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INFORMATION SHARING AND REPORTING

Main Source of Information: Patients, carers and public contacting Healthwatch Lincolnshire to report comments, concerns, compliments and complaints for health and care services.

Timescale: A total of 176 health and care experiences were shared. 91 were formally reported to us and a further 85 via our feedback centre. The period relates to 1st - 31st July 2015.

Breakdown of Themes by CCG Area

Top Issues in the East (25 Comments total)

1	Hospital	7
2	Transport	7
3	GP	4
4	Dental	2

Top Issues in the West (26 Comments total)

1	Hospital	8
2	GP	5
3	Care Home	2

Top Issues in the South (31 Comments total)

1	GP	11
2	Hospital	7
3	Dental	4
4	Care Provision	2
5	Mental Health	2

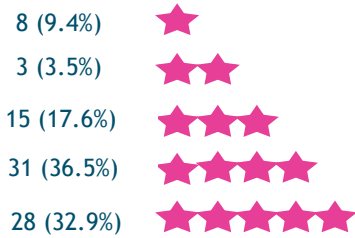
Top Issues in the South-West (4 Comments total)

1	Mental Health	2
2	GP	1
3	LCC	1

Healthwatch Feedback Centre

July Summary

Breakdown of Star Ratings

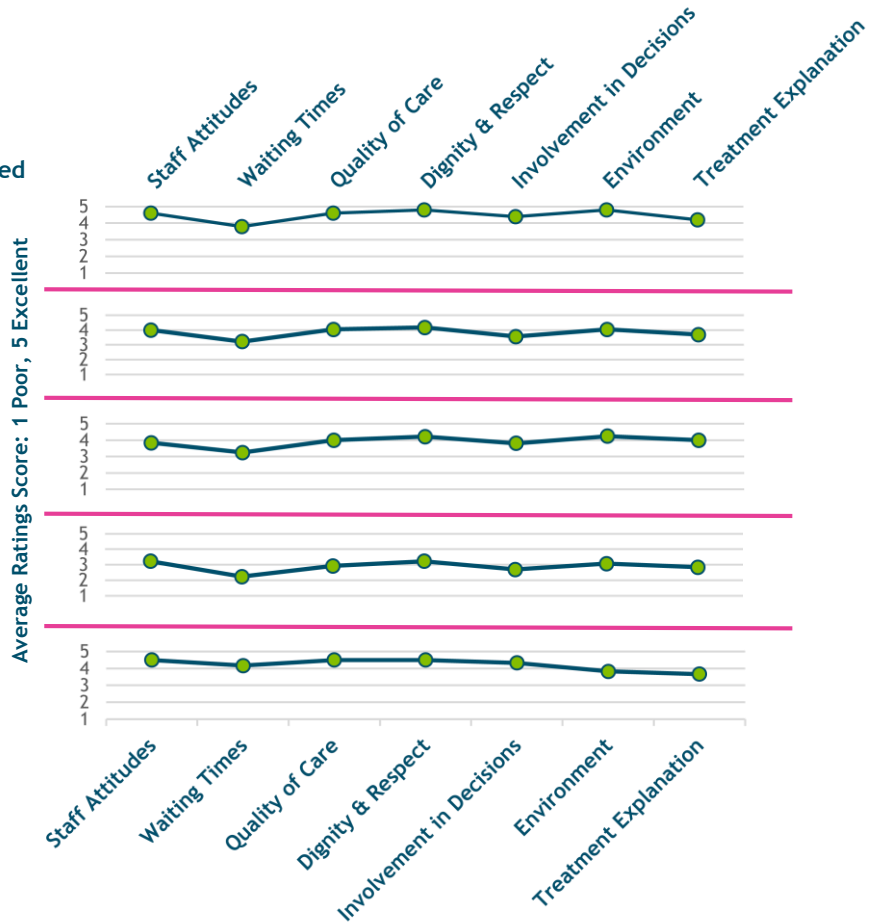


During the month of July we received 85 reviews into our feedback centre which were the subject of 37 service providers.

Below we have included only those services with 5 or more comments.



Would I recommended Score (%)



From the 5 services above, the average scores from patients are within the 4 and 5 range which suggests most people are very satisfied with the services they received. However, waiting times across all services was rated slightly lower which suggests they are an issue for patients.

