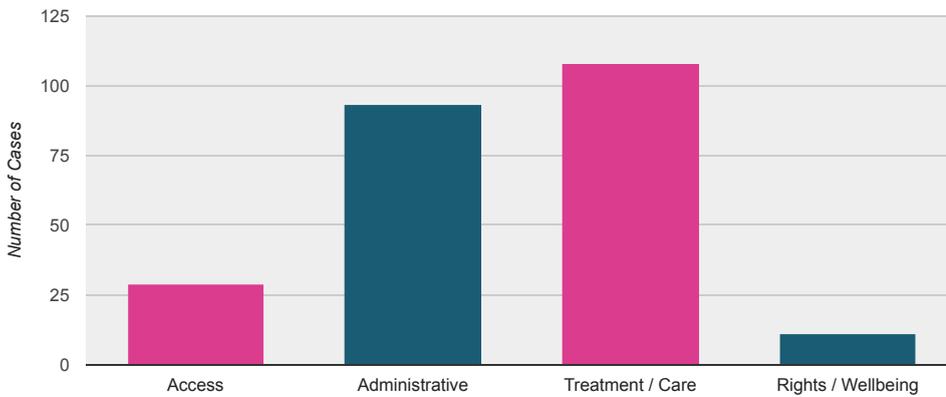


## Healthwatch Lincolnshire Report of Patient, Carer, Service User Experiences - November 2018

### Statistics

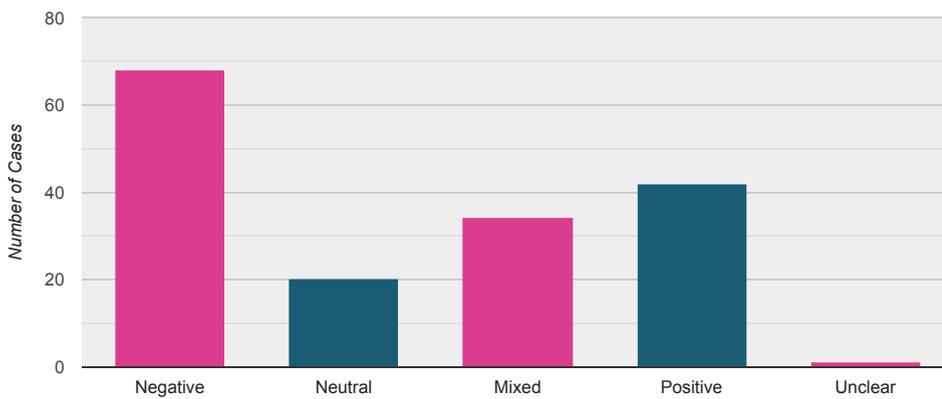
Total cases: 167

#### Theme Areas



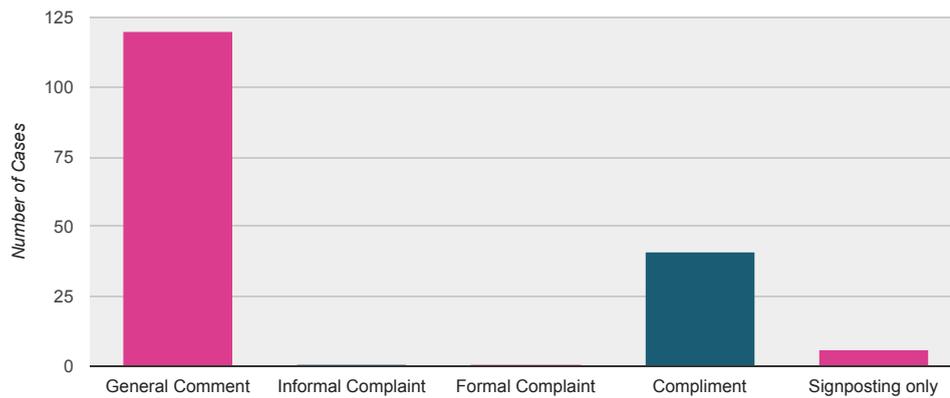
Theme Areas	Cases
Access	29
Administrative	93
Treatment / Care	108
Rights / Wellbeing	11

#### Sentiments



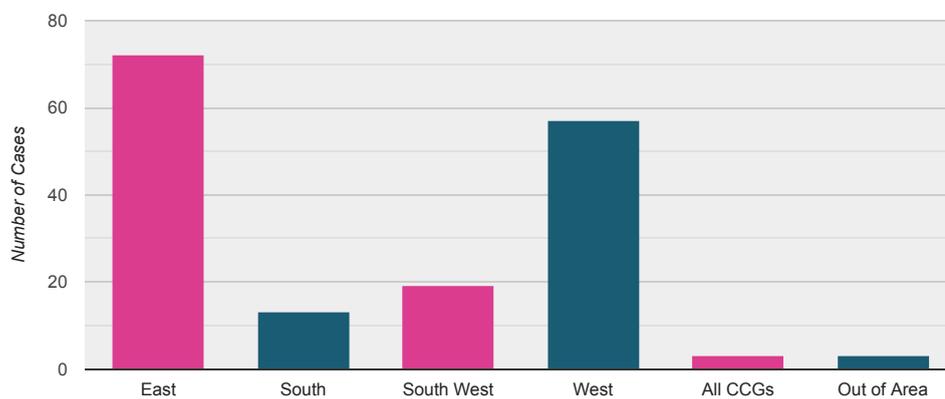
Sentiments	Cases
Negative	68
Neutral	20
Mixed	34
Positive	42
Unclear	1

## Case Types



Case Types	Cases
General Comment	120
Informal Complaint	0
Formal Complaint	0
Compliment	41
Signposting only	6

## CCGs



CCGs	Cases
East	72
South	13
South West	19
West	57
All CCGs	3
Out of Area	3

## Cases

### Community Health Services

CCG Area	Case Details
<b>East x 1</b> <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 5275 (06-11-2018)</p> <p><b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS), Lincolnshire County Council Boston Sexual Health Clinic</p> <p>Struggle to get an appointment because the telephone number changes so often and no one answers the phone. They only do appointments in working times which doesn't suit the everyday worker.</p> <p><b>Provider Response</b></p> <p>The Boston clinic is open 3 days a week - Monday, Wednesday and Friday. On a Monday and Wednesday the clinic is open between 8am -8pm. Fridays 8am-4.30pm. We have dual trained nurses and a Consultant treating patients on all 3 days. The telephone lines historically were problematic to but having acted on patient feedback over a year ago the service changed to a new central booking line 01522 309309. The number of complaints dropped significantly and there is now a dedicated team taking over a thousand calls a week with minimal negative customer feedback. The Lincolnshire Integrated Sexual Health website also provides patients with the opportunity to book appointments on-line. If there is an issue that is complex, which does not fit within the normal clinical services, we also have a specialist team who can arrange to see patients in their clinics through our daily triage system across the county.</p>
<b>West x 5</b> <ul style="list-style-type: none"> <li>4 x General Comment</li> <li>1 x Compliment</li> </ul>	<p><b>General Comment</b></p>

1. Case 5363 (19-11-2018)

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

Resident of Care Home being discharged by Lincoln Hospital. Has advanced dementia, fractured femur and is frail, walks with a frame but currently nearly bed-bound. Returning for end of life care. Manager is happy to accept patient back but an air mattress would be required. Hospital say the patient doesn't need one. District Nurses won't supply one. Manager knows the patient needs one or will get bed sores then become a safeguarding concern. Has refused discharge at present until this can be resolved in the best interests of the patient.

**Notes / Questions**

HWL - advised to make contact with PALs and Winter Room. UPDATE - District Nurses provided air mattress, so this patient could be discharged comfortably.

**Provider Response**

Discharge arrangements are dealt with by the Ward and not from Discharge, are you able to supply details of the Ward the patient was on so the Wad Sister can be made aware of the comments from the Care Home?

No ward information was provided.

2. Case 5266 (02-11-2018)

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

Headway Group Meeting - Oct

Raised concerns that Speech Therapy is very limited, this is important to patients, not only for speech but for helping them with swallowing.

**Notes / Questions**

Group asks - What is the criteria? access for patients?

**Provider Response**

We accept referrals for all adults from 18+ years registered with a Lincolnshire GP. The dysfluency service accepts aged 20 years+ with 19 and 19 year olds being seen by the paediatric service. 18 year olds still in school may be more appropriately seen by the paediatric service. By exception young people aged 16+ may choose to be seen by the adult SLT service rather than the paediatric SLT service - especially when they are not in school. Communication referrals for all adults except where issues are as a result of mental health including dementia, or with a diagnosis of learning disabilities. The adult SLT service does not accept referrals for developmental communication difficulties such as Autism or developmental language disorder. Voice referrals must have been made by an ENT consultant, or have seen a consultant within the last 6 months and assessment results attached to referral. We do not accept referrals for Transgender voice therapy or Chronic Cough. Referrals from any source and self - referral, must complete referral form.

Dysphagia referrals for all adults except those with a diagnosis of Learning disabilities (for whom LPFT provide a service). This excludes oesophageal issues as these are managed by gastroenterologists. With new SONA coming on board, we will eventually be declining referrals from Care Homes where issues are due to oral stage difficulties in dementia. Referrals from any professional source, but not self - referral. Must complete referral form. Adults with Brain injuries in community/clinic. Providing follow up post acute/rehab admissions whether these admissions are in Lincolnshire ( ie Ashby ward) or out of county. Access to the service is via our Bourne Admin Single Point of Access. GPs and Consultants do not fill in referral forms but refer via letter.

NEW REFERRALS AND GENERAL ENQUIRIES Adult Speech and Language Therapy Admin Hub, Bourne Health Clinic, St Gilberts Road, Bourne, Lincolnshire, PE10 9XA Telephone: 01778 426149. Fax: 01778 426853. Email: LHNT.SLT@nhs.net

3. Case 5371 (19-11-2018)

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

Lindon House Sexual Health Clinic

Patient commented they feel the treatment they received was inappropriate and when trying to arrange a follow up felt no-one would help

**Notes / Questions**

HWL - suggested the patient contact PALS

4. Case 5360 (19-11-2018)

**Providers:** West CCG

Treatment Centres being set up in Louth/Skegness/Lincoln.Boston/Stamford all based in hospitals, there is nothing in the centre of Lincoln now they have closed the walk-in centre. Maybe something is that needs to be looked at and thought about.

## Compliment

### 1. Case 5320 (13-11-2018)

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

Breathe Easy - Gainsborough

Patient feels that when they attend John Coupland Hospital they are treated well. Easy to get to and staff give you time and explain things, unlike other Hospitals have been to in Lincolnshire where you are made to feel that you are just a number.

