



Healthwatch Lincolnshire

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Healthwatch Lincolnshire Patient Experiences for: December 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 31 December 2023 where 40 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.

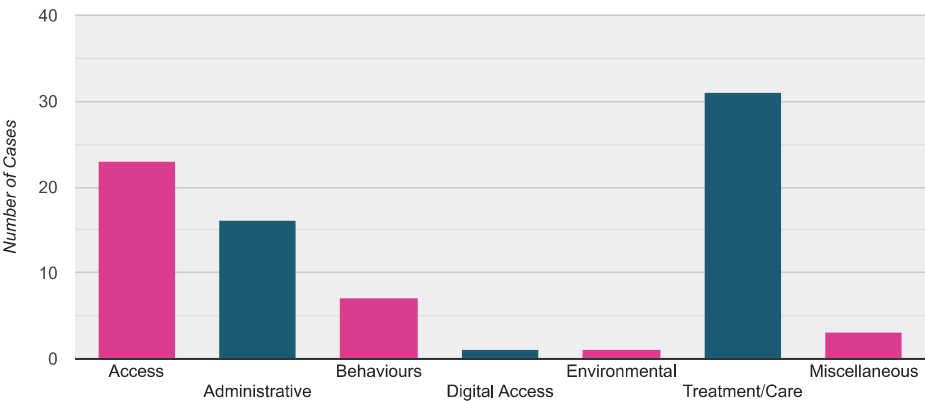
- The map points are coloured according to the sentiment
 - Positive - green
 - Negative - red
 - Mixed - orange
 - Neutral - blue
 - Unclear - grey

A few of these comments for Mental Health services have been provided via a survey

Statistics

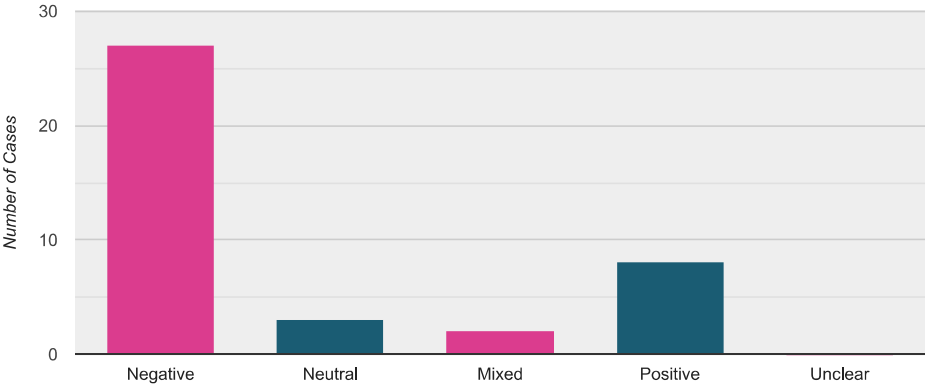
Total cases: 40

Theme Areas



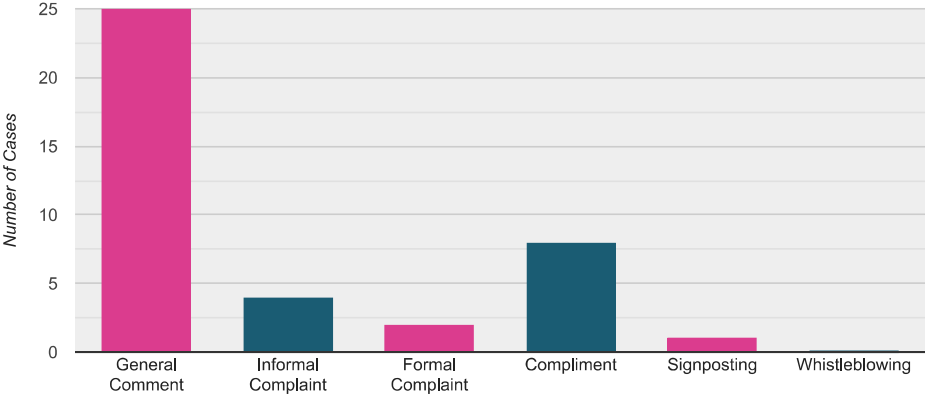
Theme Areas	Cases
Access	23
Administrative	16
Behaviours	7
Digital Access	1
Environmental	1
Treatment/Care	31
Miscellaneous	3

Sentiments



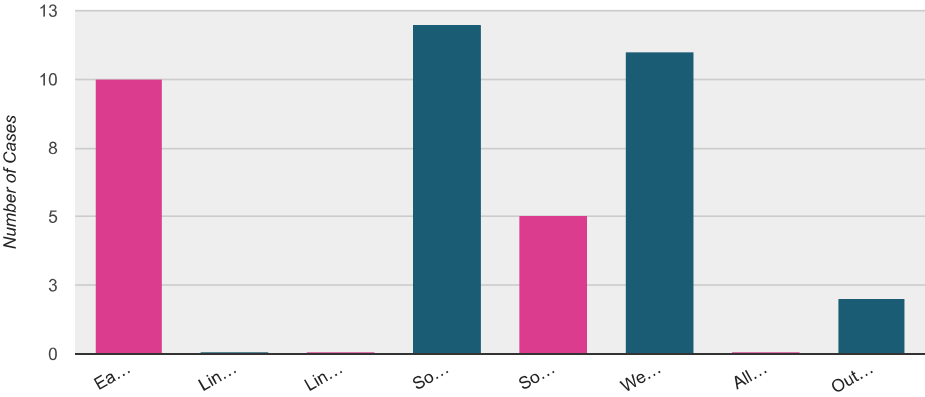
Sentiments	Cases
Negative	27
Neutral	3
Mixed	2
Positive	8
Unclear	0

Case Types



Case Types	Cases
General Comment	25
Informal Complaint	4
Formal Complaint	2
Compliment	8
Signposting	1
Whistleblowing	0

Areas



Areas	Cases
East Locality	10
Lincolnshire CCG	0
Lincolnshire Integrated Care Services (ICS/ICB)	0
South Locality	12
South West Locality	5
West Locality	11
All Areas	0
Out of Area	2

A map of the East of England region, showing major cities like Manchester, Sheffield, Nottingham, and Lincoln. The map is overlaid with 20 red location pins, indicating specific points of interest. The pins are distributed across the region, with a higher concentration in the central and eastern parts. The map also shows major roads (M1, M6, M60, M62, M180, M18, A1, A50, A42, M42, M50) and geographical features like the Peak District National Park and the Lincolnshire Wolds AONB. The map is sourced from Google Maps, with data from 2024.