Themes from Issues Received in July 2015

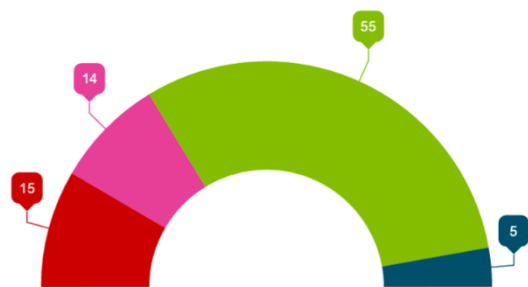
Top Medical Themes

1. Hospitals.
2. GPs.
3. Transport.
4. Dentistry.
5. Mental Health.



Top Subject Themes

1. Communication.
2. Appointments.
3. Quality of Care.
4. Access.



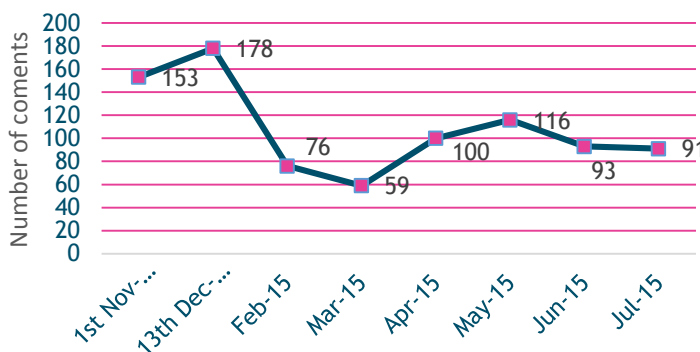
Comments Received Throughout July 2015

- Informal Complaints - 15 (17%)
- Compliments - 14 (16%)
- General Comments - 55 (62%)
- Signposting - 5 (6%)

■ Informal Complaints (17%) ■ Compliments (16%) ■ General Comments (62%) ■ Signposting (6%)

Last month (July 2015) we received a total of 91 issues and comments regarding health and social care issues in Lincolnshire.

Monthly Issues Received



Brief Update of Activities

The subject of our quick polls for July was patient medication, the results of which are as follows:

Our recent quick poll asked patients if they have any excess or unused medication stored at home. Nearly 50% of the people who responded admitted to having unused medication at home and this is quite a worrying statistic. Some medications can be dangerous in the wrong hands, some medication is very costly and having medication in their cupboard might lead to mix ups with new medication. We also asked patients if they know how to dispose of their medication and reassuringly 81%, of respondents told us they do know how to do this.

Our new quick poll (August) is asking patients 'Do you think your doctor and hospital consultants should share your personal health records with each other?'

Current patient surveys include one that is asking patients 'if they have ever had a problem with attending hospital, doctors, dentist, day care or any other healthcare appointment'. We want to use the results to support providers and commissioners with understanding what are the barriers to enable everyone to access vital treatment. If you can assist us with distributing this survey please contact us or follow this link <https://www.surveymonkey.com/r/CGVQKGY>.

We are also conducting a wheelchair user survey to find out if users have had any good or bad experiences. The link to this survey is <https://www.surveymonkey.com/r/QMBJPLQ>.

Summary of Issues July 2015

We have listed below a summary of the individual items reported by patients, service users and carers during July 2015. For all of the summarised information we maintain a database of each individually reported item. This information is shared (in more detail) with every service provider. If you require more detailed information concerning any of the above please contact Sarah Fletcher, CEO to request this. Please note - where an item is reported as a complaint this has been informally requested by the person contacting Healthwatch Lincolnshire to be logged as such. However, it is important to note that this item may not have been formally reported to the service provider as a complaint.

