

Healthwatch Lincolnshire Patient Experiences for May 2019

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. 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 (HWL) to highlight the health and care experiences shared with us for the period 1 to 31 May 2019 where 133 comments raised.

The following highlights some of the themes. Predominately the communication challenges faced by patients and professionals in delivering an effective service was highlighted. Specifically this report see challenges between GP surgeries and patients and between hospitals and GP surgeries (especially when this relates to the follow up of diagnostic results) as being pivotal to dissatisfaction. These challenges are stressful for all adding, time and anxiety to the process of receiving perceived good and timely care.

We also heard in this report the challenges around cancer services and particularly after care. Remembering that the diagnosis and treatment for cancer is traumatic enough for the individual but that it more often than not also impact on families and carers. In this month our concerns were such that we raised an escalation paper in respect of this topic.

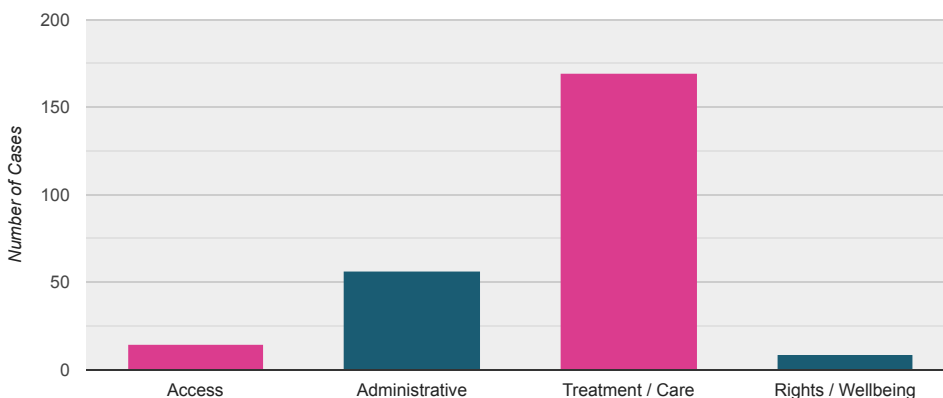
Access to appointments was as always, raised as an area of concern for patients, with increasing housing developments and reducing numbers of primary and acute services, some feel services are at threat of diminishing too far.

We must also remember that the report highlights and feeds back positive aspects of the health care system, citing quality of care as being something that our population value.

Statistics

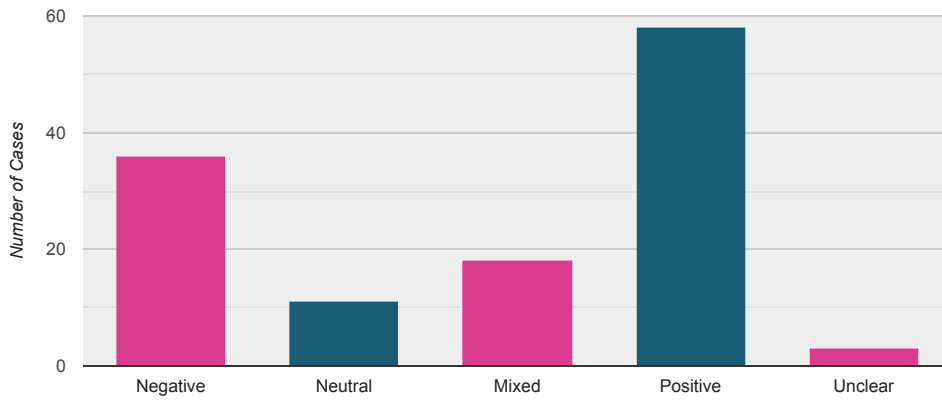
Total cases: 128

Theme Areas



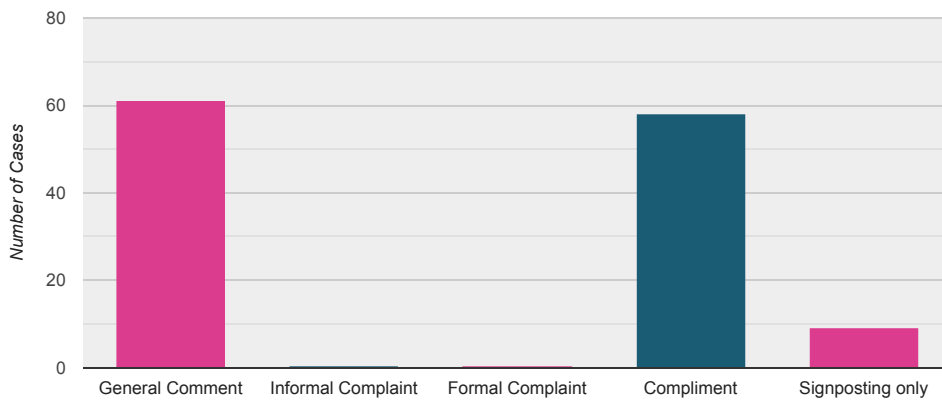
Theme Areas	Cases
Access	14
Administrative	56
Treatment / Care	169
Rights / Wellbeing	8

Sentiments



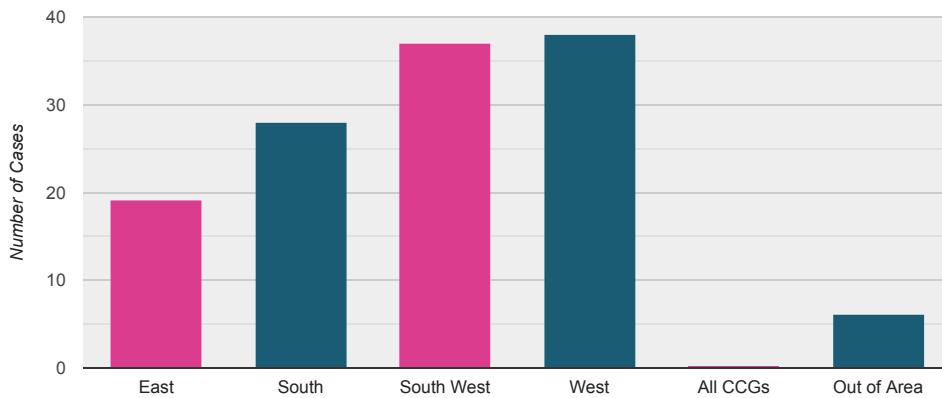
Sentiments	Cases
Negative	36
Neutral	11
Mixed	18
Positive	58
Unclear	3

Case Types



Case Types	Cases
General Comment	61
Informal Complaint	0
Formal Complaint	0
Compliment	58
Signposting only	9

CCGs



CCGs	Cases
East	19
South	28
South West	37
West	38
All CCGs	0
Out of Area	6

Cases

Community Health Services

CCG Area	Case Details
East x 1 <ul style="list-style-type: none"> 1 x General Comment 	General Comment

	<p>1. Case 6866 (08-05-2019) Providers: Lincolnshire Community Health Services NHS Trust (LCHS)</p> <p>Before I had breast cancer I suffered with COPD now I have breast cancer my COPD has turned to emphysema because of the radiotherapy. I received a letter from Countrywide Community Respiratory Services in August 18, informing me that a referral had been received and that the waiting time would be 18 weeks. I have not heard anything since. I have tried to call on the numbers provided but have not been able to speak to anyone. I have been on the waiting list for rehabilitation exercise for a while now. I still have trouble with coughing and I easily get out of breath I have had a mastectomy I have loads of other illnesses but my emphysema seems to be getting worse I have waited for an appointment to see what is happening but heard nothing for at least 9 months I thought I would tell you maybe you can help me get this problem sorted.</p> <p>Notes / Questions</p> <p>HWL - suggested the patient contact their GP in the meantime consent was gained and HWL contacted LCHS who would make contact with the patient directly to discuss.</p> <p>Information received from the patient - Thank you so much I have had a call and they will be phoning me again to set up a date and time in June to have a consultation. Thank you again for your help and e mails</p>
<p>South x 1</p> <ul style="list-style-type: none"> • 1 x Compliment 	<p>Compliment</p> <p>1. Case 6861 (02-05-2019) Providers: Lincolnshire Community Health Services NHS Trust (LCHS), Skegness + District Hospital</p> <p>Support Group Comments - Physiotherapy, Skegness Hospital</p> <p>Very positive initial appointment where history of injury was discussed and personalised exercises demonstrated and modelled. Follow up appointment has needed to be moved but was communicated by both phone and letter.</p>
<p>West x 1</p> <ul style="list-style-type: none"> • 1 x General Comment 	<p>General Comment</p> <p>1. Case 6850 (02-05-2019) Providers: West CCG</p> <p>Dementia Support Group Comments</p> <p>Many patients will take themselves to the minor injury / walk in centre at John Coupland rather than go to Lincoln County or their local GP surgery. All who used this service felt that the staff were amazing there, they were well looked after and seen fairly quickly. Many expressed concerns that everyone was being directed to Lincoln County which they felt could not cope with the volume of people coming through the door and the lack of person centred care that the Trust says they do "in theory" but is not experienced by the patient.</p>

