

Don't know where to turn?

Unsure where to
get information



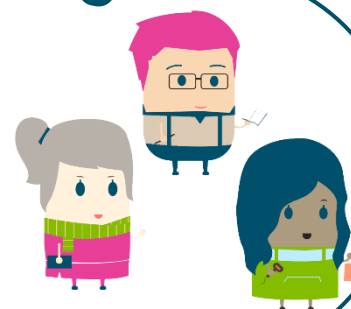
Support

Advice

Complaints



Who can help?



Here to help is our
Signposting and Advice
Directory



Healthwatch Lincolnshire works with health and social care services in Lincolnshire to make sure that your views make a difference to the services



Healthwatch Lincolnshire, Unit 12, 1-2
North End, Swineshead, Boston, PE20 3LR



www.healthwatchlincolnshire.co.uk



01205 820 892

About HWLincs

HWLincs, previously known as Healthwatch Lincolnshire LIMITED, has been a Lincolnshire based charity since 2013, supporting people and communities across our county. HWLincs has successfully delivered the Lincolnshire Healthwatch Contract since that time, as well as many other health, care and wellbeing contracts enabling us to build up a bank of expertise, skills, and portfolio of work.



Proud to deliver

healthwatch
Lincolnshire

Our Board of Trustees, Employees and Volunteers bring a wealth of skills and knowledge to our Charity, but we are always looking for new people to join us as a volunteer. If you are interested, please contact our Volunteer Officer today.



Welcome to our Signposting and Advice Directory (v.1 July 2020)

This directory has been designed as a resource for enquiries by people across Lincolnshire communities, and as a reference point for “Frequently Asked Questions” about health and care services for people in Lincolnshire. This directory is not exhaustive but includes many useful general signposting areas.

If you cannot find the information here that you need, please refer your enquiry to our Healthwatch Lincolnshire Information and Signposting Officer.

Our contact details:

Email: info@healthwatchlincolnshire.co.uk
Website: www.healthwatchlincolnshire.co.uk

Telephone: **01205 820 892**

Our main line is open:

Mon to Thurs 9:00 am to 3:00 pm

Friday 9:00 am to 12:00 noon

Outside of these hours we have a 24-hour answer machine available

Please note, the information provided in this directory was correct at the time of publication (July 2020). Healthwatch Lincolnshire cannot guarantee all service contact details will not have changed and would appreciate any notifications of changes should you be made aware.

About NHS Health and Local Authority Care Services in Lincolnshire

Our Health and care services in Lincolnshire can be difficult to navigate for many people, knowing the right people or organisations to contact for help and advice can be confusing. For many people just understanding the complexities of how our health and care systems work can be unclear. This directory will help to signpost individuals, whether as a patient, carer, concerned friend or relative who to contact and how to get more information to help them manage their healthcare needs.

But firstly, we think it important to provide basic background information about our Lincolnshire NHS and care services. For most of us, all we need to know is that there is one NHS service in England that provides our healthcare but being aware that different organisations manage and provide our individual care does help, below gives you an overview:

Primary care - this is where patients will almost certainly go in the first place when they are feeling unwell and might include their GP Surgery, NHS Dentist, Optician and Community Pharmacy Services. Currently (July 2020) there are 85 individual GP Surgeries in Lincolnshire where patients can register.

Acute or secondary care - this is where you will often be referred to get diagnosis for some conditions, specialist treatment and surgery or to access Accident and Emergency services (A & E). In Lincolnshire we have the following NHS Trusts:

- **United Lincolnshire Hospital Trust (ULHT)** with hospital sites at Lincoln, Boston, Grantham, and Louth covering everything from A & E, maternity to specialist services such as cancer.
- **Lincolnshire Community Health Service (LCHS)** provides local community-based health needs such as District Nurses and other healthcare delivered in people's homes; Community Hospitals with sites at Gainsborough, Louth, Skegness, and Spalding. They also offer services such as therapies, urgent care, and minor injuries units.
- **Lincolnshire Partnership Foundation (Mental Health) Trust (LPFT)** provides a wide range of mental health services from hospital to community-based support.
- **East Midlands Ambulance Trust (EMAS)** provide emergency hospital transport
- **Thames Ambulance Service Limited (TASL)** provide non-emergency hospital transport

Adult and Children's Social Care - Lincolnshire County Council has overall responsibility for managing people's statutory homecare or residential care needs. There is also a directory of care homes available on Lincolnshire Care Associations website <https://www.linca.org.uk/LookingForCare.asp>

A lot of other support is provided to our health and care services from some third sector organisations eg St Barnabas, Red Cross, Carers First. More information can be found at the Lincolnshire Connect to Support website <https://lincolnshire.connecttosupport.org/>

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Advice and Information Services:



Citizens Advice

www.citizensadvice.org.uk

Citizens Advice service's work involves providing advice on issues such as debt management and welfare benefits, housing, immigration and asylum, employment, consumer complaints and landlord-tenant disputes.