Theme: Adult Care & Carers

CCG Area Number/Type of Item Reported	Details
<p>South x 2 1 x General Comment 1 x Signposting</p>	<p>General Comments. Struggle for staff to get mother's clothes changed. She will only let family do this. This could be rectified if staff took her clothes away when she has a bath and put her night clothes on.</p> <p>Signposting. Father who is 94 had polio from one year old has daily support from Action Homecare who he is happy with. Increasing needs mean he requires additional equipment eg toilet seat with handles to help him get up.</p>
<p>West x 3 3 x General Comments</p>	<p>General Comments.</p> <p>1. Seven day's notice to withdraw care from Town & Country after provision from Apr 14 - Jun 15 with high level care package of 5 visits per day 7 days weekly. New care provider's contract starts wef 1 Jul but have until 26 Sep to become fully operational but are currently unable to supply care at present time. Patient has MND and home has become unsuitable for his needs so is presently in care home where he is likely to remain. Has been waiting for some time to get wheelchair (with adaptations), ramps etc for his house. Only help has been from voluntary groups eg Red Cross, MND association. Home have already arranged MND association to talk to staff to help them understand how to support him. <i>HWL - has contacted LCC Adult Services to discuss this item.</i></p> <p>2. Mother moved to Stonehaven Residential Care Home and I cannot fault help from the staff from Lincoln to move mother.</p> <p>3. Dementia patient carer advised that Respite Association could offer holiday home breaks for carers but not able to take their dog.</p>
<p>East x 1 1 x General Comment</p>	<p>General Comments. Mother receives home care from Allied Health 3 times a day, 7 days weekly. A carer smoked in room with patient who has bad chest, whilst another carer sits and plays on her phone and only spends 20 minutes rather the 45 minutes allocated. The rushing makes patient anxious. On occasions blood prick test has not been done along with ensuring warfarin is taken. Carer has shouted at patient and generally does not speak to her in the correct manner.</p>
<p>South West x 1 1 x Compliment</p>	<p>Compliment. I cannot thank South West LCC Social Services enough - they sorted my house out so I can live safely at home.</p>

Theme - Acute Hospitals: ULHT

CCG Area Number/Type of Item Reported	Details
<p>East x 7 1 x Informal Complaint 5 x General Comments 1 x Compliment</p>	<p>Informal Complaint. Patient advised to go to Pilgrim Hospital by 111 service due to chest pains at 4.30 am (has medicine controlled angina). Told by A&E would have to go to Lincoln as notes were there, but a theatre team would be on standby for surgery. Transferred by ambulance. Lincoln Dr did not know why he had been sent from Pilgrim and stated they should have dealt with the matter. Was checked over and discharged. On questioning nurse about what was wrong was told she also didn't know. HWL - what protocols/systems are in place to ensure hospital to hospital treatment follows the patient?</p> <p>General Comments.</p> <ol style="list-style-type: none"> 1. Pilgrim Hospital - food excellent. Medication not clearly explained when leaving. Didn't know what to do with it. 2. Easy Read leaflets on ULHT website not easy to find especially for people with Learning Disability. HWL - Could website have easier navigation for users? 3. Informed verbally after patient rang as had not received test results or information letter from Pilgrim Hospital nor follow-up appointment after abnormal smear test in April. HWL - why is there such a delay contacting patients? 4. Patient's both wrists x-rayed and admitted to Ward 3b at Pilgrim Hospital after fall. No plaster/splint/support for wrists and was apparent A&E not informed ward patient's wrists were broken. Patient requested pain relief but told they were nil by mouth as they may require an operation but was allowed breakfast the following morning. At morning rounds Dr horrified patient had been left like this. Plaster on one wrist after manipulation and splint placed on the other Incorrect outpatient appt day/date given by receptionist so patient turned up on day given only to be told they were recorded as DNA as appointment was previous day. Care arranged by family as unable to do very much. HWL - Advised patient to contact PALS. 5. Pilgrim Hospital - nurses were excellent! Doctors did not pass on relevant info regarding medication so further delay at discharge (only required one dose). Remained in ambulance for 30 minutes (staff all had to stay), was on trolley in corridor; waited for x-ray 20 minutes and took 3 hours to read x-ray - nothing wrong.

