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INFORMATION SHARING AND REPORTING

Main Source of Information: Patients, carers and public contacting Healthwatch Lincolnshire to report comments, concerns, compliments and complaints for health and care services.

Timescale: 93 items reported between 1st June - 30th June 2015 were formally reported during this period.

Breakdown of Themes by CCG Area

Issues in the East (26 Comments)

1	GP	11
2	Hospital	6
3	Care Home	3
4	Pharmacy	3
5	Breast screening Van	1
6	Children's services	1
7	Respite	1

Issues in the West (38 Comments)

1	Hospital	11
2	HMP - Lincoln	8
3	GP	7
4	LGBT	4
5	Mental Health	3
6	Parkinson's	3
7	Dermatology	1
8	Pharmacy	1

Issues in the South (15 Comments)

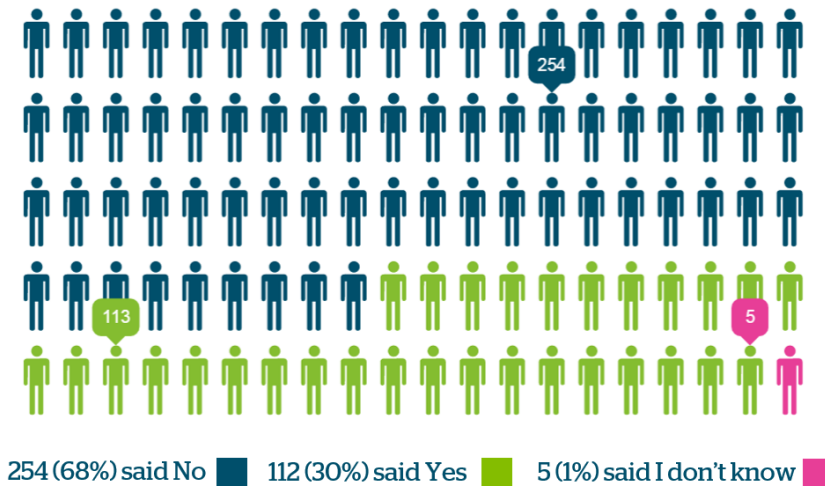
1	Hospital	5
2	Care homes	3
3	GP	3
4	Autism	1
5	Dental	1
6	EMAS	1
7	NSL	1

Issues in the South-West (9 Comments)

1	GP	4
2	111 Service	1
3	College	1
4	Death Certificate	1
5	Hospital	1
6	Paediatrician	1

Quick Poll Results

Do you think there is a need for 7 day GP opening hours? (372 Votes)



As a direct response to the national plans to create 7-day GP access, we have been running a quick poll ‘Do you think there is a need for 7-day GP working?’ over the past month. The results of this poll will perhaps be a surprise. Nearly 70% of Lincolnshire residents who responded, did so with NO, they do not think there is a need for such access. So, whilst our lifestyles have changed dramatically since the NHS was formed, with 7-day working weeks and 7-day services, our results suggest that perhaps this is not one redesign to primary care resources that patients will be demanding. For our local GPs who are already working long hours with increasing demand these results will no doubt provide a small amount of comfort to them. However, we cannot ignore the needs of 30% of people who felt 7-day access would benefit perhaps for reasons of work commitments or other health needs.

Brief Update of Activities – June 2015

Our current work has been focusing on completing evidence gathering about access to and treatment from health and care services for our seldom heard communities. The results of this work will be presented at our AGM on 3 September.

In June we recruited 2 new members of staff, both of whom part time and on a one-year contract. Hannah Sanderson joins our Engagement Team to provide more promotional opportunities and Chris Bayly joins our Information and Signposting Team as this work is growing rapidly.

We are also pleased to share with you that we were presented a ‘Making a Difference Through Volunteering’ Highly Commended Award by Healthwatch England at their annual conference in June.