Primary Care Services

CCG Area	Case Details
<p>East x 14</p> <ul style="list-style-type: none"> • 9 x General Comment • 3 x Compliment • 2 x Signposting only 	<p>General Comment</p> <p>1. Case 6942 (21-05-2019) Providers: Diana, Princess of Wales Hospital (Grimsby), James Street Family Practice</p> <p>I have had recent health issues eg. emergency operation re sepsis / perforated Gall Bladder and then aftercare in Diana Princess of Wales Hospital Grimsby, District Nurses from Louth Hospital were arranged by Grimsby Hospital and they were very good. On one occasion on a Bank Holiday I had to attend the hub but was not told by the surgery that I would need to take my own dressings, so the nurse at hub gave me a prescription. However chemist could not oblige as did not have the key for the safe which contained the key for the cupboard for the dressings, nurse at the hub was waiting for me so bought temp type of dressing and nurse dressed the drain site. This has been only negative issue re info from hub to surgery.</p> <p>2. Case 6933 (14-05-2019) Providers: James Street Family Practice</p> <p>Was told by the doctor I had traces of blood in my urine. But when I went to Lincoln Hospital I got the all clear, patient feels that going to the Hospital was unnecessary and stressful.</p>

3. Case 6934 (14-05-2019)

Providers: James Street Family Practice

It feels like when you are of a certain age the GP's are not that interested in you, and do not explain enough. Other than that everything is ok apart from the 8am call to the surgery for an appointment. It is a waste of time too many patients doing the same thing and the waiting area is not good anymore.

4. Case 6938 (21-05-2019)

Providers: James Street Family Practice

Trying to get through for appointments is difficult. Normally our service is good.

5. Case 6939 (21-05-2019)

Providers: James Street Family Practice

Since reorganisation very bad answering the phone response, I give 1 out of 10. Too many patients, took 30 minutes to get through on the phone this morning, and too crowded in the waiting room.

6. Case 6940 (21-05-2019)

Providers: James Street Family Practice

Had to call 15 times this morning as the line was busy, once I got through was on hold for twenty minutes. On arrival appointment was delayed 6 minutes.

Notes / Questions

No patient information provided.

7. Case 6943 (21-05-2019)

Providers: James Street Family Practice

James St Surgery is now very, very, busy. I did not feel they looked after me with any special attention when I received my diagnosis of Prostrate Cancer, or when I had the operation or the follow ups. Individual health care staff are friendly and excellent but collectively the organisation feels distant and unresponsive. It is hard for me as a working person to get an appointment using the 8am phone system. The layout of the waiting area and dispensary is not conducive to patient confidentiality.

Notes / Questions

HWL - provided the patient with Extended Access information.

8. Case 6862 (02-05-2019)

Providers: The Old Leake Medical Centre

Issues raised from Church Community Support Group:

- Getting appointments at Old Leake Surgery very, very difficult often patients are waiting in excess of 3 weeks for a routine appointment
- The organisation at the surgery seems to be very disorganised with one person not knowing what the other person is doing – e.g., phone calls to a patient to come in for a blood test, when patient arrives at surgery no one knows anything about the phone call (staff very reluctant to give their name to the patient over the phone) and results in a wasted journey for the patient who then has to rebook a blood test
- Information from hospital consultations not being followed up by the practice
- A different doctor is seen every time with no one looking at the patients' records before they go in to see the doctor
- Problems with prescriptions ranging from waiting on average up to 10 days for collection of prescription to missing medication, empty tablet containers being issued with medication inside, or not the full amount for the period that the meds should cover, wrong patients meds going out to the wrong patients
- Physical location of the surgery – with very little car parking on site and both a secondary and primary school in the nearby location, patients are having to park further and further away from the surgery where there are parking restrictions in place in the neighbouring local public roads, including no parking zones and a large residential development within a short distance of the surgery. Patients have been parking in the nearby Lincs Co-op car park that is strictly for patrons of the shopping complex risking parking fines etc. No where for an extension for the car park to be placed as the surgery is currently in a residential area and no land available for the practice to expand into.
- Communication between the surgery and the patient is very poor at the best of times.
- Call backs from doctors or other professionals are taking a couple of days to happen.
- Patients are not having medication reviews – one patient expressed her concerns over the medication and wanted some advice found that the surgery was not very helpful. The pharmacist did advise her to go back to her doctor and called the surgery on her behalf as she was not getting through to them. She still had to wait over 3 weeks for an appointment and in the meantime was concerned about the side effects of the meds that she was on.
- Patients felt that there was no consistency of care given to patients at the surgery.

9. Case 6867 (08-05-2019)

Providers: The Sidings

I have Multiple Myeloma and in 2017 had a stem cell transplant. A few weeks after I received a letter telling me what vaccines I would need to have over the following 24 months, and a copy was also sent to my GP. Everything was ok till I tried to make an appointment to have a pneumonia vaccine, I was then informed I couldn't have it, as had already had the vaccine at my age. I explained why I needed it again and finally went to have it in March. When I went into see nurse who was giving me jab, she said your on my list but nothing to say what your here for. When I explained she said you've already had the vaccine and I can't give you another as I could lose my job, She then took 5 mins to look through guidelines and still said she couldn't give it, I told her there was a letter in my notes about it all, and I was finally given it. But it made me feel like I'd done something wrong and when I told her I would need to have an MMR vaccination in the next couple of months she said she wouldn't be able to do it as I have a compromised immune system. I feel there was total lack of knowledge and it upset me as all I'm after is some protection because Myeloma is incurable.

Notes / Questions

HWL suggested the patient contact the Practice Manager

Compliment

1. Case 6941 (21-05-2019)

Providers: James Street Family Practice

Professional, courteous and extremely helpful. Only negative is attempting to make appointment by phone in a morning, more pre bookable appointments would be welcomed if possible.

2. Case 6898 (14-05-2019)

Providers: Lincolnshire Community Health Services NHS Trust (LCHS), Louth County Hospital, Marsh Medical Practice

I am pleased with the care my young relative is getting. Also very pleased with Louth Urgent Care, they are always amazing.

3. Case 6899 (14-05-2019)

Providers: Marsh Medical Practice

I have always had a good experience when I have been seen and when hospital has been needed, it has been sorted out in good time.

Signposting only

1. Case 6973 (28-05-2019)

Providers: NHS England Dental

Caller phoned to request assistance in obtaining a dentist in Mablethorpe, has been trying for the past few weeks and has not been successful.

Notes / Questions

Healthwatch informed the patient that a dentist in Alford had reopened their books and provided the necessary contact details.

2. Case 6851 (02-05-2019)

Providers: Woodhall Spa New Surgery

Relative requested information on National database, which enables Hospitals to share information about a patient. Elderly parent is often rushed into hospital and feels it would be very useful if this information could be shared.

Notes / Questions

HWL - shared information with the relative which can be found on the GP website around Electronic Sharing & Care Portal Leaflet

South x 21

- 7 x General Comment
- 11 x Compliment
- 3 x Signposting only

General Comment

1. Case 6883 (09-05-2019)

Providers: Abbeyview Surgery

I am disabled young person, had many operations and have no contact with my doctor after surgery in August 18. I think my doctor should at least make a phone call to check on my health and wellbeing. My parent is my full-time carer. The services for vulnerable people is poor and my parent receives no support what so ever. Both of these matters need to be looked at or at least acknowledged.

Notes / Questions

HWL - provided information on Carers Register and Carers First.

2. Case 6913 (14-05-2019)

Providers: Abbeyview Surgery

As in all practices it is awkward getting a pre booked appointment or one on the day.

3. Case 6916 (14-05-2019)

Providers: Abbeyview Surgery

Appointment wait 2 weeks to see a doctor. Relative was recently diagnosed with Breast lump Initially told wait 10 days to see doctor, partner spoken to the nurse and an appointment was given for the following week, turned out patient required mastectomy, Early diagnosis crucial. Only worrying thing about the health service is the number of houses being built in Crowland and how the service will cope. Lloyds pharmacy Crowland had a bad service but has now improved. This patient is not allowed to use the surgery pharmacy because of the post code. It is not helpful as they live 3 miles away

Notes / Questions

No patient information provided.

