

Monthly Report

December 2021

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Overview

December 2021 Monthly Report

During December 2021 Healthwatch Lincolnshire received **129** patient experiences directly to our Information Signposting Officer. This is a summary of the key themes raised by patients, carers and service users during December 2021 about services in Lincolnshire.

For more details you can call us on 01205 820892
Email: info@healthwatchlincolnshire.co.uk



Overall Sentiment

29% of all comments were **positive**

7% of all comments were **neutral**

30% of all comments were **negative**

29% of all comments were **mixed**

December 2021 – Feedback Service Themes Sentiment



26%

**Hospital Services
(All services)**



61%

GP Services



5%

**Community
Health Services**



2%

**Accident &
Emergency**



5%

**Diagnosis &
Screening
Services (GP)**



14%

Dentistry



3%

**Mental Health &
Learning
Disabilities**



7%

Social Care

%s total greater than 100% as many comments we receive contain multiple service themes

GP Services

Key Themes

- Issues with phone systems and booking appointments
- Poor communication
- Digital services



What you told us

During December 2021 GP services were mentioned in 61% of comments. We were informed of localised issues of patients having difficult using their GPs' phone systems which raised concerns around the process of booking and getting an appointment. Poor communication was also a common theme in comments regarding GP services - with tests results and records not being shared between services or doctors.

Many praised digital services for being easy to use, time saving, yielding quick responses and more appropriate for some concerns. However, for others hesitancy and difficulties using digital services persisted. Others were frustrated at the lack of digital services available to them in their area.

Your experiences



“The new "norm" throughout lockdown / COVID has been to triage / phone consultation / video call. This may be a good thing for the NHS overall and should ensure that appointments are available for the most needy but is this good for the patient? Patient

has concerns for those patients that are not able to have access to online access will they get forgotten about? It is very difficult for the patient to get through via the phone. Using e-consult the patient has found that responses are coming back much quicker but the drop-down list is very frustrating and many times has had to resort to calling the practice as the concerns they want to raise are not listed or it says ring through to the surgery. Many of the questions seem to be irrelevant and when you do get to talk to the GP or nurse they go through the same questions with you yet again. Seems a duplication is for clarification or that they haven't read what you have put in?”



Your experiences

Positives

"Started to use AskMyGP, once logged on and made a request they always ring back quickly and if necessary can be seen the same day. When going into the surgery, no queues and seen very quickly."

"Contacted them by AskMyGP. The Advanced Nurse Practitioner called me, discussed issue and referred to Musculoskeletal (MSK) practitioner. 10 days later I was seen by MSK Practitioner who was also excellent, I received advice and treatment. Excellent care and treatment in a very timely manner."

Negatives

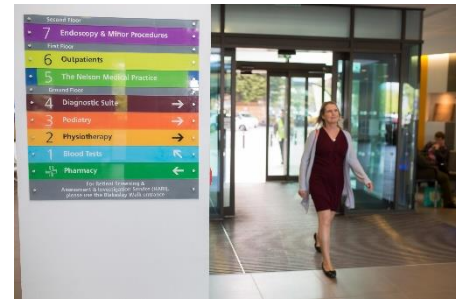
"Getting through to the surgery via phone is very difficult. Have to ring first thing in the morning from 8am and will keep ringing until they answer which can be up to 30 minutes later."

"Patient does not have a smart mobile phone or access to a computer (private) as on low income. Everything is being pushed online and is making life more difficult for people like themselves who are struggling with day to day stuff. Currently will ring the practice if they need advise or support but this is getting more difficult as well with longer waiting times etc. trying to ring them, older neighbours find it very difficult to get through and have to ring at 8am."

Hospital Services

Key Themes

- Poor communication
- Poor hospital discharge
- Long waiting times for treatment and referral appointments
- Positive experiences of treatment and hospitals keeping people safe during the COVID-19 pandemic



What you told us

Poor communication was a common problem in these comments and related to the following issues: the sharing of test results between patients and services, contacting different hospital departments and wards, and hospital discharge. Furthermore, hospital discharge was poor, with patients and family members being given short or no notice that the patient was being discharged and no support being in place when they left hospital. Many were concerned over long waiting times for treatment and referral appointments – an issue which has been worsened by the pandemic.

It was, however, lovely to hear some positive experiences of hospital services in our county. Individuals contacted us to praise the quality of service and how the hospitals have adapted to keep everyone safe during the pandemic. We received several comments praising all those involved in supporting palliative patients in the community for their dedication, compassion and support.

