



Healthwatch Lincolnshire

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PE21 8YB

Healthwatch Lincolnshire Patient Experiences for: September 2023

We would like to remind stakeholders that our communications with you emanate from February 2013, when Sir Francis Keogh produced his review of the Mid Staffordshire Enquiry "to Robert Francis. Within this report Keogh cited a number of failings of the system and under the reforms, local Healthwatch is intended to be the local consumer voice with a key role in influencing local services. In both Winterbourne and Mid Staffs the patient voice and the voices of others within the system were not acted upon causing patient suffering and harm, as a local Healthwatch we must continue to raise and challenge the issues raised with us.

This report has been produced by Healthwatch Lincolnshire to highlight the health and care experiences shared with us for the period 1 to 30 September 2023 where 52 comments were raised.

We note that all of these issues are taken at face value and there is sometimes limited detail and context to the feedback, however where a patient or loved one has taken the time to share their views or experiences with us we feel it is important, and indeed we have a duty to share these in the best interest of the health and care system.

- The map points are coloured according to the sentiment
 - Positive - green
 - Negative - red
 - Mixed - orange
 - Neutral - blue
 - Unclear - grey

Prominent areas of interest came under the topics of:

- **Hospital communications:** patients left without information as in cases:- 12829; 12846
- **NHS Dental** - still an ongoing theme across Lincolnshire
- **AIS (accessible Information Standards) and adaptations for day centre** - as in case 12816

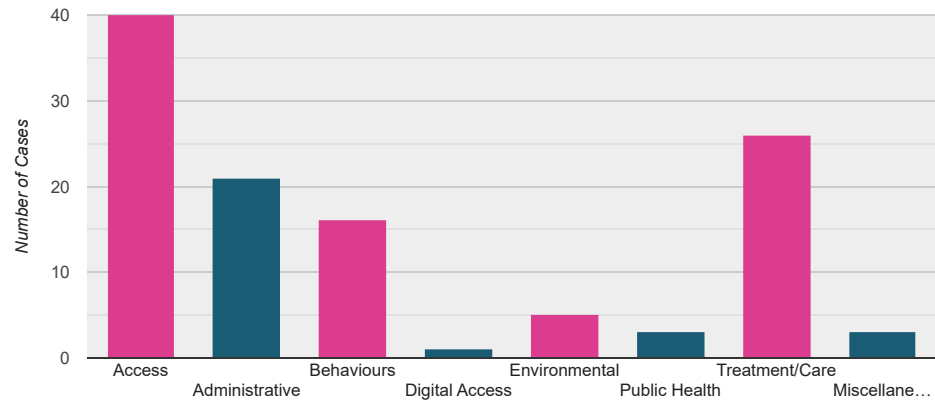
Positive areas:-

- **ULHT** - case 12805
- **Butterfly Hospice** - Case 12806
- **Urgent Treatment Centre** - Case 12831

Statistics

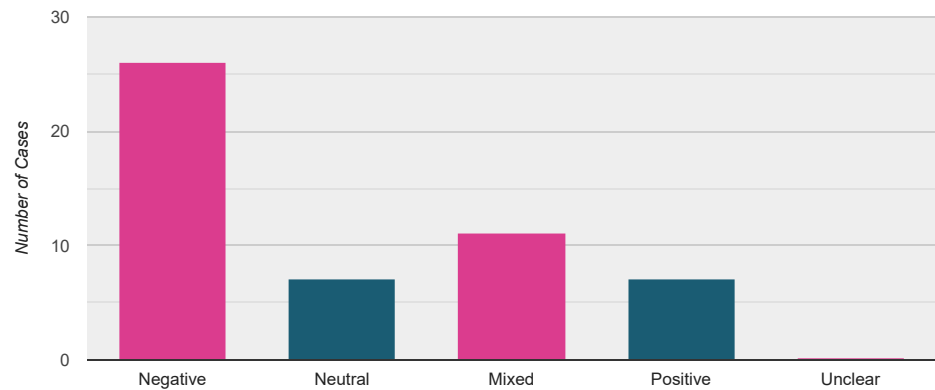
Total cases: 52

Theme Areas



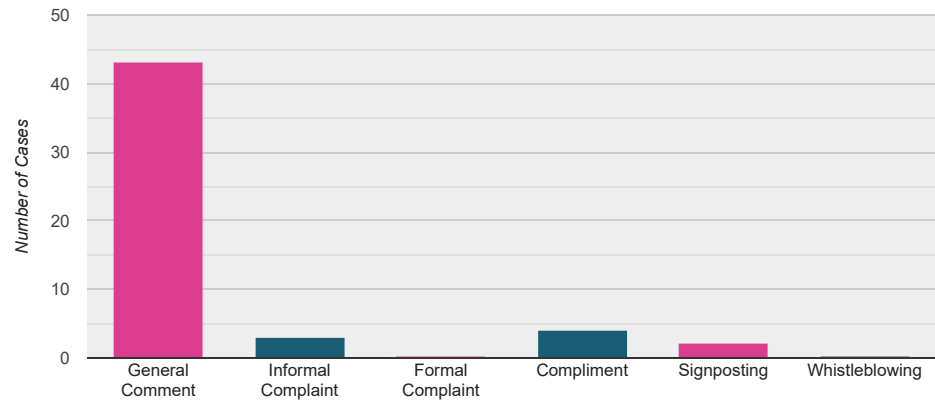
Theme Areas	Cases
Access	40
Administrative	21
Behaviours	16
Digital Access	1
Environmental	5
Public Health	3
Treatment/Care	26
Miscellaneous	3

Sentiments



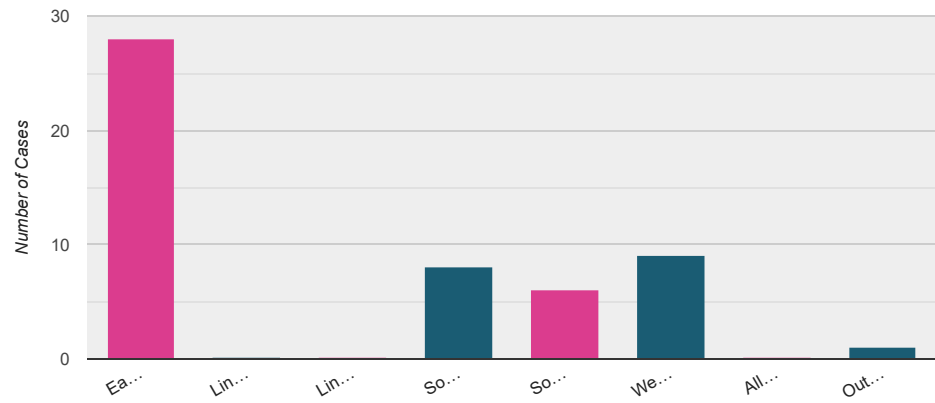
Sentiments	Cases
Negative	26
Neutral	7
Mixed	11
Positive	7
Unclear	0

