

# Monthly Report

## September 2023

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## Location of comments:

Location data is mapped using postcodes of services. The map points are coloured according to the sentiment of the comment:

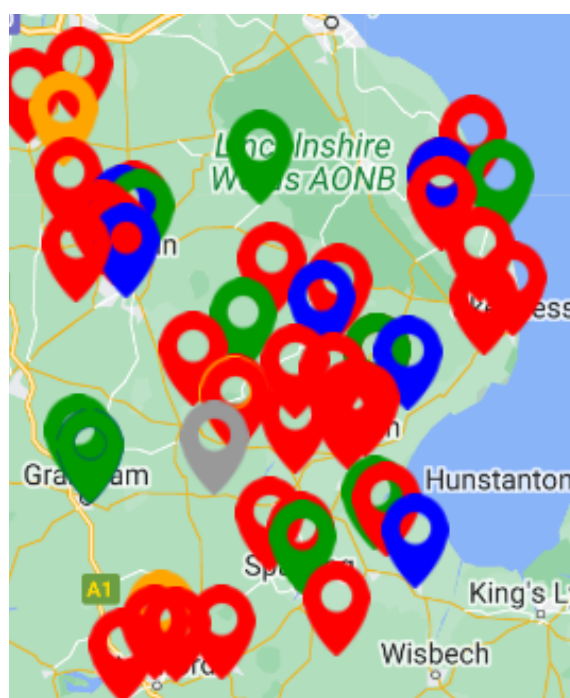
Positive - green

Negative - red

Mixed - orange

Neutral - blue

Unclear - grey



# Overview

## Monthly Report

During August 2023 Healthwatch Lincolnshire received 67 patient experiences directly to our Information Signposting Team. This is a summary of the key themes raised by patients, carers and service users during this time about services in Lincolnshire.

For more details you can:

Call 01205 820892

Email [info@healthwatchlincolnshire.co.uk](mailto:info@healthwatchlincolnshire.co.uk)



## Overall Sentiment

15% of all comments were **positive**

12% of all comments were **neutral**

60% of all comments were **negative**

10% of all comments were **mixed**

## Service Themes



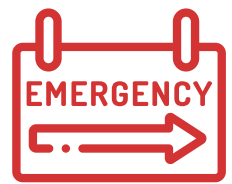
61%  
(All) Hospital  
Services



30%  
GP services



10%  
Community Health  
Services



10%  
Accident and  
Emergency



4%  
Social Care



22%  
Dentistry



7%  
Mental Health %  
Learning  
Disabilities



3%  
Patient  
Transport

# Dentistry

Access to NHS dental services remains an ongoing problem, particularly for those living in the east of the county. This month we again heard from people who had been dropped from their practice list without warning and were now struggling to find NHS dental care for themselves and their children. Concerns were also raised around the health inequalities that will be exacerbated by the lack of NHS provision.



**“Patient having difficulty accessing NHS dentist. Pregnant partner has been deregistered.”**

**“Patient unable to access NHS dentist within 25 miles of Gainsborough. Using their private savings to see a private dentist. Commented that if people did not have additional resources what do they do.”**

**“After being dropped out of no where by Newland Dental Practice as they were going completely private, I've been left with temporary fillings which have now all disintegrated. My autistic child, who has a severe speech and learning delay, gets very anxious around new people which is causing difficulties. I don't know what to do and would like to know if there is any where in Lincolnshire that can help?.”**



# Finding it hard to get a dentist appointment?

Dental practices are recovering from backlogs due to strict hygiene measures to minimise the risk of spreading COVID-19 to patients and staff. The situation is improving but we are hearing that Lincolnshire residents without a regular dentist are still finding it difficult to get an appointment. Read our steps below on accessing NHS dentistry.

**1** If you have a dentist you usually visit phone them to make an appointment. Appointments will be available according to your individual situation and dental need. Be prepared to wait longer than usual for a routine, non-urgent appointment. You can also take personal steps to maintain healthy teeth.

