

Grantham and District Hospital Green Site Protocols

Analysis of patient experience

December 2020 – March 2021

A report by Stand

for United Hospitals Lincolnshire NHS Trust

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1. Executive Summary

This report documents a piece of patient involvement work carried out for the Lincolnshire health and care system. From December 2020 to March 2021, more than 1,300 local people shared their experiences as patients using hospital services provided to the people of Grantham and surrounding areas during a period that included temporary changes to accommodate COVID-19 safer-working approaches. The exercise is part of the system's ongoing patient and public involvement work that informs the development of services offered to the local population.

A total of 1338 patients and local people participated in two ways:

- Taking part in a one-to-one patient interview
- Responding to a survey (Questions at Appendix 1)

People from all over Lincolnshire, West Nottinghamshire, North East Leicestershire and further afield took the opportunity to provide feedback. The vast majority of people who participated told us they live in Grantham and the immediate area.

Where no specific time or service status is mentioned, analysis includes experiences in the whole period covered by the exercise – the twelve months preceding the point at which participants responded (December 2019 – March 2021).

1.1. The exercise

1.1.1. Patient interviews

Fifteen patients took part in a one-to-one interview. Each was given the opportunity to reflect on the positives and negatives of their recent experience as a patient, and asked to reflect on the impact that temporary changes at Grantham Hospital had had on their treatment. This is a summary of the key messages and issues arising from the interviews:

- Most patients reported as good or positive their experiences covering treatment at Grantham Hospital, Lincoln Hospital, Pilgrim Hospital, and Gonerby Road. The only poor experience described related to treatment at Pilgrim Hospital several years ago.
- Patients like Grantham hospital.
- Patients' views on the temporary changes at Grantham hospital included most frequently that they had experienced no impact on their care or treatment, and the positive reassurance of having a COVID-19 free hospital, systems and routines. Patients said they understand the need for the temporary changes and the no visitors policy.
- Three patients interviewed reported having to travel to Lincoln for Accident and Emergency, because the service wasn't available at Grantham.

- Patients who had had telephone appointments told us they were happy with them as an alternative to face-to-face appointments with consultants.
- Patients indicated COVID-19 ways of working at other hospitals slowed things down, with one describing their experience of treatment at Pilgrim Hospital as 'frustrating'.

1.1.2. The survey

Patients and local people were invited to share, by responding to a survey, their recent experiences of accessing care and treatment in Grantham, and to tell us the impact of temporary service changes on their care and treatment. The opportunity to respond to the survey was published on the United Lincolnshire Hospitals Trust (ULHT) website and, helpfully, widely promoted by the media and local networks.

In total 1323 people responded to the survey. Responses were collected in two cohorts:

- 299 patients completed the survey on a Trust device while attending services at Grantham Hospital, Gonerby Road, and Grantham Health Clinic. (The on-site survey)
- 1024 local residents responded to a call for people with experience of the services provided at Grantham Hospital to complete the survey. (The open survey). Just over two thirds of these (717) told us they had experience of using the services in the last 12 months.

This level of participation has provided rich data to inform the development of services. We are grateful to everyone who took the time to take part.

Most people told us about their experiences attending Grantham Hospital. Significantly fewer told us about experiences at Gonerby Road. The smallest amount of feedback was from those who attended Grantham Health Clinic.

- The on-site survey captured a greater proportion of patients who would normally attend a service at a site other than Grantham Hospital than the open survey did.
- The majority of respondents told us that Grantham Hospital would be their preferred hospital or their first choice for treatment.
- Both surveys showed people were most likely to attend Grantham Hospital because it is nearest to where they live.
- Respondents who had attended a hospital other than Grantham, were significantly more likely to say that was because the service they needed was not available at Grantham, rather than them choosing another hospital, being referred there, or not being given Grantham as an option.
- Of those patients who told us they had been to a hospital other than Grantham Hospital for care or treatment in the last 12 months, significantly more told us they had attended Lincoln Hospital than told us they had been to Pilgrim Hospital or another hospital.

1.2. Key messages

The themes that emerged from analysis of the interviews and survey responses are reported in full in the main body of this report. This is a summary of the key messages that emerged from analysis.