## Primary Care Services

CCG Area	Case Details
<b>East x 46</b> <ul style="list-style-type: none"><li>• 36 x General Comment</li><li>• 10 x Compliment</li></ul>	<h3>General Comment</h3> <ol style="list-style-type: none"><li><b>Case 5375 (20-11-2018)</b><p><b>Providers:</b> Beacon Medical Practice</p><p>Like it here. Seem friendly all of the staff. Sometimes wait about 2 hrs in waiting room. Dr takes time to explain treatment to tell you about it.</p></li><li><b>Case 5377 (20-11-2018)</b><p><b>Providers:</b> Beacon Medical Practice</p><p>Have complained many times about Beacon, Pilgrim, Grimsby and Skegness A+E. Complaint is with the NHS at the moment with PALs. My child has allergies and skin conditions, Asthma and also needs an operation. Keep messing us about all the time.</p><p><b>Notes / Questions</b></p><p>No patient details given</p></li><li><b>Case 5381 (20-11-2018)</b><p><b>Providers:</b> Beacon Medical Practice</p><p>Here at Beacon on behalf of parent. Appointments are difficult to get very often sit and wait, parent is over 90 yrs old so difficult for them. Used to have ring back service which has been stopped, but was useful for us. Now come on behalf of elderly parent who was recently discharged from hospital - need to understand the discharge papers from the hospital.</p></li><li><b>Case 5383 (20-11-2018)</b><p><b>Providers:</b> Beacon Medical Practice</p><p>It is ok here. Struggle to get an appointment. I use a mobility scooter, you are asked to leave them outside if possible, it can be cold waiting outside this time of year. I cannot walk and standing in a queue is difficult, so I try and ring for an appointment.</p></li><li><b>Case 5384 (20-11-2018)</b><p><b>Providers:</b> Beacon Medical Practice</p><p>Get on ok. Not been well and could not get medication so trying to get sorted so I can continue to get it without struggling like I have. Seem friendly. Sit and wait - don't mind it as I can't get an appointment via the telephone. Explain treatment if I ask. Have back problems so seats are ok. Not good anywhere really.</p></li><li><b>Case 5388 (20-11-2018)</b><p><b>Providers:</b> Beacon Medical Practice</p><p>Problem getting appointments. When get appointment care is alright. Prefer appointment system over sit and wait.</p></li><li><b>Case 5390 (20-11-2018)</b><p><b>Providers:</b> Beacon Medical Practice</p><p>Difficult to get an appointment. Ring at 8am get through and appointments have gone by 8.10am. Not tried sit and wait as prefer to ring and get appointment. Nurses are good and on time and I get to see one straight away as I am Diabetic. Ok apart from appointments.</p></li><li><b>Case 5392 (20-11-2018)</b><p><b>Providers:</b> Beacon Medical Practice</p><p>Moved to this practice recently and seem to be here quite a lot at the moment. It is good except getting an appointment is a nightmare wait weeks and weeks. Online prescription is difficult - keeps throwing me off, wish it could be easier to use and do, I don't drive so partner brings me. Telephone system is confusing with numbers to select what you need to do. Reception are nice, see healthcare practitioners mostly.</p></li></ol>

9. Case 5399 (20-11-2018)

**Providers:** Beacon Medical Practice

A lot harder to get appointments nowadays. Can come at 8am and might not get out until 2pm. Was nice to get appointment by using the phone or at reception, have to come in and wait now. A few years ago was ok, but out of control now.

10. Case 5402 (20-11-2018)

**Providers:** Beacon Medical Practice

I feel the nurses think I am disgusting because of my weight, the way they respond to me. This place is a joke, only managed to see GP twice in the last 2-4 years. To get an appointment now you sit and wait. I have a disability and have not been out of the house much in recent years only to come to appointments. I have to psych myself up to coming out. Usually had vitamin injection and also get a flu jab at the same time. This year they have told me to come on Saturday for flu jab instead of having it today with vitamin injection. So I'm not having the flu jab this year. The receptionists ask you about your problems, I don't like this - it is personal. It is like they make the decision about whether you see a doctor or not. Feel the receptionist are very rude

11. Case 5405 (20-11-2018)

**Providers:** Beacon Medical Practice

Rushed on. One problem per appointment. Asked to decide your main problem to be seen about. Only allowed so many minutes, no time to explain, because I can't get in I store up my problems and difficult then to decide what to ask about. They say make another appointment for other things. Not been here for 6-7 months as I cannot get in. I have self medicated. My relative had a similar thing so I got their tablets to take.

Getting an appointment is difficult. My relative had a foot injury and could not get in for weeks and weeks and cannot use sit and wait system. I have tried ringing for 6 weeks to get an appointment I didn't know they had changed the system to sit and wait. Thought it was just for the summer when we have holidaymakers. Can't believe what's happening, holidaymakers make it really busy. I have back ache, but can't wait because of work. So I'm thinking of going privately. When trying to get an appointment I have tried at Skegness, Chapel st leonards and Ingoldmells. I will see a nurse. Also used the pharmacy to get help/advice, but some things are more private. My friend lives nearby - I have thought of asking them to queue for me but I am not sure if it would work.

12. Case 5406 (20-11-2018)

**Providers:** Beacon Medical Practice

Just cannot get an appointment. Stand outside at 7am when you get in, you sit and wait - 2hrs if lucky. I do not drive and rely on someone else to get me here. When not well and sit outside in cold is not good. Also I have falls - still can't get an appointment. Would be nice to see a doctor, it is always a practice nurse. Stood out the other week for an hour, got inside No doctors only nurses. No getting through by phone. I'm not happy, if I could move elsewhere I would but no other options.

13. Case 5522 (22-11-2018)

**Providers:** Beacon Medical Practice

Dr's are good, soon get you sorted or sent to hospital. Struggle to get appointments. Have to get up early to come down.

14. Case 5262 (01-11-2018)

**Providers:** East CCG

Patient had a their first smear test earlier this year. Has waited 13 weeks so far and has been informed that they will need to wait for another 20 weeks at least for the results. Surgery have been very helpful but nothing they can do.

**Notes / Questions**

HWL - suggested patient to make contact with East CCG

15. Case 5263 (01-11-2018)

**Providers:** East CCG

Patient referred to Parkside due to losing weight and mobility issues. Diagnosed with Motor Neurone Disease and would need to see Neurologist but informed there were no appointments in county and were delays out of county. Patient suffered heart attack feels due to the stress and was due to return home frightened and confused. Felt there was no need to carry on with Cancer treatment.

**Notes / Questions**

HWL - spoke with the spouse, reassured them and suggested they speak to Consultant. HWL is concerned with the lack of Neurology which is having an impact on patients.

16. Case 5276 (06-11-2018)

**Providers:** Greyfriars Surgery

Blood Test

This was for a blood test app. Getting an appointment with your choice of doctor is difficult including online.

17. Case 5277 (06-11-2018)

**Providers:** Greyfriars Surgery

The service from GP is good, Struggling to get appointments on the day. Phoning in the morning is difficult to get through, For some Doctors there is a long waiting list

18. Case 5278 (06-11-2018)

**Providers:** Greyfriars Surgery

Not satisfied with online appointment booking system. Have to wait until midnight when the lines are available. Not suitable for elderly and those not having internet access. Can call at 8.15am according to the internet information but no one answers the phones until 8.30am, Often then there are no appointments anyway. Appears there is no way patients can get emergency appointment. (patient suggests can the booking in time be changed to 8 pm or 10 pm etc)

19. Case 5282 (08-11-2018)

**Providers:** Greyfriars Surgery

The problem is being unable to book an appointment in advance regarding ongoing medical problems, staff try to help but having to call in morning and try to get an appointment is nearly impossible. I use online booking too and often cannot book an appointment as they are put on after midnight and most often are taken before you can book one. This delays being able to see the Dr to get important results when feeling so ill. I sometimes get to see practitioner who does seek advice about results to help me.

20. Case 5283 (08-11-2018)

**Providers:** Greyfriars Surgery

Online appointments improved chances of getting an appointment. Asthma clinic staff are very good if you can't get an appointment.

21. Case 5545 (26-11-2018)

**Providers:** Hawthorn Medical Practice

Patient has recently registered with Hawthorn GP surgery, on speaking with a friend who is registered at the same practice they are both Gluten intolerant. Friend has gluten free products on prescription, whereas the patient does not and wonders why this would be.

**Notes / Questions**

HWL - provided the patient with the CCG Guidelines for Lincolnshire.

**Provider Response**

Response - many thanks for advising the gluten intolerant patient accordingly. As you are aware we have never prescribed for intolerant patients, only for those with confirmed celiac disease and recently there has been a huge reduction in the products we are allowed to issue even to those patients.

22. Case 5540 (23-11-2018)

**Providers:** James Street Family Practice

Patient feels this surgery could do with some improvements. I call because I am ill where reception decide if you need an appointment, usually can get appointment same day but don't expect to have to tell the reception staff my problems first. Never see the same GP so have to keep repeating myself although information should be on the computer. I have heard that GP surgeries are trying out evening and weekend appointments but not sure if this one will.

**Notes / Questions**

No patient information provided. HWL - notices your opening times already include a late night on a Monday until 19.30 is there a notice in the waiting room informing patients of this? Also some information why reception staff need to ask questions to ensure patients are directed to the appropriate appointment would be helpful

23. Case 5324 (13-11-2018)

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

Elderly patient concerned as they believe their ears require syringing but cannot afford £35 per ear with specsavers. Is going to speak with the GP but wanted to know where else they could have this done.

**Notes / Questions**

HWL - provided information around Ear Syringing

24. Case 5284 (08-11-2018)

**Providers:** Newmarket Medical Practice

They all seem so much under pressure and probably understaffed but they are a great team and our care has been truly excellent.

25. Case 5285 (08-11-2018)

**Providers:** Newmarket Medical Practice

It is difficult to get an appointment - have to ring between 8-8.30am to get an appointment on the same day. Would like to be able to make an appointment for a future date for non urgent. If miss 8 - 8.30am window slot GP will ring back and decide if urgent to be seen that day. Receptionist do initial screening.

26. Case 5286 (08-11-2018)

**Providers:** Newmarket Medical Practice

Recent issues as high blood pressure identified at a review but not given medication and then ended up in hospital with AF and hospital felt medication should have been started. Can be very difficult to make appointments, have to ring at 8am on the day to get one - not always available. Have thought about changing practices but not sure if any of the others are any better.

27. Case 5287 (08-11-2018)

**Providers:** Newmarket Medical Practice

Can be very difficult to get an appointment. Ring up at 8am can wait 20 mins and then no appointments left. after that GP will ring back but that can be at a very inconvenient time.

28. Case 5288 (08-11-2018)

**Providers:** Newmarket Medical Practice

Can get conflicting advice between GP, Midwife etc Can be confusing.

**Notes / Questions**

No patient details given

29. Case 5290 (08-11-2018)

**Providers:** Newmarket Medical Practice

Have to ring for appointment that day - would be better if you could make non urgent appointments in advance. Wondered if weekend appointments are available, might see GP or nurse practitioner - happy with that. Would be happy with more telephone triage if done by a health professional. Very annoyed by patients missing appointments.

30. Case 5291 (08-11-2018)

**Providers:** Newmarket Medical Practice

Can be frustrating as not always able to see doctor who understands situation, would be helpful to see same GP but aware of demands on system. Not always assertive enough to say if you need appointment or longer time during a consultation. Patient confided that they had Mental Health issues

31. Case 5365 (19-11-2018)

**Providers:** Parkside Surgery

I find many occasions I cannot seem to get an appointment to see my Doctor. Even when I visit the surgery to make an appointment so I give up in the end.

32. Case 5366 (19-11-2018)

**Providers:** Parkside Surgery

In general it is not a bad surgery, very hard to get an appointment, but once you are in its a great service.

33. Case 5369 (19-11-2018)

**Providers:** Parkside Surgery

The surgery is very good and caring, however, too there are too many patients for the practice and its very difficult getting an appointment even on-line bookings ar hard to get. Feel the NHS is overworked. All in all its not the practices fault.

34. Case 5535 (23-11-2018)

**Providers:** Parkside Surgery

My elderly relatives care at their appointment with the Nurse was excellent. But afterwards having failed a memory test they were sent an incomprehensible letter which even I struggled to understand.

35. Case 5269 (05-11-2018)

**Providers:** The Sidings

Following instructions on the webiste to register as a new patient, forms were completed and submitted via internet. Informed the patient that they would need to go into the surgery with proof of identification which the patient took with them. Once at the surgery the patient was informed they would need to complete the form again without informing them why, after this they were also asked for another form of identification, even though the form of identification they took in had a picture and the address on, there was no mention of this on the website, On the website - **(You will need to bring some photographic identification to the surgery to complete your registration - you will not be registered with us until then, so will not be able to book appointments.** When you visit the surgery for the first time you will be asked to sign the form to confirm that the details are correct.)

**Notes / Questions**

Patient asks why have an on-line registration form if patients have to complete another form when going in with ID?

36. Case 5391 (20-11-2018)

**Providers:** The Sidings

Patient under the Care for the Elderly Team based at Pilgrim Hospital has been put on a new drug by the Senior Consultant. It was offered to the patient in patch format rather than another tablet as the patient received their medication in a blister pack. Patient ran out of the patches and made contact with her GP practice. They was informed by the practice that as the Consultant had put them on new medication that they would have to get it through the Consultant.

