did feel that the receptionist was a barrier to being seen.

**Compliment**

1. **Case 5182 (17-10-2018)**  
**Providers:** Cleveland Surgery  
I have not had a problem. I usually see the nurse. today is a drop in clinic first time I have used this service so not sure how long the wait will be. Nurse asked to see me so not made an appointment. I feel the Nurse explains everything well.  
**Notes / Questions**  
No patient information provided
2. **Case 5186 (17-10-2018)**  
**Providers:** Cleveland Surgery  
Think this is really good. If I need anything they are very good, very reliable and generally happy with the service.
3. **Case 5187 (17-10-2018)**  
**Providers:** Cleveland Surgery  
Feel its good. Good at dealing with problems. Can see you on time, Doctors are friendly and helpful. See paediatric Nurse for my child, friendly, nice and very helpful.
4. **Case 5188 (17-10-2018)**  
**Providers:** Cleveland Surgery  
Get on ok, used to have to wait a long time for appointments, now started drop in, so trying it out today for the first time. Came in at 7.30am, then went home to come back for a later appointment which they gave me. Staff are fine, no problem, very good and patient with you. Don't come very often. I don't hear very well so I need to ask questions and it takes a while for me to get it, but they are patient.
5. **Case 5247 (29-10-2018)**  
**Providers:** Cliff House Medical Practice  
It's alright / okay. Pretty good all round. I can't complain, however, it could do with a few more phone lines. When I ring it is constantly engaged.
6. **Case 5249 (29-10-2018)**  
**Providers:** Cliff House Medical Practice  
Get on fine. Never a problem when I come here. Most of the time I am seen on time. Getting an appointment quickly is hard, you have to get on the phone early in the morning. Do a late night and I can pre-book appointments. I work, so late night is good. I put prescription in and go to Boots within 2 days so I can collect so works well.
7. **Case 5250 (29-10-2018)**  
**Providers:** Cliff House Medical Practice  
To monitor Cholesterol every so often I requested a blood test. Annual / 6 monthly when I remember. Always been able to do. In 2017 Nurse referred me to diabetic awareness course which I found very helpful and lost a stone in weight. Now I am seeing the Nurse for advice on how to lose more. I am always pleased with care given.
8. **Case 5248 (29-10-2018)**  
**Providers:** Genesis Dental care (East Midlands Community Dental Association), NHS England Dental  
Easy enough to get an appointment. Staff are very good. Sometimes there is a wait to go into an appointment, but that's fine. I have recommended this dental practice to others.
9. **Case 5172 (04-10-2018)**  
**Providers:** Richmond Medical Centre  
Pleasant Nurses who explained everything, made conversation and made the experience more positive.
10. **Case 5231 (29-10-2018)**  
**Providers:** Welton Family Health Centre  
Extremely accommodating. Since my child was born they were over and above in terms of their care. On a priority list so always able to be seen as a carer.

All CCGs x 2

- 2 x General Comment

General Comment

1. Case 5198 (22-10-2018)

**Providers:** East CCG, Lincolnshire South West CCG, South CCG, West CCG

Yourvoice by HWL - October 18

It was raised at the YourVoice meeting. Some people were saying that GP's weren't using the translation service as it cost too much or weren't using the free translation service. There was some conversation about whether there was actually a free service available and whether GP's were aware.

**Notes / Questions**

HWL - has contacted LMC and NHSE to receive further understanding. Awaiting information from CCGs around commissioning

2. Case 5258 (30-10-2018)

**Providers:** East CCG, Lincolnshire South West CCG, South CCG, West CCG

Cervical Smear

I have always received notification every three years that a cervical smear is due. I attended earlier this year but then had to wait 16 weeks for the results. My letter said I would wait 2-4 weeks for results. Before getting my results I received 2 more letters from the NHS telling me my screening was due. When I rang them they said the letter had been sent because the results had not been recorded so they have to presume I had not attended yet. I think the 16 weeks is far too long to wait for results and how much money is it costing to keep sending out letters. Could the GP have some way of recording that the test has been carried out to save the reminders being sent.