4. Case 6920 (14-05-2019)

Providers: Abbeyview Surgery, Peterborough and Stamford Hospital

Cancer Outpatients

When you have finished Chemo / Radiotherapy and then put in remission you feel that you are left to cope on your own.

5. Case 6974 (29-05-2019)

Providers: Beechfield Medical Centre

The patient has managed to secure a job offer in Norway but under strict conditions that they provide paperwork signed by their doctor confirming that they are physically well enough to work. It seems they have no health issues and the job is for a butcher so the medical papers require the GP to confirm there are no outstanding health conditions plus whether they are colour blind.

The paperwork was taken to the GP last week and was told it will be ready for them to collect by the Friday. When they went there on the Friday the patient was told that it was not ready and that they should come back after the weekend and that it will **definitely** be ready by the Wednesday.

When the patient enquired today (Wednesday) they were told that the paperwork cannot be completed without first being seen by a doctor but the nearest available appointment will be at the end of June 2019. The patient has until this Friday to submit the paperwork and then they are flying to Norway in early June. When they first asked about the papers at the surgery they were not told that an appointment will be required and they are now devastated

Notes / Questions

HWL - received consent to release information to the Practice Manager. Patient received an appointment a few days later, but not in time for the flight, was able to move flight to accommodate.

6. Case 6921 (14-05-2019)

Providers: The Surgery Sutterton

Too few GPs for rapidly increasing size of village

7. Case 6922 (14-05-2019)

Providers: The Surgery Sutterton

Villagers very concerned about continuation of the surgery. Outside support of our 1 doctor is of the greatest concern.

Compliment

1. Case 6912 (14-05-2019)

Providers: Abbeyview Surgery

Abbeyview surgery has to be the best I have been registered with. The GP's are thorough and do not rush the appointment. I am extremely happy with the care both myself and my family receive whenever we visit.

2. Case 6914 (14-05-2019)

Providers: Abbeyview Surgery

As always curious and considerate. My experience at the warfrin clinic is always good.

Notes / Questions

No patient information provided.

3. Case 6915 (14-05-2019)

Providers: Abbeyview Surgery

Patient moved from Crowland to another village but the service is so good here they asked to remain with Abbeyview. Always able to get an emergency appointment the same day. Overall cannot fault the service here.

4. Case 6918 (14-05-2019)

Providers: Abbeyview Surgery

Very satisfied with the whole service. There is an emergency appointment system phone in at 8am then wait. Occasionally not able to get in the same day if surgery is busy.

Notes / Questions

No patient information provided.

5. Case 6919 (14-05-2019)

Providers: Abbeyview Surgery

Car park is not big enough. Patient has regular appointments so no waiting times. Overall very happy with this surgery.

Notes / Questions

No patient information provided.

6. Case 6944 (21-05-2019)

Providers: Abbeyview Surgery

My experience of our health centre has always been excellent. The doctor is always very helpful and explains things very simply so that I can understand them, as I am elderly and they make sure that I have understood. All the nurses are helpful and the appointment is kept on time. I think we are very lucky to have such an excellent centre.

7. Case 6852 (02-05-2019)

Providers: The New Sheepmarket Surgery

Its a very busy surgery yet I never feel rushed. They have a great triage service so you can discuss things that are really worrying you, rather than waiting 3 weeks for an appointment. Recently had an eye problem was seen within an hour and referred immediately that day for an appointment at Peterborough. Saved my eyesight. Thank you

8. Case 6923 (14-05-2019)

Providers: The Surgery Sutterton

The doctors at this surgery have time for you and don't rush you.

9. Case 6924 (14-05-2019)

Providers: The Surgery Sutterton

Have always found Sutterton Surgery excellent. The staff are always helpful and friendly, and go out of their way to assist you.

10. Case 6925 (14-05-2019)

Providers: The Surgery Sutterton

No problems at Sutterton surgery, all staff pleasant.

Notes / Questions

No patient information provided.

11. Case 6926 (14-05-2019)

Providers: The Surgery Sutterton

The GP surgery is the best that I have ever experienced in my lifetime. Nothing is too much trouble at this surgery including the receptionists.

Signposting only

1. Case 6856 (02-05-2019)

Providers: NHS England Dental

Patient looking to register with Dental Practice in Spalding, has contacted a number of practices but all full. Has a car and would prefer Boston or Peterborough.

Notes / Questions

HWL - provided Dental Information as requested

2. Case 6897 (10-05-2019)

Providers: NHS England Dental

Patient looking for dental provision with wheelchair access.

Notes / Questions

HWL provided Dental options

3. Case 6969 (23-05-2019)

Providers: NHS England Dental

Caller was in need of an NHS dentist in the Spalding area of Lincolnshire

South West x 28

- 6 x General Comment
- 22 x Compliment

General Comment

1. Case 6868 (09-05-2019)

Providers: Colsterworth Surgery

The main problem is the waiting time, eg appointment time 9.30am and could be seen at 10.30am. Could we not have a first come first seen system. All other work at the surgery is good.

Notes / Questions

No patient information provided

2. Case 6870 (09-05-2019)

Providers: Colsterworth Surgery

Waiting times for an appointment is silly when you are ill you cannot get in.

Notes / Questions

No patient information provided.

3. Case 6876 (09-05-2019)

Providers: Colsterworth Surgery

I have had many dealings with, reception, secretary, and dispensing staff, all of which I have found most helpful, with regards to myself and my disabled relative. My only criticism is the disabled toilet, at both Colsterworth and South Witham surgeries. As someone with a colostomy, it would be very difficult to change my bag in either of the toilets without laying my equipment on the floor. This could be easily remedied by putting a coat hook on the door and a small shelf/baby changing unit to enable me to lay my kit out.

4. Case 6877 (09-05-2019)

Providers: Colsterworth Surgery

Helpful staff. It is not always easy to get an appointment. Not easy to see same doctor all the time.

5. Case 6879 (09-05-2019)

Providers: Colsterworth Surgery

Good practice, friendly staff, especially reception. Sometimes difficult to make an appointment. and you can only get in if you call at 8 am exactly or again at 2 pm. If it is engaged I have found that by the time I get through all the slots are filled. I sometimes want to come in and book in the future but this is not always possible. There is often a different doctor you see every time. Continuity and patient knowledge is therefore difficult for both parties.

6. Case 6880 (09-05-2019)

Providers: Colsterworth Surgery

The only negative side is the waiting time to be seen by the Dr / Nurse. My last couple of visits to the surgery I have had to wait over 30 minutes to be seen.

Notes / Questions

No patient information provided.

Compliment

1. Case 6888 (09-05-2019)

Providers: Caythorpe and Ancaster Surgery

Woke up with red spotty face and head, went to Ancaster and was given an appointment for the same day saw the doctor given cream to apply and an appointment for 2 weeks time. The rash got worse so went to the surgery to see the same doctor (if available). I was given an appointment for the next day and the diagnosis was shingles, was given anti viral medication. Doctor made an appointment whilst I was there for eye outpatients at Lincoln for the next day. I was seen at the clinic on time, no eye infection. Saw GP again on pre-arranged appointment and signed off. I think both the service received from the surgery and the eye clinic was excellent. I think the doctor has a very easy engaging manner and puts all the details into an easy going conversation. An excellent experience all round.

2. Case 6947 (21-05-2019)

Providers: Caythorpe and Ancaster Surgery

It is alright I would not swap it. I can phone at 8 am and I can have this appointment 10 am. They are very good, if you need help they will give it to you. One or two of my relatives have come here because of how good they are, and I have another relative wants to come also. I think we get a better service because it is out of town.

Notes / Questions

No patient information provided

3. Case 6948 (21-05-2019)

Providers: Caythorpe and Ancaster Surgery

Good service, nice to have on the door step. Friendly staff, can have a laugh which is important. They are keeping up to speed with my care and have called me in for things like blood tests. Always clean and tidy. Today I have had a blood test and because last night I was not well the nurse is leaving a note on the computer so may be seen by the doctor.

Notes / Questions

No patient information provided

4. Case 6950 (21-05-2019)

Providers: Caythorpe and Ancaster Surgery

Usually you can get an appointment. A while ago my relative was ill and could not get to the surgery so they did visit them at home. Nothing but praise, the doctors are sympathetic and understanding. I never feel that I should not ring them, feel lucky in this area, no complaints. Just find everything satisfactory, reception, nurses are very nice. The doctors do annual checks every year, very conscientious. But I feel the doctors are over worked and wish we could get more. They do a Trainee scheme here, at one point we were short of doctors due to retirement but no complaints. I think the doctors are over worked and under rated. I have no problems, they treat my family very well, I am very satisfied.