Community Health Services

Area	Case Details
<p>East Locality x 2</p> <ul style="list-style-type: none"> 2 x General Comment 	<p>General Comment</p> <p>1. Case 13063 (04-12-2023)</p> <p>PCN: East Lindsey</p> <p>Providers: Lincoln County Hospital, Lincolnshire Community Health Services NHS Trust (LCHS) Lincoln Urgent Care and A&E</p> <p>Twice this year have been guided by 111 to attend Lincoln Urgent Care. In August I took my spouse with abdominal pains arriving at 7.30 am . We waited I hour before being seen and after time spent taking details we were told that as there was not a Dr on duty we should transfer to A&E. In total 2 hours wasted as we then had to queue and wait for Triage. In November my spouse had a blocked catheter following surgery. I contacted 111 and in 1 hour a return call was made. A very helpful person said it sounded too complicated for the home team but they would call back to confirm. Another hour and told we should go to Lincoln Urgent Care and they would tell them we were coming and they would be able to contact urology. We waited although no-one seemed to be either coming or going to this unit. This was around midnight on a Thursday. After all stats done they looked at the problem and said we can do nothing with that we must go to A&E. More time wasted as after waiting 45 mins my spouse in considerable discomfort Stats were done again, and another wait. As soon as seen their Catheter was changed, they had a scan etc. The staff were lovely but it is all so slow. We got home 20 miles away at 5am. Why is waiting so long when there seems to be little activity? Why do stats have to be taken so many times? There seems to be no cohesion between staff members</p> <p>Notes / Questions</p> <p>Information provided via survey</p> <p>Provider Response</p> <p>ULHT - Please accept our apologies for your experience. At times delays are sadly inevitable and patients will be seen by clinical priority and there are different stages to assessments to determine the best pathway of care. There is currently a great deal of partnership work being undertaken between the UTC and A&E and we hope this will go some way to resolving some of the issues you described.</p> <p>Sent to patient.</p>

	<p>2. Case 13095 (22-12-2023)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS), Louth County Hospital</p> <p>An appalling situation at Louth Urgent Treatment Centre. However poorly you might be feeling you cannot enter the unit apparently due to Patient confidentiality/data protection. We had to queue outside in freezing weather until the small access was free of the previous poor people. Surely there is a better way of handling this. It was appalling not just for us but all of us subjected to this way of treating poorly people and children. Could they not utilise a sound proofing booth or at least provide shelter of some sort and a heating/cooling system????</p> <p>Notes / Questions</p> <p>Healthwatch signposted to how to make a complaint. Contact details given for PALS at Louth County Hospital and LICB Feedback.</p> <p>Healthwatch asks - what options are available to patients attending Louth UTC when the weather is wet/cold etc especially as winter is on us.</p>
<p>South West Locality x 3</p> <ul style="list-style-type: none"> 1 x General Comment 2 x Compliment 	<p>General Comment</p> <p>1. Case 13070 (04-12-2023)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS), United Lincolnshire Hospitals NHS Trust (ULHT)</p> <p>Grantham</p> <p>A number of comments raised on Healthwatch FaceBook page relating to people who were not aware of Urgent Treatment Centre. IE: Has it taken over the old A&E??,I thought they'd all been closed.</p> <p>Notes / Questions</p> <p>It seems there are still some of the community who are not aware of the Urgent Treatment Centre, what publicity has there been in the community?</p> <p>Provider Response</p> <p>From ULHT - -</p> <p>We had a comprehensive communications and engagement plan associated with the change of Grantham A&E to a UTC. I've listed below a summary of the comms activities undertaken before, during and after the change. I hope that helps.</p> <p>External comms</p> <ul style="list-style-type: none"> Press releases and media interviews- extensive local media coverage on TV, radio, print and online both in the run-up to the change and the week of the change Websites (both Trusts and also partner organisations) Posters Multiple social media posts across all partner organisations (still continuing) Targeted email to patient and member databases in all provider orgs Shared with database of 10,000 patient and community groups Direct communications to Patient Participation Groups at GP practices, campaign groups etc Partner organisation direct email (including LRF, local councils, neighbouring NHS trusts) Stakeholder direct email (including MPs, councillors, Healthwatch, HSC) Flyer drop to all households within a 5 mile radius of Grantham <p>Compliment</p> <p>1. Case 13066 (04-12-2023)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Urgent Treatment Centre</p> <p>I spent last week in Grantham I was admitted Monday night, was treated brilliantly and all week the nurses second to none</p> <p>I say thank god for that urgent care centre please make sure we keep it</p> <p>2. Case 13069 (04-12-2023)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Urgent Treatment Centre - in Grantham today. All staff very kind, not a long wait, 10/10</p>
<p>West Locality x 3</p> <ul style="list-style-type: none"> 1 x Formal Complaint 2 x Compliment 	<p>Formal Complaint</p>

	<div>1. Case 13089 (15-12-2023)</div> <div>Providers: Lincoln County Hospital, Lincolnshire Community Health Services NHS Trust (LCHS)</div> <div>A friends elderly relative was taken to Lincoln Hospital by Ambulance .They had a fall, are elderly and have early signs of dementia. Relative had to go home so a family friend went to see how the elderly relative was. Family friend arrived at the hospital approximately an hour after they had been taken in by ambulance. When family friend arrived they went to the Accident and Emergency reception desk to find where they were and was told there was no-one by that name here. Hospital staff were abrupt and unhelpful. Family friend then checked with the ambulance crews outside to see if they were there but again couldn't be found. Obviously very worried at this point as elderly relative was brought in by ambulance with a head injury and early dementia. Family friend returned into the hospital and eventually found the patient in the Urgent Treatment Centre across the corridor from the Accident and Emergency Department. A complaint has been made.</div> <div>Notes / Questions</div> <div>Healthwatch asks - What is in place so information is shared between the 2 providers to alleviate relatives having this kind of experience?</div> <div>Provider Response</div> <div>LCHS - Both A&E and UTC receptionists should be speaking to each other as they are sat next to each other. We would expect A&E receptionist to have spoken with UTC receptionist when they were unable to find patient on A&E systems, and vice versa if necessary.</div> <div>From the description of the patients attendance it doesn't sound suitable for patient to be in the UTC. A&E use the UTC waiting room as an overflow too so may have been seated there by them and for a relative to access the ED waiting room they have to walk through the UTC waiting room too.</div> <div>It is also not always possible to advise visitors if a patient is in the department due to patient confidentiality.</div> <div>The service will look into this further, but if the patient/family would like more information please provide them the PALS details. LHNT.LincsPALS@nhs.net or 0300 123 9553</div> <div>ULHT - We are extremely sorry for this and can completely understand the anxiety it caused. Unfortunately at the present time as the UTC and A&E are on different computer systems we are unable to view if a patient is in the UTC. However this has been raised and is being addressed.</div> <div>Sent to person who raised this</div> <div>Compliment</div> <div>1. Case 13068 (04-12-2023)</div> <div>Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</div> <div>Urgent Treatment Centre</div> <div>Early Saturday morning in Lincoln. The staff were amazing. Only 20mins there. Brilliant.</div> <div>2. Case 13101 (22-12-2023)</div> <div>Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</div> <div>Urgent Treatment Centre - Lincoln</div> <div>New unit reception was good, informative. We did not have to wait long to be seen. My partner, who was attending because they had a bite/bruise/infection on their hand was dealt with very effectively.</div>
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Primary Care services