## Acute Services

CCG Area	Case Details
East x 2 <ul style="list-style-type: none"><li>• 2 x Compliment</li></ul>	<p><b>Compliment</b></p> <p>1. Case 5156 (01-10-2018) <b>Providers:</b> Pilgrim Hospital</p> <p>A few weeks ago I went to Skegness Hospital, but I was taken to Pilgrim Hospital A+E and was treated very well even though they were busy. I am going to Spain very shortly and needed tests doing and explained I was leaving the country soon. They got the test dates moved so that I could get them done which I was very impressed by. I had to wait 4 hours in A+E, which was expectable, but I was kept up to date with waiting times and treated very well. They told me what I had to do and explained everything.</p> <p><b>Provider Response</b></p> <p>Thank you for this lovely feedback we are pleased we managed to get your tests done to enable you to leave the country on time.</p> <p>2. Case 5174 (10-10-2018) <b>Providers:</b> Pilgrim Hospital</p> <p>Ophthalmology</p> <p>Last September 2017 and April 2018 I had cataract operations at Pilgrim Hospital. The Nurses and doctors were very good.</p> <p><b>Provider Response</b></p> <p>Thank you for this feedback which we will share with the department.</p>
South x 1 <ul style="list-style-type: none"><li>• 1 x General Comment</li></ul>	<p><b>General Comment</b></p> <p>1. Case 5257 (29-10-2018) <b>Providers:</b> Grantham + District Hospital</p> <p>Patient was referred by their Dentist to Hospital re. oral cancer. The patient hasn't received a letter and it has been a month. However, the Dentist said they have definitely been referred and the patient was given a reference number. Boston and Lincoln Hospitals didn't have any information about the patient. However, when Grantham was contacted the patient was given an appointment for late October. But the patient feels this is still too long for an urgent appointment.</p> <p><b>Notes / Questions</b></p> <p>HWL asks - RTT (Referral to treatment) is 14 days for query Cancer patients why was the patient waiting so long?</p> <p><b>Provider Response</b></p> <p><i>Without patient details we would be unable to investigate the reason for the delay. Please ask the enquirer to contact PALS if they wish this to be looked into for them.</i></p>

## South West x 2

- 1 x General Comment
- 1 x Informal Complaint

### General Comment

#### 1. Case 5220 (26-10-2018)

**Providers:** Grantham + District Hospital, Lincolnshire South West CCG

Patient raised concerns around respiratory Nurse service in Grantham Hospital. This service used to provide home visits for asthmatics should it be required after being hospitalised and returned home. The team that took over stopped this service but still continues for COPD and Bronchiectasis patients.

#### Notes / Questions

*Patient asks – Why was this service stopped? And is it possible to include asthmatic patients so they can have home visits if required after discharged from hospital?*

#### Provider Response

*The ULH respiratory team is not commissioned and not paid by CCG to provide or deliver any service in patient's home. The community service is dealing with COPD patients as case management only and they are dealing with oxygen dependant patients if they are end of life.*

### Informal Complaint

#### 1. Case 5216 (26-10-2018)

**Providers:** St Johns Medical Centre

This complaint is around the level of his healthcare received by the GP.

My elderly relative a few months ago was admitted to hospital with a very badly infected foot which has meant that they had 6 weeks in hospital receiving extensive treatment to resolve. Whilst in hospital was diagnosed with both Kidney and Lung Cancers (which with their age are untreatable). As you can appreciate the trauma of this news alone would be unbearable, however last year they lost their oldest daughter (my mum) and 3 weeks ago lost their other daughter to cancer. Understandably experienced Post Traumatic stress as diagnosed by the doctor and prescribed some tablets to take daily. Since then the mood swings, behaviour have been increasingly worse and irrational, along with this they have become confused ( forgetting peoples names, incidents and memories) With this they have become aggressive and making decisions way out of character. They were arrested for going around to another relatives at 3am in the morning and causing a breach of the peace and on Monday morning they slung out their carer who lives with them. On two occasions their GP has dismissed there is anything wrong, even though we have advised that we believe they are not taking their medication and the situation has worsened considerably with instances above and more. Recently has had two falls, and when speaking to them they wanted to get help at the hospital. I called 111 for support but was unable to get them admitted. During the day I called Lincolnshire Adult Services who are also restricted to help until GP refers them which at present GP hasn't actioned. At present they are living alone with no adequate social care, In a state of trauma and confused all because the GP hasn't had the foresight to prevent it snowballing into a bigger issue it is becoming or his reluctance to do the right thing which is provide my elderly relative with a duty of care. In my opinion my relative is not well, and vulnerable.

#### Notes / Questions

*HWL - provided Practice Manager and CSC information - asked if possible to release details for this to be followed up.*

#### Provider Response

*UPDATE - Surgery have been in touch and going to do some tests. Further update - Surgery in contact with the patient daily and no consent from the patient to discuss with family members. Has capacity.*

## West x 13

- 7 x General Comment
- 6 x Compliment

### General Comment

#### 1. Case 5173 (04-10-2018)

**Providers:** Lincoln County Hospital

Children's Ward

A child who was injured who needed an operation was sent home twice due to there being no space. It was excellent when we was there but awful for autistic child due to lack of explanation.