Notes / Questions

No patient information provided.

5. Case 6952 (21-05-2019)

Providers: Caythorpe and Ancaster Surgery

Very good except it is a long wait to see the doctor you want. You can always get in for an emergency. I like to see the same doctor, I find it easier and you don't have to repeat everything.

Notes / Questions

No patient information provided.

6. Case 6953 (21-05-2019)

Providers: Caythorpe and Ancaster Surgery

Get on very well here, excellent. Everything, staff, care, facilities excellent. They don't write you off as too old to bother with. Having the dispensary on site is very good. Would be useful to have some water and some toys for the children.

Notes / Questions

No patient information provided

7. Case 6954 (21-05-2019)

Providers: Caythorpe and Ancaster Surgery

Never had to wait too long for an appointment, only have to wait a short time e.g. 2 days. I think they are a good practice and always have been. I have been here for many years.

8. Case 6955 (21-05-2019)

Providers: Caythorpe and Ancaster Surgery

Nothing poor. Rang at 8.30am this morning and was booked in for 9.15am the surgery was busy and there was a delay but it was to be expected. They have always been supportive.

Notes / Questions

No patient information provided

9. Case 6957 (21-05-2019)

Providers: Caythorpe and Ancaster Surgery

Good Excellent. Service, everything they do is excellent. Look after everything for you. Not difficult to get an appointment. Very helpful for everything no matter what.

Notes / Questions

No patient information provided.

10. Case 6961 (21-05-2019)

Providers: Caythorpe and Ancaster Surgery

It is fine, On an emergency appointment today, rang 1st thing and got appointment for 10.20. Reception are helpful. See a different doctor every time, would be nice to see same person, but not possible it seems these days.

Notes / Questions

No patient information provided

11. Case 6963 (21-05-2019)

Providers: Caythorpe and Ancaster Surgery

Absolutely excellent. I can get an emergency appointment when needed. Pleasant, never grumpy, listen to you and very efficient on referring you to places when needed. People never move from the surgery.

12. Case 6964 (21-05-2019)

Providers: Caythorpe and Ancaster Surgery

They are very good and very helpful. They will try and accommodate you if you have difficulty getting in. Also very supportive of my relatives who use the Ancaster branch they are helpful there. Nothing negative to say, they are best for you. Healthcare staff and the doctors are both very good.

13. Case 6966 (21-05-2019)

Providers: Caythorpe and Ancaster Surgery

They are absolutely brilliant. They are aware of my relatives conditions and are quick to respond and help with any issues. very obliging. The surgery is ideal for where we live, it is near to home. Friendly staff, clean and comfy, my relative can get around the surgery in their wheelchair. Talk to me about care receiving and listen. They are quick to get dressings to me if needed. Pharmacy is very good, they are just helping me out this morning. Medicine went to Ancaster, but it is now being made up here so I can take it today instead of going to Ancaster. They know your name and talk to you. Reception is very good. We have new doctors, but they are all good. If I ask to see a doctor I can see one.

14. Case 6967 (21-05-2019)

Providers: Caythorpe and Ancaster Surgery

I can get an appointment when I need one. Dispensary is very good, I use it regularly, efficient and have things ready. Staff are friendly, it is clean, seats are comfy. Spouse was wheelchair bound and we were invited to review the surgery in terms of using a wheelchair. And they made the changes we suggested in several ways, added a disabled toilet, sorted a cliff edge on the pavement and the seating plan, introduced electric doors at the entrance.

15. Case 6869 (09-05-2019)

Providers: Colsterworth Surgery

Very friendly staff, make you feel comfortable. Nice small practice.

Notes / Questions

No patient information provided.

16. Case 6871 (09-05-2019)

Providers: Colsterworth Surgery

All staff at this surgery are patient, caring, kind, friendly and explain everything in laymans terms so is understandable to me. Very accommodating and will be sad to leave this practice as will be moving soon.

Notes / Questions

No patient information provided.

17. Case 6872 (09-05-2019)

Providers: Colsterworth Surgery

All my family are under the Colsterworth Practice. I have always been extremely happy with the service they provide. Always helpful to get appointments at the last minute. Only one negative, appointments can overrun.

18. Case 6873 (09-05-2019)

Providers: Colsterworth Surgery

I have always found the staff at Colsterworth surgery very friendly and helpful. Although there are a number of doctors at the surgery, the effort has been made to ensure that I have seen the same doctor for continuity of care. Most of my treatment at the surgery has been routine, blood tests, routine reviews. I have had only one occasion when I have had to see a doctor in the past 12 months, treatment was prompt, fully explained, appropriate tests carried out (with full details of results) and follow up. I have access to the results of routine blood tests on line. Most decisions about my long term care are taken in the Rheumatology department at Grantham Hospital. I have always had my treatment fully explained and felt fully involved. I am now on the patient initiated referral system, which seems appropriate as my condition is stable at the moment.

19. Case 6874 (09-05-2019)

Providers: Colsterworth Surgery

Always treated well. Appointments when needed always available. Relative died but doctors and nurses looked after them well. All staff are good and helpful and do listen to you.

Notes / Questions

No patient information provided.

20. Case 6875 (09-05-2019)

Providers: Colsterworth Surgery

Reception very friendly. Doctors always good.

Notes / Questions

No patient information provided.

21. Case 6878 (09-05-2019)

Providers: Colsterworth Surgery

The doctor has prolonged my life on at least 2 occasions. Very good all round at this surgery.

22. Case 6865 (07-05-2019)

Providers: St Peters Hill Surgery

I have to add that my surgery, St Peters Hill in Grantham is second to none, always excellent service from receptionists to doctors, everyone I have ever had to deal with. Appointments available online and emergency doctor call back for same day appointments. Quick turn around of test results and regular reviews always.

West x 28

- 17 x General Comment
- 10 x Compliment
- 1 x Signposting only

General Comment

1. Case 6928 (14-05-2019)

Providers: City Medical Practice (Portland)

The surgery have recently changed telephone numbers and opening times, but didn't inform the patients. Poor at exchanging information. Unable to use text prescriptions but the surgery is currently trying to rectify this. Problems usually sorted out when discussed with the practice.

2. Case 6929 (14-05-2019)

Providers: City Medical Practice (Portland)

Difficult to get prescription, only dispensed 1 week at a time. Difficulty getting to Chemist. Can get caught short with medication especially inhalers.

Notes / Questions

No patient information provided

3. Case 6930 (14-05-2019)

Providers: City Medical Practice (Portland)

Telephone lines are always busy. Long waiting time on phone. Always getting different doctors.

Notes / Questions

No patient information provided.

4. Case 6931 (14-05-2019)

Providers: City Medical Practice (Portland)

Had to ring 35 times for an appointment at 8am. Got appointment through automotive service 9 mins. Portland receptionist very abrupt, rude, nasty on phone. Felt I needed to go to A+E as so unhelpful.

Notes / Questions

No patient information provided

5. Case 6911 (14-05-2019)

Providers: Lincoln County Hospital, Richmond Medical Centre

I have been at this surgery for years since a child. Only thing is I have been waiting to see the consultant at the hospital for 6 months for Fibroid problem. I was referred on 30th November.

Notes / Questions

HWL - provided hospital PALS information

HWL asks Hospital - what are the waiting times for gynaecology?

Provider Response

We are really sorry that this patient had to wait for an appointment with Gynaecology. PALS is always happy to help and we hope that this patient was satisfied with the service if they made contact.

6. Case 6900 (14-05-2019)

Providers: Richmond Medical Centre

In the past I have had conflicting advice about my problems. 2 doctors were not very pleasant. Sitting in this doctors in the summer was horrendous as there is no air con and it is a glass building.

7. Case 6901 (14-05-2019)

Providers: Richmond Medical Centre

I struggled for two years with ill health, I keep getting passed from doctor to consultant with each saying it is the other's responsibility. Tests come back clear and I feel like I am treated as a fraud/nuisance instead of them saying ok this is clear, how about we try. GP suggested private consultant appointment, suggested a range of tests that haven't yet been done and is confident they can help however it has taken two years to get to this point. I feel like a burden and fobbed off by many GP's, spoken to in a very derogatory way at times.

8. Case 6903 (14-05-2019)

Providers: Richmond Medical Centre

Upon arrival at the surgery and speaking with the receptionist, I was shocked by the member of staff's poor attitude and bad manners. I was firmly instructed that any appointments made today are for emergencies only, I informed the staff member that if that was the case then surely the patient would go to the hospital and not the local GP. She continued to explain that the surgery is short staffed which to be honest is not my problem but the practices.