Themes from Issues Received during June 2015

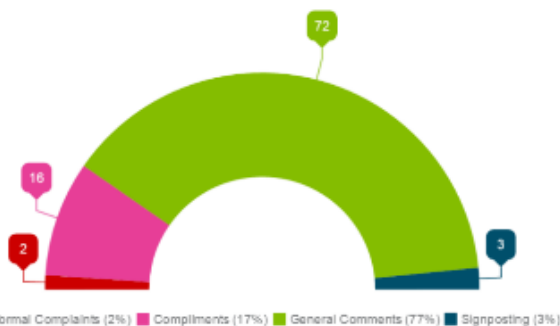
Top Medical Themes

1. GPs.
2. Hospital.
3. HMP Lincoln.
4. Care Home.
5. LGBT.
6. Pharmacy.



Top Subject Themes

1. Communication.
2. Quality of Service.
3. Quality of Care.
4. Access.
5. Appointment.
6. Staff Attitudes.



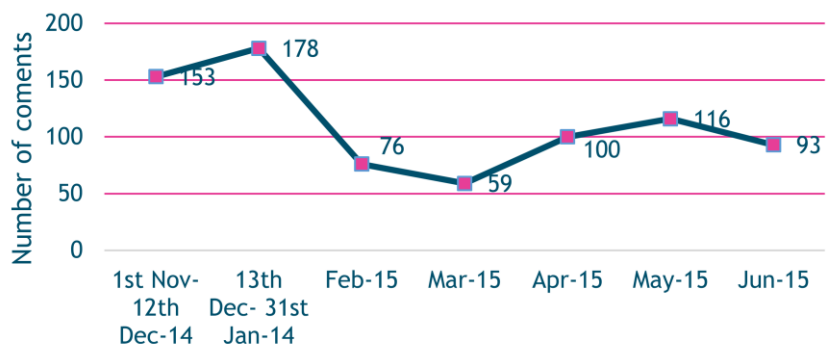
Comments Received Throughout June 2015

- Informal Complaints - 2 (2%).
- Compliments - 16 (17%).
- General Comments - 72 (77%).
- Signposting - 3 (3%).

■ Informal Complaints (2%) ■ Compliments (17%) ■ General Comments (77%) ■ Signposting (3%)

Monthly Issues Received

Last month (June 2015) we received a total of 93 issues and comments regarding health and social care issues in Lincolnshire.



Summary of Issues - June 2015

We have listed below a summary of the individual items reported by patients, service users and carers during June 2015. For all of the summarised information we maintain a database of each individually reported item. This information is shared (in more detail) with every service provider. If you require any more detailed information concerning any of the above please contact Sarah Fletcher, CEO to request this.

Please note - where an item is reported as a complaint this has been informally requested by the person contacting Healthwatch Lincolnshire to be logged as such. However, it is important to note that this item may not have been formally reported to the service provider as a complaint.

Theme: Adult Care & Carers

CCG Area Number/Type of Item Reported x 8	Details
<p>South x 3 3 x General Comments (different Care Homes)</p>	<p>General Comments.</p> <ol style="list-style-type: none"> Tallington Care Home. Concerns raised about staffing levels, particularly at weekends. One staff member spoke little or no English and was unable to assist a request for a wheelchair to take patient outside. Priory Court Care Home. Concerns about the limited number of staff, particularly at the weekends. Abbey Court Care Home. Concerns over staffing levels, particularly during weekends when sometimes difficult to find a member of staff to talk to.
<p>East x 4 2 x General Comments 2 x Compliments</p>	<p>General Comments.</p> <ol style="list-style-type: none"> As the primary carer for daughter with severe disability problems. Parent has 25 days per year respite cover for daughter for the financial year. Requested in Apr 15 for just over a week be approved as she needs a break. Key worker had spoken to the parent but still not confirmed anything. Parent feels at a loss of what to do, where to go to and who could help. Also bathroom that daughter uses does not have a non-slip floor; this is health & safety issue as if gets wet can slip very easily. Actioned. Tasburgh Lodge Care Home. Commented they felt reception did not listen to patient regarding a phone call from Consultant. No further information given to HWL. <p>Compliment.</p> <ol style="list-style-type: none"> Eastleigh Care Home. Family member commented that they felt the home had warm and friendly atmosphere, was clean, staff helpful and always arrived within 10 minutes of the buzzer being pressed. Russell Green Care Home. Care home well thought of by both residents and visitors.