**2** Unlike registering at a GP practice, NHS dental practices are available to everyone to attend a course of treatment regardless of where they live. Visit the [NHS Find a Dentist website](#) to search for a dentist in your area. You should also consider widening your search area to where you can travel to.



**3** Is your dental need urgent? Phone or go online to NHS 111 to check your symptoms and see if you need urgent help. You will be advised if you need to visit your hospital emergency department (A&E) or advised of your nearest NHS dentists providing urgent appointments. The number of urgent appointments available each day is limited. When phoning a dental practice, clearly describe your symptoms, any pain or swelling and the impact it is having on your daily living.



**4** If you can't find a dentist for urgent treatment, call [NHS England's Customer Contact Centre](#) on 0300 311 2233 stating your situation. Keep sharing your experiences with us, positive and negative, the more information we have the more we can help.



**What is Healthwatch Lincolnshire doing about this issue?** We regularly monitor the access to NHS dentistry in Lincolnshire sharing our findings with dental commissioners to influence positive change.

## GP Services

This month 30% of the comments we received related to GP services. The biggest difficulty was getting through to GP surgeries. These comments related to a range of surgeries throughout the county.

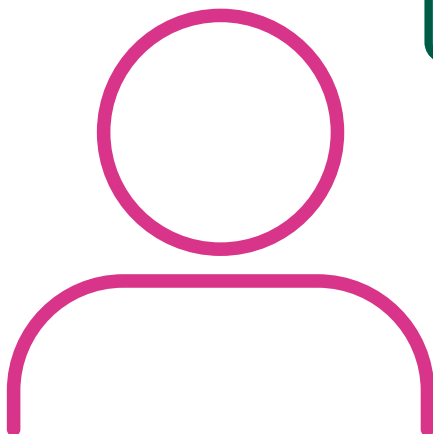
These individuals struggled to get through to their surgery both on the phone and via the use of digital services such as Doctrin or askmyGP.

Some also highlighted that not everyone is able to or likes to use online services, but in some cases this appeared to be the only option offered.



**“Patient commented they find it difficult accessing the GP surgery, has used phone to contact but takes at least an hour before they manage to get through. Has used online before but no-one got back to them at all via this route.”**

**“Closure again temporarily of their Online service Doctrin. Trying to obtain health care advice over a health concern  
Unable to get a same day appointment and Lakeside have now closed again temporarily their on line service and referred people to 111 who are over run or 999 if urgent  
This is unsafe health care and means that I cannot get health care related to my personal health condition .”**



# Hospital Services

Hospital services were the most commented on this month. 61% of comments related to hospital services with 10% relating specifically to A&E. The following were raised as areas of concern:

- No one taking responsibility or ownership of care. (People feeling they are being “past from pillar to post”.)
- Hospital discharge. Patients being discharged without discharge details which also failed to then turn up in the post.
- Administration/Communication. Letters being lost, waiting months for tests results which is delaying treatment and no contact regarding follow-up appointments.
- Isolated incidents of poor quality care.

**“While I have found all treatment that I have received at Lincolnshire Hospitals to be excellent, the appointment departments and general administration has been severely lacking. Two different appointments 10 minutes apart for the same treatments, Changing the hospital, from Boston to Lincoln or Grantham. No response at all when trying to telephone a department to enquire about a result of tests or an appointment. I was told in May 23 that all staff would be on holiday from Lincoln Hospital until July. Just getting an answer from a telephone call to Lincoln would be a novelty. Several people I have spoken with have had similar experiences.”**

**“Patient contacted Healthwatch Lincolnshire in a distressed state very angry and upset about Community Mental Health Service in Lincoln, Carholme Court, and GP at Boultham Park. Feels that these services do not listen and give any help or support. Has been in mental health crisis previously and has been in hospital after overdoses. Also feels that Hospital services, Ambulance service do not listen or respond appropriately when in mental health crisis. Long waiting time for ambulance following latest overdose and feels did not get help at hospital because they have mental health issues..”**

**“Patient has had previous chest x-ray, CT scan and informed scar tissue on lungs, requested a copy of report and all was ok on the report. Has had numerous blood tests and a further CT on right kidney mid July 23. Has recently changed GP Surgery in Spalding. New GP surgery have chased, as has the patient, for the results and to date nothing has been provided. Has eventually spoken with someone at the hospital who stated it had now been typed up and a copy would be sent to the GP and the patient themselves, still nothing and it has been over 5 weeks.”**

# Positive Stories

Here are some of the positive experiences shared with us this month.

