



Healthwatch Lincolnshire

Rooms 33-35,
The Len Medlock Centre
St George's Road,
BOSTON
Lincolnshire
PE21 8YB

Healthwatch Lincolnshire Patient Experiences for: March 2024

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 March 2024 where 112 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:

Treatment themes

- Testosterone treatment not available on Lincs formulary. GP and Consultant won't prescribe.
- Long waits for incontinence assessment care home residents - impact on quality of life.
- Long waits for Community Physio assessments and treatment care home resident impacting on quality of life.
- Experience of patient using mobile MRI unit. Negative. Access up stairs into unit difficult, weather conditions , parking, waiting area.
- Discharge information not getting to GP in timely manner following being an inpatient at Accident and Emergency , so unable to prescribe medication needed. ? sending by post ?

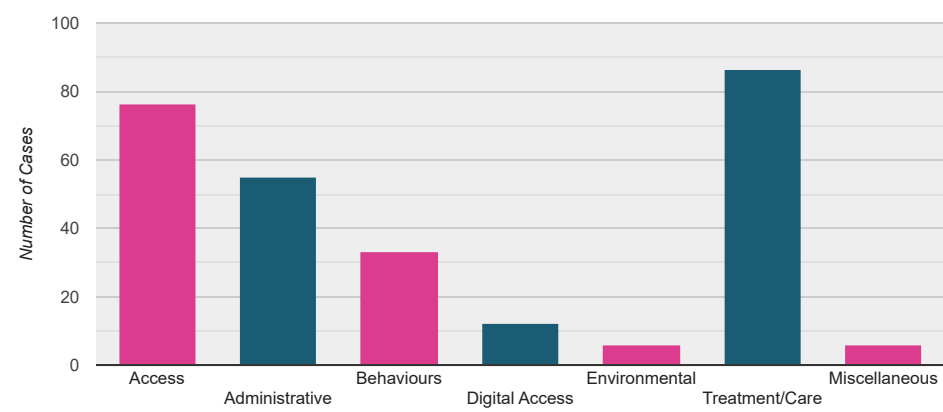
Access themes

- GP appointments and online systems not available turned off Coastal strip and Horncastle.
- Skegness GPs patients that I have met who use Hawthorn and Beacon with LD, mental health, unable to read and write ,difficult to get appointments. 2 felt that not listened to. Referred to Advocacy and Practice Manager contacted at their request.
- Impact on UTC, Accident and Emergency, nowhere else to go or no other options for patients.

Statistics

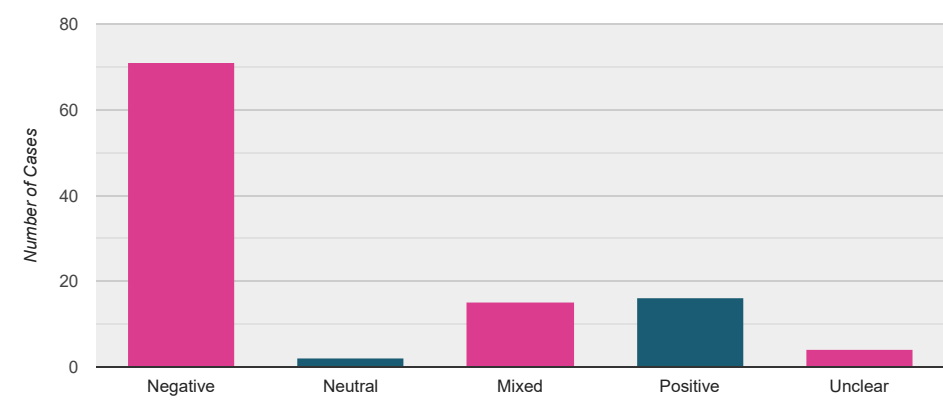
Total cases: 112

Theme Areas



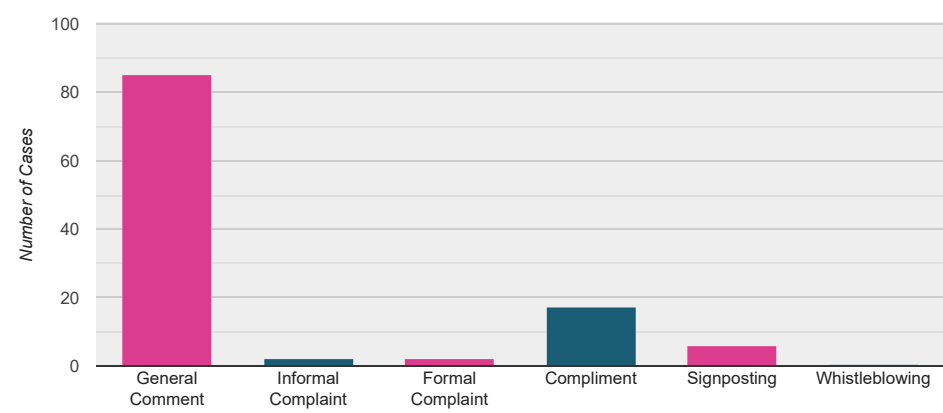
Theme Areas	Cases
Access	76
Administrative	55
Behaviours	33
Digital Access	12
Environmental	6
Treatment/Care	86
Miscellaneous	6

Sentiments



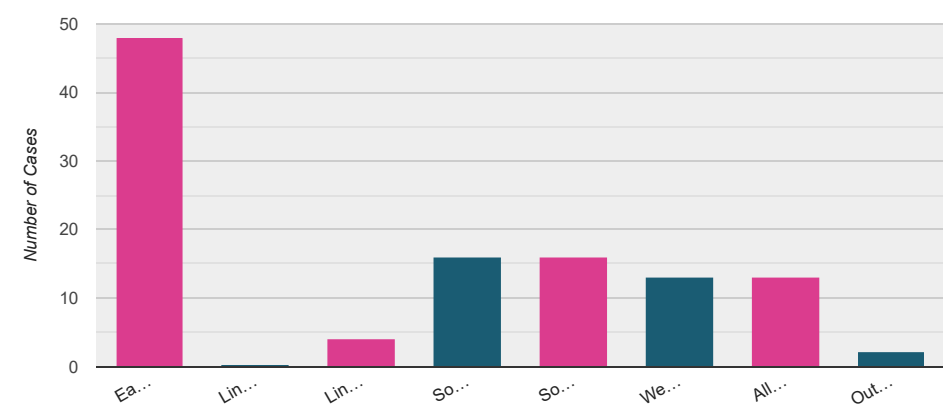
Sentiments	Cases
Negative	71
Neutral	2
Mixed	15
Positive	16
Unclear	4

Case Types



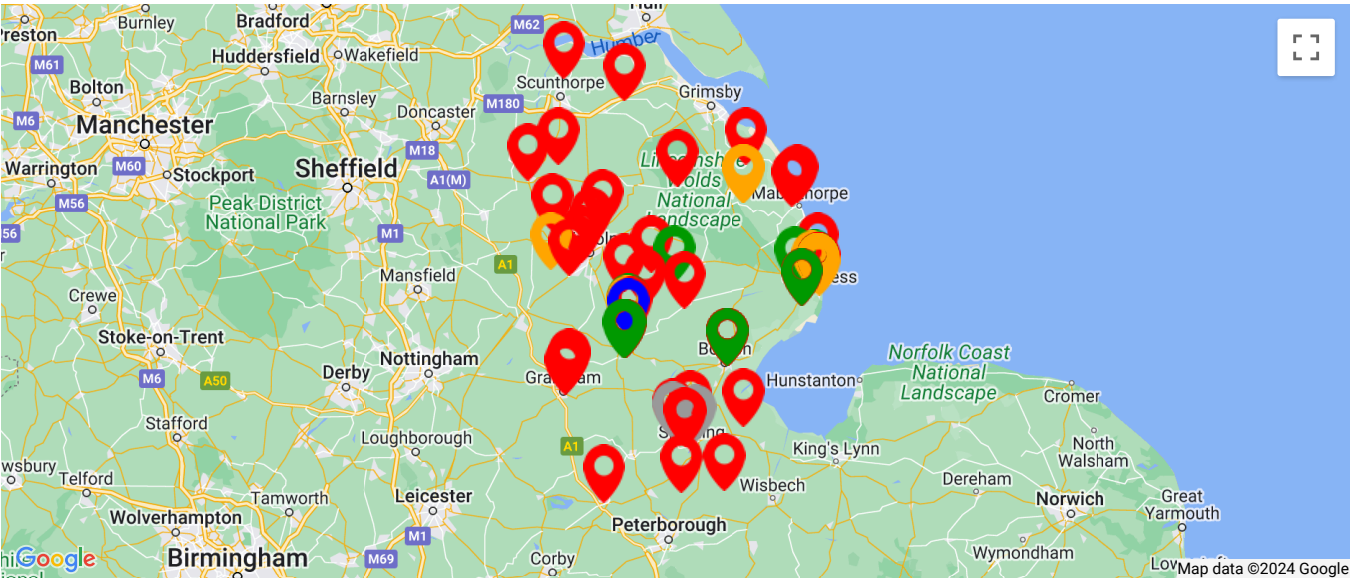
Case Types	Cases
General Comment	85
Informal Complaint	2
Formal Complaint	2
Compliment	17
Signposting	6
Whistleblowing	0

Areas



Areas	Cases
East Locality	48
Lincolnshire CCG	0
Lincolnshire Integrated Care Services (ICS/ICB)	4
South Locality	16
South West Locality	16
West Locality	13
All Areas	13
Out of Area	2

Map



Cases

Community Health Services

Area	Case Details
<div>East Locality x 2</div> <div><div>• 2 x General Comment</div></div>	<div>General Comment</div> <div><div>1. Case 13449 (28-03-2024)</div><div>PCN: First Coastal</div><div>Providers: Hawthorn Medical Practice, Lincolnshire Community Health Services NHS Trust (LCHS), Skegness Hospital</div><div>Patient finds it really frustrating trying to get an appointment at the Surgery. Having to wait in a long queue to get through sometimes that can be up to 45 minutes. When you get through to them there are no appointments left for that day if you need to see the Dr. If it is a Nurse appointment you can usually book in up to 2 weeks in advance. They have downloaded the App but here are never any appointments available. Patient showed the Involvement Officer , none available for 3 weeks. Sometimes they go to the Urgent Treatment Centre in Skegness if they need to see someone. I might have to wait for a couple of hours but I am seen. A few weeks ago they sent me for an x-ray and gave me a prescription. Said I should have been seen by Surgery, I agreed but I could not get in and todays appointment was booked 3 weeks ago as a urgent appointment.</div><div>Notes / Questions</div><div>No contact details provided.</div><div>Provider Response</div><div>LCHS - I am pleased to hear they are being supported by the UTC. If they require assistance liaising with the GP surgery they can contact PALS on LHNT.LincsPALS@nhs.net or 0300 123 9553</div></div> <div><div>2. Case 13386 (15-03-2024)</div><div>PCN: East Lindsey</div><div>Providers: Lincoln County Hospital, Woodhall Spa New Surgery</div><div>I had a fall and a few days later I was having pain in my back, I was told to go to hospital who then said I should have been seen by GP, explained that GP won't see me and had sent me to hospital for check on my back. I was given exercise sheet. Few weeks later still in pain and now pins and needles from hip to feet, referral to GP Physio for the second time after the first visit to physio they just gave me the same print off as the hospital and didn't even do an assessment. You need to use AskMyGP then wait and hope that a doctor will see you as most things now they say they will phone you not see you.</div><div>Notes / Questions</div><div>No personal details given.</div><div>Provider Response</div><div>A response has been requested, but as yet not received.</div></div>

South Locality x 5

- 4 x General Comment
- 1 x Signposting

General Comment

1. Case 13340 (06-03-2024)

PCN: Boston

Providers: Lincolnshire Special Care Dental Service

For Information: Integrated Care Board Dental

Carer shared experience that her 92 year old parent has Parkinson's Disease (diagnosis over 20 years ago) and is a resident at the Stonehaven Care Home, Quadring, Spalding They have lived there for the last 5 years and are now bed bound. Carer goes in as often as they can to support the staff looking after there relative who has a nursing bed at the home.

When relative first went into the home they were able to access dental treatment at Gosberton Surgery. Unfortunately as the Parkinson's has developed, their relative is now not mobile but still needs to access treatment. When the carer made contact with the dentist, explained that their relative could no longer attend in person and could they come into the home, they were told in no uncertain terms that "they did not do that and that they would remove their relative from their list". When asked what they needed to do, it was implied "it was not their problem and to contact their GP". Carer spoke with the Owner and Manager at the home and they made contact with the Specialised Dental Service to continue dental treatment for their resident. Eventually after a long 6 month delay between the carer and the Management at the Home, they were able to get their relative seen by the Specialist Team who came into the home. Someone came out from the Johnson Hospital and saw their relative.

Notes / Questions

Following discussion with carer on the phone just wanting to highlight the long wait for specialised dental treatment.

2. Case 13347 (06-03-2024)

PCN: Boston

Providers: Lincolnshire Community Health Services NHS Trust (LCHS)

Elderly relative who has Parkinson's Disease and is bed bound and resides in Care Home needs to use incontinence pads and relative was buying them for their elderly relative However, after talking with the Management Team at the Home, they were able to get these for their Resident via ?? Community Nursing Team / Incontinence Team. However, there was a long delay and had to wait nearly 6 months for this to get sorted.

Notes / Questions

Healthwatch asks - what is the waiting times for incontinence pads?

Provider Response

The current wait is approx. 14 weeks. LCHS have completed some targeted care home work and reduced our wait times

3. Case 13349 (06-03-2024)

PCN: Boston

Providers: Lincolnshire Community Health Services NHS Trust (LCHS)

Carer in contact with Healthwatch about experiences of their elderly, frail, 92 year old relative who is resident in a care home. Relative has Parkinson's Disease and is now bed bound and unable to stand. Relative describes that their hands are now very painful and claw like, and feet are the same and difficult to get comfortable in bed, on a Nursing bed. Has been referred to Community Physio a while ago but nothing in place.

Provider Response

Provider response- We have reached out to the Adult Community Team and they have confirmed the patient is under their services and on their waiting list.

If the patient needs have changed since referral was made) they can contact the Adult Community Therapy admin number on 01522 474870 and we can then discuss with an appropriate therapist.

4. Case 13360 (11-03-2024)

Providers: Lincolnshire Community Health Services NHS Trust (LCHS)

For Information: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)

Mental health clinic. Johnson Hospital, Spalding

It took many years to be diagnosed with high functioning autism, Aspergers, instead of being treated for depression. Once Aspergers was diagnosed the doctor at Johnson Hospital wrote me off the books saying there's no meds for it and gave me a list of groups to join which were miles away from me. It threw me back into depression and I felt abandoned.