	<p>6. Compliment. Positive patient experience at Pilgrim A &E. Transferred to Lincoln but felt treated very well. Ambulance very good.</p>
<p>West x 15 3 x Informal Complaints 9 x General Comments 3 x Compliments</p>	<p>Informal Complaints.</p> <ol style="list-style-type: none"> Johnson Ward, LCH. Family member is main carer with Power of Attorney discovered incorrect procedure applied and misinformation given when discharging patient into care home. Family carer told patient medically fit for discharge but unable to physically cope at home so carer sourced care home under the impression it would be health funded for 30 days and then reassessed. Home Matron also told this. Carer now been presented with bill from date of discharge and feel this is due to lack of/incorrect information given by Johnson Ward. Feels this could have been avoided if discharged policies/procedures were followed along with implementation of multi-disciplinary planning. Letter of complaint already sent to PALS. Following appointment at LCH for wife who suffers from Parkinson's (good) received automated telephone call at 8 pm asking for wife. Patient was confused as didn't understand what call was about, options given and questions asked and became upset and distressed. Complainant thinks this is inappropriate method of conducting, what appeared to be a survey for people with memory problems, and would prefer it written or by email. <i>HWL - is there anyway of filtering telephone calls to patients with certain conditions to prevent confusion?</i> Staff didn't listen to medical history. Listened when it was too late to implement - serious consequences. <p>General Comments.</p> <ol style="list-style-type: none"> Patient suffered mini stroke early 2015, since had fall, feeling unsteady and lives alone. Is still awaiting ULHT review appointment. ACTIONED. <i>HWL - have contacted the patient and PALS to find out when the next appt. HWL contacted patient next day and patient now been notified of cancellation on same day which they will attend.</i> Respiratory ward at LCH has old fashioned beds that require nurses to manually lift patients as only one hoist available. The ward used to have electric beds but these were removed during refurbishment and replaced with older beds. Consultants at LCH don't seem to listen to patients. Patient living just outside Lincoln would rather travel to Grimsby or Boston for treatment than use LCH. Care received at Grimsby Hospital is far better than that at LCH.

5. Parking charges at LCH are so expensive. Patients are always on edge when attending appointments in case they run over time limit and incur increased parking charges.

6. Feedback patterns: lack of paediatricians, delays and difficulties getting appointments with paediatrics or other specialist services including CAMHS.

7. Comments received regarding LCH eye clinic - written complaint already been posted by parent.

Parent of 11 week old baby with very thin Corpus Callosum, myelination delay, Epilepsy and other medical needs attended eye clinic to be informed they were not expected as they had been fast tracked. No notes available so parents tried to inform Dr of baby's medical problems but felt the Dr wasn't listening and was quite dismissive. Dr attempted to shine light in baby's eyes when parents informed Dr baby was epileptic (parent gave Doctor a copy of discharge notes from QMC which was copied and placed on Dr's desk after having had a quick glance). Informed a referral would be made to another Doctor and we would need to wait. ***HWL - what support/understanding is there between relevant departments for children with multiple health needs?***

8. The long standing free-fone at Maternity has not been reinstated after redecoration. The Maternity block is increasingly used for outpatient appointments. I have made a request through PALS for it to be returned to no avail as yet and I find it difficult to walk the distance to the hospital front entrance public telephone and have no family members to assist. There are no telephone numbers for taxis on view by this telephone to enable you to call one.

HWL - is there any opportunity to update signs by telephone with such information.

9. Patient originally received physio after referral to Orthopaedics Pilgrim in 2010 which didn't help. Referred in 2012 by GP to another Ortho Consultant who referred to pain management. After a few months pain clinic couldn't offer further help so was referred to another Ortho Consultant who carried out an Arthroscopy. In 2013 saw another Consultant as still in pain and was referred back to pain management who mid-2013 stated there was nothing they could do so referred back to Ortho Dept. Ortho Consultant suggested second opinion with a consultant already previously seen by patient. Due to personal matters patient didn't see anyone until visiting new GP early 2015 and saw Ortho Consultant at Hykeham Health Centre who referred to physio. The second opinion informed patient nothing could be done but was referred to Kingsmill Hospital, Notts, where Consultant said as no MRI or x-rays results were available to them, they could not do anything. An appointment was made for 6 weeks later. Patient feels frustrated as they have 3 MRI and 4 x-rays showing nothing present. Feels matter is affecting both physical and mental health.