Case Types



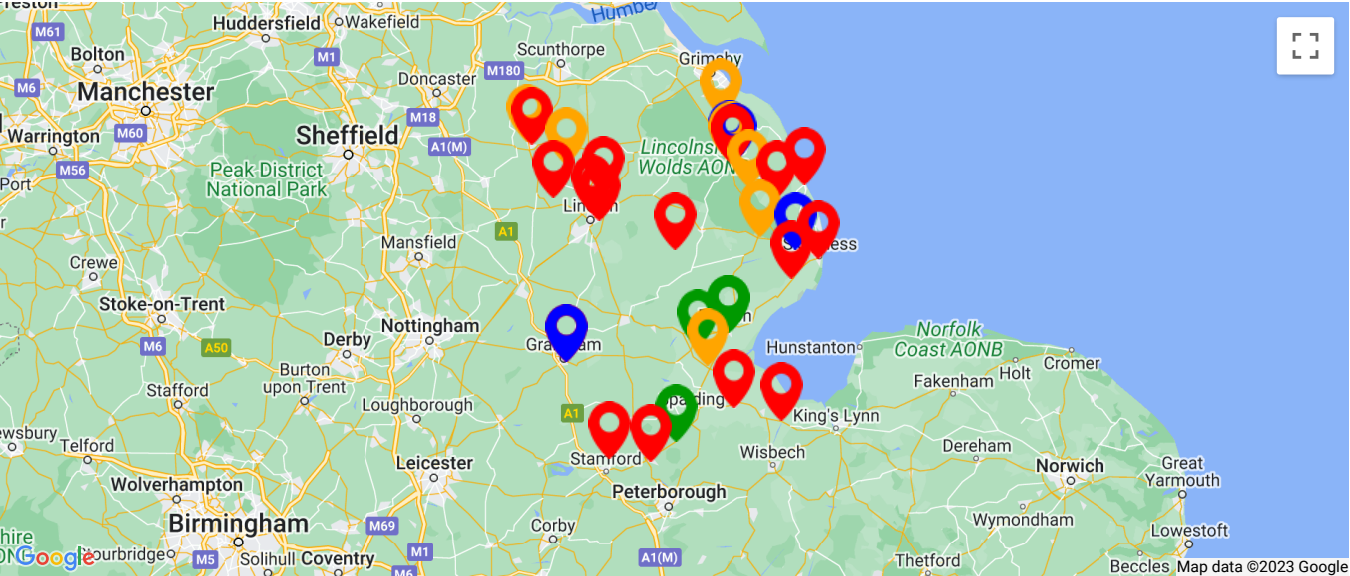
Case Types	Cases
General Comment	43
Informal Complaint	3
Formal Complaint	0
Compliment	4
Signposting	2
Whistleblowing	0

Areas



Areas	Cases
East Locality	28
Lincolnshire CCG	0
Lincolnshire Integrated Care Services (ICS/ICB)	0
South Locality	8
South West Locality	6
West Locality	9
All Areas	0
Out of Area	1

Map



Cases

Community Health Services

Area	Case Details
East Locality x 4 <ul style="list-style-type: none">4 x General Comment	<p>General Comment</p> <p>1. Case 12825 (07-09-2023)</p> <p>PCN: Meridian</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>For Information: James Street Family Practice</p> <p>Contact form submission from engagement event. Patient states GPs good in Louth.</p> <p>Patient comments that Mental Health Services very poor. Patient comments they were reported for ringing the Crisis Team too frequently. Suffers from Seasonal Affective Disorder was told by mental health team to find ways to distract themselves. Comments that Mental Health Services based at Windsor House were good but now very little contact. Rarely has a medication review, no consistency. Used to have peer support but that is not available now. Patient has received some support from the Charity Mental Health Matters. Trying to move to Louth from near Grimsby feels that there will be more support in Louth.</p> <p>Notes / Questions</p> <p>No contact details on submission form from engagement event.</p> <p>2. Case 12827 (07-09-2023)</p> <p>PCN: Meridian</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>For Information: James Street Family Practice</p> <p>Information from contact form completed at engagement event. Patient happy with services that they have accessed overall. Has care services coming into home to clean, happy with this. Following a fall had broken pelvis and happy with hospital care, discharge. Lives close to the Surgery so just goes in if they need support and has always been happy with their response.</p> <p>Negative has been the time that it would have taken for a walk-in shower to be fitted at patients home following discharge from hospital. No longer able to use bath at home. Patients relative is a plumber has replaced the bath and fitted walk in shower. Still waiting to find out if they can get any assistance with the cost.</p> <p>Notes / Questions</p> <p>No contact details on form as patient declined.</p>

	<p>3. Case 12822 (07-09-2023)</p> <p>Providers: For Information: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Contact submission from engagement event. Patient referred a year ago with a problem with their foot to podiatry services, but have not heard anything. Initially referred to physiotherapist but they decided that they needed to be seen by a podiatrist. Will ring podiatry service to see how long the wait is to be seen.</p> <p>Patient had also passed information to a friend who was having to travel to Lincoln for breast screening, that this was available in the mobile unit in Louth.</p> <p>Notes / Questions No contact details on submission form from engagement event.</p> <p>4. Case 12831 (08-09-2023)</p> <p>PCN: Meridian</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS), United Lincolnshire Hospitals NHS Trust (ULHT) For Information: Lincolnshire County Council - Children Services</p> <p>Health Visitor did not pick up any issues with child's development. When relative expressed concerns about the families worries they were dismissed by the Health Visitor. School raised concerns about child's development in the first 3 weeks of attendance. It has taken a year to get EHCP. Took 2 years to get Paediatric referral, refused twice. Relatives not happy with Paediatric appointment as it was a video appointment. Referred 3 months ago for genetic testing still awaiting appointment. This information dates back to over 4 years ago. Relatives very unhappy with the length of time that they have waited. Still waiting for Paediatric review.</p>
<p>South Locality x 2</p> <ul style="list-style-type: none"> • 1 x General Comment • 1 x Compliment 	<p>General Comment</p> <p>1. Case 12836 (15-09-2023)</p> <p>Providers: For Information: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Contact with patient when discussing COVID vaccinations at Health Event at Stamford Day Centre.</p> <p>Notes / Questions Information provided to the patient - COVID and flu programme September 2023</p> <p>Compliment</p> <p>1. Case 12837 (15-09-2023)</p> <p>PCN: South Lincolnshire Rural</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Patient reports very good experience with all staff at Urgent Treatment Centre at Johnson Hospital, Spalding. Patient has to take relative who they care for on a regular basis who has complex physical and learning disabilities. Care received from all professionals and reception staff excellent.</p>

Primary Care services

Area	Case Details
<p>East Locality x 16</p> <ul style="list-style-type: none"> • 12 x General Comment • 2 x Informal Complaint • 1 x Compliment • 1 x Signposting 	<p>General Comment</p> <p>1. Case 12845 (25-09-2023)</p> <p>Providers: Boots Pharmacy (Horncastle), Pharmacy</p> <p>Boots pharmacy Horncastle</p> <p>Lovely people but medication regularly out of stock, it's a repeat script so why don't they purchase in advance.</p> <p>2. Case 12820 (07-09-2023)</p> <p>PCN: Meridian</p> <p>Providers: East Lindsey Medical Group</p> <p>Contact submission form from engagement event. Patient unable to get appointment at Newmarket Practice in Louth. If they have an appointment it is with the Nurse Practitioner. Has rung 111 when felt very ill and they did arrange a GP appointment. Pharmacist does annual medication review.</p> <p>Notes / Questions No contact details on contact submission form from engagement day.</p>

3. Case 12808 (06-09-2023)

PCN: First Coastal

Providers: Hawthorn Medical Practice

Patient is concerned and doesn't know where to go to get support.

Patient is relatively new to the area and has previously been under Neurology in Sheffield. Did have a face-to-face appointment with a GP a few months ago as their symptoms are getting worse. Did try to explain to the GP but found it difficult as being spoken over all the time, in the end the patient was asked to leave!

Did ask to be referred back to Sheffield Neurology, which it seems was done, however they have refused the referral as showing no neurological signs and they require further information, patient made contact with Sheffield and explained their symptoms and was informed that yes they should be seen, but it would need to come from a GP referral that has this information included. Pain Management have been in touch with her also, but unable to assist until they have been seen by the Neurologist.