Notes / Questions

No personal information provided

Signposting

	<p>1. Case 13354 (07-03-2024)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>CAB advisor contacted Healthwatch on behalf of a client asking Re incontinence pads .If someone has been diagnosed with dementia and have now become incontinent, may they ask their GP for pads to be supplied under the NHS? Or do they have to access them another way? Or just not available and have to purchase them themselves?</p> <p>Notes / Questions</p> <p>Contact details given for LCHS operations centre for contact with Community Nursing/Bowel and Bladder Team.</p> <p>Provider Response</p> <p>Patients and relatives/carers can self-refer through the operations centre who can be contacted on 0300 123 4868</p>
<p>South West Locality x 3</p> <ul style="list-style-type: none">• 3 x General Comment	<p>General Comment</p> <p>1. Case 13341 (06-03-2024)</p> <p>Providers: Grantham + District Hospital</p> <p>For Information: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Grantham Hospital UTC</p> <p>On Wednesday late February, I was asked by 111 to attend Grantham Hospital UTC. I went in due to having a UTI which because I had pain in my back they said it's probably spread to my kidneys and UTC/A&E is the only place that can deal it. I attended at 8.30pm.. I was seen at 3am. Once I had checked myself in I was sent through for a set of observations. I was asked before I went to the waiting room if I could provide them with a wee sample. I did this and left it in the said place. About 15 minutes later a HCA came out and asked me to do a sample to which I explained I had done and it's wearabouts. They confirmed they had it and walked away. Roughly about 4 hour s into waiting I was starting to get more and more pain due to my infection and being sat in the chair. I asked the receptionist if it was possible for me to have some pain relief. they said they would ask for me. 30-40 minutes later I had to go and practically beg for them because I couldn't bare the pain any longer. I was given some paracetamol after about 10 minutes of me asking this second time. Then we get to 6 and a half hours later of still being sat in this chair and in agony at this point.. I again went to the receptionist and asked when I would be seen because of the pain and the fact it had been 6.5 hrs. I was eventually called into a room with a doctor where they apologised and you could clearly tell they were exhausted.. Dr asked me what's going on (not reading my notes) I briefly explained about my UTI and the pain in my back. They asked if I had done a urine sample to which I said yes 6.5 hours ago and they laughed and said I'll take your word and put you on these strong antibiotics... took less than 3 minutes of me entertaining that room to him walking off to get my antibiotics... I had no examination what so ever just fobbed off with antibiotics? No advice on these antibiotics either just here you to pay and go home.. at my point of exhaustion and pain I just took and left. My reason for writing about this is that I had 0 examinations and this could of / still could be something completely unrelated to what I went in for. I was just going off 111 and what google said. I am not even sure they registered my time at that service... I have an app that I have access to all my health records and absolutely nothing has come through from Grantham Hospital?? I have used this service in the past and have to admit it's been poor then too. It's really put me off using them.</p> <p>Notes / Questions</p> <p>Healthwatch provided PALs information</p> <p>Provider Response</p> <p>It is hoped that the patient contacted PALs and a satisfactory response was provided.</p> <p>2. Case 13372 (13-03-2024)</p> <p>PCN: K2 Healthcare Sleaford</p> <p>Providers: Homer Lodge Care Centre, Lincoln County Hospital, Ruskington Medical Practice</p> <p>Carer who has been recently bereaved in the last couple of weeks discussed care received by their elderly spouse they had cared for over the last 20 years. Said that could always get an appointment at Ruskington Surgery. That their spouse had been an inpatient on Lancaster ward , had underlying medical condition, on warfarin, admitted with infection and care received was ok. They had been in the last month admitted to Homer Court in Lincoln where the care received was ok. Carer struggling with grief wanting counselling and support.</p> <p>Notes / Questions</p> <p>Signposted to GP for further support in the first instance. Given contact information for Steps To Change, 24 hour SPA for mental health. Contact information given for local CRUSE contact help line.</p> <p>Provider Response</p> <p>It is hoped the author contacted the mentioned areas and received a satisfactory outcome.</p>

	<p>3. Case 13383 (15-03-2024)</p> <p>PCN: K2 Healthcare Sleaford</p> <p>Providers: Lincolnshire Integrated Care Services (ICS/ICB), United Lincolnshire Hospitals NHS Trust (ULHT)</p> <p>Patient referred for MRI brain scan by GP. Went to appointment that was a mobile scanner in Sleaford in Dec/Jan time, got to appointment told that would be unable to scan as scanner generator had broken down , would contact with another appointment. Patient attended next appointment on the coldest day of the year in Feb this year. Mobile scanner was at Skegness, not at the hospital , but on a sports field in Skegness. When they arrived for the appointment the access to the Sports Field and Scanner was blocked by a barrier. Patient taken by their relative in a car. The patient got out of the car, already anxious about the scan, told to wear loose thin clothing that was easy to take off, so got very cold quickly. Patient went to scanner and knocked on the door, answered by technician who stated that scanner was not working , that patient could go home or wait to see if possible to scan later. Patient said that would wait as did not want to be seen as a no show, anxious about scan and reasons why needing scan. Technician said no where to wait in scanner, would have to wait outside. Patient went to wait on a nearby bench in the freezing cold, no other reception area to wait in. Patient then talked to by a member of the public who opened the barrier so that could wait in relatives car. Patient arrived for appointment at 9.15am seen and scanned at 12.15. Relative was anxious that would get stuck in car park and barrier would go down again.</p>
<p>West Locality x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 13368 (13-03-2024)</p> <p>Providers: Lincoln Co-op Chemists Ltd (Branston), Pharmacy</p> <p>Ever since the pandemic and the lockdown that followed in March 2020, our local pharmacy have given shocking service to the patients in the area of Branston. Their processes and systems have changed so many times, I cannot keep track and each time the service seems to have deteriorated. We used to be able to collect prescriptions 48 hours after ordering - then they changed it to a week. However, more often than not when I left it a week, they were still not ready for collection. At Christmas I required antibiotics and they could not supply them before the Christmas break and I had to wait a week to get them.</p> <p>Notes / Questions</p> <p>No personal information provided.</p>

Primary Care services

Area	Case Details
<p>East Locality x 32</p> <ul style="list-style-type: none"> 21 x General Comment 1 x Informal Complaint 1 x Formal Complaint 9 x Compliment 	<p>General Comment</p> <p>1. Case 13402 (22-03-2024)</p> <p>PCN: First Coastal</p> <p>Providers: Beacon Medical Practice, Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Patient completed Menstrual health online survey .How do women get a prescription for testosterone in Lincolnshire.</p> <p>HW contacted patient who comments that there are no specialists that prescribe testosterone to women in the whole of Lincolnshire.Nothing has changed in 7 years. I had to be referred to Sheffield to get a prescription. A new clinic private has just opened in Grimsby. Grantham now has an NHS specialist. They have been inundated with referrals. All women need testosterone Lincolnshire classify it as red, red on the Lincolnshire formulary, why? I would like to talk about this misogynistic treatment of women.</p> <p>Notes / Questions</p> <p>Signposted to GP for further assessment re medication. Contact information given for local menopause support. Contact details given for LICB.</p> <p>HW contacted ICB as requested by person</p> <p>Healthwatch asks ICB - why is this different in Lincolnshire ? where other counties GPs are able to prescribe? Is this a postcode lottery?</p> <p>Provider Response</p> <p>ICB Response- I can confirm that we have received further contact from the patient, and this is being further reviewed.</p>

2. Case 13404 (22-03-2024)

PCN: First Coastal

Providers: Beacon Medical Practice

Patient expressing frustration about not being able to get appointment at GP. Uses telephone to try and make appointment as no access on phone or internet at home. Has mental health issues and anxiety feels very uncomfortable, and anxious discussing medical information with receptionists, when on the phone. Is feeling that not sometimes listened to by GP in relation to ongoing breathing difficulties that they have had recently, becoming difficult to manage. Also worried about ongoing memory problems that have got worse recently GP saying that this is stress.

Notes / Questions

HW suggested contacting Practice Manager at GP to discuss issues. Contact details given for Voiceability NHS Advocacy given.

3. Case 13411 (22-03-2024)

PCN: First Coastal

Providers: Beacon Medical Practice

Patient who has learning disabilities, mental health issues, memory loss, and unable to read or write finding it difficult to make appointments at GP. Finds it difficult to use the phone for long periods of time, finding it difficult to be listened to at times. Finding that this increases mental health problems which make communication difficult Can't use online systems.

Notes / Questions

Signposted to Voiceability for NHS Advocacy.

4. Case 13410 (22-03-2024)

PCN: First Coastal

Providers: East Midlands Ambulance Service NHS Trust (EMAS), Hawthorn Medical Practice, Queen's Medical Centre (Nottingham)

Patient discussed experiences they have had in the last 6 months following being diagnosed with mouth cancer. They had prolonged stay in the Queens Medical Centre at Nottingham following having extensive oral surgery, tongue graft, lymph nodes removed in mouth and neck. They had complications when recovering from surgery they developed a Pulmonary embolism in their lung. They were going to an appointment at Lincoln County Hospital following talking to Healthwatch to see if needed chemotherapy/radiotherapy treatment and discuss prognosis.

Felt that the prolonged time that they had to wait for hospital transport following discharge from QMC was unacceptable. They were discharged from QMC at 10.00am in the morning and did not get home to Skegness until 02.30am the following morning.

While in hospital McMillan Cancer support was discussed but this was at that time a one off monetary payment which the patient did not want to take and did not want any aids for mobility, toileting at that stage. Following discussion with Consultant today will contact Healthwatch for further Signposting if needed.

Patient feels that phone access to get GP appointment difficult. Long waits to get through, finding it difficult to speak at the moment because of surgery, does not have access to internet, finds it difficult to read and write.

Notes / Questions

Healthwatch contact details provided, as this was at an Engagement in the surgery.

5. Case 13387 (15-03-2024)

PCN: First Coastal

Providers: Hawthorn Medical Practice

Patient rang Healthwatch after speaking to a volunteer at a listening Clinic at their GP. Patient has Learning Disabilities, anxiety, Bi-Polar Disorder, unable to read or write. Discussed that did not feel listened to by some medical staff at the Surgery. Described visiting the Surgery last week and seeing a GP because they had chest pain which they have had before. Said that GP did not look at them once, had their head in the Computer, did not listen and interrupted them, thought they were rude. They did not put the patients mind at rest and made their anxiety worse. This has happened before. Patient also worried that they might have diabetes.

Notes / Questions

Patient requested that Healthwatch contact Practice Manager on their behalf. Consent given to share personal information

Patient requested that Healthwatch make a referral to voiceability on their behalf. Consent given to share personal information. Referral accepted by Voiceability.

6. Case 13408 (22-03-2024)

PCN: First Coastal

Providers: Hawthorn Medical Practice

Comments from volunteer for the Community Connectors . Meets a lot of older people and adults with learning difficulties who do not have skills or any access to phones or devices with the connection to internet. Has lived in experience of mental health and anxiety. Has issues getting an appointment with GP at Hawthorn Medical Centre. Finds telephone access terrible and even when gets through feels that should not be discussing medical information with receptionists as this makes anxiety worse. Does not get a time when GP will call back and does not want to miss call. Would prefer face to face appointment to discuss mental health as feels things missed in relation to mental health over the phone, things like non verbal behaviours, ability to talk openly on the phone.

7. Case 13433 (28-03-2024)

PCN: First Coastal

Providers: Hawthorn Medical Practice

Problems getting an alternative for long term medication that is not available.

Notes / Questions

No contact details provided.

8. Case 13437 (28-03-2024)

PCN: First Coastal

Providers: Hawthorn Medical Practice

Overall happy with the service at the Surgery. I have signed up to the online booking but often find that I am not able to get an appointment this way, so I end up phoning the Surgery to get an appointment. Varies how long it takes for the call to be answered , between 15-45 mins usually. I then get a call back up to 30 mins later if I needed an appointment it is offered at the Surgery. I would prefer to use the online services but it does not allow me to book any appointments , so I have to ring through. I have the NHS App and send messages through this way when not urgent . It can take a few days for the Surgery to get back to me, but that's okay.

Notes / Questions

No contact details provided.

9. Case 13439 (28-03-2024)

PCN: First Coastal

Providers: Hawthorn Medical Practice

Been a patient at this Practice for the last 7 years. It is getting worse by the day with rude staff, especially on Reception. It has taken me 4 weeks to get an appointment today (an Emergency one, its a joke !). The online service is useless and never has any appointments showing. Had to wait one and half hours this morning to get through and then to be questioned by Receptionists.as to why I needed an appointment ! None of their business. I need to see a GP not a Nurse !

Nothing changes, Practice just ignores what the patients say.. I live in Wainfleet and there is no other practice I can go to. My spouse is very unwell and is still waiting for an appointment. They said that they will take themselves to Accident and Emergency but does not want to sit around waiting for hours. Female relative has got mental health and other disabilities the Practice are always messing her medication up. They aren't always well enough to get into see anybody and not able to do online or telephone calls. It is a nightmare, so what is going to be done about this ?

Notes / Questions

No contact details provided.

10. Case 13440 (28-03-2024)

PCN: First Coastal

Providers: Hawthorn Medical Practice

Phoned GP Practice at 08.00am got through at 08.01am. 15th waiting in the queue to get through to someone this took ages. Very stressful and I was worried that I would be too late to get to see someone. Always hard to get through on phone. Have been told in the past no appointments to try again tomorrow.

Notes / Questions

No contact details provided.

11. Case 13441 (28-03-2024)

PCN: First Coastal

Providers: Hawthorn Medical Practice

Patient finds it hard to get appointment at the Surgery. Takes ages to get through on the phone . When I get an appointment it is always with a Nurse not a Doctor. I have a heart condition and and diabetes and live with anxiety. I don't seem to get anyone to listen to me and I get frustrated with being fobbed off. I want to talk to someone who will listen to my concerns and take me seriously. When I get anxious I do get loud and the staff say that I am threatening them. I have tried to talk to the Practice Manager but they are never available to talk to me. They think I am just being difficult. Noone is supporting me at the Practice.. I speak with my Support Worker but nothing changes. I find it hard to read information and need it to be given to me in an easy format.so that I can understand .

Notes / Questions

No details provided to make contact

12. Case 13444 (28-03-2024)

PCN: First Coastal

Providers: Hawthorn Medical Practice

Patient unable to get GP appointment yesterday. Rang again today told that there was an issue with appointments. Need to come back and make appointment for concerns about blood test result but not able to discuss this at todays appointment.

Notes / Questions

No contact details provided.

13. Case 13445 (28-03-2024)

PCN: First Coastal

Providers: Hawthorn Medical Practice

Patient made appointment by phone as they could not get one on the online services. Called Surgery just after 8am , had to call back and appointment booked the same day. The Nurse needed to refer me to the Pilgrim Hospital due to finding a lump that needed to be investigated. Went on the same day (last week). Whilst with the Nurse asked about my recent blood test and told that they could not discuss that with me as I would need another appointment , why? I was already in the Surgery. 2 visits, 2 lots of appointments, this doesn't make sense. A few days ago letter arrived from Surgery to make contact with them about the blood test. So another appointment, trip and time taken off work to go to the Surgery. I was told that I had an iron deficiency and a prescription was prepared. A lot of time wasting.

Notes / Questions

No contact details provided.

14. Case 13447 (28-03-2024)

PCN: First Coastal

Providers: Hawthorn Medical Practice

Patient has signed up to the Online System at Surgery but there are never any appointments available . Currently no appointments available to book online until 11th April. Have downloaded the NHS App as well which is very useful. Got this appointment today by phoning in just after 8am and appointment booked for 9.30am. Frustrating that never seems to be appointments available via Online Service. Working full time it is difficult to take a call back as I am not allowed to have my phone with me. I am not always able to take these calls and I find I have a missed call. Might be helpful if the Surgery gave you a time slot so that you might be able to take the call.

Notes / Questions

No contact details provided.

15. Case 13448 (28-03-2024)

PCN: First Coastal

Providers: Hawthorn Medical Practice

Patient has registered for the Online Services though finds it frustrating that can never book an appointment this way. So they have to ring through via phone first thing in the morning. Sometimes they wait for 45 minutes for the call to be answered. Once I have got through I am usually given an appointment for the same day. Ordering my repeat prescriptions is easy on the online system so that is good. They also have the NHS app which is very useful and easy to use .I have used this to send messages to the Practice when not urgent and have got replies within a few days. I can access a lot of good information through the App.

Notes / Questions

No contact details provided.

16. Case 13449 (28-03-2024)

PCN: First Coastal

Providers: Hawthorn Medical Practice, Lincolnshire Community Health Services NHS Trust (LCHS), Skegness Hospital

Patient finds it really frustrating trying to get an appointment at the Surgery. Having to wait in a long queue to get through sometimes that can be up to 45 minutes. When you get through to them there are no appointments left for that day if you need to see the Dr. If it is a Nurse appointment you can usually book in up to 2 weeks in advance. They have downloaded the App but there are never any appointments available. Patient showed the Involvement Officer, none available for 3 weeks. Sometimes they go to the Urgent Treatment Centre in Skegness if they need to see someone. I might have to wait for a couple of hours but I am seen. A few weeks ago they sent me for an x-ray and gave me a prescription. Said I should have been seen by Surgery, I agreed but I could not get in and today's appointment was booked 3 weeks ago as a urgent appointment.

Notes / Questions

No contact details provided.

Provider Response

LCHS - I am pleased to hear they are being supported by the UTC. If they require assistance liaising with the GP surgery they can contact PALS on LHNT.LincsPALS@nhs.net or 0300 123 9553

17. Case 13430 (28-03-2024)

Providers: Integrated Care Board Dental

In our area there are no dentists without travelling 12/15 miles. We were supposed to have one opening in Mablethorpe, but that has now been put on hold.

Notes / Questions

No contact details provided to get back to the patient.

Provider Response

We are still finalising details for the dentist in Mablethorpe, but we hope to be able to confirm an opening date soon.

18. Case 13363 (11-03-2024)

PCN: Meridian

Providers: James Street Family Practice

Patient saw GP last week, for medication review, explained that they had been in A&E for suspected stroke, and heart attack in 2016, was not admitted to a ward but Bells Palsy was diagnosed. No information on this at surgery, so GP stated patient was delusional. Patient also seen in A&E at Lincoln County Hospital in December 23 for chest pains and couldn't breathe, GP stated no information on file for this. GP has referred for MRI patient unsure what area for. Has moved around Lincolnshire and been at several different surgeries, wonders if some information has not been passed onto this surgery.

Notes / Questions

Healthwatch suggested speaking with Practice Manager, and PALS to see if they are able to get copies of discharge notes to send to GP surgery.

Provider Response

Patient update 2/4/24 - Rang to say thank you, no longer worried and considers the matter closed now.