<p>South West x 1 1 x Informal Complaint</p>	<p>Informal Complaint. Day provision has been cut for daughter who attends Grantham College on a Promoting Independence course. Has been attending for the past 2 years and has been accepted by the college for a further year. Parents been informed by Local Authority they will no longer be funding their daughter. Parents feel this course has been invaluable to her needs and she has gained in so many different ways. Has achieved a lot whilst on the course, not only educationally but also in mixing with her peers and taking this away would be a backward step. The parent has appealed.</p>
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Theme - Acute Hospitals: ULHT

<p>CCG Area Number/Type of Item Reported x 22</p>	<p>Details</p>
<p>South West x 2 1 x General Comment 1 x Compliment</p>	<p>General Comment. 6 year old daughter had first appointment with paediatrician cancelled in Jun 14 due to Consultant illness. Given appointment for over 4 months later, in Oct 14 when it was noted the child was on the autistic spectrum, yet school report was inconclusive. Next step was observation in school and this happened in Jun 15, over 8 months later. Parent concerned as heard nothing from the paediatrician about what to do at home. School have given some detail but parents would like to speak to the paediatrician themselves to enable them to ask some questions. Parent has emailed and called but as yet no response. The parent is not complaining as they understand that they are busy, however, would like to clear a few things up so they can do the best for their child. HWL contacted the secretary and the Dr contacted the parent the following day.</p> <p>Compliment. Grantham Hospital. Patient found this to be clean, neat and friendly.</p>

West x 14
1 x Informal Complaint
10 x General Comments
3 x Compliments

Informal Complaint.

Patient's relative had complaint regarding treatment of patient in hospital. On discharge, patient and relative did not feel fully informed of arrangements in place.

General Comments.

1. November referral from GP to Lincoln County Hospital for a routine procedure - had no communication from hospital to date.

2. Excessive delays have been experienced in waiting times for Parkinson's patients due to insufficient available clinic days in Neurology to meet demand.

3. The Parkinson's Specialist Nurse has been drafted in to fill nurse shortage on wards in the hospital. This has resulted in significant reported delays in responding to telephone and email messages and missed appointments with Parkinson's patients.

4. Comment is that the environment is generally too hot and the heating is often on throughout the year when not necessary. Staff not able to address feedback on this when reported.

5. **Maternity.** Waiting area not very comfortable; few magazines in the area in front of café; radio playing in the background very irritating as most of the time it was not picking up signal and crackling. Staff were not visible to address this issue as clinic was getting towards closing time. Also very long wait of over an hour and not informed of delay on arrival.

6. Patient discharged from hospital after 13 days - problem with medication not being given and record book mislaid and although found, not returned to patient. Care plan was offered which patient declined, but asked for District Nurse - family expected to administer injection. Issues during hospital stay with showers etc not being carried out. Physio advised walking twice day but this not done in hospital. Contracted MRSA.

7. Was admitted to Lincoln County Hospital end of April 2015 by ambulance and placed on Dixon Ward. Had MRI on Consultant recommendation. On discharge a couple of days later informed MRI of normal limits. Patient asked if they had Epilepsy which consultant confirmed and informed a letter would be sent to their GP in due course. On contacting the GP a week or so later, it was made clear from the GP that the letter had stated the diagnosis was 'depression and memory loss' nothing to do with Epilepsy. Patient confused and concerned that they have been mis-diagnosed and not being treated for the condition of Epilepsy. The patient did, however, comment that the care and treatment from all, including all staff, ambulance, nursing and care was excellent

- this is the only part that let the side down. If the patient had been able to speak to the Consultant that felt this was the case prior to discharge, they would then have been able to ask questions as it was the first time this had been mentioned.

8. Patient waited nearly 6 months for a dermatology despite having been seen by the department before. Treatment by the consultant was first class.

9. Patient discharged late Dec 14 with no proper advice re INR test or where to go for any. Scan taken beginning of 2015 but still no results available mid-2015. GP surgery says they can't obtain it and hospital say the Consultant is away. Patient contacted PALS; received a call from them and a copy of the missing scan will be faxed to the GP. Why did the Consultant's secretary not send a copy to the GP in the first instance rather than the lengthy process the patient had to follow?