#### Provider Response

*Can you please thank this patient for their feedback and we are sorry that the patient's operation was not able to be done Immediately following their injury. We will ensure that this is shared with the ward so that they are aware of the difficulties caused. If the family wish to discuss this further please direct them to PALS.*

2. Case 5192 (22-10-2018)

Providers: Lincoln County Hospital

Endoscopy

Patient had a gastroenterology at the end of August 2018 and is still waiting for results. Patient is seeing a consultant in Lincoln about rapid weight loss. When patient goes to worksop, results from Lincoln cannot be seen by the consultant therefore cannot get an overview of treatments.

**Provider Response**

*Can you please direct this patient to PALS to see if they can help the patient. All results are usually sent to the referer so it would be dependent which clinician requested the procedure as to where the results would be sent. Trust would not have access to results outside of their Trust although they can request copies.*

3. Case 5196 (22-10-2018)

Providers: Lincoln County Hospital

Shuttleworth Ward

I was disappointed with the explanation of my illness. I would have preferred the Doctor / Doctors to speak with me in laymans terms.

**Provider Response**

*We are really sorry if the patient felt the communication regarding their diagnosis was poor. We will ensure that this is shared with the ward.*

4. Case 5197 (22-10-2018)

Providers: Lincoln County Hospital

Cardiology and Heart Failure Nurses were brilliant. We have a 10 visit car parking ticket for £15 what a shame this is not advertised more as this has been a help to several people we have told.

**Notes / Questions**

*Are patients who have long-term conditions informed of this? Is it advertised in waiting areas?*

**Provider Response**

*All our ticket prices are advertised on our internet site [www.ulh.nhs.uk/](http://www.ulh.nhs.uk/) This ticket is not appropriate for all patients as the ticket is now £20 for 10 day flexible parking but must be used within a 6 month period of purchase.*

5. Case 5230 (29-10-2018)

Providers: Lincoln County Hospital

Oncology

Long waiting times for pharmacy to get medication as an outpatient, not a complaint but can wait for up to an hour.

**Provider Response**

*Can you thank the patient for their feedback we will ensure that this is shared with the Pharmacy team.*

6. Case 5232 (29-10-2018)

Providers: Lincoln County Hospital

Clinic 8

Very poor communication in the hospital. My child has a condition and needs to be seen by a number of people. Paediatric Consultant is key worker but rarely see them. We have open access to the Rainforest Ward for emergencies so I keep contact with Lincoln County otherwise I would have to go to Sheffield or Nottingham, some care is provided there and receive a better service.

**Provider Response**

*We are really sorry if the family felt that communication is poor across the hospital regarding the care of their child. We will share this with clinic 8 however if they would like to discuss it further please direct them to PALS.*

7. Case 5233 (29-10-2018)

Providers: Lincoln County Hospital

Outpatients

When I am in the hospital it needs awareness of deafness as it is difficult for me to hear. I am unable to hear when I am being called and this needs improving to better help deaf people.

**Provider Response**

*There is the ability for the patient to identify themselves as hearing or sight impaired when they register their attendance in clinic at the kiosk or they can do this manually with the receptionist. Once this is done it raises and indication to the doctor or nurse and the patient will be dealt with appropriately.*

Compliment

1. Case 5159 (01-10-2018)

Providers: Lincoln County Hospital

Haematology

Excellent. After care has been great. I see a consultant 3 times a month, there is a waiting time to see them. But they were a very thorough. I can phone in if I have any problems which is helpful.

**Provider Response**

Can you please thank the patient for sharing their experience and their positive comments we will ensure that they are shared with the Haematology team.

2. Case 5170 (04-10-2018)

Providers: Lincoln County Hospital

Cardiology

Every aspect of my care was professional and courteous. Fantastic technology. Everything was very well explained. I loved my experience.

**Provider Response**

We are really pleased that this patient's experience was such a good one and thank them for sharing this with us. We will ensure that this is passed to the Cardiology team.

3. Case 5171 (04-10-2018)

Providers: Lincoln County Hospital

I have regular visits to hospital, rheumatology, eye clinic and x-ray, as well as my GP as I have a chronic condition. Every department has been fantastic and I can only praise the service and support I get.

