

Sept - Oct 2019

Patient Experience Summary Report

Between 1st Sept and 31st Oct Healthwatch Lincolnshire Information Signposting Officer received 411 patient experiences.

This document provides a summary of the key themes raised by patients, carers and service users about health and care services in Lincolnshire.

For more details you can call 01205 820892
Email info@healthwatchlincolnshire.co.uk



Overall Sentiment

48% of all comments were **positive**

7% of all comments were **neutral**

24% of all comments were **negative**

18% of all comments were **mixed**

Sept - Oct 2019 - Feedback Service Themes



47%

Hospital
Services



55%

GP Services



5%

Inpatient Care



5%

Car Parking



5%

Cardiology



6%

A & E



6%

Dentistry



4%

Mental Health &
Learning
Disabilities



4%

Social Care



3%

Ophthalmology

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Patient Story

Case 7437

Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)

“I’m a carer for a young adult with a mental health diagnosis. We have been let down by a severe lack of support for mental health. CAMHS was not doing enough for my child and my own wellbeing, They are not getting support under adult mental health services because they were not transitioned properly. My child is expected to self-refer for counselling that never comes, the waiting list is way too long, should be available immediately according to need, and that includes carers. Carers need to be taken seriously, expected to do adult social care work on zero income whilst forced to abandon a career. The care crisis is causing more mental health problems that need addressing and investing in. For people suffering from depression and anxiety, and carers the expectation to phone at 8.00 - 8.30a.m to make a doctor’s appointment is pushing the most vulnerable people out of accessing vital help.

Furthermore, I would recommend that everyone is given a mental health check. I am given dental check-ups and regular eye tests at the optician, but never a mental health check-up. These should be more frequent for carers, and available for patients with a mental health diagnosis”.

Healthwatch - provided LPFT PALS information and on-line booking information for their GP surgery. Healthwatch asked LPFT - what are the waiting times for steps2change?

Response - Waiting times are difficult to summarise as we have 9 teams across the county each holding at least 7 different treatment waiting lists. The national standard is that 75% of patients start treatment within 6 weeks and 95% of patients start treatment within 18 weeks. The steps2change service consistently achieves these targets.

Case 7576

Providers: South CCG

3rd party requested information around a resident in a care home. Patient is registered as profoundly deaf and is unhappy that they are not able to communicate with staff or other resident properly and misses signing and feeling isolated.

Notes / Questions

Healthwatch made contact with numerous providers to see if there was a BSL signer that could go to see the resident or if there were any kind of Befrienders. Contacted:- Healthy Minds; Lincolnshire Sensory Services; Peterborough Deaf Organisation; Community Lincs and BID. BID would be able to provide but at a cost, information passed onto the referrer with a suggestion for it to be included in the residents care plan to be funded.