The Consultant when contacted by a member of her family, was informed that the letter with details of the new drug was sent to the GP within a few days of the consultation in September. Family made contact with the Practice and became aware that the letter had been received electronically at the practice but had not been seen by the GP. This was a month after the consultation. The practice said that they could not prescribe this new drug for the patient.

Family member spoke directly with Consultant and they wrote out a prescription for collection. The patient had been without the new drug for over 7 days and the patient was exhibiting deteriorating behaviour. Prescription then took another few days to be ready at the pharmacy and once the patient got the patches and commenced using them again is now experiencing the side effects of the drug getting back into her system again. The patient had been without this medication for more than 9 days at this stage.

Consultant asked the patient at the appointment in September to have a blood test once they had used the new patched for the first month (checking impact on liver function in particular). Patient went to the hospital late Oct 2018 as when they had tried to get an appointment at the GP Practice had problems getting through and then was told that there would be a few weeks before they could offer an appointment. The following week the patient was contacted by the GP Practice and asked to come in urgently to have a blood test done as was on the new drug. When patient said that they had one done last week at hospital, the Practice told them that they would not be able to access this information and that they would have to come in and have it done at the surgery. Why 2 tests for the same reason? Patient was annoyed that they were not offered an appointment with GP Practice in first place which is where they went in the first place. Consultant said at the hospital that it did not matter where the blood test done as the information would be shared with the GP. Prescription has now been authorised by the Consultant to be prescribed through the GP Practice

**Notes / Questions**

HWL asks - whose care is patient under to alleviate mixed messages.

**Compliment**

1. Case 5376 (20-11-2018)

**Providers:** Beacon Medical Practice

Quite good, Staff nice and friendly, Mostly helpful but some need to know more about what they do here.

2. Case 5382 (20-11-2018)

**Providers:** Beacon Medical Practice

I like new appointment system where sit and wait. It is a lot better than getting timed appointment you get by phoning through. At least you know you will be seen. Location is handy for me.

3. Case 5396 (20-11-2018)

**Providers:** Beacon Medical Practice

Can get appointments ok as I go to Warfarin clinic so they make them for me. New walk in centre is good for Drs. Get more people through and works successful with the walk in. The previous GP thought the walk in system was like a "cattle market", but it has been good.

4. Case 5404 (20-11-2018)

**Providers:** Beacon Medical Practice

Really good. Struggle with my Mental Health so I am here regularly, I ran out of prescription and they got me in straight away, always been really good. First time today doing sit and wait, waiting times - normally it is ok, but don't know today. Came at 9am and now 9.50am.

5. Case 5407 (20-11-2018)

**Providers:** Beacon Medical Practice

Usually go to Chapel st Leonards and get on very well, fairly close to home. Very friendly there quite happy needs no improvements. Care over 5 months, had tests but not seen Dr about it saw Practice Nurse who gave results by phone call with info about prescription. Getting there now with diagnosis has been referral to Lincoln county. I ask a lot of questions so I get to know what's happening and treatment. Take lots of tablets so I want to know and they answer me ok. Here today for medication review.

6. Case 5523 (22-11-2018)

**Providers:** Beacon Medical Practice

Get on fine. Online service for repeat prescriptions is good. Like sit and wait system for getting an appointment it is good. Could do with a few more chairs now due to sit and wait.

7. Case 5280 (06-11-2018)

**Providers:** Greyfriars Surgery

Doctors surgery much better since online appointment booking available. Reception staff lovely also the doctor.

8. Case 5531 (22-11-2018)

**Providers:** Marsh Medical Practice

Get on fine, handy for me. Been here for many years. No grumbles. Don't go very much.

9. Case 5364 (19-11-2018)

**Providers:** Parkside Surgery

Parkside is a better Doctors now, you can book in at midnight on-line, I found it difficult to get an appointment before. Patient feels there are certain GPs that they prefer to see as they feel listened to by them and are very good.

10. Case 5312 (13-11-2018)

**Providers:** The Surgery Sutterton

Comments made by The Meadows Day Centre

Sutterton Surgery held 2 days of flu clinics and coped really well, seeing over 300 patients in a day, even with the vaccine shortages. Well done to everyone concerned. They also provided refreshments and stalls.

South x 10

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

General Comment

1. Case 5361 (19-11-2018)

**Providers:** Beechfield Medical Centre

Patient has two small children who have previously had vaccine injections against HIB. Surgery called forward for this vaccine again, when the parent questioned this they felt that they weren't being listened to and informed don't have it then. All documents have been given to the surgery from previous medical history to be placed in their notes so this information should be updated. Parent concerned that should they have gone ahead with this it could have caused medical problems if not now perhaps later down the line.

**Notes / Questions**

HWL - advised to make contact with the Practice Manager to discuss. HWL asks - why weren't these Medical notes updated with relevant information?

**Provider Response**

Response - *This has, if it is the same case, now been dealt with through the complaints process, and as far as we are aware, the patient is satisfied with the response.*

2. Case 5378 (20-11-2018)

**Providers:** Bourne Galletly Practice Team

Relative feels their parent isn't getting the care they need. Has been having chest pains and a couple of years ago underwent an angina test. Has recently been on holiday abroad where the stewardess nearly called an ambulance as they were so breathless. On return parent went to see the GP and felt they were dismissive and informed the patient that there was no point in having a blood test and if they really wanted one they could have an x-ray, but it was felt by the patient that the tone of voice was dismissive and of not being concerned or bothered about their present health. GP suggested they may have had a collapsed lung but didn't seem worried and no tests were mentioned. Family member concerned as patient has a lack of confidence in the GPs and feel unsupported not taking them seriously.

**Notes / Questions**

HWL - suggested to speak with Practice Manager

3. Case 5380 (20-11-2018)

**Providers:** Littlebury Medical Centre

Patient recently discharged from Hospital after being prescribed medications that were of too high a dose. Patient is a chronic asthma sufferer and the medications were for chronic back pain which they have had for sometime. Doses changed to a higher level and the patient was only taking the amount prescribed. Whilst in hospital they were given reversal drugs to counter act what the medical staff mentioned as over dose. Patient was incoherent and not themselves at all. Since being home, they suffer with nightmares and struggle with emotions. It was only down to the Asthma Nurse within the GP surgery who noticed the patient didn't look right who informed the patient to see another GP and was admitted to hospital.

**Notes / Questions**

HWL - Advised the patient to put it in writing, HWL sent a referral to POHWER; Steps2change; support groups information provided.

4. Case 5314 (13-11-2018)

**Providers:** NHS England Dental, Tulip Dental Practice (Spalding)

Feedback from Meadows Day Centre Group

Tulip Dental Practice broke off 2 teeth whilst attempting an extraction, even though they had informed the patient it was deep rooted. Patient had to wait for nearly 5 weeks for another dental practice to remove them which they did no problem at all.

5. Case 5362 (19-11-2018)

**Providers:** NHS England Dental

Needing a dentist as not had one for a long while and need some teeth removing.

**Notes / Questions**

HWL - provided the patient with NHS Dental practices

**Compliment**

1. Case 5313 (13-11-2018)

**Providers:** Molsom Associates Opticians

Feedback from Meadows Day Centre Group

Opticians in Spalding give a great service, you feel relaxed and cared for, time is taken to explain the x-rays they take and any sight problems you have, you never feel rushed, they don't try and sell you glasses if they are not needed.

2. Case 5370 (19-11-2018)

**Providers:** Moulton Medical Practice

Surgery has an open morning surgery which I believe to be fantastic, to be able to see a doctor the same day of your concern is amazing. The nurses are friendly and kind. The doctors have saved my life, helping me through an operation and amazing aftercare for a small village we are very lucky.

### Signposting only

1. Case 5309 (12-11-2018)

**Providers:** NHS England Dental

Patient requesting information on Spalding dental provision and the new dental practices due to open. Would have liked phone numbers but none available at the moment.

**Notes / Questions**

HWL - Provided the patient with information to register

2. Case 5400 (20-11-2018)

**Providers:** NHS England Dental

Patient just moved to the Spalding area and requested information on Dental Access in the area.

**Notes / Questions**

HWL - Informed patient of New Dental Practices opening soon and how to register.

3. Case 5626 (27-11-2018)

**Providers:** NHS England Dental

Patient requested information around Spalding Dental NHS Services. Is unable to drive and would like provider close to home.

**Notes / Questions**

HWL - provided patient with information around the new providers and how to register, patient very happy with the information.

### South West x 6

- 5 x General Comment
- 1 x Compliment

### General Comment

1. Case 5386 (20-11-2018)

**Providers:** Billingham Medical Practice

Comments from Darby & Joan Club

Most patients at the group who are registered with Billingham Surgery rate it very highly.

Appointments can be obtained reasonably well and the practice accommodates most requests within a good time limit. Not all patients who should have an annual health check are being invited to the surgery for them.

2. Case 5389 (20-11-2018)

**Providers:** Billingham Medical Practice, United Lincolnshire Hospitals NHS Trust (ULHT)

Comments from Darby & Joan Club

Patient who has been referred by the Billingham Surgery to see a consultant has been waiting over 2 months for an appointment at the hospital. Patient has an ear infection and is waiting to be seen, is in discomfort and it is affecting their hearing.

**Notes / Questions**

Do the surgery chase up hospital appointments on behalf of the patient, for those that request it?

Hospital - What are the ENT waiting times in each ULHT Hospital?

**Provider Response**

**Hospital response - The waiting times would vary depending on the grading on the referral. The hospital aim to get 'Routine' patients in for their first appointment within 13 weeks of the referral being received but this can vary depending on the speciality and demand. If the patient has been waiting a substantial time then they should be encouraged to contact PALS to see if they can help. If their condition has worsened since seeing the GP then they can ask the GP to send an expedite letter to the department concerned to see if their appointment grading can be changed.**

3. Case 5326 (13-11-2018)

**Providers:** NHS England Other

Patients whose first language is not English saw GP and found the GP did not want to use the translation service, instead the patients are being asked to bring in a friend who can translate. Due to the lack of understanding the patient feels their health needs are not being dealt with.

**Notes / Questions**

HWL - patients do not always want relatives/friends to know of their conditions, in some instances it can be embarrassing for them, explaining symptoms etc. Is this the usual practice?

4. Case 5327 (13-11-2018)

**Providers:** NHS England Other

Patient has many medical issues which are inter-related. GP will only deal with one at a time so extra appointments are needed if they want to talk about another issue. Patient feels there is no patient translation is available to them.

5. Case 5509 (22-11-2018)

**Providers:** St Johns Medical Centre

Felt the system for administering flu injections was not very effective. Everyone had a timed appointment and was called into the nurses room for the injection, which took time moving around etc. Much more efficient at my previous surgery. All eligible patients were sent a letter inviting them on a certain date between a certain time. On the day patients arrive with their invite letter during their invite slot and move into the rooms identified for the procedure. Lot's of time saved as no need for patients to be called and everyone seemed to almost enjoy the experience

**Compliment**

1. Case 5328 (14-11-2018)

**Providers:** NHS England Other

Happy with the surgery, don't have any problems, my family provides interpretation as I have regular visits due to ongoing health issues, practice invites me back every 6 months for check ups which is great.

**West x 34**

- 21 x General Comment
- 13 x Compliment

**General Comment**

1. Case 5321 (13-11-2018)

**Providers:** Cleveland Surgery, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health) Breathe Easy Group

Patient receives a monthly injection from GP / Practice Nurse, has been informed that they will now need to get the injection from their CPN from now on. Patient has LD and doesn't understand why this is the case as no-one has taken the time to explain this.

**Notes / Questions**

HWL - asks why are patients not given an explanation for such changes?

LPFT - Are CPNs given training to provide injection?

**Provider Response**

Can HWL clarify that LPFT haven't provided the information or is it the surgery that hasn't provide it? All CPNs who are expected to give injections will have been given the appropriate training.