9. Case 6905 (14-05-2019)

Providers: Richmond Medical Centre

More appointments needed for advance booking. Not just a ring at 8 am.

10. Case 6906 (14-05-2019)

Providers: Richmond Medical Centre

Long wait time on the phone when trying to book, however I was able to make an appointment the same day. Long wait time before going in for appointment, never on time. Quick diagnosis. Lots of information. Follow up appointment was mentioned.

11. Case 6907 (14-05-2019)

Providers: Richmond Medical Centre

I find it extremely difficult to contact the doctors particularly at 8 am. when trying to book an appointment. For example this morning it took 29 calls just to get through to someone. Waiting times are reasonable but they are often running late by on average 15 mins. Staff are all very friendly and helpful and the facilities are very clean.

12. Case 6908 (14-05-2019)

Providers: Richmond Medical Centre

Hard to get an appointment, maybe need a queue system for the calls in the morning. I like that I can book appointments on the app. Unclear where the appointment is, tannoy very hard to hear.

13. Case 6909 (14-05-2019)

Providers: Richmond Medical Centre

Sometimes hard to get an appointment and hard to get through on the telephone.

14. Case 6910 (14-05-2019)

Providers: Richmond Medical Centre

As this is / was a NHS new build project we would have expected that it would be up to the standard of disabled welfare, there were no disabled bays for this building for 12 months, When the car park was re painted only 2 bays provided and a large motorcycle bay had been provided opposite the entrance.

15. Case 6891 (09-05-2019)

Providers: Springcliffe Surgery

Some places too busy that is why I am at Springcliffe, to give a blood sample. In one instance I am classed as urgent, now I am not, so possible 3-6 week wait to see a specialist. Why can't you get treated the same no matter what.

16. Case 6890 (09-05-2019)

Providers: The New Springwells Practice

Stopped heart medication, had not had a review, complained to NHS England they said it was patients fault for not having a review. (within last 6 months) Whilst on heart medication was given additional medication, could have been very dangerous. Made a complaint about that too, nothing happened about that. Very disillusioned about the health service and who to trust. Continues to go to this practice as no other choice.

17. Case 6849 (02-05-2019)

Providers: West CCG

Dementia Support Group comments

Patients expressed a minimum wait of 3 weeks for a routine appointment in surgeries in Gainsborough. Patients are told that the only way to make appointments is via the phone but then they cannot get through. Some expressed that they are going down to the surgery and queuing up from 7 30 am to get a routine appointment with no guarantee who they will see.

Compliment

1. Case 6927 (14-05-2019)

Providers: Birchwood Medical Practice, John Coupland Hospital

Had a hernia operation at John Coupland 6 months ago. Excellent service, From GP referral to operation only 3 weeks.

2. Case 6892 (09-05-2019)

Providers: Brant Road Surgery, Lincoln County Hospital

I had a heart attack a few years ago and also contracted Diabetes at the same time. Since that date I have been constantly at the surgery every 6 months for check ups. The treatment I have received from both the surgery and the hospital since that day has been impeccable and I couldn't thank or recommend both the surgery and Lincoln County Hospital enough.

Provider Response

Can you please pass on our thanks to the patient for their positive comments. We will ensure that they are passed on to the Cardiology Team.

3. Case 6863 (02-05-2019)

Providers: Caskgate Street Surgery

I have always been pleased with the service. I have been registered here for a number of years. Staff are always willing to help me. The Doctor is always good with me. I don't have any difficulty getting appointments. I understand I need to wait for a routine appointment. I got a cancellation today so I was lucky.

4. Case 6902 (14-05-2019)

Providers: Richmond Medical Centre

Arrived early, was called in before appointment time, all very prompt! Lovely nurse made me feel calm and welcome. Very helpful

5. Case 6904 (14-05-2019)

Providers: Richmond Medical Centre

I feel the doctors here always take my worries into consideration and make the best decisions to benefit me and my situation.

Notes / Questions

No patient information provided.

6. Case 6889 (09-05-2019)

Providers: The New Springwells Practice

I have not had treatment or seen a doctor yet as I am a new patient, but the staff have been very helpful and polite. The surgery is very clean which is very good and important.

7. Case 6884 (09-05-2019)

Providers: The Willingham Surgery

The wait was reasonably long for my last appointment. However, the doctor spent quality time with me and I felt that I was listened to. Treatment was fully explained and the doctor was providing a quality service I didn't mind the wait. I always manage to get an appointment within a reasonable time frame and have always felt the quality of care provided by this surgery is excellent.

8. Case 6885 (09-05-2019)

Providers: The Willingham Surgery

Very helpful staff and doctors, medication and treatment fully explained, doctor monitors condition/illness follow up appointments. Appointments are normally within 3-4 days

	<p>9. Case 6886 (09-05-2019) Providers: The Willingham Surgery Have been at this doctors for nearly 14 years. Very quick with appointments and help. My relatives were unhappy when they had to leave this surgery due to leaving the family home and being out of the area to use this doctors.</p> <p>10. Case 6887 (09-05-2019) Providers: The Willingham Surgery I have been using the Willingham Practice for over 30 years without a problem. I cannot speak too highly of the professional staff and care received. Nothing is too much trouble for everyone involved in the practice. I count myself very lucky to use Willingham Practice.</p> <p>Signposting only</p> <p>1. Case 6968 (23-05-2019) Providers: NHS England Dental Caller required assistance with registering with a NHS dentist. . Notes / Questions HWL - provided the patient with details of 2 practices.</p>
<p>Out of Area x 2</p> <ul style="list-style-type: none"> • 2 x Signposting only 	<p>Signposting only</p> <p>1. Case 6971 (28-05-2019) Providers: NHS England Dental Caller required a dentist urgently and although out of our area was provided with two alternate surgeries within their locality</p> <p>2. Case 6970 (28-05-2019) Providers: Out of area Client emailed for advice. Querying which Healthwatch they would come under as they lived in Rutland. They were advised of Healthwatch Rutland and appropriate contact details were provided. Notes / Questions Patient was provided with address, telephone number and email address for Healthwatch Rutland</p>

Acute Services

CCG Area	Case Details
<p>East x 6</p> <ul style="list-style-type: none"> • 3 x General Comment • 2 x Compliment • 1 x Signposting only 	<p>General Comment</p>

1. Case 6844 (01-05-2019)

Providers: East CCG, Lincolnshire South West CCG, South CCG, West CCG

Cancer Patient Journey beginning early January 2019.

The following catalogues a recent patient ongoing breast cancer journey with ULHT.

The journey has been harrowing and traumatic for the individual and their family. During this process the patient has had surgery, but at the time of writing, it has been over 9 weeks since the initial surgery and the next stages of the treatment plan are still unknown and furthermore the patient appears to be without a consultant.

We are fortunate in many ways to have sight of this whole journey. This enables us to better understand the experiences of patients that have previously contacted us about cancer care in the county.

From the chronology below we can see the fragility of the service and the psychological damage the pathway and system is potentially having on patients. The care and compassion whilst may be in existence within the staffing team, also highlights a tendency for staff to shift blame which is not helpful to the patient.

The story below logs the journey of one patient who has been subjected to a number of very recent experiences:

- *Poor communication is evident, letters are limited in terms of information, and patients has received multiple appointment letters on the same day causing confusion and anxiety.*
- **Appointment cancelled with no explanation and no onward indication of treatment pathway.**
- **Patient has attended multiple appointments where 'no results' have been available to discuss, causing anxiety and distress.**
- *Patient has been informed that tests have been sent to America for an MDT to take place, with the patient unclear and confused as to the rationale for this and it consequential delays in treatment plans.*
- *Patient feels there is no pathway which is explained in a simple and understandable manner with some conflicting views.*
- **Patient feels psychologically the treatment and care is non-existent.**
- *Patient provided with an overwhelming level of information on first diagnosis, in addition to the overwhelming information of diagnosis of cancer, they were also given a folder with 10 patient booklets and leaflets. An additional 6 leaflets and booklets were given following surgery, some of which were poorly printed and legibility was questionable.*
- *Patient had 13 physical appointments from the point of referral on the 3rd January 2019.*
- *Patient has attended 3 appointments where there were no results available to discuss with the patient, on one occasion, the cancellation message was received but only at the point of the patient arriving at the hospital.*
- *The patient has most recently received a cancellation letter as it is understood the Dr has left the country with no information to the patient about the return date or contingency to absorb patient appointments.*
- *There is no indication of when the patient will receive a new appointment, along with results from America and a treatment plan, the patient is aware there may be a need chemotherapy, radiotherapy and other therapies, but has been completely left in the dark around the process and what needs to happen in what order.*
- *The care whilst waiting for surgery was stark, left alone with no timings, in awful environmental and no information from staff.*
- *Patient recognises the transference which is occurring from staff to patients, comments like 'we have no staff' or 'everyone else is in the same position as you' are not helpful and instead only seek to shift blame and guilt onto the patient which has a massive psychological impact.*
- *GP was not notified of the patients circumstances for a number of weeks*

Notes / Questions

ESCALATION PAPER HAS BEEN SENT TO NUMEROUS BODIES.

