

# Monthly Report

## February 2022

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## New to the report:

We are now able to map the location of comments made to us by using the postcodes of services. The map points are coloured according to the sentiment of the comment:

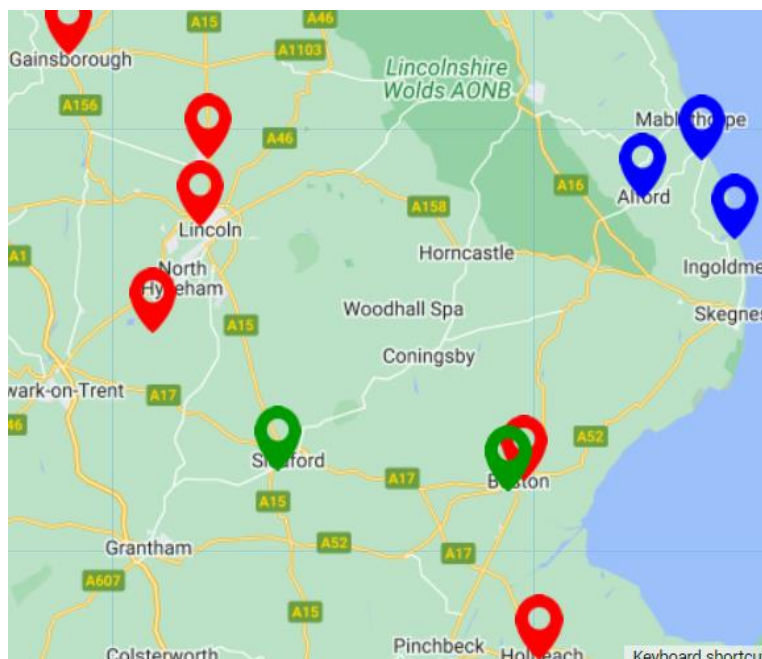
Positive - green

Negative - red

Mixed - orange

Neutral - blue

Unclear - grey



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# Overview

## February 2022 Monthly Report

During February 2022 Healthwatch Lincolnshire received **61** patient experiences directly to our Information Signposting Officer. This is a summary of the key themes raised by patients, carers and service users during February 2022 about services in Lincolnshire.

For more details you can call us on 01205 820892  
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## Overall Sentiment

**8%** of all comments were **positive**

**66%** of all comments were **negative**

**13%** of all comments were **neutral**

**7%** of all comments were **mixed**

## February 2022 – Feedback Service Themes Sentiment



15%

Hospital Services  
(All services)



56%

GP Services



3%

Community Health  
Services



7%

Accident &  
Emergency



0%

Diagnosis &  
Screening Services  
(GP)



15%

Dentistry



3%

Mental Health &  
Learning  
Disabilities



5%

Social Care

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

# Service provision in the East of the County

## What you told us

This month we received several comments concerning the lack of service provision in the East of the County. This related to multiple healthcare services including GPs as well as issues with public transport to attend services further afield. In previous months, individuals have raised their concerns around the lack of NHS dental services in the area, sentiments which were echoed this month. Additionally, individuals were concerned due to the lack of facilities at Louth Hospital, specifically a pharmacy and ability to take blood for blood tests. Furthermore, for individuals who have appointments at other services in the county, poor public transport links make this very challenging. The lack of services and transport to services in other areas means that individuals who cannot drive are not able to attend crucial appointments such as screening programmes, which could have a negative impact on their health.



## Your experiences



### Story 1

"I've had a letter asking me to ring to book breast screening, I was offered 4 location options, all of which are between an hour and an hour and a half drive away. This is surely unacceptable for a 10-minute screening appointment. I live near Sutton on Sea, many women living here are retired, elderly, don't drive, and public transport is poor (even if they are happy to use public transport). There will be decreased uptake of the screening programme unless local appointments are available. I understand the importance of screening, I'm a retired public health nurse specialist."

### Story 2

"I am concerned about the lack of Healthcare in the East of the county for Mablethorpe and Louth patients. I feel healthcare is being taken away from this area and centralising services is not for patient benefit. No NHS Dental access for Mablethorpe people locally and none taking on new patients in the surrounding areas. Louth Hospital Urgent Treatment Centre (UTC) is there but no A&E, no pharmacy within the hospital and unable to take bloods on recent visit to the UTC as no facilities now within the hospital. Taking services out of the local hospitals and many patients are unable to travel to Lincoln, Pilgrim Hospitals. No public transport if you live in Mablethorpe to get to a morning appointment at Lincoln Hospital if this was the case. Mablethorpe to Louth Hospital has reasonable public transport links but no services, or very little, there for patients anymore."



## GP Services

### Key Themes

- How to make a complaint
- Difficulties registering with GP practices in the east of the county – specifically in the Alford area
- Access to services



### What you told us

During February 2022, 56% of the comments we received related to GP services. This month the majority of comments around GP services were very case specific. Due to this, we did receive several enquiries about how to make a complaint about the care and service you received.

Several comments were seeking support registering with a GP in the Alford area. The concerns related not to the registration process itself but finding a GP practice in the area taking on new patients.

Additionally, similarly to previous months, we received comments on lack of access to GP services especially face-to-face and GP appointments. Also, we continued to hear from individuals who were having difficulties booking appointments and getting through to their practice on the phone.