Patient prefers not to see the original GP if possible, as found it very stressful. The patient works, so not always able to get to the phone quick enough due to work commitments but will try, finishes work at 4pm, but will answer if they can during the day.

Notes / Questions

Patient request for Healthwatch to make contact with Practice Manager . 20/09/23 Patient contacted HW had not had response from surgery. 2 emails sent to Practice Manager from HW to respond to patient .

Provider Response

22/09/23 Patient contacted Healthwatch - Practice Manager had been in contact has telephone appointment this afternoon at 4pm.

4. Case 12821 (07-09-2023)

PCN: Meridian

Providers: James Street Family Practice

Contact submission form from engagement event. Information given is that patient does not bother getting appointment with a GP any more, they only get to see a Nurse. They would contact a relative if they were really worried about their health and they would know what to do.

Had positive experience at Grimsby Hospital. Had an operation at a private hospital can't remember the name, care was excellent.

Notes / Questions

Contact submission form from engagement event no contact information.

5. Case 12823 (07-09-2023)

PCN: Meridian

Providers: James Street Family Practice

Patient states GPs are good but rarely gets to see one. Only can see a Nurse Practitioner. Medication reviews done over the phone. Blood test results done over the phone. Patient just been diagnosed with a heart condition, atrial fibrillation. Feels that it might have been picked up earlier if they had been seen by a GP. Instead they were seen by Nurse Practitioner and given antibiotics for a chest infection. The patient has now had to give up work. and feels that this might not have happened if it had been diagnosed more quickly. There is no consistency, used to be a dedicated asthma Nurse. Patient has no complaints with the staff everyone first class when you do see them.

Notes / Questions

No contact details on submission form from engagement event.

6. Case 12824 (07-09-2023)

PCN: Meridian

Providers: James Street Family Practice

For Information: Lincoln County Hospital

Contact submission form from engagement event. Patient almost died after an allergic reaction to statins. Was not diagnosed for a year. Patient had to fight to get an emergency appointment. Patient refused to leave surgery until they were seen. Once diagnosed treatment has been excellent. Under the care of Haematologist at Lincoln County Hospital this care has been wonderful. Health now improving.

Notes / Questions

No contact details on submission form from engagement event

Provider Response

ULHT - Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.

7. Case 12825 (07-09-2023)

PCN: Meridian

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

For Information: James Street Family Practice

Contact form submission from engagement event. Patient states GPs good in Louth.

Patient comments that Mental Health Services very poor. Patient comments they were reported for ringing the Crisis Team too frequently. Suffers from Seasonal Affective Disorder was told by mental health team to find ways to distract themselves. Comments that Mental Health Services based at Windsor House were good but now very little contact. Rarely has a medication review, no consistency. Used to have peer support but that is not available now. Patient has received some support from the Charity Mental Health Matters. Trying to move to Louth from near Grimsby feels that there will be more support in Louth.

Notes / Questions

No contact details on submission form from engagement event.

8. Case 12827 (07-09-2023)

PCN: Meridian

Providers: Lincolnshire Community Health Services NHS Trust (LCHS)

For Information: James Street Family Practice

Information from contact form completed at engagement event. Patient happy with services that they have accessed overall. Has care services coming into home to clean, happy with this. Following a fall had broken pelvis and happy with hospital care, discharge. Lives close to the Surgery so just goes in if they need support and has always been happy with their response.

Negative has been the time that it would have taken for a walk-in shower to be fitted at patients home following discharge from hospital. No longer able to use bath at home. Patients relative is a plumber has replaced the bath and fitted walk in shower. Still waiting to find out if they can get any assistance with the cost.

Notes / Questions

No contact details on form as patient declined.

9. Case 12816 (06-09-2023)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

For Information: Lincolnshire County Council - Adult Social Care

Feedback from service users at a specialised day centre:

- Service Users expressed that where possible they would like health and care professionals to interact with them directly
- All expressed positive experiences at local dentist (Boston) and local Surgeries (Parkside, Greyfriars, Liquepond Street)
- Some would like to be able to check in themselves using the IT screens but expressed that they would need support to do so and made not to feel that they had to rush to do so
- Dentist at Pump Square made them feel welcome and supported them when they got anxious or nervous. Some said that distraction techniques such as using their IT devices helped them
- This particular group liked to give feedback in person and did not always feel that service providers gave them enough time to do so at a place / time that best suited them

All expressed that they are people first and may need things to be explained to them in a different way or via a different format (e.g., pictorial, sign language, visual such as videos). Letters and conversations could get complicated if too busy or too noisy. Allow extra time for them in an appointment.

Notes / Questions

Information from Thistles Market Garden Centre Group. Information provided to the Group - Askfield Project; CURO Lincs; Assistance Dogs; Hospice (Butterfly and St Barnabas)

10. Case 12840 (21-09-2023)

PCN: Boston

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Patient Participation Group expressing concern and frustration about lack of provision of dental care in Lincolnshire. Concerns that they had been contacted by patients who were unable to access emergency dentist without having to travel, unable to receive antibiotics from GP surgeries for dental abscess. Querying this, has been told that GPs not insured for this? Has already contacted local MP, NHS England and ICB.

Notes / Questions

Chairs email forwarded to ICB to reply in regard to GPs ability to prescribe antibiotics for dental abscess.

11. Case 12850 (27-09-2023)

PCN: First Coastal

Providers: Marisco Medical Practice

For Information: Lincolnshire Integrated Care Services (ICS/ICB)

Booster Covid vaccinations for over 65s

A vaccination service of some sort... I'm incensed that we are being strongly encouraged to get our booster COVID vaccination if we are over 65, yet when we try and book, we are being sent on a 60 mile round trip to receive it. My spouse is 80 this year; has already had to go up to Holton-le-Clay to receive one of their vaccinations, another two they were able to receive locally. Now they are trying to send them up there again. Was on the vulnerable list when the pandemic started and has not been allowed to drive for nearly a year for medical reasons. That means we would have to pay for the local voluntary car service to take them up there, which will cost about £36. By all accounts at the local voluntary car service are taking calls regularly from very elderly people who are being told to get up to Holton-le-Clay, no questions about how they will get there.

This is happening whilst 8 miles down the road, at Alford, or Spilsby and other places, people registered with certain surgeries are able to get their vaccination very locally. One 90 year old I spoke to who was trying to book a car is actually registered at the Alford surgery but, because they are not on any social media, they did not know about the local facility and, when they phoned up the surgery to check, they chose not to tell them that although they weren't offering vaccinations, and could get one locally. How can they be encouraging us to get this vaccination, and then making it incredibly difficult to do so?

Notes / Questions

Healthwatch provided the information that if registered with local GP Practice they are providing this to their patients.

Provider Response

Many thanks for responding to my email. My spouse did, in fact, call in at the local surgery and ask about vaccinations and was able to book us one for the end of October. However, I am still very disappointed that there is no information regarding this for our local residents who are following instructions to call the 119 number or book online, both of which direct us only to Holton-le-Clay, and further afield.

12. Case 12844 (22-09-2023)

PCN: Solas

Providers: Merton Lodge (Alford) GP

Patient contacted Healthwatch by telephone asking for Healthwatch make contact with their surgery. Patient has had contact before with the same problem. Patient stating that is only prescribed 4 tablets at a time of their anxiety medication and this is not enough. Patient has mental health issues, anxiety, depression.

Notes / Questions

22/09/23 HW emailed Practice Manager to ask if they could contact patient in respect of issues over medication and what patient needs to do.