Area	Case Details
<div>East Locality x 3</div> <div><ul style="list-style-type: none">1 x General Comment1 x Informal Complaint1 x Compliment</div>	<div>General Comment</div> <div>1. Case 13088 (15-12-2023)</div> <div>PCN: Meridian</div> <div>Providers: Boots Pharmacy (Horncastle), East Lindsey Medical Group, Pharmacy</div> <div>My prescription for zapain painkiller for my very bad back worked very well and kept me mobile. I tried to keep it to the one a day. I was told by Pharmacist (Boots Horncastle) it was being changed to cocodamol. Their words 'zapain discontinued'. Which was a lie. The GP Surgery (not GP) said cocodamol was cheaper and cost the NHS less money. But it's not as effective. I have to take more, it gives me constipation, my exercise is affected. The NHS is very short-sighted in my opinion.</div> <div>Notes / Questions</div> <div>Signposted about how to make a complaint. Practice Manager at Surgery, contact details given for LICB feedback Centre re how to make a complaint about GP and pharmacy.</div> <div>Informal Complaint</div>

<div>07/02/2024, 18:22</div> <div></div>	<div>Healthwatch Lincolnshire Patient Experiences for: December 2023 - IMP - Healthwatch Lincolnshire</div> <div><div>1. Case 13065 (04-12-2023)</div><div>PCN: Solas</div><div>Providers: Brant Rd Dental Practice, Integrated Care Board Dental</div><div><p>Sadly, in early June 2023, I cracked and broke off my front upper right incisor. This as you can imagine was extremely painful and I attended Brant Road Dental Practice as an emergency appointment the following morning. The dentist re-affixed the broken tooth shard.</p><p>Unfortunately, this repair did not last and in late June the tooth was stuck back together. The dentist said I would need a replacement crown as a longer term solution.</p><p>Regrettably, they were leaving the practice and despite seeing the same dentist in mid July no further action was taken.</p><p>At this time, Brant Road Dental Practice made an appointment for me to see my 'own' dentist, mid August. This appointment was then cancelled by Brant Road Dental Practice the day before the appointment and re-scheduled for early September.</p><p>A couple of days before this, now new appointment, it was then also cancelled and re-scheduled for 2 months time in early November. I did at this time speak to the receptionist and ask if I could see another dentist. Their advice was this would take even longer. I also asked if I should complain, to which the response was this would effectively be a waste of my time.</p><p>Today, and only once I had phoned Brant Road Dental Practice, was a phone call returned to me, cancelling this last appointment and asking me to phone back to re-schedule yet again.</p><p>I have not raised this complaint with the Brant Road Dental Practice Manager, as frankly this has already been stated to be a waste of time and effort.</p><p><i>To be clear I have no issues with my dentist.</i></p><p>However, I would ask you to please determine why the practice cannot seemingly organise an appointment without them being cancelled time after time after time?</p><p>To explain to you the impact the loss of this tooth has had on me since early June:</p><ul style="list-style-type: none">• I cannot bite into food properly as the right incisor is missing• I now speak with an impediment as I talk with a lisp• And I have developed a sore on my lower lip as saliva weeps through from where the tooth was.<p>I do hope you can help me as I would dearly like to have not 2 front teeth for Christmas this year but simply a replacement for my missing front incisor.</p><p>Incidentally the repeated cancellations of appointments on the day before an appointment/check-up has happened previously for both my spouse and I.</p><div>Notes / Questions</div><p>Patient has been in contact with the ICB feedback centre, who have made contact with the practice, to date the practice have not provided any information to the ICB nor the patient. Patient asked for Healthwatch involvement.</p><div>Provider Response</div><p>7/12/23- ICB response- I understand that Brant Road Dental Practice has now been in contact with you on 5 December to discuss your concerns, and we hope this matter is now resolved. Brant Road Dental Practice also confirmed that you have now moved to a new practice.</p><p>Patient update - feels the previous Dental Practice have now left them so long the crown can no longer be fitted. Would like information on how to get compensation.</p><p>Healthwatch provided information on - Formal Complaint, if done so and not satisfactory PHSO.</p><div>Compliment</div><div>1. Case 13093 (19-12-2023)</div><div>PCN: Solas</div><div>Providers: The Surgery Stickney</div><div><p>Patient had been feeling "out of sorts" for a while and finally spoke with their GP about their concerns. They got an appointment on the same day that they called late morning and was seen by a very professional nurse who listened to their concerns, did a full assessment and arranged for a number of tests to be completed. These tests were booked in very quickly with either the Practice or outside agencies and results were returned very swiftly to the patient. This information sharing was extremely good and the patient felt reassured by the service that they received.</p></div></div><div><div>South Locality x 4</div><div><ul style="list-style-type: none">• 4 x General Comment</div></div><div><div>General Comment</div></div></div>
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1. Case 13100 (22-12-2023)

PCN: Spalding

Providers: Beechfield Medical Centre

Due to disappointment at the way patients with Prostate Cancer were shunted from one hospital to another across Lincolnshire my partner opted to receive their treatment in Peterborough, which is far more accessible. Now four years on, they continue to receive regular six monthly check ups. Three weeks before these appointments my partner takes a PSA blood test. On the blood form it says explicitly where the results need to be sent and a request that their GP surgery also forwards the results to Oncology at Peterborough.

Not once in four years has this been done, the results always either remain in Boston or go to the GP, but never have those results been forwarded to Peterborough Oncology. This means that NHS resources of time and money are wasted in Peterborough Oncology having to track down the results. It is also a very anxious time for the patient and this year is no different except there have been some changes which may be a concern to the patient. Having tracked down the results, they eventually arrived at Peterborough Oncology, except they did not. The results were sent from twelve months ago (not even the last one from six months ago) So even more NHS money will be wasted trying to track down the results, or having to start the process again. This has caused a lot of distress to the patient who has numerous other conditions, including mixed dementia and to me their partner and carer. Are we being punished for getting treatment out of area?

Notes / Questions

Healthwatch advised patient how to make a complaint. Contact Practice Manager in the first instance. ICB Feedback Centre contact details given.

2. Case 13099 (22-12-2023)

PCN: Four Counties

Providers: Lakeside Healthcare Stamford (St Mary's and Sheepmarket)

I would just like to point out the reality in Stamford, at the most fundamental level, one is unable to get through to the local surgery by phone, not uncommon to be 50th in the queue. Then having visited in person, not being able to get an appointment within two weeks. And this has been the situation for years sadly. I would consider this a near complete failure.

Notes / Questions

Healthwatch contacted patient to get further details and gain consent to share further information.