**"They have always treated me fairly and always ask if I am ok most days. At medication time they have been polite and spoken to me with respect. The staff at healthcare have always been a help to me. I have known many of them for a number of years now."**

**"Clinic. Referral times, communication re appointments and follow up communications following appointments were all exemplary. Could not have been more caring and accessible."**

**"Patient experienced positive and exceptional care at Pilgrim Hospital on the ward, from GP, Ambulance service and Accident and Emergency Department. Complimenting staff attitudes, treatment received. This was following a 10 day stay on a ward at Pilgrim Hospital with sepsis and pneumonia."**

**"Positive experience of GP, Hospital Outpatients, Radiology and Lincoln County Hospital. Radiotherapy for prostate cancer. Nothing could have been done better. Personal real caring. Appointments always on time. Free parking. Just so pleased with everything. Thank you one thousand percent. Bless all of the staff and please start paying them for what they are worth."**





# Healthwatch Lincolnshire Update

## Community Engagement

### YourVoice@Healthwatch – 2023 – “What is social care?”

The free event provided members of the public with a chance to hear first-hand from an expert panel. Members of the public submitted questions prior to the event and a report will be available shortly on the issues and concerns raised. 93 people attended the event.

The event was opened by guest speaker Afsaneh Sabouri, Assistant Director for Adult Frailty and Long-Term Conditions, Adult Care and Community Wellbeing at LCC. The panel consisted of:

- Julie Green, Information and Systems Officer.
- Chris Erskine, Principal Social Worker / Improvement and Development Lead.
- Lisa Loy, Public Health Programme Manager.

*All part of Adult Care and Community Wellbeing at LCC.*

One of the core functions of Healthwatch is to provide information and signposting to our residents and we were joined on the day by other organisations who were on hand to give an insightful chat about their resources and services.



In the market place forum we had the company of many local and national organisations including:

- Age UK
- Connect to Support
- BRIC
- British Red Cross Mobility Aids Service
- Liaise
- Headway Lincolnshire
- Hodgkinson’s Solicitors
- Lincolnshire Sensory Services (LSS),
- ULHT Patient Experience Team
- VoiceAbility
- Wellbeing Lincs

# Healthwatch Lincolnshire Update

## Forward Vision Event

**Healthwatch Lincolnshire is pleased to announce that our Forward Vision Event takes place on 31st October 2023 in Lincoln.**

Following a short presentation of the Healthwatch Lincolnshire annual report and plans for the next year, we will again be bringing together Lincolnshire's health and social care leaders to discuss their challenges and the positive work that is being done throughout our county. There will also be an opportunity for the public to ask questions.



The panel includes:

- John Turner - Chief Executive, NHS Lincolnshire Integrated Care Board
- Glen Garrod - Executive Director for Adult Care and Community Wellbeing, Lincolnshire County Council
- Andrew Morgan - Chief Executive, United Lincolnshire Hospitals NHS Trust (ULHT) and Lincolnshire Community Health Services NHS Trust (LCHS)
- Sarah Connery - Chief Executive, Lincolnshire Partnership NHS Foundation Trust (LPFT)

In 2018, Healthwatch Lincolnshire hosted the 2020 Vision event that encouraged the public to come and meet, listen, debate, and question senior county NHS Leaders, in order to increase awareness of the healthcare challenges and most importantly changes they were facing by 2020. Fast forward to 2023 and many challenges remain but additionally, the landscape of health and social care has changed. For instance, in 2022 the Integrated Care System was established.

