

Monthly Report

March 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:

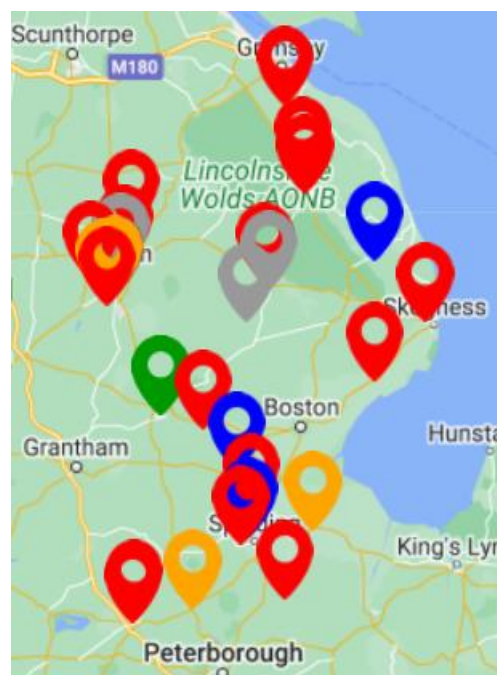
Positive - green

Negative - red

Mixed - orange

Neutral - blue

Unclear - grey



Call us on **01205 820892**

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Overview

March 2022 Monthly Report

During March 2022 Healthwatch Lincolnshire received **86** patient experiences directly to our Information Signposting Officer. This is a summary of the key themes raised by patients, carers and service users during March 2022 about services in Lincolnshire.

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



Overall Sentiment

2% of all comments were **positive**
55% of all comments were **negative**

18% of all comments were **neutral**
13% of all comments were **mixed**

March 2022 – Feedback Service Themes Sentiment



21%

Hospital Services
(All services)



38%

GP Services



3%

Community Health
Services



1%

Accident &
Emergency



0%

Diagnosis &
Screening Services
(GP)



34%

Dentistry



4%

Mental Health &
Learning
Disabilities



9%

Social Care

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

GP Services

Key Themes

- Difficulties registering with GP practices in the Alford area
- Poor quality care and how to make a complaint
- Not hearing back about complaints made



What you told us

This month we continued to hear from individuals who were struggling to register with a GP in the Alford area and concerns around the lack of services both GP and dental in this area persisted.

Many of the comments we received this month around GP services were cases of poor care. We heard from people who felt their concerns had been dismissed and felt staff were uncaring. In some cases, individuals were not given an appointment at their GP practice but were told instead to go to A&E for non-emergency issues. Poor communication between services and patients had led to long waits for appointments, care and medication. Individuals wished to bring these issues to our attention, and some wished to make complaints to their GP practice. However, in some cases we heard for individuals who had already raised complaints about poor care to their practice but are still waiting for a response.

Your experiences



Story 1

“Caller has just moved from Skegness to the Alford area of Lincolnshire and is struggling to get registered with a GP Surgery. The caller was concerned because they had a 6 week old baby who was due for the first GP check up but on contacting the surgery in Alford they were given Healthwatch Lincolnshire number by the receptionist and an alternate number for LCHS PALs. The caller was under the impression that Healthwatch were able to register patients with a suitable GP practice.”

Story 2

“Patient had issues getting through to the surgery when they had issues with a reaction to new medication issued by their GP. Has not found them very helpful especially over the last 2 years during COVID. Reported the attitude of the receptionist when they finally got a call back from the surgery who suggested that “the patient was having a panic attack” rather than a reaction to the medication. Patient had to be taken to A&E and it was confirmed that it was the medication.”

Story 3

“I sent an email of complaint into the surgery at the end of November 2021, this was sent to Practice Manager. I had a reply the following day stating this matter would be looked into. To date I have had no further response in this matter.”



Dental Services

Key Themes

- Lack of NHS provision
- Lack of NHS treatment – offered private but not affordable for many
- Patients being removed from lists



What you told us

Sadly, issues with access to NHS dental services in the county are persisting. We are continuing to hear from individuals who cannot find an NHS practice taking on new patients, despite ringing multiple practices. Individuals contacting us who need emergency treatment continued to be pushed towards private treatment. In some cases, individuals have paid for private treatment, but for others this is not feasible. Over the past few months, people who are exempt from paying for NHS treatment, particularly seem to be having difficulties accessing NHS treatment.

Finally, we heard from several people who had been removed from their practice's list as they had not had an appointment during the past 12 months, or they were given no reason for being removed. However, when looking into this issue ourselves, we found no clear information about how often an individual must visit their dentist to retain their registration. The information on the NHS website about NHS dental registration conflicts with the messages people get from the practices, which suggests that providers are equally unclear about the registration policies. Furthermore, the reason why many individuals had not visited their dentist in the past 12 months was due to the COVID-19 pandemic. Individuals were either shielding or their practice had no available appointments.