## 2. Case 5323 (13-11-2018)

**Providers:** Cleveland Surgery

Breathe Easy Group - Group members made comments relating to Cleveland Surgery

- Getting an appointment is approximately 4 weeks for routine. Patient was asked by the GP to book an appointment in 1 weeks time, however there were none available on-line for 4 weeks. Patient went back in to the surgery with the letter to make an appointment but still none available. Asked to speak with the Practice Manager who then arranged for the patient to be booked in within 2 days.
- On-line prescriptions - when additional items have been added in the bottom box at the end it cancels all the items above it?
- Good Nurse at the Practice, gives time to the patient. Listens and asks lots of questions and allows you time to explain.
- Patient went for flu jab and other things. Patient mentioned about hearing and the nurse did the ear syringing straight away. Very impressed as they didn't have to wait or go to specsavers.
- Prescriptions - Patient on medications for COPD condition, was given steroids and was already on statins. It wasn't until they got to the pharmacy that it was picked up and they were informed that they should stop taking the statins.

### Notes / Questions

Patient asks - Didn't the GP who prescribed the medication pick this up?

## 3. Case 5517 (22-11-2018)

**Providers:** Lincoln County Hospital, The Glebe Practice

Orthopaedics

Shoulder Problem. Department lost my records on 3 out of 4 occasions I visited. So I waited for ages then was told they couldn't help today as cannot find my records, 3 wasted holidays from work. After shoulder surgery in June should have had physio straight away, however I wanted to come to Glebe as it is more convenient. First appointment I received was for late September. During my wait I have re-damaged the shoulder and back to square one.

### Notes / Questions

#### Provider Response

*Response from Glebe - It appears the the patient may be confusing the fact the physio service use a room in the same building as the Glebe Practice. The two are not connected and therefore the complaint is not directed at the practice. Sadly we can have no impact over the length of time patients have to wait for physio appointments. Our team are no longer able to monitor physio wait times as it has been centralised, but we fully understand the patients concerns*

**Response from ULHT - We are really sorry that the patient's medical records were not available for their outpatient appointments with Orthopaedics. We will make sure that his experience is shared with the Medical Records Team so that they are aware of the patient's experience. If they experience any further problems in the future please advise them to contact the PALS Team and they will be happy to help.**

## 4. Case 5410 (20-11-2018)

**Providers:** Minster Medical Practice

Only just joined the practice, patient moved from another Lincoln GP practice next door as was not happy about the doctor's decision to increase medication. Spoke to Pharmacist who agreed with them so decided to move. Too early to give feedback on Minster Practice.

## 5. Case 5412 (20-11-2018)

**Providers:** Minster Medical Practice

Could have more in the play area to keep children occupied while waiting as the waits can be lengthy. Hard to get an appointment normally on phone. Flu clinics for children, not enough slots at a time to suit working parents; Some parents contacted and offered the vaccine for their child and carers not contacted.

## 6. Case 5417 (20-11-2018)

**Providers:** Minster Medical Practice

Going between Surgery nurses and District nurses. District nurses are better equipped for ongoing treatment.

7. Case 5494 (22-11-2018)

**Providers:** Minster Medical Practice

Only had one bad experience here with doctors, other than that they are really good, but do see me late a lot of the time.

8. Case 5495 (22-11-2018)

**Providers:** Minster Medical Practice

Electronic system does not appear to exist, I am used to doing everything online. Very few appointments released online and end up on the phone and waiting a long time.

9. Case 5497 (22-11-2018)

**Providers:** Minster Medical Practice

Patient with long term health condition. Found numbers/emails of fellow sufferers helpful, felt too much of a burden to ask at surgery. Need other guidance to follow.

**Notes / Questions**

Unable to assist as no patient information

10. Case 5501 (22-11-2018)

**Providers:** Minster Medical Practice

Surgery does not do electronic prescriptions which makes my life a lot harder

**Notes / Questions**

HWL - sent the patient the link for Online prescriptions at this practice.

11. Case 5317 (13-11-2018)

**Providers:** Nettleham Medical Practice

GP was to send a referral for the patient to attend a scan. Several months past without an appointment, so the patient made contact with the surgery to see if this could be looked into, where they were advised that the surgery were unsure if it had been done or not and someone would get back to the patient. No call back was given so the patient called again several days later to be advised that the request had now gone off and that the GP had 'forgotten'. When the patient asked why no one had returned their call, they were informed that the system had not generated a call back so they weren't aware it was needed.

**Notes / Questions**

HWL - asks has the Surgery included this patient experience in their lessons learnt, to help improve future communications.

12. Case 5538 (23-11-2018)

**Providers:** Nettleham Medical Practice

Patient requires a full medical for work purposes, near to the date for renewal the patient made contact with the surgery to book their medical (which they know would be at a fee). Patient has certain days off and tried to make an appointment for one of the days they would not be working. Unfortunately they were unable to get an appointment, and unable to pre book for this. Reception informed the patient that should a double booking become available they would make contact with the patient to get them in, however they are still awaiting this call, patient felt the reception staff did not seem interested in trying to resolve the issue. Due to the DVLA timeframe if the medical was not performed they would no longer be able to earn a living so had to go privately to have this done. Always finding it difficult to book an appointment and concerned that there are more houses being built in the area which will impact on the surgery even more.

13. Case 5504 (22-11-2018)

**Providers:** Newark Road Surgery

Difficulty getting an appointment. Ring at 8am wait a long time, often long queue, then no appointments available. Receptionists not medically trained, ask questions about personal stuff. Appointments not on time. Waited a long time for simple pharmacy decision. Get more from Pharmacist than Dr's. Pharmacist excellent at the forum.

**Notes / Questions**

HWL - hears constantly from patients that they are unhappy about reception staff asking questions. We believe change of reception name and clear signage might help patients understand the importance of this function.

14. Case 5508 (22-11-2018)

**Providers:** The Branston and Heighington Family Practice

Difficult getting an appointment through telephone system, often appointments already gone after waiting on phone early in the morning. Waiting in queue for a long time. Took all day for the doctor to ring back and would need to wait all day if no mobile. Concerned about new estate and capacity of surgery - already overloaded. No weekend surgery. Miss the drop in centre.

15. Case 5270 (05-11-2018)

**Providers:** The Glebe Practice

Patient feels they have to travel to Saxilby rather than go just up the road to Skellingthorpe - which are part of the same group. Is a diabetic and wants to better understand the disease, only given leaflets. Patient in a lot of constant pain, so finds it difficult to drive. Finds it difficult to get an appointment with the GPs but can get in with the Practice Nurse. Has recently been in Lincoln Hospital where the patient had to chase the results so they went back to the GP.

**Notes / Questions**

Suggested the patient speak with the Practice Manager to see if things can be resolved, and to speak with the Nurse specialising in Diabetes

**Provider Response**

*Response - We would like the patient to contact the surgery as we have 2 very experienced diabetic nurses who will happily assist the patient to understand the condition better.*

16. Case 5292 (08-11-2018)

**Providers:** The Glebe Practice

Only one problem. You have to wait outside to get an appointment and if you are very poorly you need to sit down, would be better to let people in and sit down or perhaps have a chair outside?

**Notes / Questions**

HWL asks - Does the Practice feel it is fair to patients in bad weather or winter conditions, to wait outside?

**Provider Response**

*Response - Our surgery doors open at 8am Monday to Friday, Patients should not arrive at the surgery before this time. Our walk in clinics can be busy but a patient will not have to queue for more than 3-4 minutes. There is plenty of seating in the waiting room. If any patient should struggle with standing, a member of the reception team should be made aware and they would assist the patient.*

17. Case 5293 (08-11-2018)

**Providers:** The Glebe Practice

All of the doctors are friendly and attentive, listen to you and take their time to be reassuring and ensure you understand. Waiting times can be excessive when running behind, but new check in screen keeps you updated. The morning 'walk in' clinic is not fit for purpose. Pre-booked appointments, when phoning better than sit and wait appointments.

**Provider Response**

*The walk in clinic was introduced after patient feed back and an audit of the appointment system. It works very well for any patients with acute onset minor ailments and allows those problems to be dealt with same day. Patients with on-going issues should book into a pre bookable appointment*

18. Case 5296 (08-11-2018)

**Providers:** The Glebe Practice

I have seen the practice drop from 5 partners down to just 2 in recent years. Locums that are employed are very good but I miss the consistency of being able to see the same GP for ongoing issues. The Best doctor has now left the surgery.

19. Case 5299 (08-11-2018)

**Providers:** The Glebe Practice

We are at Skellingthorpe and when it was shut down we had to come to Saxilby. For people who cannot drive it is a problem, the taxi will not take you, as the journey is too short, How do people get to Saxilby if no transport.?

**Notes / Questions**

HWL - Perhaps Voluntary Car Scheme information could be displayed in the waiting room?

Lincoln Royal Voluntary Service Transport Scheme - 01522 300506

Saxilby with Ingelby Car Scheme - number is 0753 032 7664 / 01522 809805

**Provider Response**

**Response - Skellingthorpe surgery is not closed, however this is a branch surgery and therefore we are not able to offer a full appointment service there.**

20. Case 5303 (08-11-2018)

**Providers:** The Glebe Practice

I saw one doctor, then when I needed 2nd appointment I was being given appointment for another doctor. I know they have computers so can share information. But I said no I want to come and see the same doctor again, I like continuity and do not want to repeat everything. Seeing one doctor is better. I cannot get on with seeing different people. The doctor I saw last week was great. Lots of things have gone computerised which does not suit everyone.

21. Case 5304 (08-11-2018)

**Providers:** The Glebe Practice

I have been here twice this year and they are good. The doctor I saw last was very helpful. They said "I see you as a person and not as a hip problem". That felt really good - given me a new lease of life.

Helping myself with exercise at the moment but I know I will need an operation in the future, but helps that I can choose when. To get an appointment I walk in and talk to a receptionist as it is easier than telephoning. For ongoing medication I order online, but they keep changing the system which is a real nuisance. It's ok as I understand it, but if you are not confident with computers it would be a problem. Sometimes wait for 1/2 hr to go into my appointment but I recognise that sometimes someone needs longer and that is ok as I would appreciate time spent with me. It is very difficult to get through on the telephone, you need to keep ringing each day. When I come in I have a conversation with the receptionists about getting the right appointment.

**Compliment**

1. Case 5505 (22-11-2018)

**Providers:** Boutham Medical Practice

Dr is excellent. Receptionist make decisions at GP Practice. Log on system for tablets which often does not work, cannot log on due to IT problems

2. Case 5506 (22-11-2018)

**Providers:** Lincoln Co-op Chemists Ltd (Lincoln)

Co-op chemist at Rookery Lane are great for advice

3. Case 5358 (19-11-2018)

**Providers:** Minster Medical Practice

The practice runs smoothly and efficiently, I can usually get an appointment in good time and staff are knowledgeable and friendly. I accessed Mental Health services through my GP and found the care excellent.

4. Case 5496 (22-11-2018)

**Providers:** Minster Medical Practice

Waiting times can be long sometimes, but if a patient is using more time than allocated it is not the fault of the GP surgery. Staff always polite and helpful. Can always get an appointment on the day if ring at 8am in the morning. Very tidy and clean. I think if patients were made to use surgeries in the correct manner, for genuine sickness not silly colds etc, this would ease the pressure on the surgeries. Ensure patients need to be seen.

5. Case 5498 (22-11-2018)

**Providers:** Minster Medical Practice

I had a stroke a few years ago and the doctors have been helpful every year on my check ups.

6. Case 5500 (22-11-2018)

**Providers:** Minster Medical Practice

The GPs' at Minster practice are second to none, they seem to know how you need to be treated, listening carefully to your journey and then together make a decision on how best to treat what ever symptoms and quickly able to refer onwards to other primary or secondary healthcare departments. The nursing staff are courteous with regards to any issues big or small or how embarrassing the issue may be. The reception staff are courteous and always helpful. The practice is clean and tidy and welcoming at all times. The only issue is that if you need to make an appointment, they have usually all been taken when ringing up.