This event will be held in the lecture theatre at Bishop Grosseteste University, with an additional room for stallholders where the public can find helpful information and advice. There will be opportunities to network and meet key service providers in addition to hearing the latest information from the panel of experts.

**Sign up today: [Healthwatch Lincolnshire Forward Vision 2023](#)**

# Healthwatch Lincolnshire Update

## Enter and View Activity

This year to date we have already completed 37 mystery shop visits. 10 visits were to the A&E departments in our county and 17 were to the UTCs. In September we will commence a program of visits to care homes throughout the county. The program will start with visits to Belvoir House and Newton House both in Grantham and Ashridge in Boston.



## Outreach Clinics

Over the past month, our Information Signposting Team have been holding a number of Outreach Clinics across the county. The purpose of these clinics is to offer a free, friendly, independent and confidential signposting service about the following:

- Where to get help for your needs.
- NHS and social care services in Lincolnshire.
- What you can do when things go wrong.

So far clinics have been held in Alford, Grantham and Spalding. We look forward to meeting you out about in your local community. To stay up to date on the latest clinics, check out our website: [Healthwatch Lincolnshire - Events](#). Some clinics offer prebooked or drop in appointments or both.

### Upcoming clinics:

- 16th October - Grantham Clinic at Grantham Citizens Advice.
- 23rd October - Mablethorpe Coast Centre.
- 7th November - Alford Hub.



# Healthwatch Lincolnshire Update

## Volunteering

- Charlotte assisted with North Kesteven Macular Society meeting, which was a great opportunity to explain Healthwatch to a new audience.
- Big thank you to Anna, Ruth and Helen for helping at YourVoice.
- St Barnabas coffee drop in – thank you Julie, who reports that her presence was much appreciated. She answered lots of questions and gave out 12 feedback forms, collecting them the following week.
- Equally successful were Michael and Maureen who visited the Grantham St Barnabas coffee drop in. A very warm welcome was received, and numerous feedback forms completed.
- Also a success was the Sensory Service coffee drop in, attended by Carol and Alison.
- Janet completed her spreadsheet on the evidence gathered by the Mystery Shopper team after three weeks of visits to the six.
- Helen and Stacey supported the team by proofreading documents.
- Helen and Anna assisted Dean at The Care Association workshop and conference at Bishop Grosseteste University.
- Ruth and Anna completed their enter and view training.



## Key issues we'd like you to tell us about

Issue	Description	Equalities focus	Healthwatch Lincolnshire action
<b>Urgent Care</b>	Patient experience across A&E, Urgent Treatment Centres, Ambulance services, Patient transport.	<b>Rurality</b>	Enter & View Mystery Shopper activity taking place across UTC's- June-July 2023 Campaign collating experiences, report shared with the ICB Quality Committee.
<b>Medication</b>	People's experience of trying to get the medication they need.	<b>TBC</b>	Social media focused posts as well as care home Enter and View activity.
<b>Social Care</b>	General experiences of social care in Lincolnshire including Unmet Need/ Assessments.  Enter and View Activity in Care Homes.	<b>TBC</b>	Our Yourvoice@healthwatch event focused on social care.  Enter and View activity across a number of care homes has commenced.
<b>Mental Health</b>	Community mental health including Children, young people.	<b>Rurality</b>	Work to be carried out between July – Sept.

## Completed work

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# Demographics

## Who did we hear from?

Demographic	Number of people	Demographic	Number of people
<b>Age</b> 18 to 24 25 to 49 50 to 64 65 to 79 80+	0 10 13 10 5	<b>Ethnicity</b> White: British/English/Northern Irish/Scottish/Welsh White: Irish	20 3
<b>Gender</b> Male Female	10 29	<b>Carer</b> Currently pregnant Long term condition Mental health condition	11 1 17 2
<b>Birth Sex</b> Current same as birth	26	<b>Physical or mobility            impairment</b> <b>Sensory Impairment</b>	1 2
<b>Sexual Orientation</b> Gay man Heterosexual/Straight	1 18		

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