2. Case 6933 (14-05-2019)

Providers: James Street Family Practice

Was told by the doctor I had traces of blood in my urine. But when I went to Lincoln Hospital I got the all clear, patient feels that going to the Hospital was unnecessary and stressful.

3. Case 6881 (09-05-2019)

Providers: Lincoln County Hospital

Rheumatology

Relative concerned as patient was previously under a Rheumatology Consultant but has been changed to another one. New Consultant states the patient does not have arthritis (which had been diagnosed by previous Consultant) and it is just wear and tear, requested the patient has regular blood tests prior to attending clinic dates, medications changed and patient in pain, pain killers that the patient has been given aggravate stomach. No appointments have been sent to the patient, so unsure what is happening. Relative concerned as they feel they should not be the one chasing appointments, never had this problem with the previous Consultant. Would like to see another Consultant in either Louth or Grimsby Hospital for 2nd opinion.

Notes / Questions

HWL - provided PALS information

Provider Response

Please encourage this patient to make contact with the PALS Team at Lincoln, they would be happy to look in to the concerns raised and see if they can help the patient.

We do not have Rheumatology Services at Louth County Hospital and we would be unable to arrange anything at Grimsby as this is outside our Trust. The patient would need to speak to their GP to arrange a referral if this was their preference however PALS may be able to deal with the other concerns.

Compliment

1. Case 6859 (02-05-2019)

Providers: CARE UK (LINCOLN), East CCG

Support Group comments

Louth Hospital-MSKT Spinal team. Really positive experience. Appointment was first thing in the day. Seen quickly and MRI explained in detail and put into context. Next steps agreed and referral to physio along with detailed report came through in the post the next day

2. Case 6898 (14-05-2019)

Providers: Lincolnshire Community Health Services NHS Trust (LCHS), Louth County Hospital, Marsh Medical Practice

I am pleased with the care my young relative is getting. Also very pleased with Louth Urgent Care, they are always amazing.

Signposting only

1. Case 6855 (02-05-2019)

Providers: East CCG

Spouse worked initially for Manchester City Corporation where the job involved buildings and demolition and was exposed for 6 years to asbestos, but unsure as to whether it was Blue, perhaps medical records would prove this to be the case. Then continued working as a builder and may have come into contact with asbestos during the whole of their working life. Spouse died in March 2016, following a stay at the Pilgrim Hospital where various investigations took place which produced a diagnosis of lung cancer, this particular type of cancer can be caused by heavy smoking, (patient never smoked), or asbestosis .

Following spouses death it took a year to really come around and realised they needed to sort their finances out. Took some advice from Your Legal Friend found on the web and they pursued a claim but the outcome was poor, in as much as timelines had been exceeded. It took client two years plus to finally gain access to records and by this time was told that the 3 year timeline had expired. But, also, this was only achieved after probate was given and feels this was the only reason they received the medical records in the first place. Then contacted local solicitors, did not make an appointment to discuss issues but spoke on the phone only, was told that there was a three year limit and consequently pointless continuing with the claim. Then visited their GP who informed them that this was incorrect and the timescale was 7 years.

Notes / Questions

HWL - suggested POHWER; Ombudsman and CQC information provided.

South x 6

- 5 x General Comment
- 1 x Compliment

General Comment

1. Case 6920 (14-05-2019)

Providers: Abbeyview Surgery, Peterborough and Stamford Hospital

Cancer Outpatients

When you have finished Chemo / Radiotherapy and then put in remission you feel that you are left to cope on your own.

2. Case 6853 (02-05-2019)

Providers: Peterborough and Stamford Hospital

Rheumatology

Patient feels they are talked at, no examination and was in and out in 2 minutes. Feels the Consultant does not listen.

Notes / Questions

No patient information provided

3. Case 6854 (02-05-2019)

Providers: Peterborough and Stamford Hospital

Rheumatology

Patient commented, "you might as well have a revolving door I was in and out so fast" Asked me how I was doing but interrupted me abruptly, told me to go for blood test in three months time, then showed me the door. Was not able to discuss my condition, had no involvement in my care, I had problems I needed to discuss but didn't seem to want to hear them and always cut the conversation short. was left stunned walking out of the door. Now I have to wait another 6 months in agony before I get my next appointment. I am dreading it.

Notes / Questions

no patient information provided.

4. Case 6917 (14-05-2019)

Providers: Peterborough and Stamford Hospital

I was extremely disappointed that I was left in a corridor (with ambulance staff with me) for a considerable time, followed by another wait in a cubicle for a doctor to become available. This can only be a cause for anxiety in patients, and who knows what else!!

5. Case 6860 (02-05-2019)

Providers: Pilgrim Hospital

Support Group Comments

Boston Pilgrim Paediatrics.

Childs school is concerned about a parent not attending paediatric appointments due to language needs. School are unsure if there is a translation service available to make this accessible for the parent.

Notes / Questions

What services are in place for for such patients? Does hospital provide translation services.

Provider Response

ULHT provides translation services. The patient can contact the secretaries and this can be arranged.

Compliment

1. Case 6936 (20-05-2019)

Providers: Peterborough and Stamford Hospital

Cancer services

I would endorse improving waiting times for test results, as the wait is very stressful. However I do understand that the main problem is due to shortages of the appropriate staff, and sympathise with them. Otherwise my treatment in Stamford and Peterborough has I feel been very good. I was diagnosed in both 2012 and 2017 (separate cancers), and so far have outlived the expectations I am pleased to say.

South West x 9

- 5 x General Comment
- 4 x Compliment

General Comment

1. Case 6882 (09-05-2019)

Providers: Grantham + District Hospital

Orthopaedic ward 2

Had a knee replacement. I was placed in a single room which needs upgrading. No access to a clock for the time, no TV or radio no day room, there was a locker but not accessible to patient bed, no bathroom for washing etc. Room is obviously for a 1 night stay but unfortunately due to a medical problems I stayed for 1 week.

Notes / Questions

HWL asks - due to the length of stay could the patient not have been moved to more suitable accommodation.

Provider Response

Thank you for your feedback. Without patient details we would be unable to see why this patient was not offered a more suitable room. If the patient requires feedback please encourage them to contact PALS.

2. Case 6949 (21-05-2019)

Providers: Grantham + District Hospital

Urology

It was ok but my relative who was with me was in one waiting room and I was in another. I was waiting 4 hours. There had been a problem, but no one told us, no communication, it would have helped if we had known about the situation and the delay we could have waited together. My relative was concerned as I was so long.

Notes / Questions

No patient information provided.

Provider Response

We are sorry to hear of this poor communication in the urology department. We can pass this to the team as feedback for you.

3. Case 6951 (21-05-2019)

Providers: Grantham + District Hospital

Gastroenterology

They didn't examine me to start with. Grantham Hospital was better than Lincoln County. I have been to the hospital several times before they resolved the problem. Lots of sitting and waiting. In a bed one time and I could not get out myself and wanted to use the toilet, they were a long time coming, about 35 minutes and I don't know how I managed to wait (Grantham Hospital).

Notes / Questions

No patient information provided.

Provider Response

Thank you for your feedback. Unfortunately some clinics do run behind schedule and we can only apologise for this delay.

4. Case 6960 (21-05-2019)

Providers: Grantham + District Hospital

Urology

Brilliant. Just got straight to the point and told me what they thought but couldn't help me as they don't know what is causing the problem. They have done all the tests they can, so I have been discharged. I keep getting urine infections. Had for so long now just have to put up with it. If I take anti-biotics it comes back after 3 days off them

Notes / Questions

No patient information provided

Provider Response

Without patient information we would be unable to support - if the patients does require feedback please ask them to contact PALS

5. Case 6962 (21-05-2019)

Providers: Grantham + District Hospital

ENT

I have been waiting for the last 3 months to go to Grantham Hospital about my ears but have heard nothing. My doctor has chased them but still nothing. The nurse was not happy and called the doctor in to have a look and he put in a referral to Grantham, but nothing so far.

Provider Response

We are sorry to read of these delays, if the patient is still waiting to hear please ask them to contact PALS in the first instacne and we can arrange an update.