Your experiences



Story 1

"My original dentist has left the practice. Despite all my family being registered as NHS patients my children are not able to have any check ups and the adults have to swap to independent to access emergency treatment. Any adult receiving NHS exception is unable to be seen at present. Dental checkups for my children. Not currently provided by our NHS dental practice."

Story 2

"I haven't been able to get into a dentist in over a year. I have been to an emergency dentist but told me I had to pay if I needed any treatment which I cannot afford due to being on benefits. I have been in agony for over a year and have to turn to medication every day off the shelves to help with the agony."

Story 3

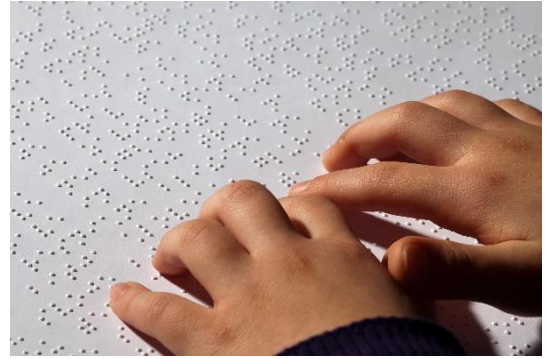
"Had a broken tooth, called my then dentist to be told I'm no longer on their list as I hadn't been for over a year, I explained that I had to isolate more as I am a CVP (Central Venous Pressure), they replied, you must come in at least once in the 12 months. I now have no NHS dentist in Skegness available to me."



Accessible Information

What you told us

This month we heard from several individuals who are visually impaired raising concerns around the accessibility of information. The concerns mainly related to GP and Hospital services.



The issues raised included:

- Clinicians not being aware that patients are visually impaired
- Not being asked which format they would prefer their information in
- Constantly having to remind services to send out information in large print
- Having to request information be sent to a relative or friend who then reads this to the patient
- Information on computers or electronic noticeboards being especially hard to read for this group. This has led to individuals waiting for long periods of times at appointments as instead of the clinician calling out their name, in a loud clear voice, they were told to look at the electronic noticeboard, which they could not read
- Concerns around the shift to digital information – which is not always accessible even with the appropriate software

Your experiences



Story 1

"I have sight impairment which is gradually getting worse as I get older. I have asked on a number of occasions for appointment letters to be sent to me in a larger font but they do not come through the hospital system. Each time I attend, I ask the nurse / consultant and each time they say "yes I will make a note of that for you" but nothing happens. I have to rely on using a magnifying glass to be able to read them. I am not now able to use a computer due to my sight issues and am getting very frustrated that everything is going online and therefore I am finding it harder to access information. I have never been asked by medical staff how I want my information and I thought that my medical condition (my eyesight) would be known to all staff but unfortunately, I feel that they do not all read this information about the individual patient."

Story 2

"My parent is 85+ years old and has macular degeneration. This condition has now left them with very little vision and has made them feel more isolated over the last few years. They currently live in a care home in Boston. When they attend the GP surgery or the hospital parent does need to have an escort (myself usually or a carer) to go with them. It is very obvious that my

parent cannot see them anymore, but many of the medics still do not talk to my parent (the patient) but insist on talking to myself or the carer."

I have to remind them that although they can't see them, they are able to hear them very well and they should be addressing their questions to parent directly. On one occasion, the consultant needed to examine parent as part of the consultation following a recent fall. Without informing them what they were going to do they proceeded to try to examine parent. As you can imagine, this startled them. I had to remind them to let parent know what they were going to do.

Information is sent out in letter format to them directly but also they have requested a copy is sent to me as well so that I can record any follow appointments etc."



Positive stories

It was encouraging to hear some positive experiences of health and care services in our county this month.



Story 1

"From patient's initial enquiry via AskMyGP and a face-to-face appointment the same day the referral process was excellent. Test requested, result informed within a week. Blood test organised by the surgery within 2 days, followed by the referral to Gastroenterology."

Story 2

"Within 4 days of referral being made, NHS Appointments rang (on a Sunday) to arrange a telephone consultation for the following Sunday. Consultant rang on the Friday (asked if it was ok to talk instead of the Sunday) and referred for further tests at Grantham Hospital. On Sunday, again, NHS Appointments rang and made appointments for Endoscopy Department 12 days later.

Endoscopy Dept – Grantham Hospital

Nurse from Endoscopy called on the Monday and did a health check. At the Endoscopy Appointment at Grantham, the staff were extremely professional, the whole process was free from delays and very efficient. Everyone in the department was courteous and reassuring. Patient was provided with results and written assessment following the procedure. Cannot fault the entire process which was completed within 5 weeks. Excellent service from all concerned from the quick referral and test results to the Endoscopy appointment at Grantham Hospital."






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