3. Case 13081 (11-12-2023)

Providers: Lincolnshire Integrated Care Services (ICS/ICB), The Deepings Practice

Patient had a face to face meeting with Practice a few months ago and was assured things would change and they would be able to make contact in the afternoon as slots would become available, this hasn't come to fruition. Patient tried to make contact this morning at 8am, after 3 times of trying eventually received a callback to say all slots have been taken. Patient suffers with cerebral palsy and feels they may have conjunctivitis. Has been to NHS 111 who stated to make contact with their surgery as they wouldn't be able to provide prescription. Patient tried again to contact GP surgery to be informed to call back again tomorrow to see if any slots available. Patient requested to speak with the practice manager and was passed onto the supervisor who has arranged a phone consultation with a Nurse Practitioner tomorrow, which the patient is grateful for, but feels they have to fight for every bit of health care and only got this appointment because they pushed and feels they shouldn't have to push for this service. Patient feels no-one is taking responsibility to support them with their cerebral palsy and has not been seen by a specialist for this service. Patient feels as they have been informed that the surgery has over 80,000 patients perhaps there should be another surgery in this area.

Notes / Questions

Healthwatch provided information on Scope, Lincolnshire Cerebral Palsy Society.

4. Case 13076 (06-12-2023)

PCN: Spalding

Providers: Munro Medical Centre

Patient has had ongoing issues with cellulitis and had Deep Vein Thrombosis in leg since September. This is now impacting their ability to walk. Elderly and living on own. Has had GP appointments and antibiotics but still not getting any better. Does not know what to do now.

Notes / Questions

Healthwatch suggested speaking with the Practice Manager to discuss concerns

Provider Response

Update - Patient did as suggested and has now got appointment for this afternoon. Patient very pleased with outcome.

<ul style="list-style-type: none"> 2 x General Comment 	<p>1. Case 13080 (08-12-2023)</p> <p>Providers: Bupa Dental Care, Integrated Care Board Dental</p> <p>I am wondering if you might be able to support me with a problem I have with my NHS dentist practice. I am a patient at Bupa in Sleaford and have been (happy) for a number of years. Recently, I needed some urgent work done and was advised that the practice no longer has any NHS dentists (the last remaining NHS dentist was finishing off their last jobs). We were also advised they are looking to replace them as they have a government commitment to provide NHS dentists. As such I have been to a private dentist to seek help. That help now includes advice that I need an extraction and an implant which if I remain private will come at a massive cost, far more than if I had been having it done at my NHS dental practice. I guess the advice I am looking for is 'where do I stand here'? Should I be expecting more from my NHS dental practice? Should they be footing some of the costs of me being forced to go private? The kick in the teeth is that the private dentist I saw was one of the NHS dentists just a year or so ago at Bupa in Sleaford.</p> <p>Notes / Questions</p> <p>Healthwatch provided - NHS 111 and provided the link to a search engine: NHS dental choices, ICB for complaints. Practice Manager of the practice.</p> <p>2. Case 13084 (11-12-2023)</p> <p>Providers: Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>For Information: Lincolnshire County Council - Adult Social Care</p> <p>Raised at Grantham Barracks</p> <ul style="list-style-type: none"> Access to respite care for loved ones living with dementia. Finding appropriate placements, access to funding if not self funding, long waits for respite care and lack of information available. Some families just given a directory and have to go in blind to get any information. Carer in receipt of carers allowance – elderly parent in and out of hospital and therefore the carer is told that they are not eligible for the carer's allowance. It is causing extreme issues financially for them as they do not know when parent will be going into hospital due to emergency admissions. Recently with all the stress of admission, care had forgotten to inform and was then threatened with all sorts of actions. This is having an impact on their own wellbeing and is having to spend more and more time with parent in their home rather than with their own family and partner who is in the military. Elderly relatives not being able to get appointments at the GP surgery and being told that they have to use online services which they find very difficult. Trying to get through via the telephone is getting harder and is taking much longer for calls to be answered. (GP Practices in Grantham). Being advised to get support from a relative to use the online services. Patients feel that the NHS GP service sees them as a burden and lack of privacy / respect and confidentiality is not being shown to them. They feel that they are being dismissed. Many are not bothering to even try to make appointments anymore but are just dealing with health issues the best they can. Unfortunately, this means that when they do need medical advice and support they are in a much more serious medical condition than if they had been seen earlier.
<p>West Locality x 6</p> <ul style="list-style-type: none"> 4 x General Comment 1 x Informal Complaint 1 x Formal Complaint 	<p>General Comment</p> <p>1. Case 13077 (06-12-2023)</p> <p>PCN: South Lincoln Healthcare</p> <p>Providers: Bassingham Surgery</p> <p>Patient has had high blood pressure since the beginning of November 2023 due to stress at work. Had a week of work signed off as sick by GP at Bassingham Surgery where a registered patient. Had bloods taken the following week at GP surgery. Has waited 2 weeks for blood test results. Patient rang Surgery last Friday told by Reception staff that bloods were fine, but concerns around the lipids. Information was to be sent to patient about commencing statins. When patient asked what cholesterol level was receptionists stated that they did not know what the figure was as not clinicians. When patient asked to speak to Dr or Nurse Practitioner for a telephone Consultation no available appointments for 3 weeks. Patient not happy with this and asked for a Dr to ring back as soon as possible. Receptionist stated that they would get a Dr to ring them back tomorrow. This did not happen. On Monday patient rang Surgery told by receptionist nothing on system saying that needed a call back from Dr.</p> <p>Notes / Questions</p> <p>Healthwatch advised to contact Practice Manager in the first instance if not resolved contact information given for ICB Feedback Centre.</p> <p>Provider Response</p> <p>Practice Manager requested details - HW asked the patient if they could provide consent. Consent given 15/1/24 and sent to Practice Manager.</p> <p>24/1/24 - Practice manager provided a detailed response which has been shared with the patient</p>

2. Case 13087 (15-12-2023)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Moved to Lincoln a few years ago. Suffer from several health conditions. It has been very difficult to access my medical needs.

The above services are bad, the reasons are

(1) there are only a few hospitals

(2) the A & E (Lincoln) is over stretched, I was at the A & E almost 2 days, when I had heavy bleeding problems

(3) the pharmacy (Tritton road, LN6) has closed down, I have to travel far to get medications & the pharmacy has long queues, closes for lunch

thus patients have to wait or hang around to get the medications

(4) The doctors are given 5 minutes which is not enough time to treat all my conditions, it is very difficult to get an appointment with the doctor

(5) I suffer from Peri dental disease it was hard to find a NHS dentist to treat me

(6) Optician: I suffer from blurry visions etc, it has not been easy finding NHS treatment

(7) NHS consultants are working privately so unless you have money to treat your prognosis there is a long waiting time.

In a nut shell without money the patients are in a stage where they can die.

Hope that my feed back would help you to improve the services.