Informal Complaint

1. Case 12828 (08-09-2023)

PCN: Meridian

Providers: East Lindsey Medical Group, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)

Patient has had 5 blood tests in the last 3 months. Only told 3 weeks ago that has issues with their liver. Waiting to go to hospital for tests, does not know how long the wait for this will be. The second blood test they had at GP Surgery left extensive bruising on the arm where blood had been taken, this took 5 weeks to heal. Been told by GP that has sleep apnoea does not agree with this referred to Pilgrim Hospital for tests. Has never been seen by their own GP, phone or locum GP only.

Suffers from depression, GP referred to Mental Health Nurse. Did tell the Nurse during phone appointment that was going to kill themselves. Reply from Mental Health Nurse was that 'you cant say things like that'. Told the Nurse that did not think that medication prescribed for depression were working. Told by the Nurse that how would you know and ignored. NHS counsellor that referred to was poor and did not help. Goes to a Group who told patient about a counsellor so has come out of NHS services for this and had first appointment yesterday. Feels strongly that there is not enough support for mental health.

Notes / Questions

No personal information provided to go back to the patient

2. Case 12818 (07-09-2023)

PCN: First Coastal

Providers: Hawthorn Medical Practice

Patient contacted Healthwatch, had a negative experience in trying to get a medical letter from GP in relation to their medical condition that is impacting their housing. This person is registered disabled. Housing provider has requested this letter. Patient has not got the funds to pay for this.

Notes / Questions

Information and contact numbers given for Practice Manager to enable complaint to be made about negative experience.

Skegness Citizens Advice Bureau contact information given for housing issue and not having funds to pay for medical letter.

Provider Response

ICB advised that you don't need a GP letter for this, and the housing association should contact the practice rather than asking patients to do this. - information relayed to the patient

Patient update - Having a telephone chat on Monday 13th as they are really busy. It's good news that I don't have to get a letter

Compliment

1. Case 12812 (06-09-2023)

Providers: East Lincolnshire Area Locality

Service User explained nervousness about talking to a doctor about an issue with their jaw. The doctor talked to Service User and their carer and carer was happy with the outcome. There is to be a mouthguard supplied via a local dentist. Service User talked about the dentist helping them during an appointment by using their laptop/tablet as a distraction.

Notes / Questions

Information from service users at Thistles Garden Centre Group

Signposting

1. Case 12804 (05-09-2023)

Providers: Integrated Care Board Dental

Parent looking for an NHS dentist for their 2 year old, whose teeth need looking at as discoloured. Can drive but not too far.

Notes / Questions

Healthwatch provided information on a NHS Dental Practice taking on children in Woodhall Spa

South Locality x 6

- 6 x General Comment

General Comment

1. Case 12835 (15-09-2023)

Providers: Addenbrookes Hospital (Cambs), Peterborough and Stamford Hospital

Patients relative made contact. Discussed that relative had received misdiagnosis from GP that now had been diagnosed with terminal cancer. Not happy with care relative had received at Peterborough Hospital or Addenbrookes Hospital. States care poor, communication difficult, explanation of diagnosis not good. Discharge procedure and assessment of care needed at home not good enough. Advised about PALS and making a complaint, not happy to do this as had made no difference previously. Discussed that needed to speak to relatives spouse. Spouse at this stage not happy to give any further information.

Relative has own spouse in hospital in Coventry has had negative experience with their care.

Notes / Questions

Advised about how to make a complaint about GP services. (GP information not provided) If nothing resolved, how to make a complaint to CQC, and Health Ombudsman. Information provided on Hospital complaints processes, patient did not want to make a complaint.

2. Case 12836 (15-09-2023)

Providers:

For Information: Lincolnshire Community Health Services NHS Trust (LCHS)

Contact with patient when discussing COVID vaccinations at Health Event at Stamford Day Centre.

Notes / Questions

Information provided to the patient - COVID and flu programme September 2023

3. Case 12800 (01-09-2023)

PCN: South Lincolnshire Rural

Providers: Long Sutton Medical Centre

For Information: Lincolnshire Integrated Care Services (ICS/ICB)

Patient has had negative experience with managing and support with diabetes. No support from GP. Medication that they normally take is out of stock in the entire country. Now feeling unwell and feels that providers of services don't care until they collapse.

Notes / Questions

NHS 111 telephone number and online link given as feeling unwell so that can access urgent care as feeling unwell. Advised and given contact details, postal, telephone, online to make a complaint about a GP re ICB link. Advised to access practice Manager in the first instance.

Provider Response

Email update received from patient that had rang 111 and admitted to hospital. Now has insulin and GP follow up.

4. Case 12842 (21-09-2023)

PCN: South Lincolnshire Rural

Providers: Moulton Medical Practice

Elderly patient has had negative experiences in getting repeat medication for long term health condition at GP practice. Feeling very frustrated as this has happened for the last 3 months.

Notes / Questions

Healthwatch contacted Practice Manager at GP surgery.

Provider Response

Practice Manager responded that they would respond to patient by the end of working week

5. Case 12834 (15-09-2023)

PCN: South Lincolnshire Rural

Providers: Peterborough and Stamford Hospital, The Deepings Practice

Patient unhappy and frustrated with GP as not able to get an appointment for ongoing medical condition. GP practice if appointments unavailable directed to 111. Patient contacted NHS 111, symptoms assessed as urgent ? cardiac issues. Admitted to Peterborough Hospital Emergency Department last week. Patient felt that staff did not believe self assessment of pain, issues around confidentiality heard staff discussing their case and that their pain was not as severe as patient was experiencing. Heard staff discussing their age and medical condition and that why had they brought their walking aid into hospital. Felt that this was not respectful, dignified, or confidential. Felt that staff were not professional in their actions or care. Patient has concerns around how unsanitary the bathroom they had to use was, overflowing bins, unclean, unable to dispose of their sanitary wear, given a bag by staff and told to leave it on the floor. Hospital communication with GP poor. Has already contacted CQC to complain. Has complained to PALS previously but feels that did not make any difference. Happy for Healthwatch to log information.

Notes / Questions

Patient did not want to make complaint via PALS as had not found this helpful and response not appropriate. Has contacted Practice Manager previously at GP did not find this helpful and has not made changes.

6. Case 12841 (21-09-2023)

PCN: South Lincolnshire Rural

Providers: Sutton Bridge Medical Centre

Patient has been referred to Pilgrim Hospital at Boston for follow up care following a smear test. Patient lives nearer King Lynn and would like to be referred to Queen Elizabeth Hospital at Kings Lynn for care, GP who they saw stated that this could not be done. Would also like to discuss negative experiences following having a smear test.

Notes / Questions

Healthwatch advised patient to contact Practice Manager in the first instance. If further concerns to come back to Healthwatch Lincolnshire.

South West Locality x 3

- 3 x General Comment

General Comment

1. Case 12832 (15-09-2023)

PCN: Trent

Providers: Cleveland Surgery

Patient contacted Healthwatch following numerous negative experiences at GP surgery. This incident relates to calling an ambulance following experiencing cardiac symptoms ? heart attack. Assessed by paramedics who felt that this was not a cardiac event but might be related to ongoing medical condition. Paramedics advised that did not need hospital admission but needed review and face to face appointment with GP that was aware of patients history, also was shown the ECG trace that had been done, and a medication review. When patient contacted GP no face to face appointments available at this time but GP surgery would be contacting the patient in the next couple of days. GP practice advised if condition worsened or feels they could not wait to ring 111 to assess need and for urgent assistance. Patient feeling very frustrated and felt surgeries response to a cardiac event shocking.