10. Patient commented they were unhappy at the treatment received from 2 Orthopaedic Consultants after referral mid-2014 with right foot problems. Consultant recommended injections which was not successful so steroid injections in theatre were arranged. Patient suffered with swollen Achilles tendon so the Consultant (no 1) suggested an injection into the tendon. Patient did not question this as they are health officials and Consultant (no 2) did this injection at a later date. At no time were any potential complications explained to the patient. At the follow-up the patient mentioned that they could not wear full shoes and the skin at the Achilles tendon area was very thin. Consultant (no 2) stated in a flippant manner, "well that had nothing to do with me". No further follow-up was arranged. Patient concerned as they have not been able to wear a full shoe since through the winter months and is unhappy with the outcome.

Compliment.

1. GP appointment in early 2015, but unable to find an appointment online. Paper referral sent regarding growths; these were removed end of the same month. Excellent response.

2. Wife was unwell and had a fall with resultant broken arm. Taken to hospital by ambulance who provided an excellent service. After treatment in A&E there was an 8 hour wait to find a bed for an overnight stay to clarify the cause of the fall.

3. LGBT patient had a positive experience when they went into hospital on a male ward. Needed the toilet so the nurse pulled round a curtain and brought a bed pan under towels so that the other patients would not be asking why a bed pan would be needed. Patient felt that the nurse took particular care to ensure they were included and respected on the ward.

<p>East x 6 4 x General Comments 2 x Compliments</p>	<p>General Comments.</p> <ol style="list-style-type: none"> 1. Patient due to have procedure at Pilgrim Hospital. Unsure of what medications to stop taking as Diabetic and on Insulin. HWL contacted PALS who in return spoke with the patient and confirmed all necessary instructions. Actioned. 2. Patient commented that earlier in 2014 they had sent a complaint letter to CEO of ULHT, but to date there has been no acknowledgement. 3. Eye Department. Patient queried the clinic conditions which were dirty and untidy. Was told staff don't have enough time to clean. 4. Child requires a circumcision. Informed at hospital procedure can't be done on the NHS as there are a number of foreign citizens wanting it done. Parent agreed to pay for the procedure but a few weeks later the boy Dr agreed it could be done on the NHS. Now having to wait until mid/ end of July for the procedure. Feels upset and patient in pain. <p>Compliments.</p> <ol style="list-style-type: none"> 1. Patient felt hospital was much improved in the X-ray and Urology outpatient departments. 2. Patient had gall bladder removed and felt they had received excellent care.
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Theme: Children & Young People and Young Carers

<p>CCG Area Number/Type of Item Reported x 2</p>	<p>Details</p>
<p>East x 1 1 x General Comment</p>	<p>General Comment. Patient commented that NHS health carers ie Children's Drs do not go to meetings.</p>
<p>All CCGs x 1 1 x General Comment</p>	<p>General Comment. Lincolnshire Parent Carer forum results of Parent Survey raised more questions than answers. 64 parents completed the survey, 8 x questions were asked and the results were sent to LCC Children's Services who have responded.</p>

Theme: Specific Issues Relating to Patients Living in CCG Areas

CCG Area Number/Type of Item Reported x 6	Details
<p>South x 1 1 x Signposting</p>	<p>Signposting. Parent of adult with Autism would like to set up a support group in their area.</p>
<p>West x 6 5 x General Comments 1 x Compliments</p>	<p>General Comments.</p> <ol style="list-style-type: none"> 1. Parkinson’s specialist nurse in the area is not sufficient to meet demand. Similar areas with similar numbers of patients are better resourced with more than one specialist nurse, often community-based rather than hospital-based. 2. LGBT group found Nurse and Nurse Practitioner very understanding. Going to speak with GP in the area as they have found they do not always understand. 3. Gender Clinic in Nottingham. Patient shared concerns regarding what happens after discharge from clinic at Nottingham. Need to move away from idea that every trans-person has gender dysphoria. 4. Lincoln Blood Donor Service. On arrival the receptionist acknowledged someone following which one of the nurses said to another “yes she is what you think she is”. Completely taken aback, patient felt nervous about giving blood anyway, but started to feel worried in case homophobia was involved. Patient fainted after giving blood and was put into the recovery position. Nurse asked if they could call “husband”. However, the first nurse who had been 'outed' by another member of staff made the patient feel a lot more comfortable by saying “partner, male or female?” 5. Very helpful and carer felt valued by Rethink Tenancy Support. Carer had been distressed about daughter and a message had been passed back efficiently to enable own support worker to call.