### Your experiences



“It was hard to get an appointment at my surgery before the pandemic. But it just got harder and harder. I kept being told to ring at 8am, or use e-consult. It is not possible for some people to do that and I am one of those people, as I am on my way to work. And I am not allowed to have my phone on at work so cannot use e-consult and get a call back. It limits those of us who work SO much, it actually feels like it is really non-inclusive. I felt really ill for several months. My diabetes was not under control and I don't know how I was getting through the day at work. I failed to get a GP appointment throughout this time, but thankfully I am under a specialist diabetes team who are now dealing with me. It really is not good enough.”



## Dental Services

### Key Themes

- Lack of NHS dental provision
- Cost of dental treatment



### What you told us

Similar to previous months, access to NHS dental services continues to be an issue throughout the county. We are still hearing stories from individuals who have contacted multiple NHS practices but are still unable to register with an NHS dentist. Due to this being an ongoing issue, individuals' oral health has deteriorated further, which has resulted in the need for more treatment and expense. Individuals, even those registered with an NHS dentist, are still being directed to private treatment.

### Your experiences



#### Story 1

"Patient has some severe dental issues as in chipping and losing teeth during the last 2 years but has been unable to find an NHS dentist. Has gone through every dentists on the NHS website and they all say they are not taking on NHS patients only private. Patient has 3 children, only 1 has ever seen a dentist and they haven't seen one for coming up to 3 years. Patient would consider the private plans, however so much damage has happened to their teeth over the last 2 years, due to not being able to see a dentist, that they don't feel that is really an option."

#### Story 2

"Patient has tried emailing a number of dentists within Lincolnshire and the best wait time they can get is 18 months. The patient was discharged from their other dental practice as they didn't attend purely because they did not need a dentist.

The patient is now in desperate need of a dentist and attended an emergency dental appointment 2 weeks ago who prescribed toothpaste and antibiotics and advised that the treatment needed could be done privately and would cost £1000. They were advised that they couldn't get an emergency root canal. The pain has started to return the patient is concerned because they simply have no plan or do not know how to proceed. They have had tooth pain previously and are genuinely scared of this pain returning."



## Positive stories

Many of the comments we received this month were very specific to each individual case. However, it was great to hear several positive experiences of health services this month. Here are just a few:



### Story 1

"Went to Peterborough Minor Injuries Unit at 6.30pm with an injured wrist. There was a big queue and a six hour wait so the patient left. Felt it was more like A&E than minor injuries.

Next day 10.15am went to Stamford Hospital Minor Injuries Unit which was excellent. Was triaged quickly, saw a nurse, and had an x-ray. All staff were polite, courteous, and helpful. The unit itself was very quiet. Patient was home by 11.45 with a referral for a fracture clinic in a week, the letter for this came through on their phone within 4 hours of being at the hospital.

The reason they rang Healthwatch was to say they received a text on their phone to rate their experience. Wanted to reply excellent and then make a comment, but their phone provider warned them that they would charge them if they replied to the text number they were sent."

### Story 2

"I contacted my GP on the morning of early January 2022 for an appointment and was given one for the same day. At the appointment I was diagnosed with a chest infection and prescribed antibiotics.

4 days later, with the course of antibiotics complete and feeling no better at all I contacted the surgery again. Feeling too poorly to drive down to the surgery I asked for another course of antibiotics and following a phone call that afternoon the clinician had spoken with the doctor and reluctantly prescribed another course of stronger antibiotics but asked if I could attend the surgery late January 2022 for a follow up and bloods to be taken. I was also informed that a referral would be sent to the hospital that day for a chest X-ray to be carried out.

I attended the appointment on the specified date for the blood tests, feeling a little better but still feeling tired, breathless and with a chesty cough. The clinician was lovely, reception staff very attentive and all of the staff really friendly, polite and professional at all times.

The referral for the chest Xray, as promised, had been sent and an appointment came through within days for me to attend the Boston Pilgrim Hospital early February 2022.

My GP surgery is a wonderful practice, pleasant staff, friendly and helpful at all times. Throughout the pandemic there have been no problems making contact with the surgery and on the odd occasion that myself or members of my family have needed an appointment we have had no issues at all with both face to face and telephone appointments readily available."

### Story 3

"Due to attend Pilgrim Hospital on a Monday early February 2022, for a chest Xray. I carried out a lateral flow test on Sunday prior. The test was positive and therefore the following morning I contacted the Xray department to inform of the positive reading and to cancel my appointment with them on that day. The receptionist was grateful for my call and informed me that whilst I was on the phone would reschedule my booking.

The appointment was rescheduled for 10 days later and I was offered a number of time slots. I attended my appointment as scheduled arriving 5 mins prior to my scheduled time slot, the receptionist was very polite and efficient. I was waiting in the waiting room for approx 10 minutes before being called in and directed to a changing booth after being handed a clinical gown. Directions were made clear on what I was to do and what to expect with even the offer of assistance to fasten the gown if needed. The Xray was quick and simple the radiographer very friendly, polite and professional.

A fabulous service all round - staff friendly, polite and professional, waiting room clean and tidy, with clear, effective signage and the necessary COVID restrictions still in place."







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