3. Case 13079 (08-12-2023)

PCN: Imp

Providers: Nettleham Medical Practice

I am a carer for my elderly relatives. My elderly relative who was suffering from dementia and mobility issues was using the toilet, went to fall, I attempted to catch them and heard my back crack. I was in agony, could not walk, could not sit, could not drive and had to continue caring for my relative. I contacted Nettleham Medical Practice. I was prescribed pain killers. They refused to actually see me. I went to see two chiropractors (in a borrowed automatic car as I could not operate the clutch) and both recommended an MRI. After about 5 months of actually crawling around the house and no support or help from Nettleham Medical Practice a family member actually paid for me to have an MRI privately. I had a herniated vertebra that was causing pressure on the sciatic nerve and needed surgery to relieve the pain. My relative paid for me to have the operation privately (despite the fact that they are 84). It is now 12 months on from the operation and I still get very upset when I think about how I was ignored.

Notes / Questions

Healthwatch gave information to the patient in the first instance to contact Practice Manager.

Signposted to LICB Feedback Centre about how to make a complaint about GP Practice .

Offered information about support for carers and dementia.

4. Case 13097 (22-12-2023)

Providers: Pharmacy, The Co-operative Pharmacy

I have had a series of negative incidents at Pharmacy located inside the CoOp store in North Hykeham. The event took place yesterday. I have copies of the prescription too which clearly show that the four items which were missing from my collection were indeed requested by my Medical Practice. The Pharmacist was rude and treated me like an idiot. I am an older person of almost 70 but I am not stupid, I worked for the NHS for over 40 years as a Medical Secretary to Consultants. They were insistent that there was a prescription at the Surgery I had not picked up and put in at the Pharmacy, I reiterated more than once that the request was made electronically and the fault was with the Pharmacy. They were not having it, no matter what I said, so I walked out. I was very angry. Those items apparently are now ready for collection, thanks to the intervention of the receptionist at Medical Practice, however my neighbour is collecting them on my behalf, I do not want to see the arrogant obnoxious person ever again.

Notes / Questions

Healthwatch gave information in the first instance make a complaint to Manager of the Pharmacy.

Informal Complaint

	<div>1. Case 13096 (22-12-2023)</div> <div>PCN: Trent</div> <div>Providers: Glebe Park Surgery</div> <div>Patient contacted Healthwatch as very stressed and concerned that incorrect information in relation to Glaucoma is on their medical records. This is making them very worried about driving and will make it difficult to renew their driving licence. This information has also been documented on other referrals to other specialities recently. Does visit the Opticians every year and they have documented that they do not have glaucoma. Has been in contact with GP Practice but this has been a very negative experience and nothing has changed.</div> <div>Notes / Questions</div> <div>Healthwatch contacted Practice Manager at the request of patient.</div> <div>Provider Response</div> <div>Patient update 2/1/24 - Has received a letter from the surgery and although has taken off Glaucoma, still states steroid induced glaucoma, but has ocular hypertension. Patient not happy with this and would like to know where to go now. Healthwatch provided Advocacy and PHSO information,.</div> <div>Formal Complaint</div> <div>1. Case 13098 (22-12-2023)</div> <div>PCN: Trent</div> <div>Providers: Glebe Park Surgery</div> <div>I want to make a written complaint about Glebe Park GP service. What is the address of the complaint authority?</div> <div>Notes / Questions</div> <div>Healthwatch advised to contact Practice Manager in the first instance, also provided ICB if they wished to go down this route.</div>
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Hospital Services

Area	Case Details
<div>East Locality x 3</div> <div><ul style="list-style-type: none">3 x General Comment</div>	<div>General Comment</div> <div>1. Case 13062 (04-12-2023)</div> <div>Providers: Charles Clifford Dental Hospital</div> <div>Patient contacted the hospital last week, informed they would receive a call back and not heard anything since.</div> <div>Patient would like to know what is happening and when. Is due to go on holiday early January for a couple of months.</div> <div>Is not available today as travelling, but will be available tomorrow, would it be possible to make contact with this patient so they are aware of what is happening with their dentures, they do have a long way to come when getting treatment if the hospital could bear this in mind.</div> <div>Notes / Questions</div> <div>Patient asked if Healthwatch could make contact with the PALs Team at the hospital.</div> <div>Provider Response</div> <div>I have passed these on to the Charles Clifford Dental Hospital service managers and asked them to contact the patient directly to discuss.</div>

PCN: East Lindsey

Twice this year have been guided by 111 to attend Lincoln Urgent Care. In August I took my spouse with abdominal pains arriving at 7.30 am . We waited 1 hour before being seen and after time spent taking details we were told that as there was not a Dr on duty we should transfer to A&E. In total 2 hours wasted as we then had to queue and wait for Triage. In November my spouse had a blocked catheter following surgery. I contacted 111 and in 1 hour a return call was made. A very helpful person said it sounded too complicated for the home team but they would call back to confirm. Another hour and told we should go to Lincoln Urgent Care and they would tell them we were coming and they would be able to contact urology. We waited although no-one seemed to be either coming or going to this unit. This was around midnight on a Thursday. After all stats done they looked at the problem and said we can do nothing with that we must go to A&E. More time wasted as after waiting 45 mins my spouse in considerable discomfort Stats were done again, and another wait. As soon as seen their Catheter was changed, they had a scan etc. The staff were lovely but it is all so slow. We got home 20 miles away at 5am. Why is waiting so long when there seems to be little activity? Why do stats have to be taken so many times? There seems to be no cohesion between staff members

Information provided via survey

ULHT - Please accept our apologies for your experience. At times delays are sadly inevitable and patients will be seen by clinical priority and there are different stages to assessments to determine the best pathway of care. There is currently a great deal of partnership work being undertaken between the UTC and A&E and we hope this will go some way to resolving some of the issues you described.

PCN: Solas

Patient who lives in a care home with additional needs had an appointment at local hospital, Pilgrim. Their support worker contacted the Hospital prior to the appointment to make them aware of the additional needs of their resident and was assured that these additional needs would be supported to outpatients appointment. On attending the appointment supported by the support worker, the resident did not have the additional needs addressed. They had brought their "All About Me " booklet with them and wanted to share this with the medical staff, but it was ignored and no-one looked or read the information inside that would make the appointment easier for the resident and the clinicians dealing with the resident. Care Worker said that this is not the first time that this has happened and can discouraged people with learning difficulties to engage fully in their appointments.

No patient details shared

Provider Response

Thank you for your feedback following a recent appointment at Pilgrim Hospital. Unfortunately I am unable to investigate further without knowing where the clinic was held and with what Speciality. I will in the meantime remind the team about the All about me booklets.

- 3 x General Comment
- 1 x Informal Complaint

General Comment

1. Case 13100 (22-12-2023)

PCN: Spalding

Providers: Beechfield Medical Centre

Due to disappointment at the way patients with Prostate Cancer were shunted from one hospital to another across Lincolnshire my partner opted to receive their treatment in Peterborough, which is far more accessible. Now four years on, they continue to receive regular six monthly check ups. Three weeks before these appointments my partner takes a PSA blood test. On the blood form it says explicitly where the results need to be sent and a request that their GP surgery also forwards the results to Oncology at Peterborough.