Theme - Patient Transport: EMAS

CCG Area Number/Type of Item Reported x 1	Details
<p>South x 1 1 x General Comment</p>	<p>General Comment. Ambulance Service Control Centre. Patient felt the controller’s attitude was rude and uncaring. They were told “listen to me”. Patient’s spouse was hoping the lady would listen to their concerns as they were extremely worried about husband as he suffers with diabetes, renal transplant patient and was vomiting, shaking and blood sugar was unstable.</p>

Theme - Patient Transport: Non-Emergency NSL

CCG Area Number/Type of Item Reported x 1	Details
<p>South x 1 1 x General Comment</p>	<p>General Comment. Parent has 2 children who need to go to St Mary's Hospital in London for an appointment (no date as yet but wants to get everything in place ready - could be in the next week). Both children aged 9 & 12 have severe anaphylactic problems and are allergic to so many things. Transport requirement is a clean car that's had no pets in or eating in the car and 1-1 service (ie mother & children in the car only - along with the driver). Parent had been in touch with NSL but was informed this would not be possible. HWL contacted NSL on behalf of the parent explained in full. NSL are able to provide transport. Actioned.</p>

Theme - Community Health Services: LCHS

CCG Area Number/Type of Item Reported x 2	Details
<p>South x 2 1 x General Comments 1 x Compliments</p>	<p>General Comment. Patient has had to start all appointment proceedings since improving from hip operation and stroke (which happened the following day). Eventually discharged from hospital, however, as they live alone carers were required 4 x daily to enable the patient to be at home. Over a week before they became available, so discharge was delayed. Patient went to see GP as there was no follow-up care in place and wanted to know when they were able to drive again as had not been informed. Patient feels they have been left in limbo and left to find out information for themselves now they are improving.</p> <p>Compliment. Johnson Hospital. No problems. Clean, tidy and all staff pleasant.</p>

Theme - Mental Health: LPFT

CCG Area Number/Type of Item Reported x 2	Details
<p>West x 2 2x General Comments</p>	<p>General Comments. 1. Following admittance to Peter Hodgkinson Unit in Lincoln, felt discharge was poor with no link into after care. Now family is the carer. Had a carer's assessment and recently been signposted to drop-in groups, so after feeling let down by discharge everything seems ok now.</p>

	<p>2. Parent with 2 children on the autistic spectrum been informed that they do not fit within CAMHS criteria. Both children have other aspects that are not related to autistic spectrum and parent has looked at the criteria, where they both tick more than a couple of the boxes each. Patient requested information on whom to contact regarding the decision as no explanation given to the parent why.</p>
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Theme - Primary Care Providers - Dental, GPs, Opticians, Pharmacy etc

<p>CCG Area Number/Type of Item Reported x 30</p>	<p>Details</p>
<p>East x 14 12 x General Comments (9 x GP, 3 x Pharmacy) 2 x Compliments</p>	<p>General Comments.</p> <p>1. Beacon Medical Practice. Patient required minor ear procedure on regular basis. Usually is done at Skegness Hospital but on this occasion patient referred to Nottingham? Patient declined Nottingham appointment due to travel restrictions and spouse couldn't be left alone at home due to illness. Patient awaiting new referral but this is causing unnecessary stress. Receptionist at surgery has been trying to assist to no avail.</p> <p>2. Westside Surgery. Report received that it is thought that some of the receptionists at GP Surgery are accepting monies or gifts from non-UK nationals for moving them up the lists to get appointments. Comment was made that receptionists also are non-UK nationals.</p> <p>3. New Coningsby Surgery. Patient commented antibiotics completed but no improvement - concerned of repeated illness in 2013. New antibiotics requested at 9.30 am; no call back; patient called twice more and prescription ready at 6.25 pm - too late!</p> <p>4. Horncastle Surgery. Patient cancelled 2 appointments and made 2 new ones then received a letter from the Practice Manager stating the patient had not kept appointments. Patient felt the letter was rather rude. Patient still has not received written apology which was requested by the patient. Apparently the letter has been removed from the screen.</p> <p>5. Horncastle Surgery. Receptionists don't call patients by their names but by the reason for being there ie "the man with the bunions"! No confidentiality.</p> <p>6. Tasburgh Practice. Stoma patient - dispensing not good at ensuring that the patient has necessary prescription needs on time.</p> <p>7. Tasburgh Practice. Nurse advised patient that she would refer them to the MSK clinic, a telephone call would be made to discuss the problem and then an appointment would be made. 4 weeks went by but still heard nothing so</p>