Money Advice Service 0800 138 7777

www.moneyadviceservice.org.uk

Queries with Benefits

contact your local Citizens Advice **0344 411 14 44**

Advocacy:



CARE ADVOCACY SERVICE

Do you need help to be involved in decisions about your care needs?

An advocate can help you be heard, understand your options, and make your own decisions. Find out about how an advocate can help you. Also support adults with disabilities living in Lincolnshire, over the age of 18 who may be facing a difficult time. If you have a Social Worker or Social Care involvement, are accessing adult social care or secondary mental health services you should be eligible.

Telephone: 01522 706 580

Text: 07860 018887

Email: tvf@voiceability.org

NHS ADVOCACY SERVICE



Should you feel overwhelmed and unable to contact either of the above, there is a **free independent Advocacy Service** to support patients who wish to make a complaint about any NHS service, including Continuing Health Care (CHC).

Telephone: 0300 456 2370

email: pohwer@pohwer.net

Website: www.pohwer.net/lincolnshire

Carers:



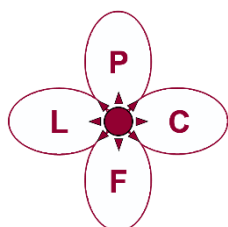
Carers FIRST
FIRST Choice for Carers

Carers First delivers the **Lincolnshire Carers Service** in partnership with Lincolnshire County Council's Customer Service Centre, supporting people who look after a relative or friend who due to ill health, physical or mental illness, disability, frailty, or addiction cannot manage without their support.

The Customer Service Centre is the gateway to access carers services and can be contacted on **01522 782224**

Lincolnshire Parent Carer Forum

LPCF is specifically tasked with working alongside the Local Authority and Health to help ensure that the services they plan, commission, deliver and monitor meet the needs of children with **Disabilities and Special Educational Needs**.



Good resources for Parents who need support for their children with a disability and special educational needs in children.

Telephone: **07925 232466**

Email: admin@lincspcf.org.uk

Website: <https://www.lincspcf.org.uk>

Counselling Services:

What is counselling? Counselling falls under the umbrella term 'talking therapies' and allows people to discuss their problems and any difficult feelings they encounter in a safe, confidential environment. The term can mean different things to different people, but in general, it is a process people seek when they want to change something in their lives, or simply explore their thoughts and feelings in more depth. It can take place in several ways: face to face, individual or group, telephone or online.



**Cruse
Bereavement
Care**

**CRUSE Bereavement Care Boston and District
(Boston and Spalding)**

Boston Baptist Church, 98 High Street, Boston, PE21 8TA

Free helpline: **0808 808 1677** **Email:** helpline@cruse.org.uk

Hours: Mon and Fri **9:30 am to 5:00 pm**

Tues/Wed/Thurs **9:30 am to 8:00 pm**



Samaritans

A national charity where every six seconds Samaritans answer a call for help. Open 24 hours a day all year round for anyone who is struggling to cope, who needs someone to listen without judgement or pressure. Offering people ways to cope and the skills to be there for others as well as offering listening and support to people and communities in times of need. In prisons, schools, hospitals and on the rail network, Samaritans are working with people who are going through a difficult time and training others to do the same. Every life lost to suicide is a tragedy and Samaritans' vision is that fewer people die by suicide.

Open daily 24 hours Telephone 116 123 (free service)

Email: jo@samaritans.org **response time 24 hours**

d/Deaf via email or NGT (next generation text) service: 0330 094 5717



**SURVIVORS OF
BEREAVEMENT
BY SUICIDE**

Survivors of Bereavement by Suicide self-help organisation for adults (18+)

It can be difficult to talk about suicide and many people who have been bereaved feel alone and isolated at a time when they are hurting and vulnerable. This happens for many reasons - sometimes people avoid them or do not know what to say or they may struggle to share their own feelings, perhaps because are fearful themselves of what they are experiencing or because they do not want to upset people around them.

Telephone: 0300 111 5065

Mon to Fri 9:00am to 5:00pm

Email: support@uksobs.org

Disability:

A physical or mental condition that limits a person's movements, senses, or activities.

SCOPE = Equality for disabled people

SCOPE the disability equality charity in England and Wales, who provide practical information and emotional support when it is most needed and campaign relentlessly to create a fairer society.

Call: 0808 800 3333 Email: helpline@scope.org.uk

Ear syringing:

This is no longer considered to be the first line treatment for the clearing of ear wax and is not a funded service within the NHS for General Practice. Check with your surgery.

- You can go to local providers in your area; however, this will be at a cost. See your local Specsavers for information (There are other specialists, search online
- “ear wax removal”, or speak with your pharmacist)

Extra Care Housing Schemes:

Extra Care Housing is housing designed with the needs of frailer older people in mind and with varying levels of care and support available on site. Extra Care Housing is also known as sheltered housing, assisted living, or simply as 'housing with care'.