Notes / Questions

Healthwatch provided information to contact - GP Surgery Practice Manager, or ICB Feedback Centre to raise concerns

2. Case 12809 (06-09-2023)

Providers: Millview Medical Centre

Main carer of patient, lives in Digby, and registered with Millview GP surgery, just received a letter to say outside of their boundary and will need to register with another practice. Patient is partially sighted, mobility issues, and is able to access public transport to this practice, which drops them very close to the practice, unable to get public transport for the one closer and would need to walk a lot further which they are unable to do. Would like to know if there is anything they can do.

Notes / Questions

Healthwatch provided information on reasons behind catchment areas, suggested writing to the Practice Manager or speaking with ICB

3. Case 12833 (15-09-2023)

PCN: K2 Healthcare Grantham and Rural

Providers: Vine Street Surgery

Patient has autistic relative who they are a carer for. This relative has other sensory processing issues, light sensitivity, mental health issues and anxiety. Previously Healthwatch have helped the family enable visits to the GP Surgery to be safe and reasonable adjustments were made by the Surgery. Recent environmental changes at the Surgery particularly a change in lighting and access to the room that there relative is seen in has made visits to the GP very difficult and triggered migraines and extreme anxiety in their relative. Patient has suggested adjustments in lighting and other ideas but feels these have been dismissed by deputy Practice Manager. GP who knows their relatives case and has been very helpful and supportive previously is on holiday until next week. Relative feels that reception staff finding it difficult to understand that reasonable adjustments need to be made for relatives visits. Having Occupational Therapist and a multi agency approach really helped last time. The relative has had to move colleges recently because of the same issues.

Notes / Questions

Information emailed about how to make a complaint to GP Surgery and via ICB, parent waiting to see if this information is required and giving the surgery time to provide alternative arrangements first.

Provider Response

Parent update - has now changed to another room, which would be more suitable.

West Locality x 7

- 7 x General Comment

General Comment

1. Case 12803 (04-09-2023)

Providers: Bupa Dental Care, Integrated Care Board Dental

I have been registered at my dental surgery for over 20+ years - now BUPA, The Strait, Lincoln - and my NHS dentist, retired in February 2021.

Their NHS replacement did not stay at the practice very long. However, I had a check up in October 2022 (before the replacement dentist left) and was told I needed a filling. An appointment for this filling was booked for February 2023. This appointment was then cancelled as the dentist left the practice.

I have been told by the practice that I cannot book an appointment for a check up or for my filling until there is a new NHS dentist appointed, and there is no indication when this may be.

There are other NHS dentists within my practice but I'm not allowed to see one as they already have too many patients of their own.

I was offered a one-off private appointment (at a cost of £121.00) for a check up. I'm unsure as to how this is helpful - I know I need a filling, but this would not be covered and neither would any other further treatment that may be required.

What am I supposed to do? Is a filling not classed as an emergency? I am extremely worried that it will get worse and I will end up needing other treatment, such as a root canal.

Other family members have not received dental appointments for over 3 years now.

I feel we are being punished because our dentist retired.

Notes / Questions

Healthwatch suggested making contact with the Practice Manager, or write to ICB. Also provided options of NHS Dentistry in Lincolnshire

2. Case 12848 (26-09-2023)

Providers: Integrated Care Board Dental

Patient in pain and has been informed needs a root canal. Has been on the list to register with an NHS Dentist for a year now and still not registered currently. Has been in contact with NHS 111 who were unable to assist. Patient wants to register with an NHS dentist to get the root canal done, but where? Has been offered to get it done privately however, patient can not afford this.

Notes / Questions

Healthwatch provided, NHS Dentist stating they were taking on new NHS Patients and the link of NHS Choices to keep an eye on it.

Healthwatch asks - what would people do in this situation?

3. Case 12826 (07-09-2023)

Providers: Lincoln County Hospital

Information from contact form from engagement event. Patient found parking at Lincoln County Hospital difficult. Found paying in the machine difficult to understand. Dropping off a person with a mobility problem then parking is difficult.

Mix up at GP with CT scan which delayed appointment had to wait 3-4 months for a CT scan.

Notes / Questions

No contact information on submission form from engagement event.

Provider Response

We are sorry for this persons experience and appreciate the distress and frustration this causes. We are working with our patient groups to ensure car parking payment and management is working as well as it can and also hope in the New Year to introduce a 'book a volunteer' service where people can call ahead and have a volunteer waiting for them at drop off who can wait with a patient until their companion has parked their car.

4. Case 12829 (08-09-2023)

PCN: Imp

Providers: Lincoln County Hospital

For Information: The Willingham Surgery

Patient has multiple health problems. Referred to Cardiology in January 2023 and still waiting for an appointment. Patient asks what has happened to the 18 week waiting list for referrals. Has a serious heart condition and cannot wait. Patient concerned that they are a diabetic and they can have silent heart attacks.

Very pleased with own surgery, uses online AskMyGP service and surgery respond quickly. Willingham by Stow practice.

Provider Response

Response from Clinical Services Manager - 'Unfortunately referrals for cardiology appointments are not currently within the 18 week pathway for consultant referrals due to our current backlog. We are as a speciality clinically grading all referrals to ensure that patients are graded appropriately.

	<p>5. Case 12843 (21-09-2023)</p> <p>Providers: Lloydspharmacy, Pharmacy, Sainsbury's Supermarket Pharmacy (Lincoln)</p> <p>Patient contacted Healthwatch about lack of pharmacies in Lincoln City Centre.</p> <p>Notes / Questions</p> <p>Healthwatch emailed providers of these commissioned pharmacies</p> <p>Provider Response</p> <p>The number of pharmacies required in a location is decided by the Pharmaceutical Needs Assessment. Currently there are considered to be sufficient pharmacies in the Lincoln area to meet the needs of the local population.</p> <p>In relation to the closure of Sainsburys' Lloyds in particular, this pharmacy was opened under special regulations that allowed the opening of a new pharmacy even when it may not have been determined to be either necessary nor desirable (the regulatory test at the time) by virtue of its 100-hour opening status. Therefore, the closure of this pharmacy will be unlikely to result in any changes to the current pharmaceutical needs assessment for the Lincoln area</p> <p>6. Case 12851 (27-09-2023)</p> <p>PCN: Imp</p> <p>Providers: Minster Medical Practice</p> <p>Patient moved into the county over a year ago for work where their previous GP Surgery were amazing. Since moving to Lincoln has found the patient care appalling.</p> <p>Patient requested a health check. During the checks on having blood pressure done, they were informed that it was quite high so for the next week or so to do checks at home 3 times a day and provide the surgery with the report. Nurse stated they were going away the following day but would pass this information onto a GP and that the patient would receive a call. Nurse was very nice.</p> <p>No call was made, patient contacted the surgery to ask what was happening, informed needed an ECG, which they went on to have, still no communication from a clinician so patient contacted the surgery again and was informed by the reception staff to go online on AskMyGP, as patient did not want to do this, was then informed that the result was borderline and that they were being referred to the hospital for heart monitor. Patient asked how long this would be, to be informed they, as the patient would need to contact the hospital. On contacting the hospital has been informed that it could be 6-9 months.</p> <p>Patient asks where is the patient care, no communication, no follow up, feel the surgery are not interested in patient care at all.</p> <p>Notes / Questions</p> <p>Healthwatch provided Practice Manager information,</p> <p>7. Case 12830 (08-09-2023)</p> <p>PCN: Trent</p> <p>Providers: Trent Valley Surgery</p> <p>Booked appointment for blood test at GP practice. This appointment ran one hour and a half late. Nurse unable to draw blood attempted venepuncture 4 times. Could not get appointment at GP. Doctors will not do a drop in service. Asked staff at GP practice for advice about how to see somebody. By chance a Doctor passed by patient when they were in reception of practice. They noticed that the patient looked ill and saw them. Staff very abrupt in their response and told the patient what do you expect us to do about it. Patient does not feel comfortable in discussing with young reception staff about medical needs to get an appointment.</p>
<p>Out of Area x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 12811 (06-09-2023)</p> <p>Providers: Out of area</p> <p>Patient lives in the Louth area but is registered with a Grimsby GP Practice, would like some information</p> <p>Notes / Questions</p> <p>Patient provided with North East Healthwatch information and Healthwatch Lincolnshire sent a referral to North East Healthwatch</p>