the patient contacted the surgery. When the receptionist looked at the notes nothing had been done. Date for phone call was made there and then for the following week.

8. **Tasburgh Practice.** Patient had pacemaker fitted early 2014. On holiday noticed very tired and on return home contacted the surgery to ask for appointment and explaining the symptoms. Call was made at 8 am - no reply by 9.15 am so spouse took patient to A&E where they were seen straight away by the pacemaker team. Heart had worsened and pacemaker was not suitably programmed. It would seem that whomever took the call at the GP surgery did not appreciate the seriousness of the symptoms.

9. **Park Street Surgery.** Blood test at Dr 2 weeks ago. Telephoned for results but they couldn't be found. Patient now has to make a fresh appointment for re-test.

Pharmacy

1. **Within Marisco Surgery.** Medication ordered 2 days previously weren't ready for collection so agreed with pharmacist to go back the following day. Collected the prescription but on arriving at home checked medication and found one of them missing. Went back to pharmacy who stated patient needed to talk with the prescription office. This the patient did and was asked in a rather rude manner "is it urgent?" Patient not happy with the attitude of the staff member. Understands that people are busy and these things happen but was concerned attitude of the staff member was unfriendly and unapproachable.

2. **Boots.** Various residents in Woodhall Spa still feel that the pharmacy has made little or no improvement. Two prescriptions left on a Saturday, both to be collected on the following Wednesday. Only one was ready, however, the patient was told that the other one had never been left. After another search the manager found it and stated they had remembered it being left on the Saturday. Why was the patient informed they had never left it in the first instance?

3. Patient commented they had to wait for over 30 minutes for a repeat prescription which had been left with pharmacy 3 days prior. No explanation or apology for the wait. Other customers were putting back stock and leaving the shop because they had been waiting too long.

Compliments.

1. **Bardney Surgery.** Patient felt the appointment system was good.

2. **Tasburgh Practice.** Breast cancer patient - excellent follow-up by GP and practice after operation.