Your experiences

Positive Experience

“I have an ongoing problem with the skin inside my mouth and had to have a biopsy a couple of weeks ago. The clinic was running on time, staff were gentle, kind and absolutely lovely and could not have been more helpful. I have been using the maxillofacial departments in Lincoln and Boston for about 18 months now and have found all of the staff to be absolutely wonderful and caring.”

Negative Experience

“An urgent referral was sent to the breast clinic to be seen within 2 weeks, patient never received the appointment letter as it was sent to an old address. Patient has twice given the hospital new address information and knows it was processed as they received an orthopaedic appointment letter. The clinic called the patient this morning as they didn't attend the appointment, however the patient knew nothing about.”

Dental Services

Key Themes

- Lack of NHS provision
- Lack of NHS treatment – offered private but not affordable for many
- Long waits for orthodontic services



What you told us

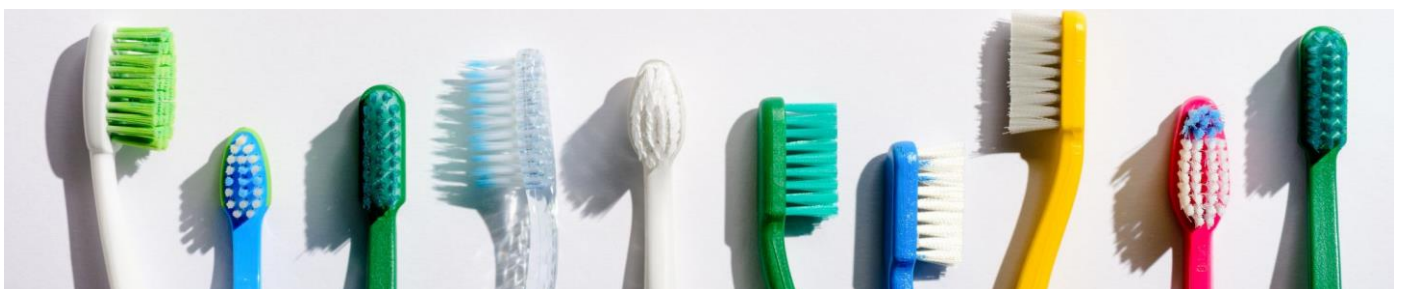
During December 2021, 14% of the comments we received related to dental services in Lincolnshire. Many of these comments had three key themes. The first being lack of NHS provision: we received multiple enquires and concerns relating to the lack of NHS practices taking on new patients. However, NHS practices were able to take on new private patients. Similarly, the next key concern was the lack of NHS dental treatment available for those who were registered with an NHS dentist. There was confusion around what classified as emergency treatment and why individuals who were NHS patients were being offered private treatment only. Finally, the last theme was concerns around long waits for orthodontic services and the fact that many of these services were not located out of county.

Your experiences



Lack of NHS Provision

“I would like to request that the lack of NHS dentist availability in Lincolnshire is considered. I have been unable to get a dentist for a number of years. I ring round regularly with no avail to be told to go private. I work full time pay for my appointments but I can not afford private, I am left with letting my teeth rot, knowing I will wait for the inevitable agony and need to go to an emergency dentist for removal, does this sound like the expected service from our NHS.”



Your experiences



Lack of NHS provision

“Patient found Healthwatch contact details on the NHS Dental site. Having moved to Bourne in February is really struggling to get an NHS dentist, as no local dentists are taking new patients and they have 2 small children who also need dental care.

Patient asked for advice on what to do as their previous dentist is over an hours drive away now and there's also a 4 year waiting list if they wanted to add the children to be seen.”

Lack of NHS treatment

“Patient had broken 3 teeth and partly broken others during the lockdowns. The dental centre were only seeing emergency patients. The dentist the patient initially saw only did half the treatment that another dentist has since prescribed. Whilst the patient appreciates it is an extremely busy practice with a huge patient backlog the patient feels that their dental health deteriorated as a result of the first dentist's decision making. The issues are currently being resolved by another dentist in the same practice.”



The experience of an NHS dental nurse



“The patient works at a dental practice within Lincoln and the practice is not able to take any more NHS patients on. They have such a backlog with appointments because of being closed for several months during the lockdown period. The practice didn't hear directly from the Government when they were due to go back in to work. They actually heard it via the

Media (Television). It is very difficult to recruit hygienists currently. All ortho-dental work ceased during the lockdown and there is now a 3 to 4 year waiting list to be seen. There is no capacity in the service and it feels like dentistry is a forgotten part of healthcare. The dental nurse themselves would not be able to afford private dentistry.”



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