Not once in four years has this been done, the results always either remain in Boston or go to the GP, but never have those results been forwarded to Peterborough Oncology. This means that NHS resources of time and money are wasted in Peterborough Oncology having to track down the results. It is also a very anxious time for the patient and this year is no different except there have been some changes which may be a concern to the patient. Having tracked down the results, they eventually arrived at Peterborough Oncology, except they did not. The results were sent from twelve months ago (not even the last one from six months ago) So even more NHS money will be wasted trying to track down the results, or having to start the process again. This has caused a lot of distress to the patient who has numerous other conditions, including mixed dementia and to me their partner and carer. Are we being punished for getting treatment out of area?

Notes / Questions

Healthwatch advised patient how to make a complaint. Contact Practice Manager in the first instance. ICB Feedback Centre contact details given.

2. Case 13064 (04-12-2023)

Providers: Peterborough and Stamford Hospital

Peterborough City Hospital

Absolutely awful. Lack of response to patients. One other patient demanding services. Rude to staff. No one is accountable. Where is the matron. Patient is loud when they want, making noise with TV past midnight. They even turn off others TV. It is totally shocking. Ward treatment, I was better off in the Emergency department.

Notes / Questions

No personal information provided or which Ward

3. Case 13086 (13-12-2023)

Providers: Pilgrim Hospital

I recently visited the fracture clinic at Boston Pilgrim hospital. I was told that they'd be arranging an MRI scan for my knee, however after contacting my GP to chase up when it would be, they have no record of my appointment or referral for an MRI. I checked the NHS app too - no record.

They fitted me with a knee brace on the day, but gave no advice on when I should wear it, what I can and can't do in terms of movement and weight bearing etc - just feel completely in the dark and unsure of what to do next.

Just looking for advice on what I need to do now to get an MRI scan that I've been told I need booked.

Notes / Questions

Healthwatch provided PALs information

Provider Response

It is hoped the author contacted PALs and received a satisfactory response.

Informal Complaint

1. Case 13085 (12-12-2023)

Providers: Peterborough and Stamford Hospital

Parent passed away last week at Peterborough Hospital. Family member would like to raise a complaint for it to be investigated. Parent was taken to hospital in October 23, scan showed fluid on the brain. A week and a half later, with no treatment, informed needed memory clinic, and was discharged to a care home for respite as unable to manage at home on their own. On going home after respite parent saw their GP who sent the parent back to hospital straight away via ambulance. Family member during their parents admittance mentioned that parent had, had a bad cough for a while, nothing was done, was informed a chest infection where antibiotics were provided and a few days later discharged again. Family member took parent back after a few days as just wasn't getting any better. X-ray done, nothing showing. CT scan was completed and lung cancer was then diagnosed.

Last week family member received a call from the hospital to go in, chest compressions were being done, family member asked if parent was alive, yes. Family member rushed to the hospital and waited in an area, then was asked if they would like to see parent, on pulling back the curtain family member saw that parent had passed away, when they asked when this had happened, they were informed that it was 15 minutes prior to them being called. Family member would like to know what happened and why the fluid on the brain and cancer were not treated.

Notes / Questions

Healthwatch provided information on:- Complaints procedure, PALs, Advocacy Service, Bereavement Counselling, PHSO and what to do when someone passes away.

West Locality x 3

- 2 x General Comment
- 1 x Formal Complaint

General Comment

1. Case 13075 (05-12-2023)

Providers: Lincoln County Hospital

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

Can you please advise on the provision of Gynaecological Services for the Elderly , ie Prolapse support, care and info, in North HYKEHAM .

Notes / Questions

Healthwatch suggested speaking with the hospital or GP

Provider Response

IULHT - t is hoped that the author has had a conversation with the suggested areas and received a satisfactory outcome.

2. Case 13087 (15-12-2023)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Moved to Lincoln a few years ago. Suffer from several health conditions. It has been very difficult to access my medical needs.

The above services are bad, the reasons are

(1) there are only a few hospitals

(2) the A & E (Lincoln) is over stretched, I was at the A & E almost 2 days, when I had heavy bleeding problems

(3) the pharmacy (Tritton road, LN6) has closed down, I have to travel far to get medications & the pharmacy has long queues, closes for lunch

thus patients have to wait or hang around to get the medications

(4) The doctors are given 5 minutes which is not enough time to treat all my conditions, it is very difficult to get an appointment with the doctor

(5) I suffer from Peri dental disease it was hard to find a NHS dentist to treat me

(6) Optician: I suffer from blurry visions etc, it has not been easy finding NHS treatment

(7) NHS consultants are working privately so unless you have money to treat your prognosis there is a long waiting time.

In a nut shell without money the patients are in a stage where they can die.

Hope that my feed back would help you to improve the services.

Formal Complaint

	<p>1. Case 13089 (15-12-2023)</p> <p>Providers: Lincoln County Hospital, Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>A friends elderly relative was taken to Lincoln Hospital by Ambulance .They had a fall, are elderly and have early signs of dementia. Relative had to go home so a family friend went to see how the elderly relative was. Family friend arrived at the hospital approximately an hour after they had been taken in by ambulance. When family friend arrived they went to the Accident and Emergency reception desk to find where they were and was told there was no-one by that name here. Hospital staff were abrupt and unhelpful. Family friend then checked with the ambulance crews outside to see if they were there but again couldn't be found. Obviously very worried at this point as elderly relative was brought in by ambulance with a head injury and early dementia. Family friend returned into the hospital and eventually found the patient in the Urgent Treatment Centre across the corridor from the Accident and Emergency Department. A complaint has been made.</p> <p>Notes / Questions</p> <p>Healthwatch asks - What is in place so information is shared between the 2 providers to alleviate relatives having this kind of experience?</p> <p>Provider Response</p> <p>LCHS - Both A&E and UTC receptionists should be speaking to each other as they are sat next to each other. We would expect A&E receptionist to have spoken with UTC receptionist when they were unable to find patient on A&E systems, and vice versa if necessary.</p> <p>From the description of the patients attendance it doesn't sound suitable for patient to be in the UTC. A&E use the UTC waiting room as an overflow too so may have been seated there by them and for a relative to access the ED waiting room they have to walk through the UTC waiting room too.</p> <p>It is also not always possible to advise visitors if a patient is in the department due to patient confidentiality.</p> <p>The service will look into this further, but if the patient/family would like more information please provide them the PALS details. LHNT.LincsPALS@nhs.net or 0300 123 9553</p> <p>ULHT - We are extremely sorry for this and can completely understand the anxiety it caused. Unfortunately at the present time as the UTC and A&E are on different computer systems we are unable to view if a patient is in the UTC. However this has been raised and is being addressed.</p> <p>Sent to person who raised this</p>
<p>Out of Area x 2</p> <ul style="list-style-type: none">• 1 x Informal Complaint• 1 x Compliment	<p>Informal Complaint</p> <p>1. Case 13061 (04-12-2023)</p> <p>Providers: Out of area</p> <p>I would like to make an official complaint on the treatment that I received at Grimsby Hospital maternity in the unit Holly ward as an in patient transfer from Scunthorpe.</p> <p>Notes / Questions</p> <p>Patient has been to PALS and copied Healthwatch into this concern. As it is out of our area, received consent to forward to local Healthwatch, which was received and passed on accordingly</p> <p>Compliment</p> <p>1. Case 13090 (15-12-2023)</p> <p>Providers: Peterborough and Stamford Hospital</p> <p>The care was perfect at Peterborough Hospital. The only problem was the wait in Accident and Emergency.</p>