<p>West x 8 5 x General Comments (4 x GP, 1 x Pharmacy) 3 x Compliments (3 x GP)</p>	<p>General Comments - GP.</p> <ol style="list-style-type: none"> Branston Surgery. Patient concerned that their GP surgery does not have a sensible message on their answer phone. When the recording starts it states that you will be answered in due course and “if it is an emergency, telephone 999”. Surely they should inform you how many people are in the queue waiting. Patients could then be informed of the 111 service or the drop-in service in Lincoln. Seems that their message encourages people to call 999 which should be a last resort. Richmond Surgery. Practice not been proactive responding to correspondence received from Neurologist Consultant. Patient had to chase up changes in medications on each occasion the changes have been recommended. This coupled with general excessive delays to get a GP appointment where necessary, compounds the situation. Church Walk Surgery. Carer attended with her son aged 17 who has autism. GP was abrupt and had no skills at being able to communicate with him. Very abrupt to parent who was in attendance to support. Felt disrespected and GP lacked understanding. Portland Street Practice. Patient understands that needles are being changed for diabetic patients to a cheaper brand. On several occasions seems to be discrepancy between GP to Pharmacist with medications missing or doubled up. HWL Question - What procedure is in place to keep patients with long term conditions informed of medical or equipment changes? <p>General Comments - Pharmacy,</p> <ol style="list-style-type: none"> Co-Op Pharmacy, Birchwood. Feels there has been a drop in standards of service provided by pharmacy. It now takes longer to pick up medications even when they have been pre-ordered and there appears to be more staff. Why is this? <p>Compliments.</p> <ol style="list-style-type: none"> Minster Surgery. Having lost my wife late 2013, I have to say I have nothing but praise for my GP practice and the GP. They gave nothing but care and kindness to my wife, never failing to make a home visit if requested especially in the later weeks of her life. Were always kind, caring and understanding of our frequent visits to the surgery. The practice nurses also showed great care and kindness as did the receptionists who always did their utmost to secure an early appointment for my wife. I also have nothing but praise for the community nurses who attended my wife at home and in the clinic. Thank you.
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	<p>2. Portland Street Practice. Praise given as had been able to get an appointment on the same day with choice of GP that morning. Able to see the GP 5 minutes earlier than scheduled.</p> <p>3. Boultham Park Practice. Really attentive GP; client feels monitored and supported when medications are changed by Consultant. Excellent service.</p>
<p>South West x 4 4 x General Comments (GPs)</p>	<p>General Comments.</p> <p>1. St John's Surgery. Child sick but informed by Nurse Practitioner that she was available for emergencies only. As the child had ongoing medical issues they could not be seen. HWL Question - Can the surgery clarify if the nurse can only attend to emergency patients?</p> <p>2. St Peter's Hill (Health visitor). Not able to get babies weighed as a 6 week waiting list in Grantham. Feels in the early days of having the baby that help is readily available after that the services drop off. No problem getting an appointment with GP and they are great, but don't understand why so many questions are asked by the receptionists?</p> <p>3. St John's Surgery. Patient unhappy having to tell the receptionist everything before decision made whether you get an appointment or not.</p> <p>4. Swingbridge Surgery. Patient commented that they felt the surgery provided them with a very poor service, reception staff very rude, appointment times are too long to wait, once you do get an appointment feel very rushed.</p>
<p>South x 4 2 x General Comments 1 x Compliment 1x Signposting (Dental)</p>	<p>General Comments.</p> <p>1. Abbeyview Surgery. Requested GP home visit as unable to leave husband to visit surgery (husband has dementia). GP did not show up. Contacted District Nurse - no visit planned but will telephone patient to discuss. Action.</p> <p>2. Pennygate Surgery. Patient needs routine GP appointment but has to wait 3 weeks. Although not urgent, needs to be seen more quickly.</p> <p>Compliment.</p> <p>1. Littlebury Surgery. Excellent care from the practice nurse. She makes time for you and will always ring back if you phone. A couple of patients mentioned this.</p> <p>Signposting.</p> <p>1. Dentist required in Stamford/Bourne area. Peterborough option given as nearest taking on patients.</p>

CCG Area Number/Type of Item Reported x 8	Details
<p>West x 8 8 x General Comments</p>	<p>General Comments.</p> <ol style="list-style-type: none"> 1. HMP Lincoln. Doctor performed catheterisation in Dr's office without properly being licenced to perform this procedure? Also no lubricant or anaesthetic was used. 2. HMP Lincoln. Staff seem more empathetic towards those with more serious health issues. Doesn't feel listened to. 3. HMP Lincoln. Patient commented that they had been charged £39.99 for glasses. Stated they had cancelled these and there is documented proof. Patient still charged. Patient requesting monies back. 4. HMP Lincoln. As a vulnerable prisoner, have to wait longer for appointments and feel we are treated differently with everything. 5. HMP Lincoln. Arrived in early 2015 and had difficulty breathing. Had several diagnoses but still not right. Still awaiting further appointment. 6. HMP Lincoln. Patient stated they were not asked when medications were stopped. They were informed after the fact. 7. HMP Lincoln. Patient coughing up blood after falling from bunk. Pressed the call bell but informed to go back to bed and speak to healthcare in the morning. Did as informed. Healthcare did not check them over - just told they would be fine. 8. HMP Lincoln. Every time I have an appointment the explanations I get about my treatment changes.

Theme: Lincolnshire County Council

CCG Area Number/Type of Item Reported X 1	Details
<p>East x 1 1 x General Comment</p>	<p>General Comment.</p> <ol style="list-style-type: none"> 1. Mobile Breast Screening Unit. New vehicle much better. Most staff good but one quite officious and brusque. Screening results are through quickly. Opinion of several patients of mixed age.