Lincolnshire Housing Partnership

Telephone: 0345 604 1472

Email: info@lincolnshirehp.com



LACE Housing

Telephone: 01522 514 444



WATERLOO Housing

Telephone: 0333 200 7304

Email: info@platformhg.com

Hospice:



The aim of hospice care is to improve the lives of people who have an incurable illness. Hospices provide care for people from the point at which their illness is diagnosed as terminal to the end of their life, however long that may be. That does not mean hospice care needs to be continuous. People sometimes like to take a break from hospice care if their condition has become stable and they are feeling well.

Hospice Care places a high value on dignity, respect and the wishes of the person who is ill. It aims to look after all their medical, emotional, social, practical, psychological and spiritual needs plus the needs of the person's family and carers. Looking after all these aspects is often referred to as "holistic care". Care also extends to those who are close to the patient, as well as into the bereavement period after the patient has died. Hospice Care can offer respite care to give family members a break.



Butterfly Hospice

Telephone: 01205 311 222

Email: enquiries@butterflyhospice.org.uk

Website: www.butterflyhospice.com



St Barnabas Hospice

Telephone: 01522 511 566

Email: enquiries@stbarnabashospice.co.uk

How to register with a Dentist



Looking for an NHS Dentist in my area, where can I find the information?

<https://www.nhs.uk/service-search/find-a-dentist>

Place your postcode in the search bar, this will bring up all the Dentists closest to you. You will need to open each practice to see if they are taking on NHS patients. This information is on the righthand side of the screen 'in green'.

Is this practice accepting new NHS patients?

- ✓ Children (up to the age of 18)
- ✓ Adults (18 and over)
- ✓ Adults entitled to free dental care

If there are NO green ticks, then this practice is not accepting new NHS patients.

How to register with a Doctor (GP) at a Practice, Surgery or Medical Centre



Not sure how to register with a GP Surgery?

When you have found a practice you like, and you live in the boundary of this practice, patients will have to formally register directly with them as an NHS patient by submitting a registration form.

The [GMS1 registration form PDF156kb](#) is available at the practice, or you can download it from GOV.UK.

Forms may vary slightly, and some practices use their own version. You will need to take some form of identifications with you, photo ID and proof of address.

When you have completed and returned the form, NHS England will transfer your medical records to your new practice and write to you to confirm your registration as a patient with that practice.

If you are registering a child under 5, you will have the option of registering them for the Child Health Promotion Programme. This means your child will be invited for regular health and development checks. Ask the practice for more details.

Your registration form will be used to check your details match with the information held on the NHS central patient registry and that your previous medical notes are passed on to the new practice.

How do people make a complaint?



Most patients and their relatives are happy with the care they receive from their local health and care services, but sometimes things go wrong, and they can have a poor experience of care. When this happens, **they need to know how to complain and who to.** Many patients just do not know where to go and who to speak with when something goes wrong. The information below gives options.

The list is not exhaustive but offers the main contacts and information we have found people request on a regular basis. This will then empower patients to raise concerns.

When making a complaint, people can choose to complain to either:

- **The Healthcare Provider** this is the organisation where you received the NHS service, for example, your hospital, GP surgery or dental surgery. We recommend this as the first place to discuss the complaint.
- **The Commissioner** this is the organisation that paid for the service or care you received and will vary depending on the NHS service you are complaining about.

If a complaint is about:

- Primary Care Services such as GPs, Dentists, Opticians or Pharmacy Services
Contact NHS England.
By post to:
NHS England. PO Box 16738. Redditch. B97 9PT
By Email england.contactus@nhs.net
By Telephone: 0300 311 22 33
- Services such as Hospital Care, Mental Health Services, Out-of-Hours Services and Community Services such as District Nursing contact **Lincolnshire Clinical Commissioning Group, Complaints & Customer Care Team HQ, Bridge House, The Point, Lions Way, Sleaford**
NG34 8GG

Telephone: 01522 573939

Their PALS service can be contacted Tel: 0300 123 9553 or Email: LHNT.LincsPALS@nhs.net

Alternatively, any complaints, concerns or compliments please contact:

Telephone: 01476 406372

Email: ohs.feedbacklincolnshireccg@nhs.net



PALS - The service can be contacted at:

Tel: 0300 123 9553

Email: LHNT.LincsPals@nhs.net

Complaining to the local commissioner may be the right option if you are not comfortable complaining direct to your healthcare provider or if you feel this is not appropriate.

Process of making a complaint:

- You can complain in writing, by email or by speaking to someone within the organisation.
- You should make your complaint within 12 months of the incident or within 12 months of the matter coming to your attention. This time limit can sometimes be extended so long as it is still possible to investigate your complaint.
- Anyone can complain, including young people, a family member, carer, or a friend can complain on your behalf with your permission.
- People should include as much information as possible when submitting a complaint. If possible, date of appointment, treatment or hospital stay, people's names involved in their healthcare, organisations involved and specific detail of what the complaint is about. They should also include what resolve they are looking for from the provider or commissioner because of their complaint.



Care Quality Commission (CQC) regulate services and are always happy for you to log your concerns with them, they will not respond to your concerns but will take on board all comments for when they do an inspection of Health & Care providers in Lincolnshire.