1.2.1. Travel, choice and location

- a. Getting to any hospital is a concern for many. Patients highlighted concerns (additional distance, length of time taken, additional cost) when attending a hospital other than Grantham. Patients from across the area described similar concerns (cost, poor public transport, reliance on others) in accessing Grantham Hospital.
- b. Patients told us they find Grantham Hospital and Gonerby Road to be easy to find in good locations, accessible and convenient to access, with good parking.
- c. Some who attended Lincoln Hospital, Louth Hospital, Nottingham Hospital and Pilgrim Hospital said the locations were too far away from their homes, difficult to get to, or the travel was unnecessary or inconvenient.
- d. A few respondents who had attended a hospital other than Grantham, felt that made it harder to receive visitors.

1.2.2. Satisfaction

- a. Overall patients expressed high levels of satisfaction with services at Grantham Hospital and Gonerby Road, saying there was nothing to improve, they couldn't think of anything to improve, they were happy with the service, they were treated well, or they had a positive experience with the staff. Only a small number indicated dissatisfaction of any kind.
- b. A small number of comments singled out specific services as good at Grantham Hospital: the Endoscopy Unit, the Haematology Clinic, the A&E/Fracture clinic, the Dermatology Service, x-ray. Physiotherapy and Oncology were also singled out as good with no location specified.
- c. Patients reported that treatment was efficient, they were seen quickly, on time or only had a short wait at Grantham Hospital, Gonerby Road, A&E/urgent care, and Grantham Health Centre. A small number shared less positive experiences.
- d. Patients in general felt that communication with patients was generally good. In interviews, patients said they were pleased to receive letters outlining details of their operation and kept informed by staff. A small number of survey respondents told us communication about changes in appointments including delays or cancellations should be improved.

1.2.3. Impact of green site protocols

- a. Patients said attending Grantham resulted in a less stressful visit, less anxiety, being given peace of mind, or had a positive impact on their general wellbeing. A small number of people found the changes stressful or concerning.
- b. Compared to those who completed the open survey, patients who completed the on-site survey were significantly more likely to indicate that the care or treatment they would usually receive had changed very little or not at all due to the temporary changes at Grantham.
- c. The change most patients experienced was a change where they accessed the service they needed. Patients were most likely to tell us they had had to travel to Lincoln Hospital or Gonerby Road. Far fewer reported their care location had changed to Pilgrim Hospital or another location. A few patients made the decision not to access care or treatment during this period.
- d. Patients with a disability or long-term condition were more likely to attend hospital regularly and more likely to have experienced changes to their treatment or care.
- e. Patients said the COVID-19 measures, testing, self-isolating, social distancing and green site status meant they felt safe when attending Grantham Hospital (including A&E/urgent care) and Gonerby Road. Respondents indicated that other hospitals were less COVID-19 safe in comparison to Grantham Hospital.
- f. Some patients reported concerns about catching COVID-19 if they attended a hospital other than Grantham and a few had chosen to delay their own follow-up appointments because of those concerns.
- g. Concerns over traveling for urgent care were expressed throughout the survey (607 comments). A small number of comments (20) expressed specific concerns around the extra distance and travel time required to access urgent care in an emergency, with two people suggesting the extra travel (to Lincoln) could potentially be dangerous.
- h. Citing concerns over social-distancing, a small number of patients felt there was a need for a larger waiting area or more seats at both Gonerby Road and Grantham Hospital.
- i. Some patients said they had experienced delays in accessing treatment due to the green site protocol changes. Cancellations had been experienced at Grantham Hospital, Grantham Health Centre, and Lincoln Hospital.
- j. Patients also said they had to attend their appointments remotely. Some survey responses reported poor experiences of remote appointments with others suggesting they are inappropriate, and some patients encountered technical problems, preventing them from attending.

- k. Survey responses felt that visitors should have been allowed into Grantham Hospital, Gonerby Road, and the Maternity Centre at Grantham Health Centre.