Theme: Private Providers

CCG Area Number/Type of Item Reported x 1	Details
South x 1 1 x General Comment	General Comment. 1. Patient had hip replacement mid-2014 and discharged towards end of 2014. Advised other hip needs replacing and this could be done beginning of 2015. Patient heard nothing to date.

Theme: 111 Service

CCG Area Number/Type of Item Reported x 1	Details
South West x 1 x General Comment	General Comment. 1. Husband had a swollen leg/ankle and informed by 111 service had to go to another A&E in an alternative town as the waiting times would be quicker than in our local hospitals.

Theme: Wellbeing Service

CCG Area Number/Type of Item Reported x 1	Details
East x 1 1 x Signposting	General Comment. 1. Husband and wife expressed need for assistance. After speaking with wife confirmed she has already got some assistance but circumstances have changed regarding equipment and would like to have a visit. <i>9HWL contacted Wellbeing Service who in turn will contact the couple to arrange an assessment date.) Actioned.</i>

Theme - Out of Area

CCG Area Number/Type of Item Reported x 6	Details
North Lincolnshire & Goole x 1	General Comment. Received from Provider Network Meeting in Jun 15 - seems there is an error with the text message reminder service from NLAG. Patients have appointments with Grimsby clinicians but are due to be seen at Louth County Hospital (patients are sent reminders of their appointments but these tell them their appointments are in Grimsby which is incorrect as they are due to be seen in Louth). Many patients may be falling foul of this and end up DNA their appointments in Louth as they have travelled to Grimsby. A patient mentioned this to staff at Grimsby only to be told that they are aware of the problem but can do nothing. Response received and relayed

	to PMN. Actioned (HWL already sent to Northern Lincs & Goole NHS Trust & NWNL).
Hull CCG x 1	General Comment. Patient resides in Lincolnshire but has had treatment at Hull Royal Infirmary and is confused about who to contact. Patient contacted Hull PALS team to be informed to contact Lincoln PALS, who couldn't assist. Patient also informed to contact HW Hull, rather than HWL. HWL - contacted Hull CCG and Hull PALS team, to inform them that the patient was not happy with the response in March 2015 and would this be looked into on behalf of the patient. PALS stated they would forward the concerns to their Complaints department and keep the patient informed of the process. (HWL sent a letter to the patient to let them know what occurred) Actioned.
Leicestershire x 1	General Comment. Relative lives in Lincolnshire. A family member who was in Arnold Lodge, Leicestershire committed suicide in 1989 and relative is looking for answers as to who was responsible. Had contacted the Trust, but not happy with the response. (HWL advised to contact CAB for free legal advice and offered POHWER information.) Actioned.
South x 3 3 x General Comments (2 x Peterborough City Hospital, 1 x Stamford Hospital)	General Comments. 1. During the last 14 months patient has been seen by 19 specialists at Peterborough City Hospital yet still has no outcome. Patient still awaiting heart operation but cannot have this until t the go ahead after tests have been done. Patient feels increasingly frustrated and that they are being pushed from pillar to post with none or little outcome - no firm conclusions just tests. Patient asks what happened to breach of dates. 2. Patient has multiple issues with involvement of a large number of consultants/GPs/nurses. Awaiting surgery and, therefore, other procedures on hold. Missing paperwork to GP in early 2015 has resulted in delays and distress for patient. 3. Patient saw a Dr at Stamford in the Dermatology department with lump on nose. Patient previously had similar problem which was frozen off in surgery. This time patient was informed there was nothing wrong and given cream to use? As the lump began to grow patient saw GP and requested a re-referral, saw a new specialist and was sent to Peterborough Hospital to see skin graft consultant who stated they required surgery and a skin graft to follow. Patient has now got an appointment for this, however, asks why was this not picked up at the first appointment?

Theme - Lincolnshire Medical Council

CCG Area Number/Type of Item Reported x 1	Details
South West x 1 1 x General Comment	General Comment. Patient discharged from Grantham Hospital at end of life and placed in hospice. Patient died the next day, however, there was no one to sign the death certificate leaving the family anxious and in limbo. <i>(HWL Question - Is there a problem accessing a death certificate in the Lincolnshire area outside of hospital?)</i> .