7. Case 5514 (22-11-2018)

**Providers:** Minster Medical Practice

Friendly, welcoming, informative and personable. The service provided has been outstanding and made me feel fully at ease throughout the pregnancy.

8. Case 5295 (08-11-2018)

**Providers:** The Glebe Practice

I have been with the practice for a long time. I have always been well served by this practice, staff are always helpful and my GP is fantastic. I can always get the help and support from the practice and can always get my medication from the surgery as required. In the past I have been able to get a call back from my GP when I have needed it.

9. Case 5297 (08-11-2018)

**Providers:** The Glebe Practice

The Glebe surgery is excellent it is the best practice I have belonged to, in terms of GP care, Pharmacy care and the practice nurses and Receptionists.

10. Case 5298 (08-11-2018)

**Providers:** The Glebe Practice

Made a good decision to come to this surgery. Good advice and very helpful and very supportive

11. Case 5300 (08-11-2018)

**Providers:** The Glebe Practice

Get on fine, Brilliant. Always available, if I have any problems I can ring and get in, no long waits. Always fit me in - I have a few health problems. They recognise when I have a problem. I have been here several years.

12. Case 5302 (08-11-2018)

**Providers:** The Glebe Practice

I am currently suffering with a bad back and I have been off work, have visited the surgery 3-4 times very quick at being seen each time. All doctors and nurses I have seen have been very helpful and thorough. All were understanding of the situation and needs, even changing pain killers to help make me more comfortable. I have found it amazing that even when the surgery was full they contacted me via the telephone to assist.

13. Case 5305 (08-11-2018)

**Providers:** The Glebe Practice

Excellent. I like the new system. If I have an immediate problem I come to the walk in. It is not for something ongoing. In the week, I can ring and get an appointment, usually within a couple of days. I come for yearly check up and they inform me when to come in. Reception and Pharmacy are both helpful and friendly. They do a good job.

All CCGs x 2

- 2 x General Comment

**General Comment**

1. Case 5329 (14-11-2018)

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

Patients are being asked to send in review support papers for PIP. GPs will only respond to DWP requests for this information rather than a request from the patients themselves. One GP mentioned it was difficult for patients to collect medical information for these reviews. The patient would need to make contact with the hospital doctor themselves to see if they would be able to get the information.

	<p>2. Case 5330 (14-11-2018)</p> <p><b>Providers:</b> East CCG, Lincolnshire South West CCG, South CCG, West CCG Skegness Kingfisher Support Group</p> <p>Many patients are getting requests for PIP reviews a year early. Getting medical evidence will be difficult for many people. Chronic conditions such as paranoid schizophrenia where people do not get better, these patients are left on their medications and checked twice yearly with psychiatrist, this is reasonable in itself, but means that people fill in the review forms with only the consultants letter as evidence, this is not sufficient evidence for PIP so these people may need to go through the appeal process and argue their case.</p>
<p><b>Out of Area x 1</b></p> <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 5515 (22-11-2018)</p> <p><b>Providers:</b> Boots Opticians Newark</p> <p>Get on ok. Expensive, but they are helpful. Good range of frames available, Clean but not comfortable because sitting with other people who are having glasses fitted. Open plan and feel like I'm in a goldfish bowl.</p>

## Acute Services

CCG Area	Case Details
<p><b>East x 16</b></p> <ul style="list-style-type: none"> <li>9 x General Comment</li> <li>7 x Compliment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 5516 (22-11-2018)</p> <p><b>Providers:</b> John Coupland Hospital, Lincolnshire Community Health Services NHS Trust (LCHS) MIU</p> <p>I went straight in and they saw me straight away, staff were really nice. All really good. However, treatment was not explained well so I have come here to the doctors today. I say go to JCH MIU rather than Lincoln to other people. Only problem is JHC is not open all the time.</p> <p>2. Case 5379 (20-11-2018)</p> <p><b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS), Skegness + District Hospital</p> <p>Came to Skegness A+E last night with child with infected foot. They are allergic to Penicillin. They know this but doctor said would get an alternative. Went to the Pharmacy and the recognised the prescription as Penicillin and they know they cannot take it so they mentioned it to me. My child has a lot of treatment. That is why they need testing, We have been waiting for these tests since Nov 2017 . PALS team have been involved 4 times</p> <p><b>Notes / Questions</b></p> <p>No patient details given</p> <p><b>Provider Response</b></p> <p>We apologise for the apparent error, which is something we take very seriously. It is difficult to give a response when there are no available details. Allergies should be clearly documented to prevent the medication being prescribed incorrectly, so we would be keen to investigate how this happened in this case, if you would like to contact the PALS service and give more information.</p> <p>3. Case 5525 (22-11-2018)</p> <p><b>Providers:</b> Louth County Hospital, United Lincolnshire Hospitals NHS Trust (ULHT)</p> <p>X-Ray and Plaster room, Fracture clinic</p> <p>Slight mix up, Appointment at 11am, told to go for X-ray first- once there sent back to have pot removed then sent back to X-ray.</p> <p><b>Provider Response</b></p> <p>We are sorry if this patient was given incorrect information. We will ensure that this is shared with the Orthopaedic Team at Louth</p>

4. Case 5542 (23-11-2018)

Providers: Louth County Hospital, United Lincolnshire Hospitals NHS Trust (ULHT)

ENT

Not happy about the waiting times for an appointment, was 11 - 12 weeks from referral. Feels this is unacceptable, this needs to be looked into.

**Notes / Questions**

HWL - are patients informed of the 13/18 week wait?

**Provider Response**

All routine patients should be given, where possible, an appointment within 13 weeks. It is possible that if there is no surgery required that the patient could be discharged at this point and there would be no need to discuss the 18 week pathway

5. Case 5261 (01-11-2018)

Providers: Pilgrim Hospital

Comments raised by the Boston Disability Forum - October meeting: Pilgrim Hospital

- Screens in OPD (main waiting area) rely on people "looking for their name on a large screen"
- Once an hour a member of staff is supposed to come out and assess numbers of patients that are waiting there and take them to their appointment. Delays in clinics? Information about a person's disability not shared with all staff within the hospital (if this is within the notes)
- Patients with disabilities (esp with sight impairment have not been informed of the change in arrangements)
- Patients check into the main reception and let them know of their disability but patients do not feel that this information is actually being passed on.
- Still no improvement with requests for information on appointment letters in large font sizes esp when important information to be given to the patient (e.g., oncology patients who need to complete a chart of fluid input / output and bring to the appointment are not getting this information and therefore a wasted appointment for both the staff and the patient. BDF have been in touch with ULHT who is leading on this but it is a slow process.
- More volunteers needed at the hospital in the corridors to support patients
- The Ask Me bands at ULHT - very poor response to these and they seem not be used by the staff to assist patients who have unseen disabilities such as sight / hearing impairment.

**Notes / Questions**

Patients ask - How is ULHT addressing the needs of the patients with additional needs?

**Provider Response**

We are sorry to read this. We will share this feedback with the management teams for outpatients. Due to significant changes in staff and services on the Pilgrim site it has been difficult to take this project forward and we will look to re-energise it in the New Year once winter pressures are eased. However although the wristbands themselves haven't 'taken off' the principles of patient centred care / awareness of disability has continued.

6. Case 5318 (13-11-2018)

Providers: Pilgrim Hospital

Fracture Clinic

After attending A&E the evening prior due to an injury at work. An appointment with fracture clinic was made for the following day, Doctor very good at locating the issue and after discussions they immediately went out of the room to try and contact Consultants who would be able to operate on the patient, but were both on holiday. Whilst the Doctor was out of the room I was chatting to the Nurse and mentioned the X-ray that was up on the screen, as I hadn't had one. The Nurse looked at the system where it was mentioned it was someone with the same name but a different date of birth and hospital number. The Nurse then went out to speak with the Doctor. The Doctor arranged for me to be seen by a Consultant and I was to be operated on the following week. It was requested I have an MRI prior to surgery so this was booked, but having received a call later that week I was asked to go to Lincoln for the MRI instead of waiting. I tried to cancel the arranged appointment but found this quite difficult, but had received a call back later informing me it was cancelled. Then received a letter informing me I had missed the appointment and another one sent for the fracture clinic a day after I had already been seen at Grantham for the same thing. Again trying to cancel this appointment was difficult, so whilst at Grantham Hospital I spoke with reception who cancelled it off the system. The care has been fantastic its the aftercare administration that have caused issues.

**Notes / Questions**

HWL has concerns regarding possible patient harm where wrong patient records are being read, along with ongoing administration errors.

**Provider Response**

We are sorry to read this and would like to apologise for any concerns that you may have had regarding this. We will pass this on to outpatients management to discuss with the relevant teams.

7. Case 5367 (19-11-2018)

Providers: Pilgrim Hospital

We are pensioners and have to attend hospital on a regular basis paying the extortionate parking is costing me a fortune. We stopped claiming back the fees to help the NHS.

**Notes / Questions**

Response information sent to the patient.

**Provider Response**

Patients can purchase a concession ticket at our main reception area this is £20 and enables up to 10 visits. Please advise them to contact pals should they need any further advise.

8. Case 5372 (19-11-2018)

Providers: Pilgrim Hospital

Elderly parent living with dementia was admitted to Pilgrim with a chest infection in Oct 18. Admitted to Endocrine Ward not a Dementia Ward. When relatives went to visit during the evening they found the ward smelling of faeces and found parent was left lying in their own excrement. Relative had to go and get someone to clean them up. Tea lady had left a drink which was out of reach for relative and no obvious person there to assist. Parent was really thirsty when offered squash by relatives and drunk it greedily. Before admission to the ward in A&E two different doctors on two separate occasions asked the parent the same questions which relative had to answer.

**Provider Response**

We are sorry to read this. If the patient does get back in touch with HW please can you advise them to contact pals where we can gain further information and deal with appropriately.

9. Case 5520 (22-11-2018)

Providers: Pilgrim Hospital

Orthopaedics Bevan ward

Had operation cancelled last week at Pilgrim. signed consent form last year. Have a new date for this month for my operation. Now have to have second pre med. One person tells you one thing another something else, all over the consultation period with staff at Pilgrim hospital that's with Orthopaedics. One person says there is infection the other say's there isn't any infection.?

**Notes / Questions**

No patient information given

**Provider Response**

Please accept our apologies for the poor communication regarding your patient journey. If the patient does come back can you advise them to call the pals team who can take further details

Compliment

1. Case 5524 (22-11-2018)

**Providers:** Lincolnshire Community Health Services NHS Trust (LCHS), Louth County Hospital A+E dept.

Were excellent. Staff very professional. Speed of things including X-ray and plaster was within 2 hrs - so was good. Quicker than Grimsby Hospital A+E

2. Case 5528 (22-11-2018)

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

Eye care

The use of a small local hospital is invaluable to so many people

3. Case 5530 (22-11-2018)

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

I attended on Sunday morning with a broken ankle. There was only 1 person before me. In, X-rayed, plastered and out in under 2 hrs

4. Case 5281 (06-11-2018)

**Providers:** Pilgrim Hospital

Gynaecologist

Pilgrim have been great with my Gynaecological problems, explaining and feel that I am being monitored, feel safe. My relative had excellent cancer care from the doctor and he explained things fantastically and treated relative with dignity.

**Provider Response**

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

5. Case 5368 (19-11-2018)

**Providers:** Pilgrim Hospital

Stroke Unit

I had a heart attack in 2013 and a stroke/bleed on the brain. The treatment I received was brilliant, hence I am still here today. A little more help in the aftercare would have been much appreciated but determination goes a long way.

**Provider Response**

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

6. Case 5395 (20-11-2018)

**Providers:** Pilgrim Hospital

Royal Eye Department at Pilgrim hospital are brilliant very punctual. Can deal with reception e.g. getting appointment sorted, very good if not convenient for you. Lot of bad media, but been good at Pilgrim for us.