Mental Health and Learning Disabilities

Area	Case Details
<p>East Locality x 2</p> <ul style="list-style-type: none">• 2 x General Comment	<p>General Comment</p>

1. Case 13071 (05-12-2023)

PCN: Solas

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

Adult Mental Health Services

Waited for referral was sent date time but no one called I did to be told person not at work that day new appointment made for another 6 weeks time

How easy did you find it to access support? - Fairly difficult

What made it difficult to access support? - Difficult to get number

Whilst waiting for your appointment were you given any information or support? - No

How would you rate the communication you received whilst waiting for your appointment? Poor

Please briefly explain your rating: Was told had been referred but then appointment cancelled as person doing it not at work but not communicated to me until I rang to chase, why no one had rung means this was for initial assessment which may have signposted me for further help and intervention.

Has the support you've received had a positive impact on your mental health? - No

Please briefly explain your rating: Feel abandoned and ignored

Did you receive any follow-up communication from the service after your treatment? - Yes

What could be improved? - Communication

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

2. Case 13074 (05-12-2023)

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

Adult Mental Health Services - Steps2Change, Crisis, Samaritans, 111, Out of hours, We Are With You, Mind

How easy did you find it to access support? - Very difficult

What made it difficult to access support? - The first step is the GP refers you to Steps2Change, they put you on a waiting list and without seeing or talking to anyone, want to put on a computer-based CBT course. If you don't fit their pathway, they discharge you.

Tell us about your experience of getting a referral - There is no consideration for a patients needs, just a desire to refer them to any other service, regardless of how good or bad that may be.

Whilst waiting for your appointment were you given any information or support? - No

How would you rate the communication you received whilst waiting for your appointment? - Very Poor

Has the support you've received had a positive impact on your mental health? - No

Please briefly explain your rating: It's made it worse. All services want to do is as little as possible to get paid, regardless of where in a treatment programme they may be, then pass the patient to any other service that may tick the box. It's derogatory and has a negative effect on self-esteem mental health.

Is there anything else you would like to tell us about mental health services in Lincolnshire?

- Mental Health Services in Lincolnshire are a bad joke. They don't provide the patient with any form of stable care, they just exist to channel money into private providers. The private providers just want to get paid and pick any excuse to discharge and put you back to the start of any process. It would be better to have no mental health services and admit to this than to mess patients about in this manner.

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

South Locality x 2

- 2 x General Comment

General Comment

1. Case 13072 (05-12-2023)

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

Children's Mental Health Services

How easy did you find it to access support? - Very difficult

What made it difficult to access support? - No services. No hub and no response to issues

Tell us about your experience of getting a referral - Very poor. Difficult to speak to a person. clearly overwhelmed by similar issues. Said they would get back to me but did not. We do not have services across Lincolnshire or staff to provide support and advice.

Whilst waiting for your appointment were you given any information or support? - No

How would you rate the communication you received whilst waiting for your appointment? - Very Poor

Please briefly explain your rating: No services

Is there anything else you would like to tell us about mental health services in Lincolnshire? - We have always had poor mental health services. Few beds, shortage of staff and no services to cover the needs of a diverse community across Lincolnshire. I need more honesty and candour, not aspirations but delivery

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

2. Case 13073 (05-12-2023)

PCN: South Lincolnshire Rural

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

Adult Mental Health Services - Steps2Change (Lincolnshire Talking Therapies)

How easy did you find it to access support? - Fairly easy

Tell us about your experience of getting a referral - Filled in the paperwork it was quick.

Whilst waiting for your appointment were you given any information or support? - Yes

What was one thing that was good about this information and support? - Before appointments and support pack whilst waiting was fine. Just the appointments were absolutely rubbish. I ended up having to go to my GP for medication and do it myself. Steps to change failed.

What was one thing that could be improved about this information and support? - I was passed to 3 different people after 1 telephone chat with the first 2 and told too complicated.

My OCD score had trebbled. Anxiety was sky high. Wasn't sleeping and starting to not eat which I had anorexia (EDNOS) for previously as I would use this as a way of coping. I was waiting for a call from the 3rd person and got a text saying it was cancelled 10 mins before the appointment. So I felt I was really struggling and asked to speak to management. She said if I really really needed to speak to someone I could go on a waiting list but my person was off long term sick.

So I said I'd go to my GP. I'd lost weight. Hadn't slept and was trying to 'cope' whilst waiting for appointments and trying not to go backwards to let the EDNOS back in. I wasn't able to leave my home without touching everything and repeating OCD patterns as Anxiety so high.

Well and truly felt let down by steps to change. If it was too much for the service I should have been referred back to GP or elsewhere. Not left 4 weeks of you'll have this person next oh and this person after that. GP was brilliant and issues resolved. I would NEVER recommend steps to change to anyone.

How would you rate the communication you received whilst waiting for your appointment? - Good

Has the support you've received had a positive impact on your mental health? - No

Please briefly explain your rating: It was a mess when I needed the support and I tried to support myself by asking for help through steps to change. Instead of messing about with me telling them everything on the first appointment so I could have help as I felt my head was becoming out of control and I wasn't coping with simple daily activities. Instead of passing me about they should have advised other services or GP. I only wish I went to GP first and not went through 4 weeks of feeling awful waiting for help. Then to just get a text that the appointment is cancelled so I had to ring and ask for help to be told there is no one else. Person on long term sick so basically if you really really have to. That sentence makes you feel guilty like you shouldn't be taking up their time for someone who may be worse. So you turn away.

Is there anything else you would like to tell us about mental health services in Lincolnshire?

- Please improve steps to change as its the first point of call really for adults and its lime you want the pressure off GPs allowing self referrals then have lack of staff and trained staff to deal with it. Or a plan to push patients to higher trained people for support.