19. Case 13386 (15-03-2024)

PCN: East Lindsey

Providers: Lincoln County Hospital, Woodhall Spa New Surgery

I had a fall and a few days later I was having pain in my back, I was told to go to hospital who then said I should have been seen by GP, explained that GP won't see me and had sent me to hospital for check on my back. I was given exercise sheet. Few weeks later still in pain and now pins and needles from hip to feet, referral to GP Physio for the second time after the first visit to physio they just gave me the same print off as the hospital and didn't even do an assessment. You need to use AskMyGP then wait and hope that a doctor will see you as most things now they say they will phone you not see you.

Notes / Questions

No personal details given.

Provider Response

A response has been requested, but as yet not received.

20. Case 13428 (28-03-2024)

PCN: First Coastal

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Cannot get an appointment to see a GP Try to phone no one answers. If you're lucky enough to speak to someone no appointments. Having to speak to Reception it's a fight to get seen.

Notes / Questions

Patient signposted to Practice Manager in the first instance. ICB feedback centre information provided.

Provider Response

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

21. Case 13427 (28-03-2024)

PCN: Boston

Providers: Pilgrim Hospital, The Sidings

The Sidings Medical Practice Boston and Pilgrim Hospital Boston. I have suspected Brain tumour but have been waiting over 2 weeks for the results of an MRI. Patient described access to care and support needed as very poor.

Notes / Questions

No contact details provided.

Provider Response

Response from Neurology Matron: I am sorry that this has happened, please contact me directly so I can look in to this for you with the team

Informal Complaint

1. Case 13358 (08-03-2024)

PCN: East Lindsey

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Patient has sent another very long 17 page letter to Healthwatch , very difficult to read because of the handwriting. Has contacted HW previously with very similar information. Case 12660. No contact telephone number. Still unable to access GP for complex medical problems and remains in pain. Patient has also contacted Police. Patient does state has mental health problems, describes disputes with neighbours, and states malicious information spread in the Community. Feels ignored when making requests for medication and treatment at the GP practice. Other information in letter relates to patients medical problems and treatment that they have had all their life, DWP and PIP assessments , complaints that members of the Community have made against them. Patient emailed HW. Not able to access GP for treatment for osteoporosis , curvature of the spine, pain relief, blood tests. Patient feels that GP and staff have been malicious in relation to Disability Living allowance this goes back many years. Feels that GP does not communicate , or respond to Ask My GP electronic requests for care. Consultant Endocrinologist now organises bloods and treatments. Patient having difficulty getting B12 injections from Surgery. Patient feels that they dread going to the Surgery now. An alternative must be found as over years of unresolved problems can't continue if there is a way to resolve it by other means. Patient asked for Healthwatch to contact ICB on their behalf, has given written consent to share personal information.

Notes / Questions

Healthwatch contacted ICB as requested by patient, consent given to share their information.

Provider Response

Complaints Team at ICB response- I am sorry to note the concerns patient has raised in relation to the New Conningsby Surgery. So that we can assist we would need to make contact with the Practice to discuss her concerns, however, to do so we would require her consent. If I could please ask for patient to complete the attached consent form and return this to us, once this is received I will contact the Surgery.

Formal Complaint

1. Case 13434 (28-03-2024)

PCN: First Coastal

Providers: Hawthorn Medical Practice

Called this morning just after 8am and got a call back in about 25 minutes and an offer for an appointment for my child at 9.25 am. Needed to be reassured that my child is ok as they have been unwell for a few days. I was reassured by the person on the phone that I was not wasting their time and that my child needed to be seen in person. Did attempt to use the online service but it said that there were no appointments available. If I did not get seen at the Surgery, I would have taken my child to the Urgent Treatment Centre (UTC) in Skegness to be checked out and reassured that it was nothing serious. Service at the Practice is usually very good and staff are friendly and supportive. They have listened to my concerns and offered advice or appointments if needed.

Notes / Questions

No contact details provided.

Compliment

1. Case 13438 (28-03-2024)

PCN: First Coastal

Providers: CARERS FIRST, Hawthorn Medical Practice

Moved to Lincolnshire 12 months ago to be my relatives full time carer. The Surgery registered me and noted that I am my relatives full time carer giving me information about services that I could access here. Made contact with Carers First who sent me out an assessor and they helped me get financial assistance, my travel card, and Blue Badge and additional aids for my relative. They also gave me information about services that my relative might need help from such as Pension Credit.. Getting an appointment at the Surgery isn't too bad. I can use the online services but appointments are not always available. So I do have to telephone. I usually get an appointment in a reasonable time. My relative is hard of hearing so a call back or telephone appointment is hard for them. I have permission to call on their behalf and this helps us. The Surgery will try to fit them in and know not to give us an early morning appointment as it takes us a while to get ready.

Notes / Questions

No contact details provided.

2. Case 13413 (27-03-2024)

PCN: First Coastal

Providers: Hawthorn Medical Practice

Member of the family had urine infection. Local Surgery gave them a urine bottle. They then sent request for Dr at main surgery. Before very long a text came through to say drop off urine sample before 1.00pm for a urine dip stick test, which they did. Shortly after 1.30pm a Nurse rang from the Surgery with a result. Experience of this service was very good.

3. Case 13431 (28-03-2024)

PCN: First Coastal

Providers: Hawthorn Medical Practice

Positive experience that patient was able to phone for GP appointment and got straight through and got an appointment for the same day.

Notes / Questions

No contact details provided.

4. Case 13432 (28-03-2024)

PCN: First Coastal

Providers: Hawthorn Medical Practice

Patient says that has always had a pleasant experience at Hawthorn. No complaints. Rates overall experience as good.

5. Case 13435 (28-03-2024)

PCN: First Coastal

Providers: Hawthorn Medical Practice, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)

Phoned GP Surgery about there anxiety and depression. Surgery sorted out medication and referred them to wellbeing service. Wellbeing service rang back that week to make an appointment.

Provider Response

We are unsure which wellbeing service is referred to, but would also suggest contacting our Lincolnshire Talking Therapies Service who offer support for those experiencing mental health difficulties such as anxiety and depression. There is more information, including contact details on our Trust website <https://www.lpft.nhs.uk/steps2change/accessing-our-services/self-referral> or you can call our single point of access team on 0303 123 4000 to request a self referral form

	<p>6. Case 13436 (28-03-2024)</p> <p>PCN: First Coastal</p> <p>Providers: Hawthorn Medical Practice</p> <p>Patient describes experience at GP Practice as very good, polite staff, seen on time . No issues. Rates experience as very good.</p> <p>7. Case 13443 (28-03-2024)</p> <p>PCN: First Coastal</p> <p>Providers: Hawthorn Medical Practice</p> <p>Patient called Surgery at 08.06 am this morning and had a call back by 08.20am with an appointment at 10.00am that day. Usually only have to wait for 15-20 mins for the phone to be answered. Very happy with the service from the Practice. Sometimes I might be seen at Burgh le Marsh if I am very poorly and there is an available appointment. I live near the satellite Surgery but happy to come to the main Surgery as there are more people here. Staff are always happy to help.</p> <p>Notes / Questions</p> <p>No contact details provided.</p> <p>8. Case 13373 (14-03-2024)</p> <p>PCN: Meridian</p> <p>Providers: Lincoln County Hospital, Marsh Medical Practice</p> <p>GP services , Marsh Medical Practice, North Somercotes. Referred me to Lincoln Hospital area.Routine breast screening was done at a hospital an hour or so away. I was sent a letter by my GP and made an appointment. The breast screening unit was lovely as were the staff. I do wish it could have been done at my local hospital which is 15 minutes away instead of having to take a day off work.</p> <p>Notes / Questions</p> <p>No patient details provided</p> <p>Provider Response</p> <p>Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams.</p> <p>9. Case 13344 (06-03-2024)</p> <p>PCN: East Lindsey</p> <p>Providers: Woodhall Spa New Surgery</p> <p>Woodhall Spa New Surgery, The Broadway</p> <p>Lincolnshire crisis team home resolution and support. Time in white gables. Give. A community psychiatric nurse and assessment</p> <p>When at crisis point my GP saw the signs and sought the necessary immediate mental health support I needed. Without their quick intervention I wouldn't be here today.</p>
<p>Lincolnshire Integrated Care Services (ICS/ICB) x 2</p> <ul style="list-style-type: none"> 2 x General Comment 	<p>General Comment</p> <p>1. Case 13365 (12-03-2024)</p> <p>Providers: Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>In Lincolnshire, many people are unable to access NHS dental facilities and GP surgeries are dependent upon a collection of locums, part-time GPs and nurse practitioners. Why is the NHS unable to provide a national health service?</p> <p>Notes / Questions</p> <p>Question to be raised at YourVoice</p> <p>2. Case 13396 (19-03-2024)</p> <p>Providers: Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Dentist, Pharmacies, Hospital inpatient (day treatment or overnight), Hospital outpatients' appointments, Mental health support, Social care eg care homes, and home care, Accident and emergency/minor injury units, Ambulances and paramedics, NHS 111</p> <p>I would like some honesty and candour about outcomes NOT ASPIRATIONS about services across Lincolnshire. Honesty about cuts since 2010, shortage of staff and lack of planning. Honesty about reacting to events rather than a long term plan. STOP TREATING PEOPLE who cannot get dentists, hospital appointments as FOOLS. We live in the real world.</p> <p>Notes / Questions</p> <p>No details provided</p>
South Locality x 8	General Comment

- 6 x General Comment
- 1 x Informal Complaint
- 1 x Compliment

1. Case 13338 (06-03-2024)

PCN: South Lincolnshire Rural

Providers: Abbeyview Surgery

Trying to get an appointment is a lottery. I have had to wait 20 days for a three minute phone call for a repeat prescription. It took me three days to finally get an appointment for severe foot pain. You ring in and find you are 19th in the queue you press 8 for a ring back. 2 hours later you get a call back only to be told all appointments are gone and to ring back in the afternoon. The same happens in the afternoon. This went on for three days. In the end I went to the surgery as I was called in for my annual health check and asked at reception and lo and behold I get a cancelled appointment. Our village FaceBook website is full of this issue with this surgery. Their systems a total farce.

2. Case 13422 (27-03-2024)

PCN: South Lincolnshire Rural

Providers: Abbeyview Surgery

We are going on holiday for three and a half months to France, therefore we require four prescriptions for while we are away. We spoke to reception about this about five weeks ago and was told they would be able to arrange this for me. When I phoned today to order these four prescriptions, they told me the maximum they could give me was two. I am extremely concerned about this. Now do not know what we will do while they are on holiday without the medication I need. I require an additional two prescriptions for Citalopram 20mg before 05/04/24. I have taken this medication at this dosage for several years.

Patient requests that Healthwatch contact the surgery to prescribe me another two prescriptions (they have prescribed me two today).

Notes / Questions

Patient requests that HW make contact with the Practice and gives consent to share personal information.

Healthwatch contacted Practice Manager as requested by patient.

Provider Response

Practice Manager responded - I forwarded you email to our Practice email. We have a process in place for emails to be sorted and forwarded to an appropriate member of the team from their. I would anticipate the Clinical Pharmacist will respond to the patient - however, NHSE policy does not allow General Practice to issue 4 months prescriptions for patients abroad.

3. Case 13340 (06-03-2024)

PCN: Boston

Providers: Lincolnshire Special Care Dental Service

For Information: Integrated Care Board Dental

Carer shared experience that her 92 year old parent has Parkinson's Disease (diagnosis over 20 years ago) and is a resident at the Stonehaven Care Home, Quadring, Spalding They have lived there for the last 5 years and are now bed bound. Carer goes in as often as they can to support the staff looking after there relative who has a nursing bed at the home.

When relative first went into the home they were able to access dental treatment at Gosberton Surgery. Unfortunately as the Parkinson's has developed, their relative is now not mobile but still needs to access treatment. When the carer made contact with the dentist, explained that their relative could no longer attend in person and could they come into the home, they were told in no uncertain terms that "they did not do that and that they would remove their relative from their list". When asked what they needed to do, it was implied "it was not their problem and to contact their GP". Carer spoke with the Owner and Manager at the home and they made contact with the Specialised Dental Service to continue dental treatment for their resident. Eventually after a long 6 month delay between the carer and the Management at the Home, they were able to get their relative seen by the Specialist Team who came into the home. Someone came out from the Johnson Hospital and saw their relative.

Notes / Questions

Following discussion with carer on the phone just wanting to highlight the long wait for specialised dental treatment.

4. Case 13370 (13-03-2024)

PCN: Four Counties

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

Patient contacted Healthwatch as had a negative experience in relation to communication and access with their registered GP which has got worse recently. Feels that they are not listened to, and that records have been changed and added too that are not true. Has made complaints to Practice and ICB but nobody has got back to them. Also says that has been in touch with CQC. Patient states that has complex physical health problems and suffers from Agoraphobia. Has lost confidence in Peterborough and Stamford Hospital in relation to recent respiratory problems, and investigations for this, and ongoing issues and investigations for bowel and gut problems. Does not feel listened to by the hospital and feels that information on records not correct. Issues with results of investigations and ongoing treatment that is needed. Worried that information found on investigations is not taken seriously and serious health issues may have been missed in relation to chest pain, calcification on coronary artery. Respiratory investigations that have not been followed up that may have led to lung damage and the necessity for treatment. Now under the care of Addenbrookes Hospital for ongoing respiratory care. Has not found advocacy and voiceability helpful.

Notes / Questions

Information provided for Parliamentary Health Ombudsman as requested by patient as feels that has exhausted all other avenues. No patient details provided

Provider Response

I am sorry to hear that the patient has found accessing the surgery difficult. If the patient would like to contact me direct at the surgery I would be happy to discuss their issues and look at what adjustments I can implement to assist them moving forward.

If we can be provided the patient's details I would be happy to investigate what has happened in regards to their complaint which has not been responded to.

5. Case 13403 (22-03-2024)

PCN: Spalding

Providers: Munro Medical Centre

Healthwatch contacted by elderly patient by phone who was very muddled about medical appointments, and other social care appointments that they had next week, they did not want to miss any of them. Did discuss that sometimes has problems with memory. That they had been ill recently with spinal fractures and pain medication that they had taken had made this worse. Also stated that care company were visiting at home next week.

Notes / Questions

At patient request and with their consent will contact Practice Manager at Munro Medical Centre and clarify medical appointments and get back to patient.

HW contacted Adult Care worker who confirms care package in place.

6. Case 13356 (07-03-2024)

PCN: Spalding

Providers: Pharmacy, West Elloe Pharmacy

Since before Christmas, we've constantly been struggling to get our medications on time. You can only get a one-month supply at a time and can only reorder your medication two weeks after it was last issued. Therefore, we have been ordering our medication at the earliest available opportunity to give long enough for it to be ready but even after giving two weeks' notice, it is rarely available on time. We are frequently left in a situation where we are nearly without our medication.

Provider Response

Response from Community Pharmacy ICB -

As you know, it is not the role of Community Pharmacy Lincolnshire to performance manage pharmacies. It is difficult to advise as we do not have full information about the types of medication required and the stock of such medications. Of course, pharmacy staff should keep patients updated in a professional manner, advising the patient on the situation.

I have spoken to the pharmacy at West Elloe and they acknowledge there were some longer timescales that occurred when they took over a large amount of Lloyds patients following the closure of their Spalding Branch, however, these are now settling down and they advise patients to give at least ten days' notice for their repeat prescriptions, which the patient in the example below had done. They noted that there have been issues gaining some branded blood pressure medications and when this is the case, the pharmacist needs to go back to the GP to get approval to swap to a different brand, they are not legally able to do this without the approval of the GP. This can sometimes cause delays. They also said that the patient should call them directly if they are about to run out of medication as they would always try to assist in finding medication for the patient to the best of their abilities.

There is not set time in which prescriptions must be processed but they should be processed with reasonable promptness. For a repeat prescription when a medicine is in stock this would usually be within around 7-10 days but sometimes there are stock shortages and medications are unable to be obtained. Unfortunately, as noted above, pharmacies are unable to provide alternative medications when this is the case without the approval of the GP in almost all circumstances.

Informal Complaint

1. Case 13388 (18-03-2024)

Providers: Integrated Care Board Dental, NHS 111 Service

My spouse rang 111 to get an emergency dentist appointment for probable tooth extraction as it was painful and seemed hot, hence infected. Was given a dentist address to use. When they rang spouse did mention they'd been through 111, spouse was told they could come 4pm that day, but then they started to quote price of a consultation, x-ray, and extraction, topping £200 but hadn't finished the list of charges, before spouse realised they were being quoted private fees and queried that it should be £25-80. They said they didn't have any NHS appointments, even though they'd said they DID have an appointment at 4pm. They also said it would be a 3 year waiting list for NHS. Spouse again said it should be £25-80 for an emergency NHS extraction and that they'd been given their address by 111 when ringing them to organise this, but the call answerer wouldn't budge. We've reported this refusal of NHS treatment to Lincolnshire Integrated Care Board as per internet search said to do. Dentists need to train their staff better on the rules. My spouse hasn't had the appointment yet, waiting for Lincs ICB to ring back presumably.