Telephone: 03000 61 61 61

Email: enquiries@cqc.org.uk

You can access an online form 'tell us about your care' at <https://www.cqc.org.uk/contact-us>

[For more help with making a complaint see page 6 - Advocacy Services](#)

Making a complaint about your dentist

You have recently visited your dental practice and feel that something went wrong?



The first step is to raise the matter either in person or by letter with the dentist or the Practice Manager. They may be able to sort it out there and then. If the patient would prefer not to complain directly to the dental practice they can complain to NHS England.

NHS England

PO Box 16738

Redditch

B97 9PT

Telephone: 0300 311 22 33

Email: england.contactus@nhs.net

If you are making a complaint by email, please state: '**For the attention of the complaints team**' in the subject line.

Making a complaint about your GP Surgery (Practice or Medical Centre)

Where do I go if I have a concern around a GP Surgery?



Should a patient want to raise a complaint about parts of their care at their GP surgery the first place to do this would be with the **Practice Manager** at the surgery. If they prefer not to go down this route the next place is straight to NHS England who commission (pay for) the services.

NHS England

PO Box 16738

Redditch

B97 9PT

Telephone: 0300 311 22 33

Email: england.contactus@nhs.net

If you are making a complaint by email, please state: '**For the attention of the complaints team**' in the subject line.

Are you aware of Extended Access within your surgery?

Extended access is the offer to registered patients of a GP practice, for pre-bookable appointments outside of core contractual hours, either in the early morning, evening or at weekends.

- Where do I find information about Extended Access at my surgery?
 - Ask at your surgery or check their website for more details.



If someone does make a complaint and receive a response that they feel is unsatisfactory, the next step would be to the Parliamentary and Health Service Ombudsman (PHSO).

Telephone: 0345 0154033
Email: phso.enquiries@ombudsman.org.uk
Website: www.ombudsman.org.uk (look at making a complaint)

The Parliamentary and Health Service Ombudsman investigate complaints where someone believes there has been injustice or hardship because an organisation has not acted properly or has given a poor service and not put things right. The Ombudsman will investigate complaints fairly and their service is **free** for everyone.

Making a complaint about a hospital

Where do I go if I have a concern around a Hospital?

Examples:



- *“My relative is on the Ward and feel they are not being listened to, where do I go, I have spoken with the staff, but nothing has changed?”*
- *“My appointments keep getting cancelled and now I don’t know when I am supposed to be seen? Waiting for an appointment for several months, what do I do?”*
- *“Whilst in Hospital my teeth were mislaid. I don’t know who to go to.”*

	PALS (patient advice and liaison service) telephone number	EMAIL	COMPLAINTS (phone & email)
LINCOLN COUNTY HOSPITAL	01522 707071	PALS@ulh.nhs.uk	01522 573 883 / complaintsulh@ulh.nhs.uk
PILGRIM HOSPITAL	01205 446243	PALS@ulh.nhs.uk	01205 445 689 / complaintsulh@ulh.nhs.uk
GRANTHAM HOSPITAL	01476 464861	PALS@ulh.nhs.uk	01476 464 133 / complaintsulh@ulh.nhs.uk

Community Hospitals in Lincolnshire run by- Lincolnshire Community Health Services NHS Trust (LCHS)

- *“I need to speak with someone about one of these hospitals who do I contact?”*

Either call the hospital on their main number or contact the PALS (Patient Advice and Liaison Service) team directly.

	PALS (patient advice and liaison service) telephone number	EMAIL	COMPLAINTS (phone & email)
LOUTH HOSPITAL	0300 1239553	LHNT.LincsPALS@nhs.net	01522 309752 / LHNT.LCHSComplaints@nhs.net
SKEGNESS HOSPITAL	0300 1239553	LHNT.LincsPALS@nhs.net	01522 309752 / LHNT.LCHSComplaints@nhs.net
JOHN COUPLAND HOSPITAL (Gainsborough)	0300 1239553	LHNT.LincsPALS@nhs.net	01522 309752 / LHNT.LCHSComplaints@nhs.net
JOHNSON HOSPITAL (Spalding)	0300 1239553	LHNT.LincsPALS@nhs.net	01522 309752 / LHNT.LCHSComplaints@nhs.net