Compliment

1. Case 6888 (09-05-2019)

Providers: Caythorpe and Ancaster Surgery

Woke up with red spotty face and head, went to Ancaster and was given an appointment for the same day saw the doctor given cream to apply and an appointment for 2 weeks time. The rash got worse so went to the surgery to see the same doctor (if available). I was given an appointment for the next day and the diagnosis was shingles, was given anti viral medication. Doctor made an appointment whilst I was there for eye outpatients at Lincoln for the next day. I was seen at the clinic on time, no eye infection. Saw GP again on pre-arranged appointment and signed off. I think both the service received from the surgery and the eye clinic was excellent. I think the doctor has a very easy engaging manner and puts all the details into an easy going conversation. An excellent experience all round.

2. Case 6846 (02-05-2019)

Providers: Grantham + District Hospital

Dementia Support Group Comments

Patient diagnosed with cancer last year opted to have their operation at Grantham Hospital rather than Lincoln County. Felt that the care and expertise shown to them from everyone was first class. Has written to the Hospital both medical and non medical teams to express their gratitude to the staffs hard work and looking after them at a very scary time. Was given the option to go for follow up at Lincoln County but expressed that they would rather travel to Grantham and be looked after there where they really do practice person centred care.

Provider Response

Thank you for your kind feedback.

3. Case 6958 (21-05-2019)

Providers: Grantham + District Hospital

Respiratory Care

Really very good. Good care. Have just rang me as they have a cancellation, so I can get an earlier appointment. Personally I feel it is essential to keep Grantham Hospital. There is a lot of expanse locally through housing developments. It is a long way to another hospital and especially if anything happens majorly.

Provider Response

Thank you for your kind feedback.

4. Case 6965 (21-05-2019)

Providers: Grantham + District Hospital

A+E

No problems. It was not a long wait to see someone seen straight away. Excellent. No waits for x ray. Staff were friendly. Talked me through what was happening. Clean, cleaning while we were there. Couldn't fault anything. We have a disabled badge and got info from reception about car parking. In general I feel no one should have to pay to park. Especially if you are going regularly.

Notes / Questions

No patient information provided

Provider Response

Thank you for your kind feedback.

West x 9

- 5 x General Comment
- 4 x Compliment

General Comment

1. Case 6894 (09-05-2019)

Providers: Connect Health Services - Pain Management , Louth County Hospital, United Lincolnshire Hospitals NHS Trust (ULHT)

Pain Management

I arrived only to be informed by the department that patients were transferring to another agency. I would therefore have to wait for a proper consultation to take place with the new agency. Over 1 month and still waiting. Appointment felt like a waste of time attending, waiting for new agency to contact me seems a bit of a joke.

Notes / Questions

HWL signposted Pain Management Connect Health info sent to make contact.

HWL asks why the hospital did not send out cancellation letters to patients that were being transferred.

Provider Response

Connect health were responsible for contacting the patients to inform them of the new company. Patients with outstanding appointments were cancelled by the hospital.

2. Case 6847 (02-05-2019)

Providers: Lincoln County Hospital

Dementia Support Group Comments

Results

Patient sent for a MRI scan in August last year and result was finally sent to their GP in March of this year from Lincoln County. Patient / GP not impressed with the long wait. Patient will need an operation but has opted to go to Scunthorpe rather than Lincoln.

Provider Response

We are really sorry if there were delays in this patient's results and it is certainly not acceptable for it to take the length of time it did. We would encourage any patients with any delays to results to make contact with our PALS Team who will be more than happy to help.

3. Case 6848 (02-05-2019)

Providers: Lincoln County Hospital

Dementia Support Group Comments

Elderly patient requires an operation on their shoulder and has been having problems over the last 2 years. MRI scan confirmed that they would need this operation, patient felt that Lincoln County were just hoping at they would "pop their clogs" and they wouldn't have to do it. GP sent the patient for a second opinion to another Hospital and within 2 weeks has been seen from point of referral, had another MRI scan and other tests and has a date for 2 weeks time. Patient is also going to stay after the operation at their daughter's

Provider Response

We are sorry if there were any delays with this patient's care and that the patient felt that the hospital was hoping that they would pass away before receiving treatment, that clearly is not how we want our patient's to feel. Unfortunately as a trauma hospital there is a high demand for our Orthopaedic services and this can have an effect on elective treatment for patients. We are pleased that the patient has had treatment albeit under another Trust and hope that they are doing well. If the patient would like to discuss their experience here at Lincoln County please encourage them to contact the PALS Team. We will ensure that this is passed to our Orthopaedic Team so they are aware of the patient's experience.

4. Case 6896 (10-05-2019)

Providers: Lincoln County Hospital
Shuttleworth Ward

My elderly relative fell and broke their hip. They required surgery and is in Shuttleworth Ward in Lincoln Hospital. The call button for their bed does not work. This problem was raised with a nurse the following day after admittance and every day since. The nurse today confirmed that the ward admin had reported it and I believe, asked her to chase it again today. Elderly relative doesn't like to wake people or bother people, but is in no state to get themselves to the toilet or help themselves if they need anything. Another relative spoke with PALS today who said they could speak to the ward staff. Relative informed them that we already had and would do so again. Has spoken to the ward sister who said they had a bell there for emergencies, and the patient could have that. (The bell has been in the ward all along so why wasn't it brought to them before?). The bell is not an ideal solution, I believe fixing the call button should be given a much higher priority.

Notes / Questions

HWL made contact with PALS re bell, who are looking into it . UPDATE from PALS- Call Bell is now fixed.

Provider Response

We are so sorry for the distress this caused the patient. We understand that PALS have been involved and were able to expedite the fix.

5. Case 6911 (14-05-2019)

Providers: Lincoln County Hospital, Richmond Medical Centre

I have been at this surgery for years since a child. Only thing is I have been waiting to see the consultant at the hospital for 6 months for Fibroid problem. I was referred on 30th November.

Notes / Questions

HWL - provided hospital PALS information

HWL asks Hospital - what are the waiting times for gynaecology?

Provider Response

We are really sorry that this patient had to wait for an appointment with Gynaecology. PALS is always happy to help and we hope that this patient was satisfied with the service if they made contact.

Compliment

1. Case 6927 (14-05-2019)

Providers: Birchwood Medical Practice, John Coupland Hospital

Had a hernia operation at John Coupland 6 months ago. Excellent service, From GP referral to operation only 3 weeks.

2. Case 6892 (09-05-2019)

Providers: Brant Road Surgery, Lincoln County Hospital

I had a heart attack a few years ago and also contracted Diabetes at the same time. Since that date I have been constantly at the surgery every 6 months for check ups. The treatment I have received from both the surgery and the hospital since that day has been impeccable and I couldn't thank or recommend both the surgery and Lincoln County Hospital enough.

Provider Response

Can you please pass on our thanks to the patient for their positive comments. We will ensure that they are passed on to the Cardiology Team.

3. Case 6893 (09-05-2019)

Providers: Lincoln County Hospital

I recently had a fall and decided I needed to go to A+E to see if anything was broken, I was seen within 20 mins sent to x ray within 20 mins the doctor gave me my results. 3 days later the doctor rang me at home to see if I could put my foot to ground, and said if things didn't improve to go back. I was so grateful that he took the trouble to ring me, well done.

Provider Response

Can you please pass on our thanks to the patient for their positive comments. We will ensure that they are shared with the A&E Team.