<p>Are the compliments about Lincoln County?</p>	<p>Compliments.</p> <ol style="list-style-type: none"> Two births, baby poorly. All treated amazingly by fantastic service. 111 service is fantastic. First class, friendly, helpful. Family and friends, neighbours have all been in and all said how wonderful the treatment and their stay was.
<p>South West x 2 2 x General Comments</p>	<p>General Comments.</p> <ol style="list-style-type: none"> Following appointment with ENT at Grantham Consultant wrote 'dizzy spells' on medical record but in letter to GP 'no proof of dizzy spells'. Patient adamant it is imbalance problem not 'dizzy spells' and wants this retracting from record. Tests carried out showed calcium in ear canal. HWL contacted PALS requesting them to contact patient. Three month wait for Grantham Hospital appointment for son which was 30 Jul. Called to check if appointment had been made and told they are still 24th on the list.

Theme: Specific Issues Relating to Patients Living in CCG Areas

<p>CCG Area Number/Type of Item Reported</p>	<p>Details</p>
<p>East x 1 1 x General Comment</p>	<p>There does not appear to be enough support for people with Dementia in the Market Rasen area compared to that of Lincoln or it's outlying villages.</p>
<p>All CCGs x 2 2 x General Comments</p> <p>Doesn't say what the complaint is</p>	<p>General Comments.</p> <ol style="list-style-type: none"> Query relating to all GP surgeries. Some patients unaware of need to sign in at GP surgery and then classed as DNA. Some patients classed as DNA for arriving a few minutes late for appointment. Is there any leeway? Escalated to ULHT - Recently there have been 5 complaints, where drivers taking Vulnerable people to Boston and Grantham, where the cars are fully badged up very clearly showing who they are and parking very sensible in areas where they can get the patient as close as they can to the Hospital area. (this has now been resolved).
<p>South x 1 1 x General Comment</p>	<p>General Comment.</p> <p>Parent at a loss to find out how a child already diagnosed with high functioning autism and dyslexia has dyspraxia. Been informed neither Paediatricians nor Psychologists diagnose dyspraxia and school is not allowed to make referral. HWL: Where should parents/children be referred to for such a diagnosis?</p>

Theme - Patient Transport: EMAS

CCG Area Number/Type of Item Reported	Details
<p>East x 1 1 x General Comment</p>	<p>General Comments. After a fall ambulance did not arrive until 2.20 pm after being called at 11.50 am. Paramedics were marvellous and transported patient to A&E.</p>

Theme - Patient Transport: Non-Emergency NSL

CCG Area Number/Type of Item Reported	Details
<p>East x 4 4 x General Comments</p>	<p>General Comments.</p> <ol style="list-style-type: none"> 1. Patient receiving treatment for macular degeneration since 2008 driving to appointment and spouse driving home. Unfortunately, spouse no longer able to drive due to medical problems so requested transport. Told transport only available from hospital to home but transport not available to spouse who is required to assist patient following eye injections. Actioned. HWL - spoke to NSL. Escort is eligible and will receive transport to and from hospital. 2. Caistor patient given appointment for Ophthalmic clinic at Grimsby Hospital. Appointment letter stated not to drive so requested transport from NSL. Told they could have transport home and collected some time between 2 pm and 6 pm following appointment. Rather long time to wait. 3. Pre-booked transport didn't attend for patient who had an appointment at Addenbrooke's. NSL called at 1030 on the day to confirm transport and informed booking was on the system but no driver had been allocated. Called NSL again at 1230 but still no driver. Told they would be called back but no call was received so patient missed appointment and Consultant now not available until September and is having to request earlier appointment with another Consultant. Patient unable to drive due to spine injury. Wife extremely upset. HWL - passed information to NSL to investigate. 4. Patient requires transport to St James' University Hospital, Leeds but NSL informed patient they do not qualify for hospital car. Taxi will cost £155 plus extra for waiting.
<p>South x 1 1 x General Comment</p>	<p>Peterborough City Hospital contacted HWL re Peterborough inpatient with eye problems. Hospital referred patient to Sheffield Hospital for early morning appointment. Peterborough City Hospital receptionist contacted NSL to book transport for patient and chaperone (letter from Sheffield states he needed one) only to be told the chaperone cannot go in the car with the patient. Patient</p>

	has extremely poor eye sight and needs chaperone to help move from place to place. Actioned. HWL - contacted NSL who are going to speak with the patient.
West x 1 1 x General Comment	Patient requesting transport from NSL from Lincoln to Nottingham for pre-assessment appointment found the call taker's attitude quite abrupt and not understanding at all. Patient disabled but still informed they were not entitled to transport. HWL - explained that as appointment for pre-assessment they may not be entitled but did offer to contact NSL on their behalf. This was declined.