Notes / Questions

Healthwatch sent to ICB with consent from patient

Provider Response

Patient Update - still needs an NHS dentist as the tooth must have an abscess by now, it's still warm and painful. It is the tooth under a cap which keeps falling off. Cannot go back to the dentist who fitted the cap because he's been closed down by the CQC. The ICB did ring my spouse the day following I reported the problem to them by phone, but hasn't heard anything further; assumes they're waiting for them to organise an appointment.

Compliment

	<p>1. Case 13343 (06-03-2024)</p> <p>PCN: Boston</p> <p>Providers: Swineshead Medical Group</p> <p>Carer has shared experience of elderly relative who has Parkinson's Disease(diagnosis over 20 years ago) and is a resident at the Stonehaven Care Home, Quadring, Spalding. They have lived there for the last 5 years and are now bedbound. Carer goes in as often as they can to support the staff looking after their relative who has a nursing bed at the home. Swineshead GP Practice Clinicians (GP / Nurse) will come into the home to do any health checks that are needed now that relative is unable to go in person to the surgery. No major issues reported about them and the surgery has always been supportive towards parent</p>
<p>South West Locality x 5</p> <ul style="list-style-type: none">• 3 x General Comment• 2 x Compliment	<p>General Comment</p> <p>1. Case 13372 (13-03-2024)</p> <p>PCN: K2 Healthcare Sleaford</p> <p>Providers: Homer Lodge Care Centre, Lincoln County Hospital, Ruskington Medical Practice</p> <p>Carer who has been recently bereaved in the last couple of weeks discussed care received by their elderly spouse they had cared for over the last 20 years. Said that could always get an appointment at Ruskington Surgery. That their spouse had been an inpatient on Lancaster ward , had underlying medical condition, on warfarin, admitted with infection and care received was ok. They had been in the last month admitted to Homer Court in Lincoln where the care received was ok. Carer struggling with grief wanting counselling and support.</p> <p>Notes / Questions</p> <p>Signposted to GP for further support in the first instance. Given contact information for Steps To Change, 24 hour SPA for mental health. Contact information given for local CRUSE contact help line.</p> <p>Provider Response</p> <p>It is hoped the author contacted the mentioned areas and received a satisfactory outcome.</p> <p>2. Case 13381 (15-03-2024)</p> <p>PCN: K2 Healthcare Sleaford</p> <p>Providers: Ruskington Medical Practice</p> <p>At Outreach at Ruskington met a 88 year old service user who lives alone. They have an ongoing problem with their swallowing and some reflux, they have not been to GP. Have ongoing hearing problems, and a hearing aid that does not work. No local family. Feels able to cope at home, cooks and shops, looks after their dog. Able to walk and gets out and about.Attends Church regularly and enjoys Warm Space activities.</p> <p>Notes / Questions</p> <p>Healthwatch contacted Practice Manager at Surgery. Practice Manager responded that the patient lead will contact the patient.</p> <p>3. Case 13382 (15-03-2024)</p> <p>PCN: K2 Healthcare Sleaford</p> <p>Providers: Ruskington Medical Practice</p> <p>Carer discussed at Outreach Clinic that there local GP Surgery when making appointment can only do this now online . This is not a problem for the carer but they are worried if anything happens to them, the person they care for has not got the skills with technology to be able to do this.</p> <p>Notes / Questions</p> <p>Healthwatch asks - are there other alternative options for those patients who do not use online?</p> <p>Compliment</p> <p>1. Case 13379 (15-03-2024)</p> <p>PCN: K2 Healthcare Sleaford</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health), Ruskington Medical Practice</p> <p>Patient at Outreach in Ruskington has multiple medical problems. Feels that always gets a good service from GP Surgery. Also has mental health issues and is a patient at The Willows , feels this is also a good service.</p> <p>Provider Response</p> <p>Thank you for your kind feedback about our team at The Willows</p>

	<p>2. Case 13384 (15-03-2024)</p> <p>PCN: K2 Healthcare Sleaford</p> <p>Providers: Pilgrim Hospital, Ruskington Medical Practice</p> <p>Patient discussed with Healthwatch at Outreach that has had recent cardiology referral and attended appointment at Pilgrim Hospital . At this Consultation discussed that patient needed further cardiac interventions and stents fitted, risks discussed. Patient is 96 years old , made informed decision that did not want further interventions and stents. Did feel listened to by Staff and felt decision respected. Patient did not feel the need to go home and think about this able to do this at the appointment.</p> <p>Patient also feels that access to GP good.</p> <p>Provider Response</p> <p>Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams. Consultant information was requested by Healthwatch on several occasions for ULHT, but received no response from author.</p>
<p>West Locality x 7</p> <ul style="list-style-type: none">• 7 x General Comment	<p>General Comment</p> <p>1. Case 13364 (12-03-2024)</p> <p>Providers: Caskgate Street Surgery</p> <p>Patient needs their medication on repeat prescription, surgery not put this in place and patient wonders why this would be. Been on tramadol, Neprozine and Londsoprozole has requested this multiple times to no avail. Also patient struggles with online systems as has dyslexia but is always informed to use this system rather than call or go in to make an appointment.</p> <p>Notes / Questions</p> <p>Patient request to go to the Practice Manager</p> <p>Provider Response</p> <p>Practice Manager - This patient has not requested any of their medication since August 23. Has however been in touch with the practice for an appointment and one has been made for late March</p> <p>Informed patient to discuss whilst in the appointment if able.</p> <p>2. Case 13368 (13-03-2024)</p> <p>Providers: Lincoln Co-op Chemists Ltd (Branston), Pharmacy</p> <p>Ever since the pandemic and the lockdown that followed in March 2020, our local pharmacy have given shocking service to the patients in the area of Branston. Their processes and systems have changed so many times, I cannot keep track and each time the service seems to have deteriorated. We used to be able to collect prescriptions 48 hours after ordering - then they changed it to a week. However, more often than not when I left it a week, they were still not ready for collection. At Christmas I required antibiotics and they could not supply them before the Christmas break and I had to wait a week to get them.</p> <p>Notes / Questions</p> <p>No personal Information provided.</p>

3. Case 13374 (14-03-2024)

PCN: Trent

Providers: Lincoln County Hospital, The Glebe Practice

I am writing to express my dismay at the communication methods and processes currently in place between ULHT and GP Practices. My 92 yr elderly relative attended A&E at Lincoln County Hospital at the end of January 2024. Was diagnosed with acute angina, discharged at 11.30pm that night and told to contact their GP for an urgent follow-up and to get a prescription for GTN spray (this was their first ever angina event).

On contacting the GP Practice (The Glebe Surgery Saxilby) the following day, they confirmed that they had no record of their A&E attendance and advised us to contact A&E to chase up the notes as they could not prescribe the GTN without the information from A&E. I did so, only to be told that my parents A&E discharge record had been printed off at the time of discharge and put in the post the following morning. I cannot believe that in 2024, ULHT is printing and posting patients' A&E records to their GPs! This is extremely inefficient and results in unnecessary, potentially dangerous delays in care and additional cost to the NHS. The information about my parents A&E visit did not arrive at their GP surgery until the afternoon of Thursday early February, which is over 36 hrs after discharge from A&E. This is unacceptable.

This week, in complete contrast, my parent received a text from the General Surgery department at Lincoln County Hospital advising of an outpatient appointment. They had to click on a link to confirm the appointment, rebook it or cancel it. So it seems that ULHT are able to communicate with patients by electronic means, but not electronically communicate vital information in a timely manner with fellow health professionals responsible for the ongoing care of patients? How is this an Integrated Care System?

The delay in important A&E treatment/discharge information reaching GP surgeries as a result of current antiquated communication methods clearly has the potential to cause harm and is surely unacceptable in a digital age. This is in addition to the unnecessary cost incurred by sending vital, time critical information by post!

I look forward to hearing how the ICB is addressing these current weaknesses in the provision of integrated care & treatment to Lincolnshire's patients

Notes / Questions

Healthwatch asks - What processes are in place that ensure a patients admission and discharge to Accident and Emergency information are sent to their GP in a timely manner.

Provider Response

LICB response- I am writing to you to acknowledge receipt of your email below and I am sorry to hear of the concerns you have raised in relation to your parent's recent visit to Lincoln County Hospital and the subsequent delay in the hospital providing the discharge records with your parent's GP Practice. Upon review of your concerns the issues that you have raised would need to be investigated by United Lincolnshire Hospitals Trust (ULHT) which Lincoln County Hospital is a part of. I am happy to forward your concerns to ULHT, however, to do so I will need your consent. You can provide your consent by return email, if you could please also provide your parents full name and address, your address and contact information so that the team can contact you in due course. If you are happy for me to pass on your concerns and if it is acceptable to you we will also ask ULHT if we can receive updates and a copy of your final response so that we can keep the ICB's Quality Team informed.

4. Case 13400 (21-03-2024)

PCN: East Lindsey

Providers: Lincolnshire Integrated Care Services (ICS/ICB), Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)

For Information: The Wragby Surgery

Parent rang Healthwatch and discussed frustration about getting there 6 year old female child assessed for ADHD, ?Autism. Child at home has many symptoms of ADHD, meltdowns, inattention, impulsive dangerous behaviours, running out in front of cars, climbing out of upstairs windows. Parent says when child at school these symptoms are masked, when parent asks school for assessment they say that need to go to GP. When visits GP Surgery, GP says that they are not commissioned to make referrals for assessment of ADHD, Autism.

Notes / Questions

Question for the ICB, who is the provider for assessment of a child for ADHD and Autism in Lincolnshire.

Signposted to local ADHD support groups in Lincolnshire. Carers First information for support and advice for parents of a child with autism.

HW contacted carer with ICB response.

Provider Response

ICB response- I am currently reviewing this with my colleagues in the ICB and will provide an update once available.

ICB Response- I have reviewed the concern you share with the ICB's Designated Clinical Officer for Children and Young People with Special Educational Needs and Disability who confirms the Community Paediatricians provide services where there are concerns about a CYP's cognitive/neurodevelopment, behaviour, or educational need (e.g. social communication or autism concerns, ADHD or other neurodevelopmental concerns, excludes sensory processing, developmental coordination disorder, tics/Tourette's). A referral can be made by any professional from primary care, hospital and community health professionals, schools, or the LA. Should there be mental health concerns, then we have the single point of access where referrals are seen by both the community paediatric and CAMHS team.

LPFT Response - Our Lincolnshire Here4You line may also be able to offer advice on accessing emotional wellbeing and mental health support for children and young people. They can be contacted on 0800 234 6342 (open 24/7).

5. Case 13389 (18-03-2024)

PCN: Imp

Providers: Nettleham Medical Practice

Find it impossible to get a face to face appointment with GP

Notes / Questions

No patient details provided

6. Case 13405 (22-03-2024)

PCN: APEX

Providers: Richmond Medical Centre

Patient moved to Richmond Medical Practice last May. Previously had no issues or problems at last GP practice Bracebridge Heath. Has complex medical problems, receives care from Specialist Consultants in Liverpool and Nottingham. Has cardiac, thyroid, brain and kidney problems. Has multiple allergies to medication that are recorded on medical records. Has anaphylaxis to some antibiotics and non steroidal anti inflammatory medication. Since joining the Practice they have been prescribed the medications that they are allergic too, though they did not take them. Communication to the patient when they have challenged this with medical staff have not been good. Because of not getting timely, correct medication for kidney infection, patient ended up in hospital with sepsis, they only have one kidney. Very recent issues and delays in getting correct medication following cardiac consultation which have impacted the underlying condition and made them feel very unwell. Feels that letters and correspondence not actioned promptly. Difficulties getting blood tests for thyroid functions. Would like to move back to Bracebridge Heath Surgery or move to Bassingham Surgery but is out of area by a mile.

Notes / Questions

HW discussed that in the first instance to contact Practice Manager.

At patient request contact information for LICB complaints, CQC, PHSO given.

Provider Response

Thank you for sending this through to me. Please can I ask that the patient contact the Practice asking for Natalie Warner, so I may acknowledge and investigate their concerns.

Information sent to the patient 09/04/24

	<p>7. Case 13391 (18-03-2024)</p> <p>PCN: Trent</p> <p>Providers: The Glebe Practice</p> <p>It took four weeks and four days to get an appointment with my GP for dizziness. It was then another 12 days to wait for a further appointment to have the Epley technique, all the time feeling so dizzy I couldn't leave the house most of the time. I 'Googled' the Epley technique and ended up trying it myself... it worked! If only I had been able to see a doctor when the dizziness began I wouldn't have been so unwell and restricted for weeks.</p> <p>Notes / Questions</p> <p>No patient details provided</p>
<p>All Areas x 4</p> <ul style="list-style-type: none"> 3 x General Comment 1 x Signposting 	<p>General Comment</p> <p>1. Case 13420 (27-03-2024)</p> <p>Providers: Integrated Care Board Dental</p> <p>My child requires specialist dental treatment due to medical conditions and SEND. I have attempted to get them on the books of the closest 8 dental surgeries to us in rural Lincolnshire. I have not been successful in gaining them a place in private practice nor an NHS place. Unfortunately 2 of their milk teeth have now rotted away as was to be expected and I fear the adult teeth will be affected too.</p> <p>Notes / Questions</p> <p>No contact details provided.</p> <p>2. Case 13376 (14-03-2024)</p> <p>Providers: Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Lincolnshire Sensory Service: Support Group 5 March 2024 (Boston)</p> <ul style="list-style-type: none"> This is a social support group for people living with a range of sensory impairment. Main concerns: <ul style="list-style-type: none"> access to face to face appointments as many of the members are not able to access services using online services due to their impairment or not having a computer and internet set up – many of them either do not have children or their families live a long way away in different parts of the country. The majority of the patients need to phone through to the surgery to get an appointment which can be very challenging. Accessible information not always offered in different formats (some can access via internet using equipment that they have purchased themselves). Carers assessments seem to be taking so long to be completed. Access to dental treatment and reasonable adjustments being made for people with sensory loss Annual Health Checks and not being followed up (the Sidings in particular mentioned here). Lack of joined up working across health professionals. <p>3. Case 13426 (28-03-2024)</p> <p>Providers: Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>All GP practises.I find it more than difficult to get a GP appointment because of the questions asked by the receptionist. They always demand that we tell them why we need to see a doctor. I refuse to discuss my medical issues with a receptionist. I have no interest in what training she has had. She is not my GP. This may be an age related issue, but her training should include dealing with people who do not wish to discuss their medical issues with her. I have friends and family members who feel the same.</p> <p>Notes / Questions</p> <p>No contact details provided.</p> <p>Signposting</p> <p>1. Case 13425 (28-03-2024)</p> <p>Providers: Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>I need help with a complaint regarding my daughters gp, please can you help with this?</p> <p>Notes / Questions</p> <p>Signposted to GP Practice Manager in the first instance. LICB feedback contact details given.</p>
Out of Area x 2	<p>General Comment</p>

<ul style="list-style-type: none">2 x General Comment	<p>1. Case 13406 (22-03-2024)</p> <p>Providers: Out of area, Scunthorpe Hospital</p> <p>Patient rang this morning very exasperated with care received at Winterton GP Surgery and Scunthorpe Hospital. Wishing to make a complaint. Issues with urology and indwelling urinary catheter that they do not want.</p> <p>Notes / Questions</p> <p>PALS Scunthorpe Hospital contact details given.</p> <p>North Lincolnshire Healthwatch contacted as requested by patient</p> <p>2. Case 13407 (22-03-2024)</p> <p>Providers: Out of area</p> <p>On a number of occasions I've phoned for an emergency dental appointment and it has been impossible to get an appointment in my area,they will not consider other areas to book an appointment. Also when do finally get to speak with an adviser they go through all questions first before they can look for available appointments,then only to be told there's no appointments this seems a complete waste of my time and NHS time. Why can't NHS 111 look for available dental appointments first this would save a lot time and frustration,it's absolutely appalling struggling to even get an emergency dentist appointment and having to suffer.</p> <p>Notes / Questions</p> <p>Healthwatch Lincolnshire provided the patients local Healthwatch in North Lincolnshire</p>
---	--

Hospital Services

Area	Case Details
<p>East Locality x 13</p> <ul style="list-style-type: none">12 x General Comment1 x Compliment	<p>General Comment</p> <p>1. Case 13402 (22-03-2024)</p> <p>PCN: First Coastal</p> <p>Providers: Beacon Medical Practice, Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Patient completed Menstrual health online survey .How do women get a prescription for testosterone in Lincolnshire.</p> <p>HW contacted patient who comments that there are no specialists that prescribe testosterone to women in the whole of Lincolnshire.Nothing has changed in 7 years. I had to be referred to Sheffield to get a prescription. A new clinic private has just opened in Grimsby. Grantham now has an NHS specialist. They have been inundated with referrals. All women need testosterone Lincolnshire classify it as red, red on the Lincolnshire formulary, why? I would like to talk about this misogynistic treatment of women.</p> <p>Notes / Questions</p> <p>Signposted to GP for further assessment re medication. Contact information given for local menopause support. Contact details given for LICB.</p> <p>HW contacted ICB as requested by person</p> <p>Healthwatch asks ICB - why is this different in Lincolnshire ? where other counties GPs are able to prescribe? Is this a postcode lottery?</p> <p>Provider Response</p> <p>ICB Response- I can confirm that we have received further contact from the patient, and this is being further reviewed.</p>

2. Case 13393 (19-03-2024)

PCN: Boston

Providers: Child and Adolescent Mental Health (CAMHS) LPFT, Pilgrim Hospital
Community Paediatrics Pilgrim Hospital and Paediatrics Pilgrim Hospital

Trying to seek assessment from Paediatrics services for my child. It has taken 4 years with difficulties increasing. Waiting lists impossibly long, NHS admin terrible. Child has difficulty having a blood test and no one listened to is about how difficult this would be, we had several failed attempts with escalating distress/challenging behaviour, before gas and air was finally offered.. Despite so much evidence this would be helpful and requests for a prescribed sedative in advance of appointments. Just dreadful.