**Provider Response**

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

7. Case 5403 (20-11-2018)

**Providers:** Pilgrim Hospital

Sleep Apnea. Long list of medication 30+. Moved here on medical grounds. Cannot fault the Pilgrim hospital. Toilets are always clean here. Looked at online comments 18 people slated it here and 20 were ok.

**Provider Response**

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

South x 2

- 1 x General Comment
- 1 x Compliment

General Comment

1. Case 5631 (27-11-2018)

Providers: Pilgrim Hospital

Patient with referred by their GP Practice for an Urgent ENT appointment due to previously having a serious brain haemorrhage in August last year. The patient is experiencing intermittent head pains (not like headaches), tinnitus and is concerned and anxious about the cause. The patient saw the GP early August 2018 where they said it would be referred straight away as an Urgent referral. Patient received a letter informing the patient had they not heard anything by mid August to contact the Hospital, which they have done about 3 times but not getting anywhere. It has now been 16 weeks since the referral and with it being classed as Urgent it seems quite along waiting time.

Notes / Questions

HWL contacted PALs

Provider Response

Response - There is a massive delay in appointments being offered and we are still not in a position to give them a date. The department is currently reviewing the amount of people on this list and appointments are being made for next year.

HWL have asked as it is an urgent case why would a patient wait this long. UPDATE - the patient has now been given a date but in total will have waited over 24 weeks.

Compliment

1. Case 5311 (13-11-2018)

Providers: Pilgrim Hospital

Feedback from Meadows Day Centre Group

Cancer Services

The back up treatment by the Colorectal Team at Pilgrim Hospital is wonderful, the Colorectal Nurses explain everything and tell you clearly what is happening. You feel like an individual and in safe hands. All the team are good including the Oncologists, an excellent service, letter and a copy of it were sent to my GP and myself.

Provider Response

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

South West x 10

- 8 x General Comment
- 2 x Compliment

General Comment

1. Case 5264 (01-11-2018)

Providers: Grantham + District Hospital

As you will be aware, Grantham A&E dept was closed overnight in August. This was to cover a shortfall of staff within ULHT. The requisite number of staff had been recruited by late 2017 at which point ULHT decided to refer the decision to reopen to the East of England senate. This body, with little local knowledge, was given no time to properly investigate the information available from local campaign groups before coming to a decision. They decided to keep the overnight closure, thus changing the goalposts for reopening. It was then announced the temporary closure was now permanent & that the future of Grantham A&E would not be decided until the Acute Services Review was completed in 2019. Lincolnshire HSC committee referred the matter to the Secretary of State for Health early in 2018. This referral doesn't seem to have been sent to the IRP for advice in line with protocol for this type of referral. While all this is going on residents of Grantham & the surrounding area, like me, are left with no easily accessible emergency care overnight. We are left facing long waits for ambulances and a long journey to the nearest A&E. All potentially life threatening.

Provider Response

Thank you for your comments regarding the closure of Grantham overnight services. We will share this with the relevant management teams.

2. Case 5272 (05-11-2018)

Providers: Grantham + District Hospital

Outpatients

Relative has breathing problems which the hospital feel maybe heart related, had a 24 hour heart monitor fitted a number of weeks ago, however they were informed it had failed so another one would be required. After 5 weeks the patient still hasn't received their results, feels that its not being treated seriously.

Notes / Questions

HWL - suggested the patient make contact with PALs

Provider Response

As HWL has suggested please advise caller to contact pals

3. Case 5331 (14-11-2018)

**Providers:** Grantham + District Hospital

Urology

Consultant gave unclear instructions about where to have blood tests, but otherwise everything has been good. The centralised appointment system kept sending out the same appointments for Urology but at different times, had to phone the hospital to sort it out as unclear which time I should have been there.

**Notes / Questions**

HWL - gave PALs information should it happen again

**Provider Response**

Thank you for this feedback. Please contact pals should you experience further appointment issues

4. Case 5332 (15-11-2018)

**Providers:** Grantham + District Hospital

Haematology

Every time we come there is a long wait for blood tests and appointments at this clinic. Last time the appointment was for 1.30pm I was not seen for a couple of hours. This is a regular occurrence. But, when you get in the doctor gives you all the time you need. Issue seems to be the number of appointments they make for the clinics.

**Provider Response**

We are sorry to hear of these delays. If the patient does make further contact please advise to contact pals and we can investigate why there was such delays on that day.

5. Case 5510 (22-11-2018)

**Providers:** Grantham + District Hospital

Haematology

One of the appointments now moved to Lincoln as that service is no longer provided here.

**Provider Response**

Thank you for this feedback. We will share with relevant team management.

6. Case 5511 (22-11-2018)

**Providers:** Grantham + District Hospital

Haematology Outpatients

Always been really well treated. Understand that they cannot get all the consultants they need so worried that outpatients might close as live locally and do not want to travel.

**Provider Response**

Thank you for this feedback. We will share with the relevant team management.

7. Case 5512 (22-11-2018)

**Providers:** Grantham + District Hospital

A+E

My recent experience in Grantham A+E was first class, as it has always been.

I have just attended my yearly asthma clinic which I always regard as a waste of time because I get nothing from it and the staff are asking me to go through routines that I perform year after year. They have made two phone calls and sent me a letter because if they fall below the CCG target they miss out on funding. Is this good use of time, Value For Money?

**Provider Response**

Thank you for your feedback regarding A&E which we will share with the A&E team.

8. Case 5274 (06-11-2018)

**Providers:** Pilgrim Hospital

Patient had previously been discharged by Orthopaedic Consultant, recently received a letter informing patient that they would be seen again and an appointment would be sent in the post. No timeframe of when this would be.

**Notes / Questions**

HWL - with patients consent contacted PALs who supplied the information. HWL passed this information onto the patient.

**Compliment**

1. Case 5544 (26-11-2018)

**Providers:** Grantham + District Hospital

Orthopaedic

We hear a lot about bad experiences at hospitals, my experience was a great service. My family and friends are amazed as to how well I am doing after my procedure the end of Oct in Grantham Hospital. After a few days of having my knee replacement I was walking around without using my zimmer frame. I have stayed in a few private hospitals over the years, however my time in Grantham was first class from the Consultant, Nurses and all other staff everything was excellent. I hope and pray that this hospital never closes.

**Provider Response**

Thank you for such lovely feedback and we hope you are continuing to make great improvements.

2. Case 5325 (13-11-2018)

**Providers:** Lincoln County Hospital

Hemswell Ward

It is a continued process as I am having to return to Hemswell Ward twice a year. This has been ongoing for the past 10 years and I can honestly say each visit gets better and better. I did write a letter a few years ago saying how pleased I was. The attention from the doctors and nursing team is fantastic. Perhaps I am one of the lucky ones as I can find no fault with any of the treatment I am receiving.

**Provider Response**

Can you please thank the patient for their kind comments? We will ensure that this is shared with all the staff on Hemswell Ward

West x 14

- 12 x General Comment
- 2 x Compliment

**General Comment**

1. Case 5306 (08-11-2018)

**Providers:** Lincoln County Hospital

Rheumatology

I am a member of staff at the hospital It is interesting to see both sides of things. Different wards are very different. As a patient , it is superb, cannot fault. Went yesterday and it feels like walking into friends, it is like a support bubble. Cannot fault the Rheumatoid Arthritis Department. Specialist communication is poor because of language. I feel I cannot talk to them. It is a burden / disadvantage, I then ask the nurse specialist for an explanation, which means a longer appointment time for me and them. Sometimes I just prefer their advice and have them say do this or that. The hospital is clean and comfortable. Accessibility at the moment is alright but if in a wheelchair would be less so. Staff explain the treatment but I do not understand the illness.

**Provider Response**

Can you please thank the patient for their feedback. We are sorry that she finds it difficult to communicate with her specialist. It is good that the patient feels supported by the Nurse Specialists. I will ensure that this patient's experience is shared with the team.

2. Case 5307 (08-11-2018)

**Providers:** Lincoln County Hospital

NHS in general struggle to get appointments, sometimes have to wait weeks.

Lincoln County Hospital, patient had a procedure done and they did the wrong procedure, an investigation is ongoing.

**Notes / Questions**

No patient details provided.

No ward details given.

**Provider Response**

Can you thank this patient for their feedback. If they are struggling to get an appointment at the hospital the PALS Team may be able to help. We hope the patient receives all the answers they need following the investigation in to the procedure.

3. Case 5308 (08-11-2018)

Providers: Lincoln County Hospital

Maternity

All staff were excellent, however appeared very under staffed and were left waiting for care, to be moved/,to be discharged for long periods which elongated time spent in hospital

**Provider Response**

**We would like to thank the patient for sharing their experience with us and can only apologise if there was a delay with the patient's discharge. We will ensure that this is shared with the Maternity Team.**

4. Case 5315 (13-11-2018)

Providers: Lincoln County Hospital

Carers Group - Lincoln

Haematology - Clinic 7

I needed to alter my appointment due to being on holiday. The contact number to amend the appointments is 01522 573753. This is an independent system introduced a year ago for Haematology only, you are unable to speak to anyone, can only leave a message. After leaving 3 messages over a period of a week, I still had no response. In desperation I contacted the MacMillan nurse at the hospital who went to clinic 7 and advised them of the problem. They gave me a new date which has now been received in the post.

**Notes / Questions**

**HWL asks - has the Hospital rectified the problem with telephone number**

**Provider Response**

**We are really sorry that this patient was unable to make contact with the Haematology Team via the dedicated telephone number she had been given. We will ensure that this is shared with the Haematology Manager so that she is aware.**

5. Case 5319 (13-11-2018)

Providers: Lincoln County Hospital

Breathe Easy - Gainsborough

Pain Clinic

Patient attended Pain Clinic where it was recommended they have a scan, patient attended physio who also suggested a scan as unable to help. Finally had the scan and has had the results but took some time in getting the scan and the results, only after pushing for them did the patient manage to get the results. Patient feels that had they not kept asking about the results of the scan they would still be waiting. Has received inconsistent messages from Consultants.

**Provider Response**

**We are so sorry that the patient had difficulties getting the results of their scan. If this ever happens again in the future please direct the patient to the PALS Service, the team will be more than happy to help. The patient also mentions 'inconsistent messages from Consultants' If they feel they want some help with this again PALS may be able to help. We will ensure that this patient's experience is shared with the Pain Team.**

6. Case 5363 (19-11-2018)

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

Resident of Care Home being discharged by Lincoln Hospital. Has advanced dementia, fractured femur and is frail, walks with a frame but currently nearly bed-bound. Returning for end of life care. Manager is happy to accept patient back but an air mattress would be required. Hospital say the patient doesn't need one. District Nurses won't supply one. Manager knows the patient needs one or will get bed sores then become a safeguarding concern. Has refused discharge at present until this can be resolved in the best interests of the patient.

**Notes / Questions**

HWL - advised to make contact with PALs and Winter Room. UPDATE - District Nurses provided air mattress, so this patient could be discharged comfortably.

**Provider Response**

Discharge arrangements are dealt with by the Ward and not from Discharge, are you able to supply details of the Ward the patient was on so the Wad Sister can be made aware of the comments from the Care Home?

No ward information was provided.

7. Case 5415 (20-11-2018)

**Providers:** Lincoln County Hospital

Had emergency caesarean following placental abruption. straight after had another emergency surgery for Haemorrhaging.. The care following the surgery was excellent but did find the care down on the maternity wing to not be as good. Left to do things for yourself a lot even after that trauma

**Provider Response**

We are really pleased that the immediate care for this patient follow her caesarean and haemorrhaging was excellent but are sorry that the care on the Maternity wing was not as good and the patient felt she could have done with more support. We will ensure that this is shared with the Maternity Team so that they can learn from this patient's experience.

8. Case 5502 (22-11-2018)

**Providers:** Lincoln County Hospital

A+E

My relative dislocated their shoulder and we were waiting nearly 3 hours before they were seen. They were in extreme pain, while (what looked like non - serious) cases went ahead. From being seen to aftercare (physiotherapy) the care was excellent, but the A+E experience was terrible.