Notes / Questions

No personal information provided. Information shared via Mental Health Survey

West Locality x 1

General Comment

<div>• 1 x General Comment</div>	<div>1. Case 13078 (07-12-2023)</div> <div>PCN: Trent</div> <div>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</div> <div>Mental health Survey response. Adult Mental Health Services.</div> <div>How easy did you find it to access support? Fairly easy</div> <div>Who referred you to this service? I referred myself</div> <div>Tell us about your experience of getting a referral Contacted my GP concerning my mental health issues</div> <div>Whilst waiting for your appointment were you given any information or support? No</div> <div>How would you rate the communication you received whilst waiting for your appointment? Poor</div> <div>Has the support you've received had a positive impact on your mental health? Not sure</div> <div>Please briefly explain your rating: I don't think it's been a direct correlation</div> <div>Did you receive any follow-up communication from the service after your treatment? No</div> <div>Is there anything else you would like to tell us about mental health services in Lincolnshire? Poor escalation from GP services</div> <div>Notes / Questions</div> <div>No personal information provided. Information shared via Mental Health Survey</div>
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Patient Transport

Area	Case Details
<div>East Locality x 1</div> <div>• 1 x Signposting</div>	<div>Signposting</div> <div>1. Case 13082 (11-12-2023)</div> <div>PCN: First Coastal</div> <div>Providers: East Midlands Ambulance Service NHS Trust (EMAS)</div> <div>I've been travelling to and from Nottingham from Skegness for a number of weeks and have an appointment tomorrow but there is no public transport available for the time that I need to be there for. Could I get patient transport? Child has burns dressings to be changed.</div> <div>Notes / Questions</div> <div>Healthwatch provided Non Emergency Hospital Transport and Voluntary Car Scheme contact details</div>

Social Care Services

Area	Case Details
<div>South Locality x 1</div> <div>• 1 x General Comment</div>	<div>General Comment</div> <div>1. Case 13067 (04-12-2023)</div> <div>PCN: South Lincolnshire Rural</div> <div>Providers: Lincolnshire County Council - Adult Social Care</div> <div>Person is 80+ years old, lives on their own and has 4/5 carers coming in via Atlas on a daily basis, but never at the time stated and always in a rush to get to the next person, doesn't blame the people attending. Has to pay £1500.00 per month. Their nearest relative is a niece who does not live in Lincolnshire.</div> <div>Person has the District Nurse come in once a day to give them injections for insulin. Has had a hip replacement 4 years ago in Grantham Hospital (as a private patient) but has had a number of problems with it and about 12 months ago was transferred via Grantham and Pilgrim Hospital to a hospital in Leicester to have corrections done. Was in hospital having nearly died with sepsis. Has been left very weak in their hip and finds it hard to be very mobile these days. Sleeps in their recliner as it is the most comfortable place they feel.</div> <div>Feels that they are now not in the right place and is feeling very vulnerable and alone. Is not very happy with the carers that come in and feels that they need a bit more daily support.</div> <div>Provider Response</div> <div>Person update - is now moving into Care home close to home for respite for a few weeks, to see how it goes, then to decide if they want it long term.</div>
<div>South West Locality x 1</div>	<div>General Comment</div>

- 1 x General Comment

1. Case 13084 (11-12-2023)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

For Information: Lincolnshire County Council - Adult Social Care

Raised at Grantham Barracks

- Access to respite care for loved ones living with dementia. Finding appropriate placements, access to funding if not self funding, long waits for respite care and lack of information available. Some families just given a directory and have to go in blind to get any information.
- Carer in receipt of carers allowance – elderly parent in and out of hospital and therefore the carer is told that they are not eligible for the carer's allowance. It is causing extreme issues financially for them as they do not know when parent will be going into hospital due to emergency admissions. Recently with all the stress of admission, care had forgotten to inform and was then threatened with all sorts of actions. This is having an impact on their own wellbeing and is having to spend more and more time with parent in their home rather than with their own family and partner who is in the military.
- Elderly relatives not being able to get appointments at the GP surgery and being told that they have to use online services which they find very difficult. Trying to get through via the telephone is getting harder and is taking much longer for calls to be answered. (GP Practices in Grantham). Being advised to get support from a relative to use the online services. Patients feel that the NHS GP service sees them as a burden and lack of privacy / respect and confidentiality is not being shown to them. They feel that they are being dismissed. Many are not bothering to even try to make appointments anymore but are just dealing with health issues the best they can. Unfortunately, this means that when they do need medical advice and support they are in a much more serious medical condition than if they had been seen earlier.

Other

Area	Case Details
East Locality x 1 <ul style="list-style-type: none"> • 1 x General Comment 	<p>General Comment</p> <p>1. Case 13063 (04-12-2023)</p> <p>PCN: East Lindsey</p> <p>Providers: Lincoln County Hospital, Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Lincoln Urgent Care and A&E</p> <p>Twice this year have been guided by 111 to attend Lincoln Urgent Care. In August I took my spouse with abdominal pains arriving at 7.30 am . We waited 1 hour before being seen and after time spent taking details we were told that as there was not a Dr on duty we should transfer to A&E. In total 2 hours wasted as we then had to queue and wait for Triage. In November my spouse had a blocked catheter following surgery. I contacted 111 and in 1 hour a return call was made. A very helpful person said it sounded too complicated for the home team but they would call back to confirm. Another hour and told we should go to Lincoln Urgent Care and they would tell them we were coming and they would be able to contact urology. We waited although no-one seemed to be either coming or going to this unit. This was around midnight on a Thursday. After all stats done they looked at the problem and said we can do nothing with that we must go to A&E. More time wasted as after waiting 45 mins my spouse in considerable discomfort Stats were done again, and another wait. As soon as seen their Catheter was changed, they had a scan etc. The staff were lovely but it is all so slow. We got home 20 miles away at 5am. Why is waiting so long when there seems to be little activity? Why do stats have to be taken so many times? There seems to be no cohesion between staff members</p> <p>Notes / Questions</p> <p>Information provided via survey</p> <p>Provider Response</p> <p>ULHT - Please accept our apologies for your experience. At times delays are sadly inevitable and patients will be seen by clinical priority and there are different stages to assessments to determine the best pathway of care. There is currently a great deal of partnership work being undertaken between the UTC and A&E and we hope this will go some way to resolving some of the issues you described.</p> <p>Sent to patient.</p>
South Locality x 2 <ul style="list-style-type: none"> • 2 x Compliment 	<p>Compliment</p>

	<div><div>1. Case 13083 (11-12-2023)</div><div><div>Providers: Tonic Health</div><div>For Information: Lincolnshire Integrated Care Services (ICS/ICB)</div><div>Tonic Health Community Hub, Surfleet</div><div>Very well organised, friendly and professional. The whole hub is inviting with a pleasant ambience. Everyone welcoming, prepared to listen and take time to assist others. There are a variety of activities everyday with set crafts on specific days. Prices for food are very reasonable, the food is very well prepared and wholesome. The staff have taken their time to learn sign language so that they can converse with any deaf customers. There is access to wifi if required.</div></div></div> <div><div>2. Case 13091 (15-12-2023)</div><div><div>Providers: Tonic Health</div><div>For Information: Lincolnshire Integrated Care Services (ICS/ICB)</div><div>Lovely place, excellent for the Community, warm space, friendly , fresh cooked food. Comfortable, safe place to be.</div></div></div>
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