Notes / Questions

No patient details provided

Provider Response

We are sorry to hear of the challenges that you have experienced with our paediatric service and the distress that this will have caused for you and your child. Our head of Nursing – Kate Rivett – would be happy to meet you to understand how the service can support you and your child better in the future

3. Case 13362 (11-03-2024)

PCN: Meridian

Providers: Diana, Princess of Wales Hospital (Grimsby)
For Information: Marsh Medical Practice

GP, Marsh Medical Practice referred to the respiratory team at Diana Princess of Wales Grimsby Hospital for an urgent cancer check and I was seen in 4 days.

Really good but the hospital has a new system and didn't know who was turning up, they didn't have my referral letter nor my notes so didn't know why I was there. The consultant has resigned because of the lack of investment so I won't be seeing him at my next visit

Notes / Questions

No personal information provided

4. Case 13410 (22-03-2024)

PCN: First Coastal

Providers: East Midlands Ambulance Service NHS Trust (EMAS), Hawthorn Medical Practice, Queen's Medical Centre (Nottingham)

Patient discussed experiences they have had in the last 6 months following being diagnosed with mouth cancer. They had prolonged stay in the Queens Medical Centre at Nottingham following having extensive oral surgery, tongue graft, lymph nodes removed in mouth and neck. They had complications when recovering from surgery they developed a Pulmonary embolism in their lung. They were going to an appointment at Lincoln County Hospital following talking to Healthwatch to see if needed chemotherapy/radiotherapy treatment and discuss prognosis.

Felt that the prolonged time that they had to wait for hospital transport following discharge from QMC was unacceptable. They were discharged from QMC at 10.00am in the morning and did not get home to Skegness until 02.30am the following morning.

While in hospital McMillan Cancer support was discussed but this was at that time a one off monetary payment which the patient did not want to take and did not want any aids for mobility, toileting at that stage. Following discussion with Consultant today will contact Healthwatch for further Signposting if needed.

Patient feels that phone access to get GP appointment difficult. Long waits to get through, finding it difficult to speak at the moment because of surgery, does not have access to internet, finds it difficult to read and write.

Notes / Questions

Healthwatch contact details provided, as this was at an Engagement in the surgery.

5. Case 13345 (06-03-2024)

PCN: First Coastal

Providers: Lincoln County Hospital
Cardiology - Pacemaker

Excellent, lots of care and explanation beforehand. Appointment kept and the day went smoothly. Walked our 6 hours later with pacemaker fitted. So far, so good.

However before this 3 years passed whilst various Consultants agreed and disagreed about my need for the pacemaker. Much improvement now, but I wish they could have made up their minds a lot sooner.

6. Case 13386 (15-03-2024)

PCN: East Lindsey

Providers: Lincoln County Hospital, Woodhall Spa New Surgery

I had a fall and a few days later I was having pain in my back, I was told to go to hospital who then said I should have been seen by GP, explained that GP won't see me and had sent me to hospital for check on my back. I was given exercise sheet. Few weeks later still in pain and now pins and needles from hip to feet, referral to GP Physio for the second time after the first visit to physio they just gave me the same print off as the hospital and didn't even do an assessment. You need to use AskMyGP then wait and hope that a doctor will see you as most things now they say they will phone you not see you.

Notes / Questions

No personal details given.

Provider Response

A response has been requested, but as yet not received.

7. Case 13394 (19-03-2024)

PCN: East Lindsey

Providers: Lincoln County Hospital

Patients referral from GP was sent in January 2023 for Rheumatology, eventually received an appointment for 15 April 2024, only for this to be cancelled recently. No further date offered. Hands keep swelling up and in pain.

Notes / Questions

Healthwatch suggested contacting the appointments line, number given.

Provider Response

Patient has been informed that no Consultant now and no idea of when this would be, request for Healthwatch to go to PALs.

As they have said they cant currently be given a date, but they will be given next available and may be waiting for the clinics to be set up and added. I am happy to inform outpatients that the patient is willing to travel to get the next available appointment. Patient informed.

19/3/24 - Patient update - the hospital have just rung and I have an appointment on Saturday, thank you for your help.

8. Case 13398 (20-03-2024)

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

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

Overall great experience, went well for my child who has ASD. Currently ongoing issues around food and we suspect ARFID (Avoidant/restrictive food intake disorder), as soon as this was mentioned I was shut down and not able to voice my concerns. I'm hoping professionals in the Lincolnshire area can be more aware of ARFID. We need an out of county referral to get this diagnosis if anyone takes a referral.

Provider Response

Response from Divisional Head of Children & Young People Nursing - Whereas we are pleased that your overall experience was positive, we are sorry that you do not feel that your concerns were listened to in respect of your child's potential ARFID. Professionals across the county are currently working together to develop and implement an improved service for those children and young people who are demonstrating ARFID tendencies in order that they and their families can receive the necessary support.

9. Case 13359 (11-03-2024)

Providers: Pilgrim Hospital

I must have tried for about 3 hours this week phoning Ophthalmology on 01522 307180 trying just about all the options and not getting any answer, so I've given up again today.

Notes / Questions

Healthwatch provided PALs information

Provider Response

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

10. Case 13401 (21-03-2024)

PCN: First Coastal

Providers: Pilgrim Hospital

Discussed that patient had sepsis last year and was then hospitalised for 7 weeks in a Leicester Hospital. This has led to complications with mobility, problems with frozen shoulders on both sides, and ongoing gastro-enterology problems. Is having frozen shoulder operation at Pilgrim Hospital soon, awaiting a phone call this afternoon to let them know when this appointment will be. Is having problems with a malignant lump on their colon, has had 3 colonoscopies. Lump now larger this has been going on now for a year. Has seen Consultant at Pilgrim Hospital , awaiting follow up appointment to discuss further action, patient does not want further colonoscopy, wanting operation that was discussed for temporary stoma, as concerned about size of lump and risk of perforated bowel.

Notes / Questions

PALS ULHT contact number given.

Provider Response

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

11. Case 13415 (27-03-2024)

Providers: Pilgrim Hospital

Hospital outpatients appointments.I have a suspected Brain tumour. The fast track system is rubbish .It is 5 weeks since I saw a neurologist and still waiting for my MRI results.Described experience of care as poor.

Notes / Questions

No contact details provided.

Provider Response

I am sorry that this has happened, please contact me directly so I can look in to this for you with the team,

12. Case 13427 (28-03-2024)

PCN: Boston

Providers: Pilgrim Hospital, The Sidings

The Sidings Medical Practice Boston and Pilgrim Hospital Boston.I have suspected Brain tumour but have been waiting over 2 weeks for the results of an MRI. Patient described access to care and support needed as very poor.

Notes / Questions

No contact details provided.

Provider Response

Response from Neurology Matron: I am sorry that this has happened, please contact me directly so I can look in to this for you with the team

Compliment

1. Case 13373 (14-03-2024)

PCN: Meridian

Providers: Lincoln County Hospital, Marsh Medical Practice

GP services , Marsh Medical Practice, North Somercotes. Referred me to Lincoln Hospital area.Routine breast screening was done at a hospital an hour or so away. I was sent a letter by my GP and made an appointment. The breast screening unit was lovely as were the staff. I do wish it could have been done at my local hospital which is 15 minutes away instead of having to take a day off work.

Notes / Questions

No patient details provided

Provider Response

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

Lincolnshire Integrated
Care Services (ICS/ICB) x
1

- 1 x General Comment

General Comment

	<p>1. Case 13396 (19-03-2024)</p> <p>Providers: Lincolnshire Integrated Care Services (ICS/ICB)</p> <p>Dentist, Pharmacies, Hospital inpatient (day treatment or overnight), Hospital outpatients' appointments, Mental health support, Social care eg care homes, and home care, Accident and emergency/minor injury units, Ambulances and paramedics, NHS 111</p> <p>I would like some honesty and candour about outcomes NOT ASPIRATIONS about services across Lincolnshire. Honesty about cuts since 2010, shortage of staff and lack of planning. Honesty about reacting to events rather than a long term plan. STOP TREATING PEOPLE who cannot get dentists, hospital appointments as FOOLS. We live in the real world.</p> <p>Notes / Questions</p> <p>No details provided</p>
<p>South Locality x 2</p> <ul style="list-style-type: none"> 2 x General Comment 	<p>General Comment</p> <p>1. Case 13370 (13-03-2024)</p> <p>PCN: Four Counties</p> <p>Providers: Lakeside Healthcare Stamford (St Mary's and Sheepmarket), Peterborough and Stamford Hospital</p> <p>Patient contacted Healthwatch as had a negative experience in relation to communication and access with their registered GP which has got worse recently. Feels that they are not listened to, and that records have been changed and added too that are not true. Has made complaints to Practice and ICB but nobody has got back to them. Also says that has been in touch with CQC. Patient states that has complex physical health problems and suffers from Agoraphobia. Has lost confidence in Peterborough and Stamford Hospital in relation to recent respiratory problems, and investigations for this, and ongoing issues and investigations for bowel and gut problems. Does not feel listened to by the hospital and feels that information on records not correct. Issues with results of investigations and ongoing treatment that is needed. Worried that information found on investigations is not taken seriously and serious health issues may have been missed in relation to chest pain, calcification on coronary artery. Respiratory investigations that have not been followed up that may have led to lung damage and the necessity for treatment. Now under the care of Addenbrookes Hospital for ongoing respiratory care. Has not found advocacy and voiceability helpful.</p> <p>Notes / Questions</p> <p>Information provided for Parliamentary Health Ombudsman as requested by patient as feels that has exhausted all other avenues. No patient details provided</p> <p>Provider Response</p> <p>I am sorry to hear that the patient has found accessing the surgery difficult. If the patient would like to contact me direct at the surgery I would be happy to discuss their issues and look at what adjustments I can implement to assist them moving forward.</p> <p>If we can be provided the patient's details I would be happy to investigate what has happened in regards to their complaint which has not been responded to.</p> <p>2. Case 13346 (06-03-2024)</p> <p>PCN: Boston</p> <p>Providers: Pilgrim Hospital</p> <p>Relative was under the Parkinson's Nurse who kept in regular contact with their relative and they were seen on a regular basis. There have been times that there were issues with medication but between the Management Team at the Care Home and the Parkinson's Nurse this has been resolved. There was an issue with the Pilgrim Hospital prescribing drugs that the Parkinson's Nurse / Care Home were not happy about and this got resolved eventually. Relative has not been seen by any Specialist Parkinson Nurse now for a number of years (probably pre COVID). Have they just forgotten about relative? Is it that they feel that there is nothing else that can be done and have "discharged her" from their care but not informed the family or the Care Home? Relative was seen by the Care for the Elderly Team based at Pilgrim Hospital – some issues with medication but these got resolved (not sure what the issues were and what the resolution was).</p> <p>Notes / Questions</p> <p>Healthwatch contacted PALS Pilgrim Hospital on patients request to enquire whether Parkinsons Disease Nurse Specialist could get in touch with patient and carer to discuss medication and ongoing care now that bed bound and in a Nursing Home.</p> <p>Provider Response</p> <p>It is hoped that the patient received a satisfactory outcome following communication with PALS .</p>

South West Locality x 7

- 5 x General Comment
- 2 x Compliment

General Comment

1. Case 13341 (06-03-2024)

Providers: Grantham + District Hospital

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

Grantham Hospital UTC

On Wednesday late February, I was asked by 111 to attend Grantham Hospital UTC. I went in due to having a UTI which because I had pain in my back they said it's probably spread to my kidneys and UTC/A&E is the only place that can deal it. I attended at 8.30pm.. I was seen at 3am. Once I had checked myself in I was sent through for a set of observations. I was asked before I went to the waiting room if I could provide them with a wee sample. I did this and left it in the said place. About 15 minutes later a HCA came out and asked me to do a sample to which I explained I had done and it's wear abouts. They confirmed they had it and walked away. Roughly about 4 hour s into waiting I was starting to get more and more pain due to my infection and being sat in the chair. I asked the receptionist if it was possible for me to have some pain relief. they said they would ask for me. 30-40 minutes later I had to go and practically beg for them because I couldn't bare the pain any longer. I was given some paracetamol after about 10 minutes of me asking this second time. Then we get to 6 and a half hours later of still being sat in this chair and in agony at this point.. I again went to the receptionist and asked when I would be seen because of the pain and the fact it had been 6.5 hrs. I was eventually called into a room with a doctor where they apologised and you could clearly tell they were exhausted.. Dr asked me what's going on (not reading my notes) I briefly explained about my UTI and the pain in my back. They asked if I had done a urine sample to which I said yes 6.5 hours ago and they laughed and said I'll take your word and put you on these strong antibiotics... took less than 3 minutes of me entertaining that room to him walking off to get my antibiotics... I had no examination what so ever just fobbed off with antibiotics? No advice on these antibiotics either just here you to pay and go home.. at my point of exhaustion and pain I just took and left. My reason for writing about this is that I had 0 examinations and this could of / still could be something completely unrelated to what I went in for. I was just going off 111 and what google said. I am not even sure they registered my time at that service... I have an app that I have access to all my health records and absolutely nothing has come through from Grantham Hospital?? I have used this service in the past and have to admit it's been poor then too. It's really put me off using them.

Notes / Questions

Healthwatch provided PALs information

Provider Response

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

2. Case 13392 (18-03-2024)

PCN: K2 Healthcare Sleaford

Providers: Grantham + District Hospital

Patient saw GP in February 2023 with bruised genitals, unable to get an erection and prescribed some pills. Went back in June 2023 as symptoms not getting any better. Referral to Urology in Grantham was made, if not heard anything patient to make contact with the department in September. Patient did so in November to be informed could be 12 months before being seen. Has more recently tried to make contact with appointments, no answer and unable to leave a message on number provided. Symptoms have got worse and patient is scared there is something wrong and no-one looking at it.

Notes / Questions

Healthwatch provided PALs information, preference for Healthwatch to go to PALs on their behalf

Provider Response

I have taken a look at the below. I see the patient was sent as a Routine New – is currently at 25 weeks which I understand is a long time to wait for an appointment, however currently we just don't have enough slots available to get everyone seen sooner. I have placed the patients name on our short notice waiting list as it is quite often difficult to fill clinics at short notice.

Their other option is to speak to their GP to see if they feel it would warrant the GP sending an email to us to request an expedited appointment and this would be clinically re-graded by our on-call consultant.

Information passed onto the patient 19/3/24

3. Case 13372 (13-03-2024)

PCN: K2 Healthcare Sleaford

Providers: Homer Lodge Care Centre, Lincoln County Hospital, Ruskington Medical Practice

Carer who has been recently bereaved in the last couple of weeks discussed care received by their elderly spouse they had cared for over the last 20 years. Said that could always get an appointment at Ruskington Surgery. That their spouse had been an inpatient on Lancaster ward, had underlying medical condition, on warfarin, admitted with infection and care received was ok. They had been in the last month admitted to Homer Court in Lincoln where the care received was ok. Carer struggling with grief wanting counselling and support.

Notes / Questions

Signposted to GP for further support in the first instance. Given contact information for Steps To Change, 24 hour SPA for mental health. Contact information given for local CRUSE contact help line.

Provider Response

It is hoped the author contacted the mentioned areas and received a satisfactory outcome.

4. Case 13366 (12-03-2024)

PCN: South Lincoln Healthcare

Providers: Lincoln County Hospital

Patient had an appointment with Rheumatology, Consultant was lovely and suggested that the patient could start a new drug within the next couple of weeks, however then received a phone call to say a chest X-ray was required first and then around 3-4 weeks after that the new drug may be able to start. Patient in constant pain, unable to brush teeth unaided, cut food up and unable to go out without their spouse, who works and cannot be there all the time. Patient has an appointment for X-ray towards the end of March, then has to wait for the results, then another few weeks before starting on new medications. Has had this condition for over 2 years and would like to get the new medications started. Tries to make contact with advice line, only able to leave a message on the answer phone.