**Provider Response**

Can you please thank this patient for their lovely feedback. We will ensure that they are shared with the teams.

4. Case 5194 (22-10-2018)

Providers: Lincoln County Hospital

Colorectal

Patient had to be referred to QMC as treatment wasn't carried out within Lincoln County Hospital. Patient was very happy with the way this was done and the care provided.

**Provider Response**

There are some treatments that are dealt with at specialist centres and we are very pleased that this process was handled professionally and with care by our staff, we will share this experience with the Colorectal team

5. Case 5235 (29-10-2018)

Providers: Lincoln County Hospital

The patient had a fall and went to Lincoln County Hospital. The staff were very professional.

**Provider Response**

Can you please thank the patient for their kind comments. We will ensure that they are shared with the team.

6. Case 5259 (31-10-2018)

Providers: Lincoln County Hospital

Cardiac Ward

The staff and doctors have been very good. I have had about 6 weeks in hospital and made me much better due to the care and nursing.

**Provider Response**

Can you please pass on our thanks to the patient for their kind comments, we will ensure that this is shared with the ward staff and doctors.

All CCGs x 1

- 1 x General Comment

**General Comment**



1. Case 5195 (22-10-2018)

**Providers:** Lincoln County Hospital

Rheumatology

Consultant has not been in Lincoln for over a year, now only seeing a Nurse. Patient is happy seeing the Nurse, but would like to see a Consultant occasionally.

**Provider Response**

Can you thank the patient for their feedback we will ensure that this is shared with the Pharmacy team.

## Mental health & Learning Disabilities

CCG Area	Case Details
All CCGs x 1 <ul style="list-style-type: none"><li>1 x General Comment</li></ul>	<b>General Comment</b> <p>1. Case 5199 (22-10-2018)</p> <p><b>Providers:</b> Child and Adolescent Mental Health (CAMHS) LPFT, East CCG, Lincolnshire South West CCG, South CCG, West CCG</p> <p>The attachment has a copy of the LPCF Assessment Survey Oct 2018. If you are unable to see this within this case there is a copy attached along with the report.</p> <p><a href="#">LPCF Private Assessment Survey - Oct 18 - HWL 5199</a></p>

## Patient Transport

CCG Area	Case Details
East x 1 <ul style="list-style-type: none"><li>1 x General Comment</li></ul>	<b>General Comment</b> <p>1. Case 5227 (26-10-2018)</p> <p><b>Providers:</b> East CCG, Thames Ambulance Service (TASL)</p> <p>Transport - From North East Lincs Healthwatch</p> <p>Have been carrying out some work around hospital transport and the waiting times that patients have when they are returning home or have attended outpatients at Diana Princess of Wales Hospital, Grimsby. Some of these patients that have had a 3 hour waiting time are from the Louth area.</p>

## Social Care Services

CCG Area	Case Details
South West x 1 <ul style="list-style-type: none"><li>1 x General Comment</li></ul>	<b>General Comment</b> <p>1. Case 5221 (26-10-2018)</p> <p><b>Providers:</b> Lincolnshire South West CCG</p> <p>Parent raised concerns in relation to adult child with disabilities and LD was sent for respite care to get medications under control this was a number of months ago, parent finding it hard to get adult child back home. Has asked social worker. Other family members will not visit as its too distressing for them and the adult child. Parent would like them home and care provision put in place at home, so they can have a better quality of life. Parent fully understands the need for independence for their child and would welcome a day care, with the probability of care home provision closer to home in the future. Adult child has little or no capacity, advocate in situ, there have been meetings with the adult child that parent appreciates sometimes is necessary, however parent has been informed that they will not be invited to meetings even if child wants this.</p> <p><b>Notes / Questions</b></p> <p>Parent asked HW to contact Social Worker on their behalf as it was getting too much for them and couldn't get any answers. HWL contacted Social Services who declined, but would speak with parent.</p> <p><b>Provider Response</b></p> <p><b>UPDATE - parent has since been informed that adult child will be coming home and need to arrange home visits etc, and a referral has now been done for day care provision.</b></p>

<b>West x 1</b> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 5254 (29-10-2018)</b>  <b>Providers:</b> Lincolnshire County Council - Adult Social Care</p> <p>My home care has recently changed. They sent someone to help me get washed and dressed. They were late turning up everyday the first week and no one turned up at all on the Saturday. They kept sending the same person so I kept sending them away as I wanted someone else. This is despite being told when I phoned the supervisor that someone else would call. My child phoned Social Services who told them I did have a choice and told me I could use my personal payment to go back to my original carers. I understood the new change over of service was meant to be 'seamless'.</p>
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## Other Services