Other out of county Hospitals

	PALS (patient advice and liaison service) telephone number	EMAIL	COMPLAINTS (phone & email)
PETERBOROUGH CITY HOSPITAL & STAMFORD HOSPITAL	01733 673405	Nwangliaft.pals@nhs.net	01733 678028 / nwangliaft.complaints@ nhs.net
HINCHINGBROOKE	01480 428964	Hch-tr.pals@nhs.net	01733 678028 / nwangliaft.complaints@ nhs.net
SCUNTHORPE HOSPITAL	03033 306518	nlg-tr.PALS@nhs.net	Go through PALS to make an official complaint
GRIMSBY HOSPITAL (Diana, Princess of Wales Hospital)	03033 306518	nlg-tr.PALS@nhs.net	Go through PALS to make an official complaint
HULL University Teaching Hospitals NHS Trust HOSPITAL	01482 623065	pals.mailbox@hey.nhs.uk	01482 623065 / complaints@hey.nhs.uk
ADDENBROOKES HOSPITAL	01223 216756	pals@addenbrookes.nhs.uk	Go through PALS to make an official complaint
PAPWORTH HOSPITAL	01223 638896 or 01223 638963	papworth.pals@nhs.net	01223 638896 / papworth.pals@nhs.net / papworth.viewpoint@nh s.net
QUEEN ELIZABETH HOSPITAL (Kings Lynn)	01553 613351 or 01553 613343	pals@qehkl.nhs.uk	01553 - 613890 / complaints.concerns@q ehkl.nhs.uk
NOTTINGHAM QMC/City/ University HOSPITALS	0800 1830204	PALS@nuh.nhs.uk	Go through the PALS team to make an official complaint

The council is responsible for public services such as education, transport, highways, heritage, Adult and Children's social care, libraries, trading standards and waste management.

www.lincolnshire.gov.uk

LCC Customer Service Centre Telephone: 01522 782155

• Adult Social Care Services

Adult Social Care is responsible for ensuring the most vulnerable adults in our community and their unpaid family carers are safeguarded and provided with support to meet their needs.

Contact: Lincolnshire County Council Adult Care, County Offices, Newland, Lincoln, LN1 1YL

Telephone: 01522 782155

For out of hours emergencies

Email:

8 am - 6 pm Monday to Friday

Telephone: 01522 782333

csc_socialcare@lincolnshire.gov.uk

Adult Care Services, in more detail



Adult Care - if someone is struggling at home, they may need an assessment for care provision at home or:

- Have had an assessment and heard nothing, what can they do?
- Have some concerns around the care they or a relative are receiving, at home or in a Care Home
- Experiencing difficulties or need to know more about a Personal Budget or Direct Payment
- Need to contact their Social Worker
- Have a question regarding the wellbeing of someone with learning disabilities and complex needs.

Then please tell them to contact the Lincolnshire County Council Customer Services Centre (CSC), to speak to the Social Care for Adults

Telephone

01522 782155 (8am - 6pm weekdays)

Out of Hours/Emergencies

01522 782333

- **Children's Services**

Children's Services relate to children up to the age of 18 years old, if anyone is seeking help from Children's Services



Then, please contact the Lincolnshire County Council Customer Services Centre (CSC) to speak to the Social Care for Children Team

Telephone 01522 782111 (8am - 6pm weekdays)

Out of hours / Emergencies 01522 782333

- **Safeguarding Concerns:**

If you believe that a child or adult may be a victim of neglect, abuse, or cruelty call:



Children's Safeguarding 01522 782111 (Monday to Friday, 8.00am to 6.00pm)

Adults Safeguarding 01522 782155 (Monday to Friday, 8.00am to 6.00pm) or 01522 782333 (outside office hours)

You do not need to know everything about the situation. You may just be worried or feel that something is not right.

If you believe that a crime has been committed and there is an immediate risk of danger call the **police on 999 or 112**.

If there is no immediate danger call the **police on 101**.

People who are deaf, hard of hearing or speech impaired can use the police type talk service on:

Telephone: 01522 558263 or 01522 558140 Mobile 07761 911287



If you have a concern about domestic abuse, call **EDAN Lincs (Ending Domestic Abuse Now in Lincolnshire) Telephone: 01522 510041**.

**EDAN Lincs Domestic Abuse Service PO Box 125,
Lincoln, LN1 1HA General
Enquiry: info@edanlincs.org.uk**

- **Connect to Support:**

Lincolnshire wide Support Groups/Activities/Advice



- I am looking for support groups in my area
- My elderly parent is a dementia sufferer and I am looking for activity groups
- I have mental health issues and would like to attend a support group
- What other transport options are in Lincolnshire?
- I need some equipment for my house to make it easier for me to stay at home
- I am the main carer; how do I get a carer's assessment?
- What activities and support groups are in my area?
- Looking for a Care home
- Looking for Home Care

and much more

Telephone **0300 303 8789**

Email **Lincs2Advice@ageuklsl.org.uk**

Website **<https://lincolnshire.connecttosupport.org/>**

- **Integrated Community Equipment Services (ICES)**



If you would like to purchase equipment for yourself or after an assessment from Lincolnshire County Council (LCC). The provision of a range of major equipment and simple living aids to enable people to live independently in the community.

Telephone: **01522 553941 / 01522 554175**

email: **ICES.LCC@lincolnshire.gov.uk**

NRS Healthcare 0845 121 2031



If you are a new wheelchair service user, and this is your first referral, you must be referred by a qualified healthcare professional.