Has recently been in A&E, then MEAU and then onto Ward Witham, patient commented that everyone was lovely and they felt cared for and staff were very kind.

Notes / Questions

Healthwatch made contact with PALS

Provider Response

Will look at bringing x-ray forward and make contact with the patient.

UPDATE - unable to bring forward as needs to be 6 weeks after infection. Matron has asked the lead to pick this up and make direct contact with the patient.

Pt UPDATE - 09/4/24 - still waiting for medications to be prescribed.

5. Case 13357 (08-03-2024)

PCN: Trent

Providers: United Lincolnshire Hospitals NHS Trust (ULHT)

Patient made contact as had MRI at Grantham Hospital in December. Has moved out of area now to Leicester, new GP wanting these results so that can refer them to Specialist at Hospital. Patient contacted old GP in Grantham. no results sent there. Patient rang Grantham Hospital for results, they said they had sent them to GP? Feels like going round in circles, English is second language so communication can be difficult.

Notes / Questions

Requested by patient to contact PALS on their behalf. Consent given to share their personal information.

Provider Response

Response from PALS ULHT- I will ask Radiology to send this report to the patients GP. Healthwatch clarified that results would be sent to new GP.

PALS responded that this has been done and sent via post.

Compliment

1. Case 13348 (06-03-2024)

Providers: Lincoln County Hospital

Cardiac Ward at Lincoln County Hospital

From making the 111 call to being a patient in Lincoln County Hospital all the staff were caring told me what was happening and brilliant. Even food was ok

Provider Response

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

	<p>2. Case 13384 (15-03-2024)</p> <p>PCN: K2 Healthcare Sleaford</p> <p>Providers: Pilgrim Hospital, Ruskington Medical Practice</p> <p>Patient discussed with Healthwatch at Outreach that has had recent cardiology referral and attended appointment at Pilgrim Hospital . At this Consultation discussed that patient needed further cardiac interventions and stents fitted, risks discussed. Patient is 96 years old , made informed decision that did not want further interventions and stents. Did feel listened to by Staff and felt decision respected. Patient did not feel the need to go home and think about this able to do this at the appointment.</p> <p>Patient also feels that access to GP good.</p> <p>Provider Response</p> <p>Thank the responder for their feedback and assure them that the information has been passed onto the relevant teams. Consultant information was requested by Healthwatch on several occasions for ULHT, but received no response from author.</p>
<p>West Locality x 5</p> <ul style="list-style-type: none">• 5 x General Comment	<p>General Comment</p> <p>1. Case 13395 (19-03-2024)</p> <p>PCN: APEX</p> <p>Providers: Kingsmill Hospital</p> <p>Patient wanted to share their experience, doesn't want anyone else to go through if not necessary and wonders what is being done, not the first time this has occurred.</p> <p>Patient had a missed call from 01623 632 632, looked up the number and it was KingsMill Hospital in Mansfield. Phoned the number back and got through to the switchboard, who didn't know who it was that had called the patient, even providing their name etc, couldn't say. No messages left, patient has a number of appointments in the offing so wasn't sure which department. Switchboard recommended to wait for another call.</p> <p>Notes / Questions</p> <p>Patient raised the question - why would the department not leave a message and contact details so they could contact them back? seems the a ludicrous system.</p> <p>2. Case 13350 (06-03-2024)</p> <p>Providers: Lincoln County Hospital</p> <p>Lincoln County Hospital - A&E</p> <p>I came into A&E late December after experiencing stroke symptoms. It was very busy but got assessed relatively quickly, to be sent to the A&E department. There I sat and waited my turn. I was seen by the stroke nurse and the stroke team. I was given a CT scan and a MRI scan. And had the results explained to me. Because it was so busy all relatives had been told to go. So I had the upsetting experience of being told about the stroke and they had also found a blood clot in my brain. The decision was taken to keep me in hospital but needed to find me a bed. My waiting time from going into A&E was 60 hours until they found me a bed. I can't even explain what that experience did to me it was awful. During that time I could see that the staff were doing their best but were just overwhelmed by the amount of patients. I also witnessed an elderly person pass away in a wheelchair and then nurses push the wheelchair talking to them but it was too late for them, they had passed away I could see that it was too late.</p> <p>The poor old person was someone's parent it was awful to witness. I also saw patients helping a dementia patient who was on their own. Who was distressed and permanently needed the toilet. The nurses helped when they could but were rushed off their feet. This went on for hours. The only thing that I actually looked forward to was the tea trolley coming round and a biscuit. This service is so appreciated and in the morning there was sandwiches and cereals. It was a total lifesaver and just kept me going along with talking to various people. At about the 54th hour of my experience in A&E I was given a recliner which I was so grateful, I had 4 hours in it to then be asked to get out of it for someone else to needed it. I understand they are saved for the elderly so sat again in a green chair. At this point I went to the desk to ask when would I get a bed. The person in charge apologised for the wait I had. At this point I absolutely broke down when I rang my spouse and asked them to come because I couldn't wait any longer I was beyond tired and crying. My spouse has never seen me in such a state. The person in charge came to me and said they'd found me a bed and I was so grateful.</p> <p>The staff in that department work so hard and I don't blame them for the experience I had it's the fact the department isn't big enough for the amount of people that need it's services.</p> <p>Provider Response</p> <p>A response has been requested, but as yet not received.</p>

3. Case 13374 (14-03-2024)

PCN: Trent

Providers: Lincoln County Hospital, The Glebe Practice

I am writing to express my dismay at the communication methods and processes currently in place between ULHT and GP Practices. My 92 yr elderly relative attended A&E at Lincoln County Hospital at the end of January 2024. Was diagnosed with acute angina, discharged at 11.30pm that night and told to contact their GP for an urgent follow-up and to get a prescription for GTN spray (this was their first ever angina event).

On contacting the GP Practice (The Glebe Surgery Saxilby) the following day, they confirmed that they had no record of their A&E attendance and advised us to contact A&E to chase up the notes as they could not prescribe the GTN without the information from A&E. I did so, only to be told that my parents A&E discharge record had been printed off at the time of discharge and put in the post the following morning. I cannot believe that in 2024, ULHT is printing and posting patients' A&E records to their GPs! This is extremely inefficient and results in unnecessary, potentially dangerous delays in care and additional cost to the NHS. The information about my parents A&E visit did not arrive at their GP surgery until the afternoon of Thursday early February, which is over 36 hrs after discharge from A&E. This is unacceptable.

This week, in complete contrast, my parent received a text from the General Surgery department at Lincoln County Hospital advising of an outpatient appointment. They had to click on a link to confirm the appointment, rebook it or cancel it. So it seems that ULHT are able to communicate with patients by electronic means, but not electronically communicate vital information in a timely manner with fellow health professionals responsible for the ongoing care of patients? How is this an Integrated Care System?

The delay in important A&E treatment/discharge information reaching GP surgeries as a result of current antiquated communication methods clearly has the potential to cause harm and is surely unacceptable in a digital age. This is in addition to the unnecessary cost incurred by sending vital, time critical information by post!

I look forward to hearing how the ICB is addressing these current weaknesses in the provision of integrated care & treatment to Lincolnshire's patients

Notes / Questions

Healthwatch asks - What processes are in place that ensure a patients admission and discharge to Accident and Emergency information are sent to their GP in a timely manner.

Provider Response

LICB response- I am writing to you to acknowledge receipt of your email below and I am sorry to hear of the concerns you have raised in relation to your parent's recent visit to Lincoln County Hospital and the subsequent delay in the hospital providing the discharge records with your parent's GP Practice. Upon review of your concerns the issues that you have raised would need to be investigated by United Lincolnshire Hospitals Trust (ULHT) which Lincoln County Hospital is a part of. I am happy to forward your concerns to ULHT, however, to do so I will need your consent. You can provide your consent by return email, if you could please also provide your parents full name and address, your address and contact information so that the team can contact you in due course. If you are happy for me to pass on your concerns and if it is acceptable to you we will also ask ULHT if we can receive updates and a copy of your final response so that we can keep the ICB's Quality Team informed.

4. Case 13423 (28-03-2024)

Providers: Lincoln County Hospital

Was referred as urgent to the Respiratory Clinic at Lincoln Hospital in January was told 6 to 8 month wait even for urgent cases. Have had 7 course's of antibiotics and 4 of steroids since November. Have had pneumonia and bronchitis as well as asthma. Care described as poor.

Notes / Questions

No patient details provided

Provider Response

We are so sorry for this person experience. Please could they contact PALs who can liaise with the speciality team for you.

	<p>5. Case 13421 (27-03-2024)</p> <p>Providers: Pilgrim Hospital</p> <p>Hospital outpatients' appointments. Had appointment for Ophthalmology appointment. The appointment is for my eyes so cannot drive that day. The appointment has now been cancelled 3 times. Each appointment booked for me is at Louth hospital there is no public transport from here to Louth.</p> <p>Notes / Questions</p> <p>No contact details provided.</p> <p>Provider Response</p> <p>We are so sorry for this experience; please could this person contact PALs who will liaise with the Ophthalmic team to sort this for you at a location that works for you.</p>
<p>All Areas x 6</p> <ul style="list-style-type: none"> 6 x General Comment 	<p>General Comment</p> <p>1. Case 13419 (27-03-2024)</p> <p>Providers: East Midlands Ambulance Service NHS Trust (EMAS), United Lincolnshire Hospitals NHS Trust (ULHT)</p> <p>Hospital outpatients' appointments. Let down several times by patient transport. I am bed bound and several appointments were cancelled by patient transport with no notice and no phone call to tell us that they were not coming.</p> <p>2. Case 13417 (27-03-2024)</p> <p>Providers: Hull Royal Infirmary</p> <p>Hospital outpatients' appointments, Hull Royal Infirmary. Have been waiting more than 6 months for a neurology appointment in which time my health is declining quickly. Describes access and care as very poor.</p> <p>3. Case 13429 (28-03-2024)</p> <p>Providers: Lincoln County Hospital, Pilgrim Hospital, Queen's Medical Centre (Nottingham)</p> <p>May last year. Needed a aortic valve replaced on one I had replaced 15 years earlier also a mitral valve repair and a bypass. I was in 3 different hospitals for nearly 3 months. First Pilgrim Hospital Boston who then sent me to Lincoln Hospital where I contracted COVID, then Nottingham City Hospital, where I had the operation. 4/10 Pilgrim. 2/10 Lincoln. 10/10 Nottingham who were absolutely brilliant I could not have asked for better care and they saved my life. Experience described as poor to gain access to care and support. Mixed experience of care received while in different hospitals.</p> <p>Notes / Questions</p> <p>No contact details provided.</p> <p>Provider Response</p> <p>Same reference also on Lincoln Response from Business Manager. Thank you for taking the time to let us know that your experience of access to care and support while an inpatient with United Lincolnshire Hospitals was not as good as expected. There can be delays in transferring patients from one trust to another depending on a number of factors including capacity at the receiving hospital. If you would be able to let me know your NHS number or full name and date of birth I can look into any specific delays.</p> <p>4. Case 13367 (13-03-2024)</p> <p>Providers: United Lincolnshire Hospitals NHS Trust (ULHT)</p> <p>Healthwatch contacted, Opticians trying to get the emergency on call phone line for eye casualty answered. It is ongoing and one Optician reported 3 incidents last week when the phone was not answered for an emergency eye casualty referral. Not sure how we can solve this problem but Opticians are now writing a letter and handing it to the patient to take to A&E which is not a good use of the services as they still have to go to eye casualty after a 4 hr wait. Any ideas how to improve this?</p> <p>Provider Response</p> <p>As hospital unknown unable to provide a response.</p>

	<p>5. Case 13414 (27-03-2024)</p> <p>Providers: United Lincolnshire Hospitals NHS Trust (ULHT)</p> <p>Patient has had very poor experience in relation to the Gastroenterology Department for Boston Hospital (although I was sent to Grantham Hospital). Waited 16 months to see a Consultant. Finally got an appointment but at a hospital with a round trip of 3 hours. When there I was asked why I was being seen when I had already been seen by someone (I had not !). Result of appointment was to have a blood test and refer me back to the consultant I hadn't seen. Waste of time, I assume I am now at the bottom of the queue again.wonder whether because I am old and have a long term condition, I don't matter. Perhaps even hoping I die to get me off the list!!</p> <p>Notes / Questions</p> <p>No patient details shared</p> <p>Provider Response</p> <p>A response has been requested, but as yet not received.</p> <p>6. Case 13424 (28-03-2024)</p> <p>Providers: United Lincolnshire Hospitals NHS Trust (ULHT)</p> <p>Patient experience about Hospital care when an inpatient day or night.I went to Accident and Emergency with pain's in my chest and difficulty breathing. I was told I should have an x-ray when I said I had one a week ago they insisted .On my return they said my chest was fine and I could go home, but I insisted I had a CT scan which they reluctantly said I could. On my return they said I had 2 large blood clots on my lung and with a blood test it turns out I have pneumonia I was admitted and given clot busting injections.It's time doctors listen to the patient they are not always right.</p> <p>Notes / Questions</p> <p>No contact details provided.</p> <p>Provider Response</p> <p>Response from ULHT- As no patient details shared, I am unable to contact the correct hospital for a response</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 13406 (22-03-2024)</p> <p>Providers: Out of area, Scunthorpe Hospital</p> <p>Patient rang this morning very exasperated with care received at Winterton GP Surgery and Scunthorpe Hospital. Wishing to make a complaint. Issues with urology and indwelling urinary catheter that they do not want.</p> <p>Notes / Questions</p> <p>PALS Scunthorpe Hospital contact details given.</p> <p>North Lincolnshire Healthwatch contacted as requested by patient</p>

Mental Health and Learning Disabilities

Area	Case Details
<p>East Locality x 4</p> <ul style="list-style-type: none"> 3 x General Comment 1 x Compliment 	<p>General Comment</p> <p>1. Case 13393 (19-03-2024)</p> <p>PCN: Boston</p> <p>Providers: Child and Adolescent Mental Health (CAMHS) LPFT, Pilgrim Hospital Community Paediatrics Pilgrim Hospital and Paediatrics Pilgrim Hospital</p> <p>Trying to seek assessment from Paediatrics services for my child. It has taken 4 years with difficulties increasing. Waiting lists impossibly long, NHS admin terrible. Child has difficulty having a blood test and no one listened to is about how difficult this would be, we had several failed attempts with escalating distress/challenging behaviour, before gas and air was finally offered.. Despite so much evidence this would be helpful and requests for a prescribed sedative in advance of appointments. Just dreadful.</p> <p>Notes / Questions</p> <p>No patient details provided</p> <p>Provider Response</p> <p>We are sorry to hear of the challenges that you have experienced with our paediatric service and the distress that this will have caused for you and your child. Our head of Nursing – Kate Rivett – would be happy to meet you to understand how the service can support you and your child better in the future</p>

2. Case 13398 (20-03-2024)

Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health), Pilgrim Hospital
For Information: Lincolnshire Integrated Care Services (ICS/ICB)

Overall great experience, went well for my child who has ASD. Currently ongoing issues around food and we suspect ARFID (Avoidant/restrictive food intake disorder), as soon as this was mentioned I was shut down and not able to voice my concerns. I'm hoping professionals in the Lincolnshire area can be more aware of ARFID. We need an out of county referral to get this diagnosis if anyone takes a referral.

Provider Response

Response from Divisional Head of Children & Young People Nursing - Whereas we are pleased that your overall experience was positive, we are sorry that you do not feel that your concerns were listened to in respect of your child's potential ARFID. Professionals across the county are currently working together to develop and implement an improved service for those children and young people who are demonstrating ARFID tendencies in order that they and their families can receive the necessary support.

3. Case 13390 (18-03-2024)

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

I recently complained to Lincolnshire Partnership NHS Foundation Trust (LPFT) about discrepancies with my child's health at Windsor House, Louth, to which I received a reply accepting no responsibility whatsoever. They were given an appointment for mid March which they had waited for since very early January 2024, only to be told a couple of days before that it has been cancelled and another can't be made until their consultant, who is off sick returns to work. Is this going to be in another 6 months by which time things can have taken a very drastic turn for the worse. How do Lincolnshire Partnership NHS Foundation Trust LPFT think that it's at all acceptable for a person who is suffering with their mental health to wait such a long time for an appointment, only to cancel it a few days before it's due.

Notes / Questions

Healthwatch provided Parliamentary and Health Service Ombudsman and PALs

Compliment

1. Case 13435 (28-03-2024)

PCN: First Coastal

Providers: Hawthorn Medical Practice, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)

Phoned GP Surgery about their anxiety and depression. Surgery sorted out medication and referred them to wellbeing service. Wellbeing service rang back that week to make an appointment.