	<p>4. Case 6946 (21-05-2019)</p> <p>Providers: Lincoln County Hospital</p> <p>General surgery</p> <p>Absolutely first class. I was took in on a blue light. Called ambulance at 1 am and they came by 4 am as I was in moderate pain, it was classed as non urgent. The ambulance was based at Retford and had been all over Lincs on their shift. Doctors, Consultants, nurses on Intensive care were superb and also excellent on Hatton ward. Found it rewarding, they did everything what was needed.</p> <p>Provider Response</p> <p>can you please thank the patient for their positive comments regarding ICU and Hatton Ward at Lincoln County Hospital. We will ensure that it is shared with the teams.</p>
<p>Out of Area x 3</p> <ul style="list-style-type: none"> • 3 x Compliment 	<p>Compliment</p> <p>1. Case 6945 (21-05-2019)</p> <p>Providers: Kingsmill Hospital, Newark Hospital</p> <p>I broke my wrist, my relative took me to Newark A+E. Newark were very good and sent scans off to Kingsmill Hospital before we left. Newark tried to line it up but Kingsmill had to realign again. Kingsmill showed me the xrays and talked it through with me. Have been going to Kingsmill for 5 weeks now takes about an hour to get there. We live between Newark and Grantham, but went to Newark as Grantham A+E was closed. I chose to go by car to Newark as I didn't know where an ambulance would take me. Everything has been fine, happy with all the treatment at the moment.</p> <p>2. Case 6956 (21-05-2019)</p> <p>Providers: Queen's Medical Centre (Nottingham)</p> <p>Spinal</p> <p>Brilliant, only 8 patients on the ward and 3 staff, very good ratio of staff to patient. The food was good too whilst I was in for 24 hours. Good portions and nice things to eat. From the surgeon to the cleaners, all really good makes a nice enviroment to be in.</p> <p>3. Case 6959 (21-05-2019)</p> <p>Providers: Queen's Medical Centre (Nottingham)</p> <p>I have had surgery on my nose at the Circle Nottingham. It was done 1st at Lincoln County. But they did not manage to get it all. Therefore had more surgery at the circle. The circle is excellent, the general atmosphere of the building, the doctors and the nurses were really good. Nothing wrong with Lincoln County Hospital only operation was not as successful as needed to be.</p>

Mental health & Learning Disabilities

CCG Area	Case Details
<p>South x 1</p> <ul style="list-style-type: none"> • 1 x General Comment 	<p>General Comment</p>

	<p>1. Case 6845 (01-05-2019)</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Patient requested information on where to make a complaint with LPFT. Patient has physical and mental health concerns where appointments are important to the patient and the continuity. Has been sat waiting at the appointment times for the CPN and no-one has turned up. Patient makes contact with the service to be informed on this occasion the CPN was unwell and could not attend, if the service are aware that the CPN is unwell why aren't patients informed, rather than waiting for the patient to make contact? This has happened on a few occasions with no explanations given.</p> <p>Notes / Questions</p> <p>HWL - provided PALS information.</p> <p>HWL - feels this experience is not acceptable at the very least patients should be contacted to notify them of the situation much earlier.</p> <p>Provider Response</p> <p>LPFT response - <i>Thank you for sharing your concerns with us. If a member of staff is absent due to sickness, the team manager would request details of any planned appointments for the period of sickness. The team manager or a member of the team would then make telephone contact with the service user/patient to advise them of the staff member's sickness. If the sickness is likely to be longer term then the staff member's case load would be allocated within the team to ensure support continues to be provided and a letter to individual service users/patients is sent to advise them that the staff member is likely to be on long term sick leave.</i></p> <p><i>We would like to apologise that this doesn't appear to have happened on this occasion and for any distress caused to you through the lack of communication regarding your appointments and your CPN's sickness.</i></p>
<p>West x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 6975 (29-05-2019)</p> <p>Providers: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)</p> <p>Patient has recently been in White Gables for mental health care. Is now back at home. Was receiving regular visits by the crisis team when in the care facility, where one member of the team the patient felt crossed the line who was trying to encourage him to meet outside of the residential setting and to share their personal details with them, whilst at the same time saying they shouldn't be asking for this personal information. The patient informed their spouse that they felt uncomfortable and pressurized and felt they were being 'groomed'. Spouse feels this behaviour is inappropriate and crossed professional boundaries especially for vulnerable adults. Feels unable to go to the Crisis Team with this and didn't know where to turn.</p> <p>Notes / Questions</p> <p>HWL - provided PALS information. Spouse had raised with safeguarding.</p> <p>Provider Response</p> <p><i>we have had this through as a PALS (ref 1001) which was responded to by the Lincoln Crisis team.</i></p>

Social Care Services

CCG Area	Case Details
<p>West x 2</p> <ul style="list-style-type: none"> 2 x General Comment 	<p>General Comment</p> <p>1. Case 6843 (01-05-2019)</p> <p>Providers: Drovers Call, Lincolnshire County Council - Adult Social Care</p> <p>Relative raised concerns around a Care Home in Gainsborough that they had concerns about. Spouse who was there about 2 years ago but they managed to get them moved to another one. However, is still aware of a number of people who have relatives at the home in Gainsborough and is concerned that people are not being looked after and cared for as well as they should. In their spouses case, they were left in their room a lot, not washed or cleaned properly, clothes went missing and always ended up with everyone else's clothes. Had to sleep on wet bed sheets and their groin area often was not looked after properly. Often relative had to call the doctor to have them checked and whenever the home were asked for clean dressings they did not have what was required. Patient did deteriorate. However, they managed to move the family member and feels they are being looked after much better now.</p>

2. Case 6935 (17-05-2019)

Providers: Lincolnshire County Council - Adult Social Care

Patient has been seen by Social Worker to do a financial assessment. During which the assessor had incorrect information around patients personal and medical information. During the assessment it was mentioned that the patient was being looked after by their spouse, however the patient has never been married and has no adult at home caring for them, also mentioned during assessment that the swelling has been caused by hernia operation 1 year ago, notes incorrect as it was 3 years ago, also you live in a 3 bedroomed house and want to move into a 3 bedroomed property in another location (Lincoln), patient lives in a 2 bedroomed house and wants to move into a 3 bedroomed for grand-children who live with them. (15 year old and 17 year old, patient has guardianship). The patient is vulnerable and has anxiety, has trust issues and feels they have lost confidence in the service, if they can't get the information correct how can they expect to get everything else correct.

Other Services

CCG Area	Case Details
East x 1 <ul style="list-style-type: none">1 x Signposting only	Signposting only 1. Case 6855 (02-05-2019) Providers: East CCG Spouse worked initially for Manchester City Corporation where the job involved buildings and demolition and was exposed for 6 years to asbestos, but unsure as to whether it was Blue, perhaps medical records would prove this to be the case. Then continued working as a builder and may have come into contact with asbestos during the whole of their working life. Spouse died in March 2016, following a stay at the Pilgrim Hospital where various investigations took place which produced a diagnosis of lung cancer, this particular type of cancer can be caused by heavy smoking, (patient never smoked), or asbestosis . Following spouses death it took a year to really come around and realised they needed to sort their finances out. Took some advice from Your Legal Friend found on the web and they pursued a claim but the outcome was poor, in as much as timelines had been exceeded. It took client two years plus to finally gain access to records and by this time was told that the 3 year timeline had expired. But, also, this was only achieved after probate was given and feels this was the only reason they received the medical records in the first place. Then contacted local solicitors, did not make an appointment to discuss issues but spoke on the phone only, was told that there was a three year limit and consequently pointless continuing with the claim. Then visited their GP who informed them that this was incorrect and the timescale was 7 years. Notes / Questions HWL - suggested POHWER; Ombudsman and CQC information provided.
South West x 1 <ul style="list-style-type: none">1 x General Comment	General Comment 1. Case 6937 (20-05-2019) Providers: NRS Healthcare Patient is an amputee, requires a shower chair to assist, the current one is rusty and needs replacing, have had this one for 4 years and can not recall where it came from. Could you look into this please. Notes / Questions At patients request HWL liaised with NRS Healthcare, who would provide a new chair in a few days time. Information passed onto the patient with contact details for NRS should they need in the future.
West x 1 <ul style="list-style-type: none">1 x General Comment	General Comment

	<p>1. Case 6847 (02-05-2019)</p> <p>Providers: Lincoln County Hospital Dementia Support Group Comments</p> <p>Results</p> <p>Patient sent for a MRI scan in August last year and result was finally sent to their GP in March of this year from Lincoln County. Patient / GP not impressed with the long wait. Patient will need an operation but has opted to go to Scunthorpe rather than Lincoln.</p> <p>Provider Response</p> <p>We are really sorry if there were delays in this patient's results and it is certainly not acceptable for it to take the length of time it did. We would encourage any patients with any delays to results to make contact with our PALS Team who will be more than happy to help.</p>
<p>Out of Area x 2</p> <ul style="list-style-type: none"> • 1 x Compliment • 1 x Signposting only 	<p>Compliment</p> <p>1. Case 6895 (09-05-2019)</p> <p>Providers: Diana, Princess of Wales Hospital (Grimsby)</p> <p>Always had brilliant back up with all services I have needed. Back surgery, Shoulder surgery, Mental Health issues. Very swift and efficient.</p> <p>Notes / Questions</p> <p>No patient information provided.</p> <p>Signposting only</p> <p>1. Case 6970 (28-05-2019)</p> <p>Providers: Out of area</p> <p>Client emailed for advice. Querying which Healthwatch they would come under as they lived in Rutland. They were advised of Healthwatch Rutland and appropriate contact details were provided.</p> <p>Notes / Questions</p> <p>Patient was provided with address, telephone number and email address for Healthwatch Rutland</p>