Telephone: 0808 1699677

General enquiries: lincolnshire@ajmhealthcare.org

- **Memory Assessment Services**



A **Memory Assessment Service (MAS)**, also known as a **memory clinic**, is a healthcare service with the aim of detecting cognitive decline and dementia or ruling out dementia as a diagnosis. They are typically made up of doctors, nurses, psychologists, occupational therapists, and dementia support workers.

The service accepts referrals from the public and professionals in health and social care (e.g. GPs/ nurses/ other care professionals).

To make a referral:

Email: Lpn-tr.dementiasupportservice@nhs.net

Telephone: 0303 1234000



Alzheimer's Society

Telephone: 01522 692681

lincoln@alzheimers.org.uk

general enquiries

- **Transport**



Lincolnshire County Council

www.lincsbus.info

Telephone: 01522 550129

Public Transport telephone:

0871 2002233

Lincs Helpline telephone:

01522 550129

Call Connect telephone:

0345 2343344

Lincoln Dial a Ride telephone:

01522 544983

Blue Badge telephone:

01522 782232

Email: DisabledCarparking@lincolnshire.gov.uk



• Non-Emergency Patient Transport

There are eligibility criteria in place for patients who use **Non-Emergency Patient Transport** to ensure it is only used by those patients whose medical condition/s warrant it.

To find out if someone is eligible or to enquire if transport has not turned up:

Telephone: 0808 164 4586

Should you wish to make a complaint:

Telephone: 0808 164 4696

Email: pet@thamesgroupuk.com

Can I take my carer with me? Yes. But the criteria below will apply:

The patient:

- Is aged under 16 years - in this instance there must be an escort to accompany the child;
- Has a mental health need or learning difficulty and needs constant supervision on the journey;
- Requires specialist medical staff to provide clinical care on the journey;
- Is dependent on the help of a relative or carer (e.g. blind, mentally impaired, or elderly with dementia/acute confusion)
- Requires an escort to communicate with the healthcare professional even if the escort themselves have poor mobility or in a wheelchair.



What do I do if I am not eligible for non-emergency transport?

Should a person not be eligible, there are **Community Car Schemes** local to them. These are **not a free service**.

Community and volunteer transport schemes are available throughout Lincolnshire offering extra assistance to passengers who require more support when travelling. For details of the list of Community Car Schemes in Lincolnshire **See Appendix A**

Take a look at our website

<https://www.healthwatchlincolnshire.co.uk/advice-and-information/2019-09-27/do-you-need-help-travelling-nhs-services>

or telephone us on **01205 820892**

• Well Being Service



Wellbeing Lincs is a countywide service, funded by Lincolnshire County Council supporting adults across Lincolnshire to achieve confident, fulfilled, and independent living. It offers a helping hand through life's changes, which might include ill health or disability. For people aged 65+ and meeting 3 other criteria some of the areas covered: trusted assessor/generic support/small aids/minor adaptations referrals via: - **LCC Customer Service Centre Telephone: 01522 782 140**

Long Term Conditions:

A **long-term condition** is an illness that cannot be cured but **can** usually be controlled with medicines or other treatments. Examples of **long-term conditions** include (but not exclusively) arthritis, asthma, diabetes, epilepsy, angina, heart failure and high blood pressure (hypertension).

Some useful contact information on the following is available below:

- Autism
- Cancer
- Dementia
- Head Injury
- Pain Management
- Parkinson's disease
- Sensory Loss
- Stroke

Autism A lifelong condition/a spectrum disorder where people display a number of difficulties in social communication, communication, social interaction and imagination (and many other traits).

Logo	Name of Organisation	Contact Details
	Lincs Autistic Society	www.lincolnshireautisticsociety.org.uk

	CANadda Lincoln	Website: www.canadda.org.uk Telephone: 01522 716 899 Email: canadda@canadda.org.uk
	GAIN Grantham	Grantham Autistic Information Network Website: www.gain_grantham.co.uk Telephone: 01476 855 070 Email: mailus@gain_grantham.co.uk
	LAAF Louth	Louth Area Autism Family Support Website: www.laafs.org Email: contact@laafs.org.uk
	PAACT Lincoln	Lincoln / Gainsborough Parents and Autistic Children Together Email: paactsupport@hotmail.co.uk
	Sharing Minds Boston	Email: emmaslack22@yahoo.co.uk Telephone: 01754 820 821

Cancer



Macmillan Telephone: 0808 808 0000

Macmillan Cancer Support is one of the largest British charities and provides specialist health care, information, and financial support to people affected by cancer. It also looks at the social, emotional, and practical impact cancer can have and campaigns for better cancer care.

www.macmillan.org.uk

macmillan.infosupport@ulh.nhs.uk

Lincoln County Hospital

01522 573 799

Grantham and District Hospital 01476 464 978

Boston Pilgrim Hospital

01205 446 392

Marie Curie

Telephone: 0800 090 2309



Services help people living with any terminal illness, and their families, make the most of the time they have left. If you or someone you are close to has a terminal illness, we are here to support you. There are a range of ways we can

help you, from clear, useful information about living with a terminal illness to expert nursing care in your home.

www.mariecurie.org.uk

Dementia



Alzheimer's Society

Telephone: 01522 437 069

lincoln@alzheimers.org.uk

Head Injury



Headway Lincolnshire

Telephone: 0808 800 2244/ 07546 592 526

info@headwaylincolnshire.org.uk

www.headwaylincolnshire.org.uk

Pain Management



Pain management, pain medicine, pain control or pain prevention, is a branch of medicine employing an interdisciplinary approach for easing the suffering and improving the quality of life of those living with chronic pain.