Provider Response

We are unsure which wellbeing service is referred to, but would also suggest contacting our Lincolnshire Talking Therapies Service who offer support for those experiencing mental health difficulties such as anxiety and depression. There is more information, including contact details on our Trust website <https://www.lpft.nhs.uk/steps2change/accessing-our-services/self-referral> or you can call our single point of access team on 0303 123 4000 to request a self-referral form

Lincolnshire Integrated Care Services (ICS/ICB) x 2

- 2 x General Comment

General Comment

1. Case 13396 (19-03-2024)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Dentist, Pharmacies, Hospital inpatient (day treatment or overnight), Hospital outpatients' appointments, Mental health support, Social care eg care homes, and home care, Accident and emergency/minor injury units, Ambulances and paramedics, NHS 111

I would like some honesty and candour about outcomes NOT ASPIRATIONS about services across Lincolnshire. Honesty about cuts since 2010, shortage of staff and lack of planning. Honesty about reacting to events rather than a long term plan. STOP TREATING PEOPLE who cannot get dentists, hospital appointments as FOOLS. We live in the real world.

Notes / Questions

No details provided

	<p>2. Case 13342 (06-03-2024)</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health) Ash Villa & Lincoln County Hospital Castle Ward.</p> <p>Since we moved appalling. We moved from one area to another and could not get treatment up and running despite meetings and informing former area we had moved. That led to over two years of incarceration like a prisoner.</p> <p>Notes / Questions</p> <p>Unfortunatley no details provided to go back to the patient, no area provided</p>
<p>South Locality x 2</p> <ul style="list-style-type: none"> 2 x General Comment 	<p>General Comment</p> <p>1. Case 13360 (11-03-2024)</p> <p>Providers: Lincolnshire Community Health Services NHS Trust (LCHS) For Information: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Mental health clinic. Johnson Hospital, Spalding</p> <p>It took many years to be diagnosed with high functioning autism, Aspergers, instead of being treated for depression. Once Aspergers was diagnosed the doctor at Johnson Hospital wrote me off the books saying there's no meds for it and gave me a list of groups to join which were miles away from me. It threw me back into depression and I felt abandoned.</p> <p>Notes / Questions</p> <p>No personal information provided</p> <p>2. Case 13378 (14-03-2024)</p> <p>PCN: South Lincolnshire Rural</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Parent contacted Healthwatch Lincolnshire about the experience that their teenager has had on Ellis Ward at Lincoln County Hospital. The 19 year old has complex vulnerabilities, learning disabilities, epilepsy and violent outbursts. The parent says that care received was not appropriate, not good and feels that they disagree with the assessments made . Parent disagrees that teenager has not got capacity. Parent is very upset and distressed about the situation. Feels lied to and now very worried about their teenagers, and their own safety. Yesterday teenage was taken to a placement that had been arranged, on the way there, they were told that this was not available. So teenager was taken back to the Ward, discharged as they said they wanted to go home. Parent has been referred to MARAC because of the violent outbursts from the teenager, and is not allowed to be at home. The teenager was discharged and spent most of yesterday wondering the streets of Lincoln until the Police picked them up and took them back to the Ward. Did not have appropriate clothing , footwear for the rainy weather.The Police then took teenager to a Travelodge in Lincoln City Centre where they were overnight. Parent contacted that this is where teenager will be placed for next 7 nights.</p> <p>Patient feels very let down by Adult Social Care , feels lied to about the placement. Feels worried that teenager will not be able to cope, and is not suitable accomodation and that they will come to some harm. Also worried that teenager will come home and be violent.</p> <p>Notes / Questions</p> <p>Safeguarding referral sent 18/3/24.</p> <p>Safeguarding response unsubstantiated .</p> <p>Second Safeguarding referral sent 12/04/24</p> <p>Provider Response</p> <p>LPFT Response 09/4/24 We have contacted Ellis Ward about the concerns that you have raised and will update further</p>
<p>South West Locality x 2</p> <ul style="list-style-type: none"> 2 x Compliment 	<p>Compliment</p> <p>1. Case 13379 (15-03-2024)</p> <p>PCN: K2 Healthcare Sleaford</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health), Ruskington Medical Practice</p> <p>Patient at Outreach in Ruskington has multiple medical problems. Feels that always gets a good service from GP Surgery. Also has mental health issues and is a patient at The Willows , feels this is also a good service.</p> <p>Provider Response</p> <p>Thank you for your kind feedback about our team at The Willows</p>

	<p>2. Case 13380 (15-03-2024)</p> <p>PCN: K2 Healthcare Sleaford</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Met service user at Ruskington Outreach. Has some Learning Disabilities , dyslexia, lives alone. Finding it difficult to manage on Universal Credit and relying on Food Banks. Has some anxiety and depression. Found talking therapies helpful. Finds coming to Warm Space helpful. Did have Social Worker involved previously.</p> <p>Notes / Questions</p> <p>Signposted to local CAB, Advocacy, Adult Social Care</p> <p>Provider Response</p> <p>In addition to the signposting information already provided, there are lots of community resources available such as Night Light Cafes, community hubs and other groups and activities that may support this person. Details of what is available in their local area for what is available at www.haylincolnshire.co.uk</p>
<p>West Locality x 3</p> <ul style="list-style-type: none">• 3 x General Comment	<p>General Comment</p> <p>1. Case 13361 (11-03-2024)</p> <p>Providers: Child and Adolescent Mental Health (CAMHS) LPFT</p> <p>Healthy Minds and CAMHS</p> <p>I have a sixteen year old child who has been struggling to access the therapy they need. It took a long time for them to be assessed, a long wait for a response and became suicidal before support was actually received. Was seen by three different CAMHS practitioners over four weeks and discharged the week after they started a new sixth form and had, on the day of their discharge, expressed suicidal ideation. Their Healthy Minds practitioner was caring and kind and very supportive but my child was not always well enough to attend appointments and didn't engage with the CBT that was offered. Their other parent and I were offered 'Peer Support' from two women who were not our peers but professionals working for the NHS, taking notes on our meetings. Healthy Minds practitioner believed that my child needed to be referred back to CAMHS. We waited several months for an assessment. Now we wait, possibly months for an actual appointment with a therapist. In the meantime, child has dropped out of education and is not in training or employment. Their mental health is as vulnerable as it has ever been.</p> <p>Notes / Questions</p> <p>Healthwatch provided PALs information</p>

2. Case 13400 (21-03-2024)

PCN: East Lindsey

Providers: Lincolnshire Integrated Care Services (ICS/ICB), Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)

For Information: The Wragby Surgery

Parent rang Healthwatch and discussed frustration about getting there 6 year old female child assessed for ADHD, ?Autism. Child at home has many symptoms of ADHD, meltdowns, inattention, impulsive dangerous behaviours, running out in front of cars, climbing out of upstairs windows. Parent says when child at school these symptoms are masked, when parent asks school for assessment they say that need to go to GP. When visits GP Surgery, GP says that they are not commissioned to make referrals for assessment of ADHD, Autism.

Notes / Questions

Question for the ICB, who is the provider for assessment of a child for ADHD and Autism in Lincolnshire.

Signposted to local ADHD support groups in Lincolnshire. Carers First information for support and advice for parents of a child with autism.

HW contacted carer with ICB response.

Provider Response

ICB response- I am currently reviewing this with my colleagues in the ICB and will provide an update once available.

ICB Response- I have reviewed the concern you share with the ICB's Designated Clinical Officer for Children and Young People with Special Educational Needs and Disability who confirms the Community Paediatricians provide services where there are concerns about a CYP's cognitive/neurodevelopment, behaviour, or educational need (e.g. social communication or autism concerns, ADHD or other neurodevelopmental concerns, excludes sensory processing, developmental coordination disorder, tics/Tourette's). A referral can be made by any professional from primary care, hospital and community health professionals, schools, or the LA. Should there be mental health concerns, then we have the single point of access where referrals are seen by both the community paediatric and CAMHS team.

LPFT Response - Our Lincolnshire Here4You line may also be able to offer advice on accessing emotional wellbeing and mental health support for children and young people. They can be contacted on 0800 234 6342 (open 24/7).

3. Case 13353 (07-03-2024)

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

Mental health support. Declined therapeutic intervention through talking therapies despite ongoing issues with PTSD. Experience of Steps to Change -Talking Therapies Lincoln described as poor. Accessing care needed described as very poor.

Provider Response

We are sorry to read of this person's poor experience of our Lincolnshire Talking Therapies. If they would like us to look into this further, we would recommend they contact our PALs team on 01529 222265 or via email on lpft.pals@nhs.net

Patient Transport

Area	Case Details
East Locality x 2 <ul style="list-style-type: none">1 x General Comment1 x Compliment	General Comment

	<p>1. Case 13410 (22-03-2024)</p> <p>PCN: First Coastal</p> <p>Providers: East Midlands Ambulance Service NHS Trust (EMAS), Hawthorn Medical Practice, Queen's Medical Centre (Nottingham)</p> <p>Patient discussed experiences they have had in the last 6 months following being diagnosed with mouth cancer. They had prolonged stay in the Queens Medical Centre at Nottingham following having extensive oral surgery, tongue graft, lymph nodes removed in mouth and neck. They had complications when recovering from surgery they developed a Pulmonary embolism in their lung. They were going to an appointment at Lincoln County Hospital following talking to Healthwatch to see if needed chemotherapy/radiotherapy treatment and discuss prognosis.</p> <p>Felt that the prolonged time that they had to wait for hospital transport following discharge from QMC was unacceptable. They were discharged from QMC at 10.00am in the morning and did not get home to Skegness until 02.30am the following morning.</p> <p>While in hospital McMillan Cancer support was discussed but this was at that time a one off monetary payment which the patient did not want to take and did not want any aids for mobility, toileting at that stage. Following discussion with Consultant today will contact Healthwatch for further Signposting if needed.</p> <p>Patient feels that phone access to get GP appointment difficult. Long waits to get through, finding it difficult to speak at the moment because of surgery, does not have access to internet, finds it difficult to read and write.</p> <p>Notes / Questions</p> <p>Healthwatch contact details provided, as this was at an Engagement in the surgery.</p> <p>Compliment</p> <p>1. Case 13412 (27-03-2024)</p> <p>Providers: Lincolnshire County Council - Transport</p> <p>I use Boston Community Transport to get me to and from my hospital appointments. Boston Community Transport taking me to and from appointments at Boston Pilgrim Hospital</p> <p>They are very good, friendly and reliable and easy to book my trip. They will wait for me if my appointment runs over time. All together a very pleasant experience</p> <p>Notes / Questions</p> <p>No personal information shared</p>
<p>South Locality x 1</p> <ul style="list-style-type: none"> 1 x Signposting 	<p>Signposting</p> <p>1. Case 13355 (07-03-2024)</p> <p>Providers: Call Connect, Lincolnshire County Council - Transport</p> <p>Contacted patient who had been referred with their consent to Healthwatch Lincolnshire by CAB advisor in Spalding. Has multiple, complex medical problems, reduced mobility, uses a Mobility Scooter. which they use for shopping, this enables them to have a degree of independence but they would like to have the opportunity to just go on a bus somewhere else. Buses do not accommodate their type of scooter, only smaller ones. Is it possible to borrow a scooter which would enable them to go somewhere than Spalding.</p> <p>Notes / Questions</p> <p>Healthwatch telephoned patient, no access and does not know how to use internet. Telephone contact details given for Call Connect and Connect Bus. Discussed Shop Mobility Scheme. Contact telephone number given for Smart Cabs Spalding who have vehicular access for wheelchairs and mobility scooters.</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 13385 (15-03-2024)</p> <p>PCN: K2 Healthcare Sleaford</p> <p>Providers: Call Connect, Community Volunteer Car Service, St Andrew's Nursing and Care Home</p> <p>For Information: Lincolnshire County Council - Adult Social Care</p> <p>96 year old individual discussed that is unable to visit their relative who is a resident at St Andrews Home , Ewerby. This is because they have no transport and unable to get on the bus any more. Walks with a walker, can get in and out of a car. Also finds it difficult to get information about relative when they contact the Care Home, the phone seems never to be answered.</p> <p>Notes / Questions</p> <p>Signposted to local voluntary community car scheme, call connect.</p>

All Areas x 1 <ul style="list-style-type: none"> 1 x General Comment 	General Comment <ol style="list-style-type: none"> Case 13419 (27-03-2024) Providers: East Midlands Ambulance Service NHS Trust (EMAS), United Lincolnshire Hospitals NHS Trust (ULHT) Hospital outpatients' appointments.Let down several times by patient transport.I am bed bound and several appointments were cancelled by patient transport with no notice and no phone call to tell us that they were not coming.
--	--

Social Care Services

Area	Case Details
East Locality x 4 <ul style="list-style-type: none"> 1 x General Comment 3 x Compliment 	General Comment <ol style="list-style-type: none"> Case 13442 (28-03-2024) PCN: First Coastal Providers: Lincolnshire County Council - Adult Social Care Patient wanted help for elderly relative with dementia. Phoned number given to speak to Social Care. They were very dismissive about relative's mental wellbeing. Notes / Questions No contact details given. Compliment <ol style="list-style-type: none"> Case 13438 (28-03-2024) PCN: First Coastal Providers: CARERS FIRST, Hawthorn Medical Practice Moved to Lincolnshire 12 months ago to be my relatives full time carer. The Surgery registered me and noted that I am my relatives full time carer giving me information about services that I could access here. Made contact with Carers First who sent me out an assessor and they helped me get financial assistance, my travel card, and Blue Badge.and additional aids for my relative. They also gave me information about services that my relative might need help from such as Pension Credit.. Getting an appointment at the Surgery isn't too bad. I can use the online services but appointments are not always available. So I do have to telephone. I usually get an appointment in a reasonable time. My relative is hard of hearing so a call back or telephone appointment is hard for them . I have permission to call on their behalf and this helps us. The Surgery will try to fit them in and know not to give us an early morning appointment as it takes us a while to get ready. Notes / Questions No contact details provided. Case 13446 (28-03-2024) Providers: CARERS FIRST, Lincolnshire County Council - Adult Social Care Relative attends the Day Centre in Skegness on a regular basis. They are well liked and looked after, though payment has to be made. They enjoy going to the Centre and joins in the activity. They are encouraged to take part in the activities and has a varied programme including going out into the Community with a Care Worker. They have their fish and chip lunch on that day. Relative seems to be full of energy and alert as they have been stimulated by the company. On the other days , we do other things with them to give them a routine and things to look forward to. Has been attending the Centre for about 12 months. Has a diagnosis of dementia. Enquiries being made about other services as circumstances change. Have a blue badge and supported by Carers First. Notes / Questions No contact details provided. Case 13399 (21-03-2024) Providers: South Wold Nursing Home For Information: Lincolnshire County Council - Adult Social Care Visited a friend very recently who has been in South Wold Nursing Home at Tetford. I haven't seen them so happy for a long time. I know they can be hard work. "The staff are so gentle & cheerful I have no complaints. The housekeeper is very thorough & changes my bed even when I think it's ok. She will chat & work. Person visits twice a week & we talk about all sorts. History, books & current affairs." (Their words not mine). It's not the smartest of places but appears clean & the staff seem so welcoming. Notes / Questions No personal information shared

Lincolnshire Integrated Care Services (ICS/ICB) x 2

- 2 x General Comment

General Comment

1. Case 13339 (06-03-2024)

Providers: Lincolnshire County Council - Adult Social Care

Social care eg care homes, and home care

My parent was ignored by their GP, mistreated by the NHS, assaulted and paralysed in the care of a council, forced into a care home, abused by social workers and abused by care home managers, denied access to dental care and forced to pay for health care. The police and MP accepted this abuse. They died broken.

So I have shared the basics, what are you going to do?

This will, and has, happened to others.

I no longer trust giving out specific information as there is no data protection. Even the ICzo do not enforce the rules. There were data breaches between the council and NHS

Also when I did use names the council threatened me with arrest and court knowing that i could not afford to speak out.

Notes / Questions

Unfortunately no details provided, or which area of Lincolnshire

2. Case 13396 (19-03-2024)

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Dentist, Pharmacies, Hospital inpatient (day treatment or overnight), Hospital outpatients' appointments, Mental health support, Social care eg care homes, and home care, Accident and emergency/minor injury units, Ambulances and paramedics, NHS 111

I would like some honesty and candour about outcomes NOT ASPIRATIONS about services across Lincolnshire. Honesty about cuts since 2010, shortage of staff and lack of planning. Honesty about reacting to events rather than a long term plan. STOP TREATING PEOPLE who cannot get dentists, hospital appointments as FOOLS. We live in the real world.