Hospital Services

Area	Case Details
<p>East Locality x 6</p> <ul style="list-style-type: none"> 5 x General Comment 	<p>General Comment</p>

- 1 x Compliment

1. Case 12824 (07-09-2023)

PCN: Meridian

Providers: James Street Family Practice

For Information: Lincoln County Hospital

Contact submission form from engagement event. Patient almost died after an allergic reaction to statins. Was not diagnosed for a year. Patient had to fight to get an emergency appointment. Patient refused to leave surgery until they were seen. Once diagnosed treatment has been excellent. Under the care of Haematologist at Lincoln County Hospital this care has been wonderful. Health now improving.

Notes / Questions

No contact details on submission form from engagement event

Provider Response

ULHT - Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.

2. Case 12827 (07-09-2023)

PCN: Meridian

Providers: Lincolnshire Community Health Services NHS Trust (LCHS)

For Information: James Street Family Practice

Information from contact form completed at engagement event. Patient happy with services that they have accessed overall. Has care services coming into home to clean, happy with this. Following a fall had broken pelvis and happy with hospital care, discharge. Lives close to the Surgery so just goes in if they need support and has always been happy with their response.

Negative has been the time that it would have taken for a walk-in shower to be fitted at patients home following discharge from hospital. No longer able to use bath at home. Patients relative is a plumber has replaced the bath and fitted walk in shower. Still waiting to find out if they can get any assistance with the cost.

Notes / Questions

No contact details on form as patient declined.

3. Case 12831 (08-09-2023)

PCN: Meridian

Providers: Lincolnshire Community Health Services NHS Trust (LCHS), United Lincolnshire Hospitals NHS Trust (ULHT)

For Information: Lincolnshire County Council - Children Services

Health Visitor did not pick up any issues with child's development. When relative expressed concerns about the families worries they were dismissed by the Health Visitor. School raised concerns about child's development in the first 3 weeks of attendance. It has taken a year to get EHCP. Took 2 years to get Paediatric referral, refused twice. Relatives not happy with Paediatric appointment as it was a video appointment. Referred 3 months ago for genetic testing still awaiting appointment. This information dates back to over 4 years ago. Relatives very unhappy with the length of time that they have waited. Still waiting for Paediatric review.

4. Case 12817 (07-09-2023)

Providers: Pilgrim Hospital

Patient's elderly parent was experiencing a decline in their general health and well being and was being looked after by the GP (including a couple of home visits as unable to get into the surgery). Parent had a fall and had to be taken to A+E at Pilgrim Hospital with suspected broken hip. Spent more than 17 hours waiting in the A+E department before being sent to have an x-ray that confirmed that there were no broken bones but parent was in a very bad place with pain. Parent was taken to the SDEC (Same Day Emergency Care) Unit for further assessment and amongst another 12 hours later was admitted onto a ward at the hospital. Relative asked the staff team to keep their parent as mobile as possible as they were concerned that the parent would find it difficult to then feel confident to get out of bed (with help) and move around again. Unfortunately, parent spent over 13 weeks in hospital with little movement encouraged. Parent's well-being became a major concern and unfortunately parent was not able to return to their own home. Parent was placed in a nursing home and although staff there are wonderful and encourage patient to get out of bed, parent only feels confident to get out of bed with help and support to sit in a chair. Parent is not able to return home.

Provider Response

We are so sorry to hear about this patients decline in health; sadly with frail elders this is a significant risk with hospital admissions; it is termed 'deconditioning' and not always avoidable. Across our older people services we are participating in a national project called the 'Deconditioning Games' that has been pioneered by the British Geriatric Society where our ward staff lead a variety of exercises and activities during the day - some even competitive and many are social with a number of patients taking part. We hope to continue these which along with managing patient flow and reducing delays, ensuring patients are able to be cared for in the best place for them will in turn help reduce deconditioning.

5. Case 12847 (26-09-2023)

PCN: East Lindsey

Providers: Pilgrim Hospital

Patient recently diagnosed with breast cancer in August 23. Had a fall in the garden last week and went to A&E where they stated the patient had a broken wrist. Patient now in need of a full plaster as CT scan is required before cancer treatment can start. Patient unable to get through to Fracture Clinic, and doesn't know where else to contact.

Notes / Questions

Healthwatch provided PALs information

Provider Response

It is hoped that the patient contacted PALs and a satisfactory response was provided.

Compliment

1. Case 12805 (06-09-2023)

Providers: United Lincolnshire Hospitals NHS Trust (ULHT)

Patient is undergoing cancer treatment at the moment. Has been attending the mobile unit at Spalding where they have found the staff to be really supportive but due to a reaction on last treatment session, will have to attend Pilgrim Hospital for the rest of their round of chemo. When arranging the appointments, the team ensured that the same day of the week was booked so that the patient's routine was adhered to and ensured that their carer / relative would be available to accompany them.

Provider Response

Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.

South Locality x 4

- 4 x General Comment

General Comment

1. Case 12835 (15-09-2023)

Providers: Addenbrookes Hospital (Cambs), Peterborough and Stamford Hospital

Patients relative made contact. Discussed that relative had received misdiagnosis from GP that now had been diagnosed with terminal cancer. Not happy with care relative had received at Peterborough Hospital or Addenbrookes Hospital. States care poor, communication difficult, explanation of diagnosis not good. Discharge procedure and assessment of care needed at home not good enough. Advised about PALS and making a complaint, not happy to do this as had made no difference previously. Discussed that needed to speak to relatives spouse. Spouse at this stage not happy to give any further information.

Relative has own spouse in hospital in Coventry has had negative experience with their care.

Notes / Questions

Advised about how to make a complaint about GP services. (GP information not provided) If nothing resolved, how to make a complaint to CQC, and Health Ombudsman. Information provided on Hospital complaints processes, patient did not want to make a complaint.

2. Case 12834 (15-09-2023)

PCN: South Lincolnshire Rural

Providers: Peterborough and Stamford Hospital, The Deepings Practice

Patient unhappy and frustrated with GP as not able to get an appointment for ongoing medical condition. GP practice if appointments unavailable directed to 111. Patient contacted NHS 111, symptoms assessed as urgent ? cardiac issues. Admitted to Peterborough Hospital Emergency Department last week. Patient felt that staff did not believe self assessment of pain, issues around confidentiality heard staff discussing their case and that their pain was not as severe as patient was experiencing. Heard staff discussing their age and medical condition and that why had they brought their walking aid into hospital. Felt that this was not respectful, dignified, or confidential. Felt that staff were not professional in their actions or care. Patient has concerns around how unsanitary the bathroom they had to use was, overflowing bins, unclean, unable to dispose of their sanitary wear, given a bag by staff and told to leave it on the floor. Hospital communication with GP poor. Has already contacted CQC to complain. Has complained to PALS previously but feels that did not make any difference. Happy for Healthwatch to log information.

Notes / Questions

Patient did not want to make complaint via PALS as had not found this helpful and response not appropriate. Has contacted Practice Manager previously at GP did not find this helpful and has not made changes.