From 1 April 2019, the **Lincolnshire Chronic Pain Management Service (CPMS)** has been designed to support patients living with persistent **pain**. It brings together clinicians from many different specialities to help patients to live a full and meaningful life despite their **pain**.

- *I have been referred for pain management but not heard anything, what do I do?*
- *I have seen a Consultant for pain management, but nothing else since.*
- *Is there a clinic in my area?*
- *Why am I waiting so long to hear anything?*

Lincolnshire Community Pain Management Service

Telephone 01522 581 777

Website on-line form <https://www.connecthealth.co.uk/contact/>

Parkinson's Society



Parkinson's UK is a Parkinson's research and support charity in the United Kingdom. Its aims are to improve the quality of life for people affected by Parkinson's and find a cure for the condition.

Telephone: 0808 800 0303

hello@parkinsons.org.uk www.parkinsons.org.uk

Sensory Loss

Sensory impairment is when one of your senses; sight, hearing, smell, touch, taste, and spatial awareness, is no longer normal. Examples: deterioration of sight cause by a physical disability or medical condition through to no sight (blindness) or if you find it hard to hear or have a hearing aid / hearing loss through birth or medical condition then you have a hearing **impairment**.



Lincolnshire Sensory Service

Telephone: 03333 202 667 or 07710 155 104

contact@lincolnshiresensoryservices.org.uk

www.lincolnshiresensoryservices.org.uk



Lincoln and Lindsey Blind Society

Telephone: 01507 605 604

www.llbs.co.uk



South Lincs Blind Society

Telephone: 01476 592 775

Email: sllbs@blind-society.org.uk

Stroke



The Stroke Association is a charity in the United Kingdom. It works to prevent stroke, and to support everyone touched by stroke, fund research and campaign for the rights of stroke survivors of all ages.

Telephone: 0303 303 3100

info@stroke.org.uk

www.stroke.org.uk



Mental Health and Wellbeing

According to the **World Health Organisation (WHO)**, **mental health** is “a state of well-being in which the individual realises his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully and is able to make a contribution to his or her community”. June 2015



NHS Talking Therapies for Lincolnshire

Steps2change

Talking therapies and offering support with depression, anxiety or stress. Based in Boston, Gainsborough, Grantham, Lincoln, Louth, Skegness, Sleaford, Spalding and Stamford.

One in four of us will experience a common mental health problem such as anxiety, stress, or depression at some point in our lives. Steps2change is a free NHS service that provides a range of evidence based talking therapies for problems such as depression, anxiety, post-trauma reaction, panic, phobia, and Obsessive-Compulsive Disorder (OCD).

You can self-refer to this service

For referrals contact:

Telephone: **0303 123 4000**
Email: [**lincs.spa@nhs.net**](mailto:lincs.spa@nhs.net)



Mental Health Helpline

Telephone: 0800 001 4331 (open 24/7)

If you are feeling low, anxious, or stressed and you think that talking to another person may help you cope you can call the new mental health helpline in Lincolnshire which is open 24/7. **The helpline is experiencing a high number of calls now. If you do not get through first time, please keep trying.**

Adult & Children (LPFT, Lincolnshire Partnership NHS Foundation Trust)



- I have been waiting to hear about an appointment
- My child is waiting for an appointment
- We are waiting for a diagnosis
- I felt during my appointment I was not listened to

Telephone: 01529 222 265

Email: LPFT.PALS@nhs.net

During the hours of 9am - 4.30pm (Mon - Fri)

Children and Young People's mental health support



CAMHS

Children and Adolescent Mental Health
Service

CRISIS and Home Treatment Team / Eating Disorder Team / Learning Disability Service

Single Point of Access telephone: 0303 123 4000

Lincolnshire Here4You telephone line: 01522 309120 (Monday-Friday 09.30- 16.30)



If you are unsure if CAMHS could help a young person who you are supporting and would like to speak to a mental health practitioner, contact:

Lincolnshire Here4You telephone line: 01522 309120 (Monday-Friday 09.30 - 16.30)



Childline 24 hours (up to 19 years old)

Telephone: (Free) 0800 1111

Website <https://www.childline.org.uk/get-support/contacting-childline/>



Healthy Minds

Advice will be available to professionals, young people, and parents by contacting the advice line on

Telephone: 01522 309120 or 01522 309777

www.lpft.nhs.uk



SHOUT

By texting **shout** to **85258** you will be able to access Shout's team of volunteers who can help with issues such as suicidal thoughts, abuse or assault, self-harm, bullying, and relationship challenges.