Theme - Community Health Services: LCHS

CCG Area Number/Type of Item Reported	Details
South West x 1 1 x General Comment	General Comment. Ancaster/Caythorpe district nurses short on staff. None available at the surgery. Bringing them in from other areas (Sleaford/Grantham).
South x 2 1 x General Comment 1 x Compliment	General Comment. Local treatment dental surgery should be able to be done locally. Compliment. Very friendly environment

Theme - Mental Health

CCG Area Number/Type of Item Reported	Details
South x 2 2 x General Comments	General Comment. 1. Son referred to Psychologist but will need to wait until September. Seven year old son continually excluded from school. Currently only participating in school for one hour daily. Parent has been commenting that there was a need since last September but referral only gone through in May. Parent at whits' end needs assessment sooner so things can move forward. HWL - contacted LPFT CAMHS who will contact patient. HWL is keen to understand if children's services are working closely with CAMHS to support children/families in such circumstances. 2. Self-Harm patients. A patient informed too much treatment can exacerbate problem so was discharged. Another patient felt they could not contact their local team. All seemed unsure of role and effectiveness of crisis team. None had any home, family or friend support. One patient commented they had been able to access activities on a regular basis but this did not improve their state of health.

<p>South West x 2 1 x General Comment 1 x Informal Complaint</p>	<p>General Comment. Staff were ok. Unhappy about waiting for someone to fetch CPN - seems they had forgotten! Unhappy with the outcome as not heard anything for 3 months then told not desperate or at risk so didn't meet criteria! Why bother?</p> <p>Informal Complaint. Patient of 19 has been involved with CAMHS for over 10 years but was transferred to Adult MH services at 18. Family felt CAMHS service was good with regular contact intervals and communication. However, on transfer to CMHT at 18 where initially the patient met with a care coordinator every 2 weeks the care coordinator left and after that continuity and regular contact deteriorated. Patient then served a prison sentence returning home late 2014. Since release from prison, the care coordinator has been seeing the patient weekly but has recently discharged patient as they are deemed to no longer have a MH problem. Since this discharge patient has starting taking drugs, self-harming and has suicidal tendencies. Patient saw a psychiatrist at Sycamore Centre who also discharged patient based on information provided by the care coordinator. Family very concerned about patient's welfare and do not know what action can be taken now. Appears no support for the individual or family. There may be safeguarding concerns to the patient and the rest of the family. <i>HWL sent concerns to LPFT.</i></p>
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Theme: Primary Care Providers - Dental/GPs/Opticians/ Pharmacy

<p>CCG Area Number/Type of Item Reported</p>	<p>Details</p>
<p>East x 6 4 x General Comments (1 x Dental/3 x GP Surgeries)</p> <p>2 x Compliments (1 x Dental/1 x GP)</p>	<p>General Comments.</p> <p>1. Patient ran slightly late for blood test and contacted surgery to confirm if appointment still okay to attend. Told had to rebook. Attended the rebooked appointment and was kept waiting over 10 minutes after allocated appointment - why do patients have to rebook for a few minutes late but patient has to wait if GP is running late?</p> <p>2. Patient booked in using automated system for early appointment at Westside Surgery, Boston and told Dr had been informed and to take a seat. After nearly half an hour of waiting patient asked receptionist to confirm booking system had worked. and told receptionist would enquire if the doctor was there but proceeded to deal with 3 other patients and answer the phone 4 times. The patient asked again a little later and told she "would ask" and then "the doctor wasn't there due to unforeseen circumstances and would be at least another hour". When asked how long they had known this, they said since 0800. Why didn't they tell patient this 40 minutes earlier when arriving for my appointment? In the end patient went to A & E - a total waste of time and resources.</p>