3. Case 12846 (25-09-2023)

PCN: Four Counties

Providers: Peterborough and Stamford Hospital

Relative concerned as spouse has been diagnosed with progressive cancer, surgery not an option and since diagnosis has not had a face to face appointment to know what is going to happen, was supposed to have a face to face appointment today to discuss treatment plans with Consultant, received a call just before setting off to say appointment cancelled due to illness. Has had 7 weeks since diagnosis with little or no communication. Spouse very worried and affecting mental health, has been provided with another appointment at the end of the week, however relative concerned that this might get cancelled again.

Provider Response

Patient update - 3/10/23 - appointment did go ahead, treatment plan now in place and explained things, so everything ok at the moment.

4. Case 12841 (21-09-2023)

PCN: South Lincolnshire Rural

Providers: Sutton Bridge Medical Centre

Patient has been referred to Pilgrim Hospital at Boston for follow up care following a smear test. Patient lives nearer King Lynn and would like to be referred to Queen Elizabeth Hospital at Kings Lynn for care, GP who they saw stated that this could not be done. Would also like to discuss negative experiences following having a smear test.

Notes / Questions

Healthwatch advised patient to contact Practice Manager in the first instance. If further concerns to come back to Healthwatch Lincolnshire.

South West Locality x 1

- 1 x General Comment

General Comment

	<p>1. Case 12838 (20-09-2023)</p> <p>PCN: K2 Healthcare Sleaford</p> <p>Providers: Lincoln County Hospital</p> <p>For Information: Lincolnshire County Council - Adult Social Care</p> <p>Renal Unit Lincoln Hospital</p> <p>Healthwatch Lincolnshire was contacted by Carers First on behalf of one of their clients. Issues around carer not being able to access respite care for their relative due to being on daily dialysis which is performed at home, this relative has complex medical needs, entering end of life care, has dementia but has capacity to make decisions about medical care. Relative is the only person who can work machine and give dialysis daily. Has looked into private respite care in the home but unable to afford this. Has had short stay in hospital 3 days ago.</p> <p>Notes / Questions</p> <p>Discussion with carer that relative at this time did not want respite care or information.</p> <p>Provider Response</p> <p>It is hoped that the patient received a satisfactory response from Adult Social Care and discussion relating to respite care.</p>
<p>West Locality x 3</p> <ul style="list-style-type: none"> 3 x General Comment 	<p>General Comment</p> <p>1. Case 12826 (07-09-2023)</p> <p>Providers: Lincoln County Hospital</p> <p>Information from contact form from engagement event. Patient found parking at Lincoln County Hospital difficult. Found paying in the machine difficult to understand. Dropping off a person with a mobility problem then parking is difficult.</p> <p>Mix up at GP with CT scan which delayed appointment had to wait 3-4 months for a CT scan.</p> <p>Notes / Questions</p> <p>No contact information on submission form from engagement event.</p> <p>Provider Response</p> <p>We are sorry for this persons experience and appreciate the distress and frustration this causes. We are working with our patient groups to ensure car parking payment and management is working as well as it can and also hope in the New Year to introduce a 'book a volunteer' service where people can call ahead and have a volunteer waiting for them at drop off who can wait with a patient until their companion has parked their car.</p> <p>2. Case 12829 (08-09-2023)</p> <p>PCN: Imp</p> <p>Providers: Lincoln County Hospital</p> <p>For Information: The Willingham Surgery</p> <p>Patient has multiple health problems. Referred to Cardiology in January 2023 and still waiting for an appointment. Patient asks what has happened to the 18 week waiting list for referrals. Has a serious heart condition and cannot wait. Patient concerned that they are a diabetic and they can have silent heart attacks.</p> <p>Very pleased with own surgery, uses online AskMyGP service and surgery respond quickly. Willingham by Stow practice.</p> <p>Provider Response</p> <p>Response from Clinical Services Manager - 'Unfortunately referrals for cardiology appointments are not currently within the 18 week pathway for consultant referrals due to our current backlog. We are as a speciality clinically grading all referrals to ensure that patients are graded appropriately.</p>

Mental Health and Learning Disabilities

Area	Case Details
East Locality x 2 <ul style="list-style-type: none">1 x General Comment1 x Informal Complaint	<p>General Comment</p> <p>1. Case 12825 (07-09-2023)</p> <p>PCN: Meridian</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>For Information: James Street Family Practice</p> <p>Contact form submission from engagement event. Patient states GPs good in Louth.</p> <p>Patient comments that Mental Health Services very poor. Patient comments they were reported for ringing the Crisis Team too frequently. Suffers from Seasonal Affective Disorder was told by mental health team to find ways to distract themselves. Comments that Mental Health Services based at Windsor House were good but now very little contact. Rarely has a medication review, no consistency. Used to have peer support but that is not available now. Patient has received some support from the Charity Mental Health Matters. Trying to move to Louth from near Grimsby feels that there will be more support in Louth.</p> <p>Notes / Questions</p> <p>No contact details on submission form from engagement event.</p> <p>Informal Complaint</p> <p>1. Case 12828 (08-09-2023)</p> <p>PCN: Meridian</p> <p>Providers: East Lindsey Medical Group, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Patient has had 5 blood tests in the last 3 months. Only told 3 weeks ago that has issues with their liver. Waiting to go to hospital for tests, does not know how long the wait for this will be. The second blood test they had at GP Surgery left extensive bruising on the arm where blood had been taken, this took 5 weeks to heal. Been told by GP that has sleep apnoea does not agree with this referred to Pilgrim Hospital for tests. Has never been seen by their own GP, phone or locum GP only.</p> <p>Suffers from depression, GP referred to Mental Health Nurse. Did tell the Nurse during phone appointment that was going to kill themselves. Reply from Mental Health Nurse was that 'you cant say things like that'. Told the Nurse that did not think that medication prescribed for depression were working. Told by the Nurse that how would you know and ignored. NHS counsellor that referred to was poor and did not help. Goes to a Group who told patient about a counsellor so has come out of NHS services for this and had first appointment yesterday. Feels strongly that there is not enough support for mental health.</p> <p>Notes / Questions</p> <p>No personal information provided to go back to the patient</p>

Patient Transport

Area	Case Details
South West Locality x 1 <ul style="list-style-type: none"> 1 x General Comment 	General Comment <ol style="list-style-type: none"> Case 12839 (20-09-2023) <p>Providers: East Midlands Ambulance Service NHS Trust (EMAS)</p> <p>Patient contacted Healthwatch following making a complaint to East Midlands Ambulance service about an ambulance driver. The response that they have received from EMAS is not satisfactory and does not respond to the issues that they have raised.</p> <p>Notes / Questions</p> <p>Contacted relative explained Healthwatch Lincolnshire role. Relative will email copy of complaint sent to EMAS and the response that they are not happy with. Will provide further information and signposting once received and read complaint. Ombudsman information provided.</p>
West Locality x 1 <ul style="list-style-type: none"> 1 x Signposting 	Signposting <ol style="list-style-type: none"> Case 12802 (04-09-2023) <p>Providers: East Midlands Ambulance Service NHS Trust (EMAS)</p> <p>I would like to become a volunteer non emergency driver</p> <p>Notes / Questions</p> <p>Healthwatch provided EMAS Volunteer driver link</p>