**Provider Response**

We are really sorry if the patient had a long wait in A&E before they were seen and that the patient was in extreme pain during this period. Depending on the severity of an injury that has been sustained by the patient will depend on what area the patient will be seen, less serious injuries would be dealt with by Minor Injuries and it is possible these are the patient's the relative is referring to. It can seem sometimes that these patient's are being given priority when this is not the case. Please pass on our apologies.

9. Case 5517 (22-11-2018)

Providers: Lincoln County Hospital, The Glebe Practice

Orthopaedics

Shoulder Problem. Department lost my records on 3 out of 4 occasions I visited. So I waited for ages then was told they couldn't help today as cannot find my records, 3 wasted holidays from work. After shoulder surgery in June should have had physio straight away, however I wanted to come to Glebe as it is more convenient. First appointment I received was for late September. During my wait I have re-damaged the shoulder and back to square one.

**Notes / Questions**

**Provider Response**

*Response from Glebe - It appears the the patient may be confusing the fact the physio service use a room in the same building as the Glebe Practice. The two are not connected and therefore the complaint is not directed at the practice. Sadly we can have no impact over the length of time patients have to wait for physio appointments. Our team are no longer able to monitor physio wait times as it has been centralised, but we fully understand the patients concerns*

**Response from ULHT - We are really sorry that the patient's medical records were not available for their outpatient appointments with Orthopaedics. We will make sure that his experience is shared with the Medical Records Team so that they are aware of the patient's experience. If they experience any further problems in the future please advise them to contact the PALS Team and they will be happy to help.**

10. Case 5518 (22-11-2018)

Providers: Lincoln County Hospital

Emergency Surgical Ward

Relative was admitted to ward. Doctor got into hospital promptly but nothing was done for 5 days. Relative then ended up with a stoma. After 5 days they finally did a scan and Colonoscopy, could not complete or would have perforated into the bowel. In hospital for a month, stay was ok. Letter on discharge mentioned that patient was eating and recovery well after their Gall Bladder operation which they did not have. They had inflammatory bowel disease !!!

**Notes / Questions**

**HWL is concerned about potential patient harm due to administration errors.**

**No Patient information to follow this up**

**Provider Response**

**This patient really needs to be encouraged to contact the PALS Team so that their experience can be looked in to. If patient contacts again please supply them with the PALS Team and Lincoln's details**

11. Case 5519 (22-11-2018)

Providers: Lincoln County Hospital

Maxillo facial

Small operation postponed twice. Had to write to the hospital to remind them that I was still waiting treatment after 5 months delay.

**Provider Response**

**We are sorry if the patient felt that they had been forgotten. All patient's will be listed on a Waiting List and dependant on the procedure being done will be graded for its priority. Here can sometimes be a long wait for some minor procedure. If the patient is still waiting please encourage them to contact the PALS Team as they may be able to help or at least give the patient an indication of when they are likely to have their procedure done.**

	<p>12. Case 5546 (26-11-2018)</p> <p><b>Providers:</b> Lincoln County Hospital Administration</p> <p>Patient raised concerns as they had received 2 letters via post on the same day, for the same clinic but different dates. Trying to get hold of the appointment line was extremely difficult which caused the patient more anxiety. Being on the phone for a period of time, then when you get close to nearly being number 1 on the waiting list it cuts you off. Once through the patient did not have much confidence in what they were being told. Has previously been to a clinic where the patient waited for an hour, only to be informed by the Consultant that they did not need to see them. Has had this kind of thing on more than one occasion and doesn't feel confident when a letter arrives from the hospital.</p> <p><b>Notes / Questions</b></p> <p>HWL - with patients consent HWL contacted PALs to see which appointment was going ahead. This information was then relayed to the patient.</p> <p><b>Provider Response</b></p> <p>We are sorry for this patient's experience unfortunately sometimes, due to volume of calls, it can take a while for a patient to get through to our Appointment Team and we can only apologise for this. We are pleased that the PALS Team were able to help this patient via HWL.</p> <p><b>Compliment</b></p> <p>1. Case 5513 (22-11-2018)</p> <p><b>Providers:</b> Lincoln County Hospital Johnson Ward and Heart unit in A+E</p> <p>Treatment from start to finish and after care brilliant. Well looked after. Johnson ward brilliant in for 5 days. Paramedic excellent very good to me. Couldn't have been any better experience for me.</p> <p><b>Provider Response</b></p> <p>Can you please thank the patient for their kind comments? We will ensure that this is shared with all the staff on Johnson Ward and the Heart Centre.</p> <p>2. Case 5539 (23-11-2018)</p> <p><b>Providers:</b> Lincoln County Hospital Rheumatology</p> <p>Very professional and very thorough. The don't feel rushed by the Consultants they take their time with you.</p> <p><b>Provider Response</b></p> <p>We would like to thank the patient for their kind comments and assure them that this will be passed to Rheumatology to share with the team.</p>
<p>All CCGs x 1</p> <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 5408 (20-11-2018)</p> <p><b>Providers:</b> MacMillan Care at Home</p> <p>My relative was in Lincoln and Boston for treatment and then Skegness to die. Was in hospital over a 6 month period. Died earlier this year. At none of the hospitals no one from MacMillian service came to see them or to see me, like they said they would, I was very disappointed. You see all the adverts about what they will do and it didn't happen. Aftercare was rubbish. NHS were wonderful. MacMillian ask for our help and no one comes.</p>
<p>Out of Area x 1</p> <ul style="list-style-type: none"> <li>1 x Compliment</li> </ul>	<p><b>Compliment</b></p> <p>1. Case 5526 (22-11-2018)</p> <p><b>Providers:</b> Diana, Princess of Wales Hospital (Grimsby) Paediatric</p> <p>My relative was recently diagnosed with type 1 Diabetes and the care, information and the service we received as a whole was excellent, especially from the Diabetic nurses. Fantastic service within the hospital and a brilliant after care service.</p>

## Mental health & Learning Disabilities

CCG Area	Case Details
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## East x 3

- 3 x General Comment

## General Comment

### 1. Case 5751 (30-11-2018)

**Providers:** East CCG

Parent requesting contact number for School nurses in the Boston area. Child waiting for assessment but has been waiting for 12 months, parent has spoken with the SEND at the school and feels they are not helping. Young child with undiagnosed autism and the school are not accommodating the child until assessment has been completed.

#### Notes / Questions

HWL - provided the parent with the contact number as requested, also information on Liaise; Lincolnshire Parent Carer Forum and support groups.

### 2. Case 5541 (23-11-2018)

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

Patient previously had a CPN however when this person left the patient was not informed, now left without a CPN and not sure how to go about getting another one put in place. Patient feels the communication around this was extremely poor.

#### Notes / Questions

HWL - provided the patient with LPFT support information. As part of the support prior to CPN leaving, do they not supply patients with support information, ie support groups etc

#### Provider Response

I am very sorry that this person was not supported when their CPN left. Please can I suggest that they contact the PALS team and they can be signposted to the most appropriate support. If the decision has been made that a CPN is no longer needed then a plan should be in place to support the service user with this.

### 3. Case 5752 (30-11-2018)

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

Parent experiencing difficulties with adult child who has been through the crisis team previously, they informed the adult child that they were going to put things in place and nothing happened.

However, did receive a 5 minute phone call (assessment) where it was felt they did not require any help. However, the parent and adult child are pleading for help, both feel isolated in their own right and the relationship is at breaking point as they are finding it difficult to get support with mental health needs. Previously lived out of county where they had a CPN but since moving to Lincolnshire nothing has been put in place and feels they need this service to be able to speak with someone other than parent. Parent has physical disabilities and COPD and finding it increasingly difficult to cope with adult child's mental health needs. Previously had issues with drug/drink however this is no longer the case, adult child requires ongoing support as parent feels their behaviour is going downhill. Has tried to get assistance but keeps being passed from pillar to post with no help.

#### Notes / Questions

HWL - with parental consent contacted PALS at LPFT, and offered steps2change; Carers First information.

#### Provider Response

Parent was contacted by PALS and support was given.

## South West x 1

- 1 x General Comment

## General Comment

1. Case 5273 (05-11-2018)

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

Steps2change/ Mental Health Support

Not enough help and support for people with mental health problems. If you go on steps2change you have to go on a long waiting list, then you have 12 - 16 weeks one hour sessions, but once this is finished you have to wait for 6 months before you can self refer again and feel there is no support in the meantime. It really doesn't help when you are asked 'why do you feel depressed?' 'what has made you feel this way?' if I knew the answers I would do something about it myself. When you are depressed and suffer with anxiety, it leaves you feeling, lost, alone, scared and unable to cope. I know money is tight but there are a lot of people with Mental Health issues who need constant support.

**Notes / Questions**

What support is in place for those patients after the designated timescale

**Provider Response**

The steps2change service provides NICE recommended talking therapies for mild to moderate anxiety and / or depression. At the end of the therapy all patients are provided with information about how to re-refer should they need and have a relapse prevention plan completed with them. We do not ask patients to wait 6 months before re-referring, we recommend 3 months to allow for consolidation of the therapy as the learning continues after therapy has finished. Steps2Change is a short term therapy service and treatment pathways are not based on money but on NICE guidelines and using the evidence base. For patients requiring more intense longer term therapy or intervention they would be referred to the secondary mental health services for example Community Mental health Teams or Psychology department.

West x 4

- 3 x General Comment
- 1 x Compliment

**General Comment**

1. Case 5321 (13-11-2018)

**Providers:** Cleveland Surgery, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)

Breathe Easy Group

Patient receives a monthly injection from GP / Practice Nurse, has been informed that they will now need to get the injection from their CPN from now on. Patient has LD and doesn't understand why this is the case as no-one has taken the time to explain this.

**Notes / Questions**

HWL - asks why are patients not given an explanation for such changes?

LPFT - Are CPNs given training to provide injection?

**Provider Response**

Can HWL clarify that LPFT haven't provided the information or is it the surgery that hasn't provide it? All CPNs who are expected to give injections will have been given the appropriate training.

2. Case 5267 (02-11-2018)

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

Headway Meeting - October

Raised concerns around Psychology services, they are very limited and a long waiting list.

**Notes / Questions**

What are the waiting times for psychology within the service?

**Provider Response**

The current average wait for Psychology is 13 weeks. There may be individual cases where a wait exceeds this, but the service is working hard to improve how waits and delivery of therapy are improved. The provision of Psychology for working age adults has recently been expanded, with the addition of psychological skills packages for use by community teams. The management of psychology and community teams sits within the adult community division. The division will willingly look into any individual examples of over long waits to access a service.

### 3. Case 5543 (26-11-2018)

**Providers:** West CCG

Patient referred through NHSE. Recently moved from North East Lincolnshire where they were registered with Open Doors for medications, was on the Special Allocation Patient register. Once in Lincolnshire NHSE registered the patient with Ingham Practice. Patient has learning difficulties, does not read, write and cannot drive, cannot read timetables and has limited understanding. Patient has limited medication left, anxious and concerned, in pain and doesn't know how to access their medications. Would like to appeal the decision of SAP but doesn't know what to do. Has no access to support groups, lives alone and feels isolated.

#### Notes / Questions

HWL - contacted Open Doors in Grimsby to locate medications, these were sent to the usual place and after this one the medications would come through another source, HWL made contact with Boots (who were very helpful but they had not received the prescription, HWL chased the prescription and kept the patient informed. With medications sorted, HWL contacted Disability Network West Lindsey who will support the patient, HWL also contacted Neighbourhood Team in the area who are going to support the patient. Suggested to the patient they make contact with Citizens Advice for assistance with appeal too.

#### Compliment

### 1. Case 5316 (13-11-2018)

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

Carers Group - Lincoln

Excellent information and advice given at LPFT Discovery House. Feel in a supportive group and able to ask questions openly and get a better understanding of MH services.