CCG Area	Case Details
<b>West x 4</b> <ul style="list-style-type: none"> <li>• 3 x General Comment</li> <li>• 1 x Compliment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 5224 (26-10-2018)</b>  <b>Providers:</b> Diana, Princess of Wales Hospital (Grimsby)</p> <p>I am unsure as to whether I should make a claim for medical neglect! For approximately 10 years, I have been suffering from an ankle pain, which as the years have gone by, has got worse and worse. Effecting my life due to pain and discomfort, for up to 20 hours per day!</p> <p>Over time, I have seen at least half a dozen, Doctors, Physiotherapists (both private and NHS) and Hospital Consultants from both Grimsby Diana Hospital and St Hughes. Each and every one of them, have advised me, that it's wear and tear, due to age and activity and that there is nothing they can do, except offer me orthopaedic insoles and a walking stick. Not one of them, have spotted or diagnosed, that the deteriorating condition, has been caused by Planters Fasciitis, where the muscle below the heel is damaged, causing excessive lateral and bilateral movement, therefore damaging the ankle joint. I came across this information, whilst checking on the internet out of desperation, due to the constant pain. This on-line physio, recommended doing away with all orthopaedic insoles and icing the foot several times per day (totally free advice and free treatment). I found this out in February this year (2018), immediately got rid of the orthopaedic insoles and started icing the foot as recommended, to see if it made any difference, and what a difference! In eight months, I have decreased my pain and discomfort by over 60/70%, which is unbelievable and also distressing, looking back at the years of discomfort and pain. My ankle, will never recover, but the deterioration could have been halted years ago as well as the pain.</p> <p><b>Notes / Questions</b></p> <p>Patient asks - Why was this not diagnosed? Is it medical neglect! HWL - suggested they first send in to complaints department at the relevant hospitals and should this not have a satisfactory response to make contact with the Ombudsman.</p> <p>2. <b>Case 5226 (26-10-2018)</b>  <b>Providers:</b> Diana, Princess of Wales Hospital (Grimsby)  Grimsby A&amp;E</p> <p>Patient in A&amp;E, went for a scan then was left in the corridor, felt it wasn't clean - cotton wool on the floor with old blood on it. No chair for spouse to sit with me, we were there for 5 hours, would have preferred to go to Lincoln. Spouse found the staff quite rude., however the patient felt the staff did keep them informed of what was happening throughout.</p> <p>3. <b>Case 5177 (10-10-2018)</b>  <b>Providers:</b> Millbrook Healthcare  Physiotherapy Services comments around - Wheelchair Services</p> <p>They are slow, say they have ordered things when they haven't. Experience of stroke patients being measured wrongly and the phones are sometimes left ringing. At least 3 people have had very poor services in the last 6 months.</p> <p><b>Compliment</b></p> <p>1. <b>Case 5225 (26-10-2018)</b>  <b>Providers:</b> Scunthorpe Hospital  Scunthorpe Hospital - Ward G</p> <p>It was ok, feels like a family. Treated me really well and the staff are the best. I was in for 8 days and no complaints they helped diagnose problems I had. I had a lot of laughs with the Nurses and found the ward spotlessly clean.</p>