	<p>3. Patient had vaginal hysterectomy 2011. In 2013 was sent smear test request and when making appointment questioned if this was necessary after hysterectomy. Receptionist checked with colleagues and it was decided it was not necessary as had no cervix so removed her from smear test register. In 2014 had ultrasound and told had an ovarian cyst and a cervical cyst. Questioned this as previously told didn't have cervix and told there is always a small part left. Recently family member diagnosed with advanced ovarian cancer and therefore revisited the question of smear tests. After discussion with 2 nurses was told she would need vault smear which she had never heard of before but should apparently have had after her hysterectomy and arranged appointment. All staff at Marisco been very helpful and professional but concerned there is no clear yes or no regarding need for smear tests after surgery. Concerned others may not be having smear tests when they should be and feels there is a loophole.</p> <p>4. Tooth Booth Dental. Patient informed surgery their child wouldn't be able to attend due to traffic diversions and their being stuck in traffic. Another appointment made and all seemed ok. A few days later child received a letter stating that as they had not attended they were considered DNA. Parent contacted surgery to ask why letter had been sent to a child and was told the letter was computer generated and as they did inform the surgery this was not a DNA.</p> <p>Compliments.</p> <p>1. Holland House Dental Surgery. Dentist very efficient, great empathy, kind and encouraging. Excellent staff and receptionists.</p> <p>2. Wragby Surgery. Always get appointment when due - 2 nurses, consultant. NC-GP. Computer system good, informs how many in front and very accurate.</p>
<p>West x 7 2 x General Comments (GP Surgery)</p> <p>2 x Compliments (GP Surgery)</p> <p>3 x Informal Complaints (1 x Pharmacy/1 x Dental/ 1 x GP)</p>	<p>General Comments.</p> <p>1. GP (specific male GP) - rude, receptionist - rude; on the day appointments - fantastic. Pre-bookable and nurse appointments - too long to wait</p> <p>2. Doctors and nurses don't seem to know about annual health checks - haven't been offered one. Would like more time to discuss general lifestyle issues - only BP and blood yearly.</p> <p>Compliments.</p> <p>1. Caskgate Street Surgery. Dr Green very good and efficient at referring on patients. Reception staff very kind, courteous and helpful to patients.</p> <p>2. Willingham Surgery. Dr Kate Hansen and Dr Andrew Wass provided excellent aftercare following surgery.</p>

	<p>Informal Complaints.</p> <ol style="list-style-type: none"> 1. Medication not available at Lloyds Chemist - eventually told medication has been discontinued. 2. Daughter (18) has been seeing dentist in Lincoln since 13. Had 2 teeth removed and retainer last year in preparation for brace. Referred to orthodontist (Deacon Road) who was rude and first thing he said was you won't get funding. Nothing now being done and daughter left with 2 front teeth sticking out. Contacted the Practice Manager who was not very helpful. <i>HWL has passed information onto NHS England.</i> 3. Surgery has habit of cancelling appointments for pre-school boosters and flu jab for son.
<p>South x 16 10 x General Comments (2 x Dental/8 x GP)</p> <p>2 x Signposting 1 x Informal Complaint 3 x Compliment</p>	<p>General Comments.</p> <ol style="list-style-type: none"> 1. Gentleman in Grantham no transport, needs dentist. No dentists in area taking on NHS patients. 2. Lady requires dentist taking on adults and children in Bourne area. NHS Choices information is inaccurate. 3. GP surgery - Difficulty getting an appointment unless an emergency. 4. Can't see our own doctor for 4 weeks. 5. Difficult getting appointment. Always have to see nurse first before doctor. 6. Long waiting times on phone to book appointments. Long waiting times for appointments. Rude staff. 7. Beechfield Surgery. One specific doctor does not listen to problems, is sometimes patronising. Good environment - clean. Some friendly staff. 8. Patient contacted HWL concerned about amount of medication they are on. <i>HWL suggested they contact Practice Nurse and/or GP to discuss.</i> 9. Munro Medical Practice. Don't need loud music playing in reception areas. <p>Signposting.</p> <ol style="list-style-type: none"> 1. Mother has vascular dementia, lives alone, will not accept help, won't co-operate with anyone and not taking medication - will not allow anyone into the home. Social worker just been allocated but not allowed into house. Has become violent, disruptive to neighbours including during the night and police have been involved. Son been told a letter has been sent from Mental Health regarding her loss of capacity but family have not had copy. Fears she is now malnourished as has lost a lot of weight although food in house which has not been stored correctly and goes bad.