## Patient Transport

CCG Area	Case Details
<p>East x 2</p> <ul style="list-style-type: none"><li>• 2 x General Comment</li></ul>	<h4>General Comment</h4> <p>1. Case 5271 (05-11-2018)</p> <p><b>Providers:</b> Thames Ambulance Service (TASL)</p> <p>Patient referred to hospital to Ophthalmology, advised not to drive as will be having eye drops in and then injections into the eye, spouse unable to drive due to orthopaedic problems, so made contact with TASL, call taker advised the patient that they did not qualify for transport and would need to make alternative arrangements. Patient asked why they didn't qualify, caller informed the patient they were not allowed to say. Patient has major eye condition which means a number of appointments where they will be unable to drive.</p> <h4>Notes / Questions</h4> <p>HWL - made contact with TASL with patients consent they would contact the patient back to see if something had been missed.</p> <p>UPDATE - Patient received transport for the appointment and thanked HWL</p>

	<p>2. Case 5301 (08-11-2018)</p> <p><b>Providers:</b> Thames Ambulance Service (TASL)</p> <p>A concerned member of staff informed me at the weekend that a patient who attends on a regular basis appointments at Boston Louth and (Grimbsy) who is wheelchair bound and needs support due to medical conditions was refused transport for their appointment for mid Oct. The patient kept the appointment but had to pay £36.00 to get to and from the hospital in a taxi as they could not be transported in a normal car style taxi. The patient had been given the complaints number for TASL to log the complaint.</p> <p>When the patient tried to book transport, they spoke to a call handler at Lincoln who asked if they could get to the shops in their wheelchair to do their shopping and therefore was not eligible for TASL non emergency transport. No alternative information was given.</p> <p>It was also implied from the staff member concerned that many of the drivers have become more militant and are working to rule, not taking any extra passengers etc. Over 62 people have left the company and the jobs have not been filled; vehicles are not being replaced especially if repairs etc are needed; TASL has not paid the rent on the offices in Lincoln or Boston. At Lincoln the TASL staff are now working in a public area and are concerned about confidentiality when dealing with patients.</p> <p><b>Notes / Questions</b></p> <p>Is the same thing going to happen at Pilgrim? Where will they be located?</p> <p>HWL asks Should call handlers inform patients with this much detail?</p>
<p>South x 1</p> <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 5310 (12-11-2018)</p> <p><b>Providers:</b> Thames Ambulance Service (TASL)</p> <p>Patient unable to get through to TASL via phone. Wanted to book transport for spouse who had just come out of QMC after a bleed on the brain. Appointment at Pilgrim Hospital for a scan and spouse would need to be escort to assist.</p> <p><b>Notes / Questions</b></p> <p>HWL - contacted TASL who would call the patient. HWL - also gave the wellbeing service information as finding it difficult to manage.</p> <p>Patient received transport for the appointment and thanked HWL and were very grateful.</p>
<p>South West x 1</p> <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 5385 (20-11-2018)</p> <p><b>Providers:</b> Thames Ambulance Service (TASL)</p> <p>Feedback from Darby &amp; Joan CLub</p> <p>Patient with macular degeneration (wet) has to attend the clinic at Lincoln County on a monthly basis for an injection. Has had treatment for skin cancer at Pilgrim Hospital and rheumatoid arthritis at Grantham Hospital. Relies on family member to take them to the hospital. Live in South West of the county and have been told that the community transport scheme does not go out as far as their village. What other options do they have apart from relative and paying for expensive taxi service? Patient has to negotiate appointment times around availability of family.</p> <p><b>Notes / Questions</b></p> <p>Should patients with multiple medical conditions be able to access TASL</p>
<p>West x 1</p> <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. Case 5322 (13-11-2018)</p> <p><b>Providers:</b> Thames Ambulance Service (TASL)</p> <p>Breathe Easy Support Group</p> <p>TASL Not enough information is given to patients around Non Emergency transport. Patient was declined transport due to not meeting the criteria, but was not given any alternative options or numbers to call, other than the Complaint line for TASL. Patient was already aware of Community volunteer transport, so went through them who are more than happy for TASL to give out information on Voluntary Car Schemes. Not many people were aware of Call Connect.</p>

## Social Care Services

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

<ul style="list-style-type: none"> <li>• 1 x General Comment</li> </ul>	<p>1. <b>Case 5373 (19-11-2018)</b>  <b>Providers:</b> Lincolnshire County Council - Adult Social Care</p> <p>Patient called a couple of months ago and have been trying to speak to someone for the past couple of days as I was supposed to get back to Social Care if I hadn't heard anything about someone coming out to assess my bathroom. Appreciate your help in this matter.</p> <p><b>Notes / Questions</b></p> <p>HWL - provided the patient with CSC contact details</p>
<p>South West x 1</p> <ul style="list-style-type: none"> <li>• 1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 5753 (30-11-2018)</b>  <b>Providers:</b> Lincolnshire South West CCG</p> <p>Severely disabled child and I have had many serious issues around treatment since they came home from hospital over 18 months ago. The community nursing team and our surgery have been unhelpful on many occasions and continue to be so. The effect this is having on patients psychological health as well as physical health has been insurmountable and it continues to decline rapidly. The last time I submitted a formal complaint, the community nursing team chose to report me to social services for neglect which was quickly dismissed but I am in a constant, almost daily battle to get my the treatment they so desperately need I am constantly at my wits end and I have reached the point of total despair.</p> <p><b>Notes / Questions</b></p> <p>HWL - with consent contacted Neighbourhood Teams, who were going to contact the parent to assist.</p>
<p>West x 3</p> <ul style="list-style-type: none"> <li>• 2 x General Comment</li> <li>• 1 x Signposting only</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 5363 (19-11-2018)</b>  <b>Providers:</b> Lincoln County Hospital, Lincolnshire Community Health Services NHS Trust (LCHS), The Old Rectory (Saxilby)</p> <p>Resident of Care Home being discharged by Lincoln Hospital. Has advanced dementia, fractured femur and is frail, walks with a frame but currently nearly bed-bound. Returning for end of life care. Manager is happy to accept patient back but an air mattress would be required. Hospital say the patient doesn't need one. District Nurses won't supply one. Manager knows the patient needs one or will get bed sores then become a safeguarding concern. Has refused discharge at present until this can be resolved in the best interests of the patient.</p> <p><b>Notes / Questions</b></p> <p>HWL - advised to make contact with PALs and Winter Room. UPDATE - District Nurses provided air mattress, so this patient could be discharged comfortably.</p> <p><b>Provider Response</b></p> <p>Discharge arrangements are dealt with by the Ward and not from Discharge, are you able to supply details of the Ward the patient was on so the Wad Sister can be made aware of the comments from the Care Home?</p> <p>No ward information was provided.</p> <p>2. <b>Case 5507 (22-11-2018)</b>  <b>Providers:</b> St Barnabas Lincolnshire Hospice</p> <p>St Barnabas Nurses excellent. However carer feels that the doctors did not understand needs and did not treat relative well when dying. Disgraceful. Cost money for Death Certificate</p> <p><b>Signposting only</b></p> <p>1. <b>Case 5401 (20-11-2018)</b>  <b>Providers:</b> Lincolnshire County Council - Adult Social Care</p> <p>Patient trying to get hold of Adult Social Care in Lincoln. None of the telephone numbers appear to be working from the numbers on the website.</p> <p><b>Notes / Questions</b></p> <p>HWL - confirmed which numbers the patient was trying, HWL tried to make contact with CSC which produced an even tone, not the normal engaged tone, after a couple of attempts the number was connected, information relayed to the patient to try again and if they are still experiencing issues to let us know - caller did not contact HWL again</p> <p><b>Provider Response</b></p> <p>I can confirm that the 6 Nov 2018 saw the commencement of a major outage which intermittently lasted for a few days. Our apologies to any residents or customers who are in contact with you regarding this.</p>

<p>All CCGs x 1</p> <ul style="list-style-type: none"> <li>1 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 5408 (20-11-2018)</b>  <b>Providers:</b> MacMillan Care at Home</p> <p>My relative was in Lincoln and Boston for treatment and then Skegness to die. Was in hospital over a 6 month period. Died earlier this year. At none of the hospitals no one from MacMillian service came to see them or to see me, like they said they would, I was very disappointed. You see all the adverts about what they will do and it didn't happen. Aftercare was rubbish. NHS were wonderful. MacMillian ask for our help and no one comes.</p>
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Other Services

CCG Area	Case Details
<p>East x 4</p> <ul style="list-style-type: none"> <li>2 x General Comment</li> <li>2 x Signposting only</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 5262 (01-11-2018)</b>  <b>Providers:</b> East CCG</p> <p>Patient had a their first smear test earlier this year. Has waited 13 weeks so far and has been informed that they will need to wait for another 20 weeks at least for the results. Surgery have been very helpful but nothing they can do.</p> <p><b>Notes / Questions</b></p> <p>HWL - suggested patient to make contact with East CCG</p> <p>2. <b>Case 5532 (22-11-2018)</b>  <b>Providers:</b> Lincolnshire Community Health Services NHS Trust (LCHS), Louth County Hospital</p> <p>Parking</p> <p>No parking available at 10.10am Have had to park on the street. There were queues for the car park.</p> <p><b>Signposting only</b></p> <p>1. <b>Case 5394 (20-11-2018)</b>  <b>Providers:</b> East CCG</p> <p>Elderly relative recently passed away and on clearing the house out there were a number of aids that need returning and didn't know how to get the items collected.</p> <p><b>Notes / Questions</b></p> <p>HWL - asked the relative to check the equipment in case there was a number somewhere on them. NRS Healthcare information given. Caller happy with the advice received.</p> <p>2. <b>Case 5630 (27-11-2018)</b>  <b>Providers:</b> East CCG</p> <p>Patient informed of a support group by their GP surgery, however no information was given to the patient. Would like to join a support group for depression and anxiety in the Skegness area.</p> <p><b>Notes / Questions</b></p> <p>HWL - provided the patient with support group information (phone number and when / where they meet )</p>
<p>South West x 2</p> <ul style="list-style-type: none"> <li>2 x General Comment</li> </ul>	<p><b>General Comment</b></p> <p>1. <b>Case 5326 (13-11-2018)</b>  <b>Providers:</b> NHS England Other</p> <p>Patients whose first language is not English saw GP and found the GP did not want to use the translation service, instead the patients are being asked to bring in a friend who can translate. Due to the lack of understanding the patient feels their health needs are not being dealt with.</p> <p><b>Notes / Questions</b></p> <p>HWL - patients do not always want relatives/friends to know of their conditions, in some instances it can be embarrassing for them, explaining symptoms etc. Is this the usual practice?</p> <p>2. <b>Case 5327 (13-11-2018)</b>  <b>Providers:</b> NHS England Other</p> <p>Patient has many medical issues which are inter-related. GP will only deal with one at a time so extra appointments are needed if they want to talk about another issue. Patient feels there is no patient translation is available to them.</p>
<p>Out of Area x 2</p>	<p><b>General Comment</b></p>

- 2 x General Comment

1. Case 5515 (22-11-2018)

**Providers:** Boots Opticians Newark

Get on ok. Expensive, but they are helpful. Good range of frames available, Clean but not comfortable because sitting with other people who are having glasses fitted. Open plan and feel like I'm in a goldfish bowl.

2. Case 5397 (20-11-2018)

**Providers:** West CCG

Family member lives in West Lincolnshire and contacted HWL relating to parents experiences, parent died 8 days ago. Relative has been trying to get answers as to the circumstances of parents assessment diagnosis, treatment and subsequent death. The circumstances were parent had a fit and was taken in ambulance to Colchester A&E, where they were diagnosed with anxiety and an old neck injury, discharged with morphine where they had a sub lateral haemorrhage (spouse unaware due to the morphine). Spouse took parent to the GP and was diagnosed with high blood pressure nothing else. Friday patient was blue lighted where they later died.

**Notes / Questions**

HWL - advised family member of POhWER and Out of Area HW