<p><b>All CCGs x 2</b></p> <ul style="list-style-type: none"> <li>• 2 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 5258 (30-10-2018)</b>  <b>Providers:</b> East CCG, Lincolnshire South West CCG, South CCG, West CCG  Cervical Smear</p> <p>I have always received notification every three years that a cervical smear is due. I attended earlier this year but then had to wait 16 weeks for the results. My letter said I would wait 2-4 weeks for results. Before getting my results I received 2 more letters from the NHS telling me my screening was due. When I rang them they said the letter had been sent because the results had not been recorded so they have to presume I had not attended yet. I think the 16 weeks is far too long to wait for results and how much money is it costing to keep sending out letters. Could the GP have some way of recording that the test has been carried out to save the reminders being sent.</p> <p>2. <b>Case 5219 (26-10-2018)</b>  <b>Providers:</b> Lincolnshire Local Medical Committee (LMC)  Translation services.</p> <p>Question - is there a free translation available to GPs , what are they called? Is Russian included in the translation service?</p> <p><b>Notes / Questions</b>  HWL - have contacted LMC</p>
<p><b>Out of Area x 9</b></p> <ul style="list-style-type: none"> <li>• 7 x General Comment</li> <li>• 1 x Compliment</li> <li>• 1 x Signposting only</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 5255 (29-10-2018)</b>  <b>Providers:</b> Diana, Princess of Wales Hospital (Grimsby)</p> <p>A disabled parent took their child for an appointment at Diana, Princess of Wales Hospital. After travelling all the way there, the were told that the specialist they were due to see was on holiday.</p> <p><b>Notes / Questions</b>  Signposted them to Pals</p> <p>2. <b>Case 5222 (26-10-2018)</b>  <b>Providers:</b> Lincolnshire County Council  Grimsby patient</p> <p>Contacted HWL as parent went into emergency care 6-8 weeks ago. Initially respite care, now in full time care. Family have concerns with the care home and would like to get parent moved but finding it difficult. Parent has no capacity and there is no POA.</p> <p><b>Notes / Questions</b>  HWL - on contacting the family member, Social Worker now looking into things and going in the right direction. Capacity assessment taking place and financial assessment, will be looking at alternatives once this has taken place. Gave Grimsby HW contact details.</p> <p>3. <b>Case 5213 (25-10-2018)</b>  <b>Providers:</b> North West Anglia Foundation Trust  Hinchinbrook</p> <p>I went to Stamford Hospital in January / February for consultation with a Plastic Surgeon for the removal of a BCC from my face. Appointment came to Peterborough Hospital for approximately 2 months later which got cancelled. Another appointment 2 months alter at Hinchinbrook was also cancelled. I heard nothing about this, rang the Hospital in August and was told I had 'slipped into the net'. I was then given an appointment for the end of August. I have heard nothing since and should have a follow up after 6 weeks.</p> <p>4. <b>Case 5205 (24-10-2018)</b>  <b>Providers:</b> Peterborough City Hospital  Discharge</p> <p>I was called to the Hospital to collect my parent from A10 and just before midday they were transferred to the discharge lounge. I arrived to fetch them at 12:30 but their medication and discharge papers did not arrive until 5:20 by which time they were feeling as bad as when they had been admitted 5 days before. The discharge lounge is not a comfortable place to wait for that length of time, it is even necessary to go out and into the fracture clinic for the toilet. We were extremely unhappy about having to wait this long. The wards they had been on cardiac and A10 were comfortable and friendly. We appreciate the bed was needed but surely the discharge lounge can be made a bit more comfortable if patients are waiting so long. There was a gentleman who had been waiting since 10 am and didn't get out until 5:15.</p>

5. Case 5208 (25-10-2018)

**Providers:** Peterborough City Hospital

A&E

Admitted to A+E emergency, no waiting. Expected an x-ray at the Hospital but wasn't given one. Once home had to come to GP because I was still ill. GP sent patient for an x-ray but had to wait a week for the x-ray and a further week for the results. If the X-ray had been done at the Hospital it would've saved the person suffering for another week.

6. Case 5212 (25-10-2018)

**Providers:** Peterborough City Hospital

Maternity Ward

The receptionist was very rude towards my family visiting me and was not going to let my parent in. If it wasn't for my spouse, my parent would never have been able to meet their grandchild.

7. Case 5214 (25-10-2018)

**Providers:** Peterborough City Hospital

A&E

I am in my late 70's and still working. I had a fall at work and had to wait 1 and a half hours for the ambulance to arrive. This was early October. I banged my head, hurt my leg and my chest. I was taken to Peterborough Hospital and I had an x-ray of my head and leg but not my chest. I was treated and discharged but still had pain in my chest. Because I was still in a great deal of pain I went back to the Hospital where it was then discovered I had fractured my breast bone. When I was due to be discharged there was no prescription available so I was unable to come home. A sister on the ward assured me they would sort things out so I could go home the next day, but because the system was down no one was able to release the medication. This will probably mean I will now be in Hospital over the weekend when I want to go home and have been told I should be discharged.

### Compliment

1. Case 5245 (29-10-2018)

**Providers:** Kings Lynn Hospital

Dialysis Unit

I have been having treatment at King's Lynn dialysis unit for the last 8 years. The level of care is always outstanding and I am very grateful for all they do for me.

### Signposting only

1. Case 5217 (26-10-2018)

**Providers:** NHS England Dental

Corner Dental Practice - Grimsby

Patient requested information on the criteria for NHS dental treatment as spouse had recently registered with a dental practice and on the treatment plan they required root canal. Patient informed they would need to pay private for this service.

#### Notes / Questions

HWL - Provided the patient with information and informed them of HW North East Lincs should they need in future.