	<p>HWL suggested speaking with GP. Following this meeting now arranged with Social Worker and family.</p> <p>2. Emergency dentist required in Stamford. Husband is ill and they have 5-month old baby so can't travel.</p> <p>Informal Complaint.</p> <p>1. Munro Medical Practice. Making time for people - we are not all the same. Some people have special needs and need more support and time.</p> <p>Compliments.</p> <p>1. Holbeach Medical Practice. Would like to thank practice for being so caring and understanding. Cannot ask for better care.</p> <p>2. Munro Surgery. Overall parent's care is good; surgery has good contact with them. Both in late 80s.</p> <p>3. Beechfield Surgery. Excellent - understanding and explanatory service.</p>
<p>South West x 1 1 x General Comment (1 x Optician)</p>	<p>Wife has dementia and is unable to understand and carry out instructions for hearing test at Opticians. Was unable to complete bowel cancer self-test due to dementia and double incontinence.</p>

Theme: LHAC

<p>CCG Area Number/Type of Item Reported</p>	<p>Details</p>
<p>East x 1 1 x Signposting</p>	<p>Holbeach patient under the care of Spinal Consultant at Queens Medical Centre, Nottingham. Patient's words: "This has left me with transport problems:</p> <ol style="list-style-type: none"> a. We live over 62 miles away from QMC. b. I can't drive because of my disability. c. I tried to arrange transport via the volunteer car scheme but because of short notice period they couldn't provide me with suitable transport. d. I could not afford a standard taxi to take me on a 124 mile round trip and wait while I have a CT scan. e. We have no family locally that could be of assistance and our friends all work." <p>HWL advised to contact NSL.</p>

Theme: Schools

CCG Area Number/Type of Item Reported	Details
<p>South x 1 1 x Informal Complaint.</p>	<p>Information sent to HWL by HW England. Parents gave very detailed information regarding daughter with special needs. Felt school not offering sufficient care plan whilst in their care and not covering their needs. Parents noted daughter had been refused by CAMHS twice with no explanation. Parents have approached the school but as yet nothing has been resolved. <i>HWL - has informed LCC, Children's Services and CAMHS of the issues raised.</i></p>

Theme - Out of Area

CCG Area Number/Type of Item Reported	Details
<p>Queens Medical Centre - Nottingham x 2 2 x General Comments</p>	<p>General Comments. 1. Family member received letter from Queen's Hospital, Nottingham informing patient they'd missed appointment but patient had not received it. The patient was very distressed as appointment was deemed urgent. <i>HWL - Informed them to contact PALS.</i></p> <p>2. Problem contacting Hospital Car Service at weekend to book car for Nottingham 8.45 am appointment - told service does not start till 8am which is not time to get to Nottingham for appointment before 10. Expected car to arrive at 8 but it arrived at 6.45 am. Surgeons at QMC like to see post-op patients first but are they aware Lincolnshire is a 2-hour journey?</p>
<p>Peterborough City x 3 1 x General Comment 1 x Informal Complaint 1 x Compliment</p>	<p>General Comment. Comment from patient: Thought that one of the Rheumatology Consultants treats patients differently depending on whether they are NHS or private patients.</p> <p>Informal Complaint. 93 year old gentleman in Peterborough City Hospital (Alzheimer's, COPD, Osteoporosis) with foot injury where daughter noticed that notes had been changed to DNR. Asked nurse to change it as this was not correct - told only doctor can change it. Eventually was changed but is concerned for other patients. <i>HWL - what is the hospital's policy of DNR for older patients?</i></p> <p>Compliment. Dad spent most of 2014 in and out of hospital and treatment throughout was good. Shame he wasn't able to have the prostate 'wonder drug' which may have saved him. St Barnabas hospice staff were amazing throughout my dad's illness, enabling us to keep him with us at home.</p>

Queen Elizabeth x 1
1 x General Comment

NHS don't take psoriasis as a real issue - they don't seem to realise how depressing it is. Very despondent and feel they don't take it as important, "it's only a skin rash". Need a knee op and it's difficult to lose weight. I'm in pain - NHS don't help me.