Shout is delivered in partnership with the **Crisis Text Line** and the volunteer team will listen to you and help you to think more clearly, enabling you to know that you can take the next step to feeling better.



Community Mental Health Teams

Provide recovery-based interventions and support people to live with a mental health condition. You may be referred to this service if you have, or may have, a severe or long-term mental illness. The service can offer support in your own home and in the community.

- You need to see your GP to access this service, speak with your GP.

Older Adults

The Silver Line and Age UK

For adults and older people 24 hours a day everyday **Telephone: 0800 470 8090**



Age UK

Age UK is the country's largest charity dedicated to helping everyone make the most of later life. Providing companionship, advice and support for older people who need it most.

Area	Telephone and Email	website
Lincoln and South Lincolnshire	01522 696 000 / 03455 564144 info@ageuklsl.org.uk	www.ageuk.org.uk/lincolnsouthlincolnshire
Lindsey	01507 524 242 info@ageuklindsey.co.uk	www.ageuk.org.uk/lindsey

Veterans

A military veteran is a person who has served and is no longer serving in the armed forces. Military veterans that have served directly in combat in a war, are further defined, as war veterans.



Armed Forces Covenant

www.armedforcescovenant.gov.uk

BIG WHITE WALL®

Big White Wall

An online service providing access to millions with anxiety, depression, and other common mental health issues.

www.bigwhitewall.com



Combat Stress

www.combatstress.org.uk

Telephone: 01952 822753

24-hour enquiry line: 0800 1381619



Midlands and East Veterans Service (M.E.V.S.)

Transition, Intervention and Liaison Service (TILS)

Veterans' Mental Health TIL Service - Midlands and East, is a partnership between the Coventry and Warwickshire NHS Partnership Trust, Lincolnshire Partnership NHS Foundation Trust, North Essex Partnership University NHS Foundation Trust, Walking with the Wounded and Mental Health Matters, established to achieve joined up care pathways for veterans across the Midlands and East.

Single Point of Enquiry (open to everyone) Telephone: 0300 3230137

Appendix A: Lincolnshire Community Car Schemes

List of local Voluntary Car Schemes (information correct as of 28 November 2019)

Appendix A

Name of Scheme	Contact details including Telephone numbers and opening times
Boston Community Car Scheme including surrounding villages	01205 360183 Mon - Fri: 9am -12 noon (mainly medical)
Crowland Cares - Crowland and surrounding villages (mainly medical)	01733 211797 (Crowland Library) crowland.cares@btconnect.com
Deepings and Glington PPG Car scheme	07858 373912
Donington Car scheme	01775 822856
Gainsborough Community Wheels	01427 611441 Mon, Wed and Fri: 10:00am - 3:00pm
Grantham Area Community Transport (50p per mile from driver's home)	01476 978916
Heckington Area Voluntary Car Service	01529 460809 Mon - Fri: 0830 - 10:00am A message can be left outside these hours
Horncastle Area Voluntary Car Scheme	01507 526961
Lincoln Area Dial a Ride	01522 544983 contact@lincolnshiredialaride.co.uk
Skegness & Louth & District Voluntary Car Services (Covers all of Lincolnshire)	01507 609535

Navenby Voluntary car scheme (Navenby residents only)	01522 811132 Tue - Fri: 9-12noon
Nettleham and Cherry Willingham Medical Practice Car Scheme	07565 185102
Ruskington and Dorrington Parish Council Hospital Voluntary Car Scheme	01526 833630 or 07450382628 Mon - Fri: 9am -4pm
Saxilby with Ingelby Car Scheme	07530 327664 only patients within the parish Mon - Fri: 8.30-9.30am
Scotter Village	07443 535548
Sleaford and North Kesteven area (Covered by Lincoln Dial a Ride)	01522 544983 Mon - Fri: 09.00 to 15.30pm
South Holland Voluntary Car Scheme (village co-ordinators) Spalding and Cowbit Holbeach and Fleet Long Sutton, Lutton and Gedney Moulton, Whaplode and Weston Sutton Bridge	01775 630144 01406 366820
(Christ Church) Stamford Community Transport Scheme	01780 482380 Mon - Fri: 9am - 1pm Membership scheme with members paying an annual subscription of £15 and then paying for individual journeys.
Sutton on Sea Community Voluntary Car Scheme	01507 442502/ 01507 441934 Mon - Fri: 8am-7pm
Welton PDA Social Car Scheme - only for patients of Welton Surgery (Registration fee)	01673 862232 (through Welton Health Centre)

Contact us

Address: Healthwatch Lincolnshire

Unit 12, 1-2 North End

Swineshead

Boston

Lincolnshire

PE20 3LR

Phone number: 01205 820892

Mobile: 07436 582000 or 07436 582001

Email: info@healthwatchlincolnshire.co.uk

Website: www.healthwatchlincolnshire.co.uk

Twitter: @healthwatchlinc

Facebook:

www.facebook.com/healthwatchlincolnshire