Notes / Questions

No details provided

South Locality x 3

- 2 x General Comment
- 1 x Formal Complaint

General Comment

1. Case 13378 (14-03-2024)

PCN: South Lincolnshire Rural

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

Parent contacted Healthwatch Lincolnshire about the experience that their teenager has had on Ellis Ward at Lincoln County Hospital. The 19 year old has complex vulnerabilities, learning disabilities, epilepsy and violent outbursts. The parent says that care received was not appropriate, not good and feels that they disagree with the assessments made . Parent disagrees that teenager has not got capacity. Parent is very upset and distressed about the situation. Feels lied to and now very worried about their teenagers, and their own safety. Yesterday teenage was taken to a placement that had been arranged, on the way there, they were told that this was not available. So teenager was taken back to the Ward, discharged as they said they wanted to go home. Parent has been referred to MARAC because of the violent outbursts from the teenager, and is not allowed to be at home. The teenager was discharged and spent most of yesterday wondering the streets of Lincoln until the Police picked them up and took them back to the Ward. Did not have appropriate clothing , footwear for the rainy weather.The Police then took teenager to a Travelodge in Lincoln City Centre where they were overnight. Parent contacted that this is where teenager will be placed for next 7 nights.

Patient feels very let down by Adult Social Care , feels lied to about the placement. Feels worried that teenager will not be able to cope, and is not suitable accomodation and that they will come to some harm. Also worried that teenager will come home and be violent.

Notes / Questions

Safeguarding referral sent 18/3/24.

Safeguarding response unsubstantiated .

Second Safeguarding referral sent 12/04/24

Provider Response

LPFT Response 09/4/24 We have contacted Ellis Ward about the concerns that you have raised and will update further

2. Case 13403 (22-03-2024)

PCN: Spalding

Providers: Munro Medical Centre

Healthwatch contacted by elderly patient by phone who was very muddled about medical appointments , and other social care appointments that they had next week, they did not want to miss any of them. Did discuss that sometimes has problems with memory. That they had been ill recently with spinal fractures and pain medication that they had taken had made this worse. Also stated that care company were visiting at home next week.

Notes / Questions

At patient request and with their consent will contact Practice Manager at Munro Medical Centre and clarify medical appointments and get back to patient.

HW contacted Adult Care worker who confirms care package in place.

Formal Complaint

1. Case 13375 (14-03-2024)

Providers: Field House, Farrington Care Homes Ltd, Holbeach, Lincolnshire County Council - Adult Social Care

My spouse, who has Alzheimer's, was admitted to Field House mid February 2024 for 7 nights to provide me with some emergency respite care. I stayed away as it was the first time my spouse was in care and I did not want to upset them or myself by visiting and leaving them there. When our friend, who is also a paid carer for us, went to visit my spouse on Monday, their bag had not been unpacked in their room, which included their wash kit! It did not appear that they had received any personal care in terms of washing etc and was told spouse had not been to bed since arriving; "wandering around until 4 in the morning".

To summarise, when I picked up my spouse the following week, spouse could barely get their shoes on as their ankles were swollen as they had not been to bed the whole 7 nights they were there and carer was also told that my spouse had a rash on their lower back (aka nappy rash). On getting my spouse ready for bed that night, I discovered what appeared to be a graze and bruising on their left arm between elbow and wrist. This was not reported to me. On the Saturday, my spouse had severe constipation which had to be manually resolved to relieve them from the pain they were experiencing. My spouse went into Field House with 7 packets of Ispaghula Husk and came home with the same amount, despite it being on the prescription given to Field House. I also suspect they were not given all their medication because the night times medication included Zopiclone which helps them go to sleep. At home, my spouse is normally asleep within 20 - 30 minutes after taking the Zopiclone, why then were they still "wandering around until 4 in the morning"?

Incidentally, my spouse did not come home with all their possessions as carer was not allowed to go up to their room to collect things. They had to tell the staff what they were looking for and they would go upstairs and bring down what they thought was my spouses possessions. This whole process took a good hour or so and I could see no practical reason why it had to be done that way. Why was the carer not escorted upstairs so that they could locate the missing items. Plus, what the carer did bring home, including the bag was all covered in urine!!

Definitely not a good first experience of a care home for me or my spouse.

Notes / Questions

Healthwatch rang carer to discuss experiences that they have shared. Feels well supported by Adult Social Worker who has raised a Safeguarding concern about their spouses care and unexplained bruise that they received while a resident.

Carer consents to Healthwatch raising a Poor Practice Concern about the Care Home.

Response to PPC substantiated, HW communicated response to Carer.

South West Locality x 4

- 4 x General Comment

General Comment

1. Case 13397 (19-03-2024)

Providers: Maple Leaf Lodge Care Home, Lincolnshire County Council - Adult Social Care, Newton House

Social care eg care homes, and home care

Both my very elderly parents had dementia and had to be put into separate care homes in Grantham, Maple Leaf and Newton House. Both died within three months of each other at the end of last year. It was a nightmare trying to sort out the financial side when they went in and the process was very poorly communicated. During their time in care (3yrs Maple for one parent, nearly 2yrs for other parent in Newton) staff changed frequently and care plans not reviewed very often. On occasions some staff did not understand me due to language issues. Both of my parents had a difficult death. Neither home seem to recognise when they were terminal and coming to the end of their life. Food was often forced on them when swallowing was difficult due to their poor state and declining state. It was hard to get pain relief given at the end especially when relying on community staff and at night Marie Curie (who cover massive areas). Of the two homes Maple staff were more loving and caring, the communication at the end of life in Newton was dreadful, particularly around care needs and funding. I left there without saying a general thank you, it stuck in my throat. Only one staff nurse really helped us with sorting end of life care finance processes.

If you are old frail and have dementia and are in care it is can be a very bad experience both for the resident and the family who have to see it.

Notes / Questions

No details provided

2. Case 13385 (15-03-2024)

PCN: K2 Healthcare Sleaford

Providers: Call Connect, Community Volunteer Car Service, St Andrew's Nursing and Care Home

For Information: Lincolnshire County Council - Adult Social Care

96 year old individual discussed that is unable to visit their relative who is a resident at St Andrews Home , Ewerby. This is because they have no transport and unable to get on the bus any more. Walks with a walker, can get in and out of a car. Also finds it difficult to get information about relative when they contact the Care Home, the phone seems never to be answered.

Notes / Questions

Signposted to local voluntary community car scheme, call connect.

3. Case 13372 (13-03-2024)

PCN: K2 Healthcare Sleaford

Providers: Homer Lodge Care Centre, Lincoln County Hospital, Ruskington Medical Practice

Carer who has been recently bereaved in the last couple of weeks discussed care received by their elderly spouse they had cared for over the last 20 years. Said that could always get an appointment at Ruskington Surgery. That their spouse had been an inpatient on Lancaster ward , had underlying medical condition, on warfarin, admitted with infection and care received was ok. They had been in the last month admitted to Homer Court in Lincoln where the care received was ok. Carer struggling with grief wanting counselling and support.

Notes / Questions

Signposted to GP for further support in the first instance. Given contact information for Steps To Change, 24 hour SPA for mental health. Contact information given for local CRUSE contact help line.

Provider Response

It is hoped the author contacted the mentioned areas and received a satisfactory outcome.

4. Case 13377 (14-03-2024)

PCN: K2 Healthcare Sleaford

Providers: Lincolnshire South West Area Locality

For Information: Lincolnshire County Council - Adult Social Care

Service user discussed experiences at Healthwatch Lincolnshire Outreach. Has multiple medical issues , over 60 years old, has asthma, arthritis, migraines, has had mini strokes, and recent broken wrist. Asthma has got worse and prescribed inhalers and medication for this. Has restricted mobility , uses walking aid. Has depression and some mental health issues does see Community Mental Health Team. Keeps being turned down for PIP , keeps appealing , signposted to CAB for further support. Feels overwhelmed because of this. Finding cost of living crisis impacting on life, especially heating , because of respiratory condition.

Notes / Questions

Healthwatch Signposted to - Voiceability - advocacy services. Adult Social Care. Referral made with consent to Better Housing Better Health.

<ul style="list-style-type: none"> 1 x General Comment 	<p>1. Case 13369 (13-03-2024)</p> <p>Providers: Lincolnshire County Council - Children Services</p> <p>Children's services local authority. Social worker has been rude, made excuses for the perpetrator of abuse to my young relative. Lied to the courts during hearings. Made statements on injuries that they are not qualified to do. Accessing help and support needed was poor. Experience of care described as poor.</p> <p>Notes / Questions</p> <p>No personal details provided, so unable to contact the patient to go through what happened.</p>
---	---

Other

Area	Case Details
<p>South Locality x 1</p> <ul style="list-style-type: none"> 1 x Informal Complaint 	<p>Informal Complaint</p> <p>1. Case 13388 (18-03-2024)</p> <p>Providers: Integrated Care Board Dental, NHS 111 Service</p> <p>My spouse rang 111 to get an emergency dentist appointment for probable tooth extraction as it was painning and seemed hot, hence infected. Was given a dentist address to use. When they rang spouse did mention they'd been through 111, spouse was told they could come 4pm that day, but then they started to quote price of a consultation, x-ray, and extraction, topping £200 but hadn't finished the list of charges, before spouse realised they were being quoted private fees and queried that it should be £25-80. They said they didn't have any NHS appointments, even though they'd said they DID have an appointment at 4pm. They also said it would be a 3 year waiting list for NHS. Spouse again said it should be £25-80 for an emergency NHS extraction and that they'd been given their address by 111 when ringing them to organise this, but the call answerer wouldn't budge. We've reported this refusal of NHS treatment to Lincolnshire Integrated Care Board as per internet search said to do. Dentists need to train their staff better on the rules. My spouse hasn't had the appointment yet, waiting for Lincs ICB to ring back presumably.</p> <p>Notes / Questions</p> <p>Healthwatch sent to ICB with consent from patient</p> <p>Provider Response</p> <p>Patient Update - still needs an NHS dentist as the tooth must have an abscess by now, it's still warm and painning. It is the tooth under a cap which keeps falling off. Cannot go back to the dentist who fitted the cap because he's been closed down by the CQC. The ICB did ring my spouse the day following I reported the problem to them by phone, but hasn't heard anything further; assumes they're waiting for them to organise an appointment.</p>
<p>South West Locality x 2</p> <ul style="list-style-type: none"> 2 x General Comment 	<p>General Comment</p> <p>1. Case 13377 (14-03-2024)</p> <p>PCN: K2 Healthcare Sleaford</p> <p>Providers: Lincolnshire South West Area Locality</p> <p>For Information: Lincolnshire County Council - Adult Social Care</p> <p>Service user discussed experiences at Healthwatch Lincolnshire Outreach. Has multiple medical issues , over 60 years old, has asthma, arthritis, migraines, has had mini strokes, and recent broken wrist. Asthma has got worse and prescribed inhalers and medication for this. Has restricted mobility , uses walking aid. Has depression and some mental health issues does see Community Mental Health Team. Keeps being turned down for PIP , keeps appealing , signposted to CAB for further support. Feels overwhelmed because of this. Finding cost of living crisis impacting on life, especially heating , because of respiratory condition.</p> <p>Notes / Questions</p> <p>Healthwatch Signposted to - Voiceability - advocacy services. Adult Social Care. Referral made with consent to Better Housing Better Health.</p>

	<p>2. Case 13371 (13-03-2024)</p> <p>Providers: Lincolnshire South West Area Locality</p> <p>My dependent has a medical exemption certificate, So do I. I no longer have to pay for my prescriptions anyway. I believe a couple of years back I just have applied for PPC, around 2022.</p> <p>This is because I wasn't sure about paying for me son's prescriptions. However it turned out he could have a medical exemption and I am sure this was explained to PPC. I talk to a lot of people.</p> <p>My dependent has a lot of legislation that protects them and many services and professionals. There's a lot of paperwork meetings and recently dependent became ill again. However I have received a threatening letter from NHS PPC. This year. It makes no sense to me. It was written to my dependent. There's an NHS number I do not recognize. Currently they will not speak to me until things are in place. They keep asking for the card Holders permission. Neither my dependent nor I, know what they allude to. They will not speak to me unless they have this information. A phone call informed me that dependent needed to sign a letter giving this permission. So we did. We have emailed this back and sent a letter. I have asked several times what this is all about. But it is not good enough for them.</p> <p>They keep asking for the card Holders permission. To be honest I have no idea what they want. My dependent has several learning disabilities and three major lifelong diagnosed conditions. They experienced a relapse in one of them in January this year I have emailed now giving my details, maybe it's me they want. I also worded the email Complaint.</p> <p>Because until we get this first part sorted they literally will not talk to me, I have no paperwork pertaining to this. If I do it is locked away in boxes under the stairs. And it was so long ago I am sure I spoke with someone last year. in March. Which is obviously their renewal date. Can you please help. They are threatening me with debt recovery.</p> <p>Notes / Questions</p> <p>Healthwatch provided Citizens advice information, at patients request made the referral to Citizens Advice, who would get in touch with the patient</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 13407 (22-03-2024)</p> <p>Providers: Out of area</p> <p>On a number of occasions I've phoned for an emergency dental appointment and it has been impossible to get an appointment in my area, they will not consider other areas to book an appointment. Also when do finally get to speak with an adviser they go through all questions first before they can look for available appointments, then only to be told there's no appointments this seems a complete waste of my time and NHS time. Why can't NHS 111 look for available dental appointments first this would save a lot of time and frustration, it's absolutely appalling struggling to even get an emergency dentist appointment and having to suffer.</p> <p>Notes / Questions</p> <p>Healthwatch Lincolnshire provided the patients local Healthwatch in North Lincolnshire</p>

Not Specified

Area	Case Details
<p>East Locality x 3</p> <ul style="list-style-type: none"> 2 x General Comment 1 x Signposting 	<p>General Comment</p> <p>1. Case 13416 (27-03-2024)</p> <p>Providers: United Lincolnshire Hospitals NHS Trust (ULHT)</p> <p>Hospital inpatient (day treatment or over night). Care was good but the lack of organisation means that patients stay several more days in hospital than they need to do. Staff forget to order care, forget to order medication in dosette packs, don't organise OT assessments. The list goes on. This is in spite of being reminded several times during the admission. United Lincs Hospital - same lack of organisational skills at Lincoln, Grantham and Boston.</p>

	<p>2. Case 13418 (27-03-2024)</p> <p>PCN: East Lindsey</p> <p>Providers: United Lincolnshire Hospitals NHS Trust (ULHT), Woodhall Spa New Surgery</p> <p>I had a problem with my eye, pain and sensitive to light. I filled in an AskMyGP form so I could hopefully see my GP for advice and an assessment of the problem. Instead a Nurse Practitioner rang me and said they had no idea what it could be so go to A&E. After a 3 hour wait the doctor I saw looked carefully and said they would refer me to the eye clinic and I could be seen the same day or the following one. Dr called me back and said they were sorry but eye clinic would not see me until I had been to the optician for an assessment. I went straight there, had to pay £35 for the examination of my eye and uveitis was diagnosed (corneal infection middle layer at front of eye). He contacted eye clinic and got an appointment for the following day. I was prescribed steroids drops ,1 an hour for 2 days then 6 times a day for a week reducing a drop each week until at zero. I was able to pay the fee at the opticians but what about those who can not afford it? If the GP had seen me I might have got a direct appointment!</p> <p>Signposting</p> <p>1. Case 13409 (22-03-2024)</p> <p>PCN: First Coastal</p> <p>Providers:</p> <p>Person over 80 year old expressed that though fit and healthy and not on any benefits did feel abandoned in the Pandemic and nobody checked on them and this has been difficult to get over. Lives alone , family member lives away though does have contact. Does come to UA3 group at The Storehouse , and attends Solitaire Group, feels not a good mixer. Wonders who they would call if they needed anything? Does at times feel lonely.</p> <p>Notes / Questions</p> <p>Signposted to -Age UK , CAB, Warm Space hub information, Healthwatch Lincolnshire contact information given.</p>
<p>All Areas x 2</p> <ul style="list-style-type: none">• 2 x Signposting	<p>Signposting</p> <p>1. Case 13351 (07-03-2024)</p> <p>Providers:</p> <p>Signposting to patient who completed Menstrual health Survey . Information given about perimenopause support in Lincolnshire. In the first instance to see GP about medication , support and further referrals.</p> <p>Notes / Questions</p> <p>Signposted to perimenopause support groups. In the first instance to see GP for medication and further referrals.</p> <p>2. Case 13352 (07-03-2024)</p> <p>Providers:</p> <p>Patient signposted to information about counselling and menopause support in Lincolnshire following completing Menstrual Health Survey.</p> <p>Notes / Questions</p> <p>Signposted back to GP for further support for counselling and referrals. NHS Talking Therapies contact details given for Lincolnshire and 24 hr SPA menal health number given. Menopause support groups and Clinics in Lincolnshire contact details given.</p>