Social Care Services

Area	Case Details
East Locality x 5 <ul style="list-style-type: none"> 5 x General Comment 	General Comment <ol style="list-style-type: none"> Case 12827 (07-09-2023) <p>PCN: Meridian</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>For Information: James Street Family Practice</p> <p>Information from contact form completed at engagement event. Patient happy with services that they have accessed overall. Has care services coming into home to clean, happy with this. Following a fall had broken pelvis and happy with hospital care, discharge. Lives close to the Surgery so just goes in if they need support and has always been happy with their response.</p> <p>Negative has been the time that it would have taken for a walk-in shower to be fitted at patients home following discharge from hospital. No longer able to use bath at home. Patients relative is a plumber has replaced the bath and fitted walk in shower. Still waiting to find out if they can get any assistance with the cost.</p> <p>Notes / Questions</p> <p>No contact details on form as patient declined.</p> Case 12813 (06-09-2023) <p>Providers: Lincolnshire County Council - Adult Social Care</p> <p>Service User expressed being nervous about going to the dentist but that the dentist talked to them to help them calm down. Dentist in Pump Square, Boston.</p> <p>Service User goes along to an annual medical check appointment accompanied by a family member and sometimes is told what is happening and it's positive. When bloods are taken the nurse helps by keeping talking to them and keeping them calm. Currently is having botox treatment for a neck issue, had that treatment out of country. More treatment is to follow.</p> <p>Service User would like to try checking in themselves at the doctors instead of someone else doing that for them but would need help to do this.</p> <p>Notes / Questions</p> <p>Information from Service User at Thistles Garden Group</p> Case 12814 (06-09-2023) <p>Providers: Lincolnshire County Council - Adult Social Care</p> <p>Service User said that the doctor speaks to their carer as they do not always understand what is being asked of them and has had lots of hospital appointments in the past. They are ok with the dentist and has an appointment tomorrow - if they get nervous Dentist distracts them. (Pump Square, Boston)</p> <p>Notes / Questions</p> <p>Information from Service User at Thistles Garden Group</p>

	<p>4. Case 12815 (06-09-2023)</p> <p>Providers: Lincolnshire County Council - Adult Social Care</p> <p>Service User said that they go to Boots for optician appointments and that the staff there talk to them and their carers when they attends. They area patient at the Parkside doctors practice and they talk to them about healthy heart/healthy eating.</p> <p>Notes / Questions</p> <p>Information from a service user at Thistles Garden centre</p> <p>5. Case 12819 (07-09-2023)</p> <p>Providers:</p> <p>For Information: Lincolnshire County Council - Children Services</p> <p>Contact form information that this person has a caring responsibility for a female child which is a special guardianship. No support available in the Louth area and feels alone.</p> <p>Notes / Questions</p> <p>Healthwatch tried to make contact with patient, contact details left.</p>
<p>South West Locality x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 12801 (04-09-2023)</p> <p>Providers: Lincolnshire County Council - Adult Social Care</p> <p>Very stressed main carer, of spouse with dementia, who is currently in Johnson Hospital after being in respite, had a fall and was admitted to Lincoln County Hospital, where a hip replacement was required. Has been discharged into Johnson Hospital where spouse has a social worker, now needs to look for Permanent Care Home in the Grantham area and looking for recommendations, has asked the Social Worker, who stated they did not know the area very well. Is self funding.</p> <p>Notes / Questions</p> <p>Healthwatch provided Care Choices; Age Care Advice and CQC website information so they can see what ratings are available for homes.</p>

Other

Area	Case Details
<p>East Locality x 3</p> <ul style="list-style-type: none"> 1 x General Comment 1 x Informal Complaint 1 x Compliment 	<p>General Comment</p> <p>1. Case 12807 (06-09-2023)</p> <p>Providers: St Barnabas Lincolnshire Hospice</p> <p>Patient following the death of their partner asked for bereavement counselling and support as they were finding everything was too much for them. Their partner had been looked after by the Butterfly Hospice as an inpatient and St Barnabas Hospice in the community, with additional support from Marie Curie. At the time last year, St Barnabas offered them an opportunity to join a Bereavement Group but the patient felt that as their grief was so raw, going to the group and sitting around with so many people was not the right place for them and did not feel comfortable discussing their feelings at that time. The group themselves were lovely and they could see that they were getting something out of it but it was not for them.</p> <p>However, they were given an opportunity to have one to one counselling with the Butterfly Hospice offered face to face sessions. At first it was on a weekly basis then it progressed to fortnightly and now the patient attends a group session and feels that it is helping them come to terms with their grief and loss of their life partner.</p> <p>Informal Complaint</p>

1. Case 12810 (06-09-2023)

Providers: AJM Wheelchair

For Information: Lincolnshire Integrated Care Services (ICS/ICB)

Family member whose parent suffers with MND and has a lovely new wheelchair but unable to use as the incorrect cushion/seat was provided initially.

MND is advanced and unable to go anywhere in or out of the house due to the seat not being available.

Family member has spoken to someone at AJM this morning, who said it will be marked as urgent, but unable to give a timeframe. This of course is of utmost importance to this patient and has been waiting for 3 months now.

Parent/patient is very distraught as they are unable to do anything, and as I am sure you are aware this is a very debilitating disease.

Are you able to fast track this as a matter of utmost importance, please? to ensure this patient has the correct seat for their, lovely, but unusable wheelchair. If a timeframe could be provided so they are aware how long this will take, would be appreciated.

Notes / Questions

Family member requested Healthwatch make contact with provider

Provider Response

06/09/23 Healthwatch contacted AJM to expedite delivery. AJM stated wheelchair parts would be delivered on 15/9/23

15/09/23 Carer contacted Healthwatch no delivery of wheelchair parts. 20/09/23 Carer contacted AJM advised that they would ring back , they did not. 20/09/23 delivery. Healthwatch sent email to expedite delivery.

21/09/23 No response to email sent from Healthwatch to AJM, unable to get through by telephone. Email sent to carer with contact details for ICB who commission services to make a complaint.

22/09/22 Healthwatch contacted AJM unable to speak to designated person. Advised that she was going to track part today discussed that this was urgent and needed to be expedited because of this patients worsening condition now confined to bed. Discussed that patient and relative considering making a formal complaint to ICB. Promised call back from person by end of day to give update . HW contacted relative by telephone and advised of contact with AJM , will wait until had a response today , then will consider making a complaint or family discussing paying privately for part. Discussed in detail how this has been so frustrating and impacted so badly on relatives quality of life , and how time sensitive intervention needs to be.

27/9/23 - family member - it's been going on for 5 months, apparently AJM have received the part, now we have to wait for delivery to home address! - still chasing

10/10/23 - there was a delay on the arm rest which holds the computer so I was waiting for that. The seat we were chasing came the Friday before last. Still a huge delay in timeframes.

Compliment

1. Case 12806 (06-09-2023)

Providers: Butterfly Hospice

Patient who is living with cancer themselves is undergoing bereavement counselling through the Butterfly Hospice following the death of their partner last year from brain cancer. They asked for support from the Butterfly Hospice to help them through their bereavement and have been able to access one to one, face to face counselling for a number of sessions. At first it was weekly and now is fortnightly. The patient has also been told that they can be introduced to a bereavement group for additional support when the time is right for them. The patient could not praise the Hospice enough for all that they have done for them and their partner last year.

West Locality x 1

- 1 x General Comment

General Comment

1. Case 12826 (07-09-2023)

Providers: Lincoln County Hospital

Information from contact form from engagement event. Patient found parking at Lincoln County Hospital difficult. Found paying in the machine difficult to understand. Dropping off a person with a mobility problem then parking is difficult.

Mix up at GP with CT scan which delayed appointment had to wait 3-4 months for a CT scan.

Notes / Questions

No contact information on submission form from engagement event.

Provider Response

We are sorry for this persons experience and appreciate the distress and frustration this causes. We are working with our patient groups to ensure car parking payment and management is working as well as it can and also hope in the New Year to introduce a 'book a volunteer' service where people can call ahead and have a volunteer waiting for them at drop off who can wait with a patient until their companion has parked their car.