1.2.4. Workforce

- a. Patients took the opportunity to praise staff. In the surveys 341 comments included points stating that staff at Grantham Hospital (including A&E/urgent care), Gonerby Road and at an unspecified location were caring, supportive, kind, respectful, reassuring, trustworthy, professional, or knowledgeable or that they listened. 73 further comments indicated the staff were generally good or excellent at Grantham Hospital (including A&E/urgent care), Gonerby Road, Grantham Health Clinic, as well as unspecified locations.
- b. A few patients (10 comments) included points stating staff were rude, unfriendly, unhelpful or lacked empathy at Grantham Hospital, Gonerby Road or Lincoln Hospital. These included reports that the security staff at Grantham Hospital were rude, obstructive, or unhelpful, with some suggesting it made patients uncomfortable.

1.3. Appendices

- Appendix 1 is a copy of the questionnaire used in the surveys.
- Appendix 2 is a copy of the questions asked during the patient interviews.
- Appendix 3 is a full report of the demographic information presented in graphs.
- Appendix 4 is the full analysis of the survey responses to each question including graphs and/or tables.
- Appendix 5 contains a comparison between the responses given by those completing the open survey and those who completed the on-site survey whilst attending the hospital.
- Appendix 6 contains the full analysis of the patient interview responses.

1.4. Next Steps

The findings will be reported to the Trust Board and shared with shared with service managers and clinical leads for further consideration, to ensure that any key issues identified can be reviewed and action taken.

The findings will also be shared with the patient experience team, for further analysis, trend-identification and action where required, and to inform the Trust's ongoing work to gather patient experience on the services it offers at Grantham and other sites.

2. Introduction

2.1. Context

As part of their ongoing work to develop and improve the services they offer to their local population, the Lincolnshire health and care system is carrying out an ongoing engagement exercise to understand patient experience around Grantham and District Hospital and the impact of temporary changes to designate Grantham and District Hospital as a green (non-COVID) site. This was implemented to facilitate continued delivery of essential care and treatment to the local population.

This research was carried out as a patient involvement exercise to gather and understand the patient perspective on services and the impact on patients of green site service changes at Grantham. The exercise collected data, through a survey and patient interviews, on patient experiences of care and treatment in the last 12 months, before and after the implementation of the green site protocols at Grantham Hospital.

2.2. Methodology

2.2.1. Engagement activity

United Lincolnshire Hospitals NHS Trust (ULHT) promoted the survey via their website¹, in the media and by asking patients attending hospital directly to complete the survey on a Trust device while on site.

The ULHT website explained the engagement exercise on their Share your Views page. Those using the services on a regular basis were invited to complete the survey and also to share it with others to gain as much feedback as possible.

Local media also reported on the engagement exercise², providing a link to the survey from the articles.

2.2.2. Interim report

An interim report³ presenting the findings from the initial phase of the survey (15 December 2020 to 7 January 2021) was published on the 15 January 2021. The findings from this report were reported at a Board meeting on 2 February 2021.

¹ <https://www.ulh.nhs.uk/about/support-your-hospital/sharing-your-views/>

² For example <https://www.lincolnshirelive.co.uk/news/local-news/lincolnshire-nhs-trust-consultation-grantham-5089172>

³ <https://www.ulh.nhs.uk/content/uploads/2021/02/Understanding-patient-experience-of-the-Grantham-Green-site-model.pdf>

2.2.3. Research and analysis

Interviews

Patients who had used the services within the last 12 months were selected at random from a list provided by UHLT and contacted via email and phone to be invited to share their experiences in a 10 minute interview. Fifteen interviews were conducted between 19 February 2021 and 2 March 2021.

The questions asked during these interviews were based on the survey questions and can be found at Appendix 2. Seven females and eight males took part in the interview with the ages ranging from 48 to 85 years old.

Survey

A survey with questions developed by Lincolnshire NHS was available to complete online from the 15 December 2020 until 31 March 2021. On 17 December a second version of the same survey was made available to patients as they attended hospital to access services.

The survey questions can be found at Appendix 1.

On the evening of the 7 January 2021 the responses received so far were downloaded to produce interim report⁴. The survey was then reopened and ran until 31 March 2021.

In total, 1323 surveys were completed over 106 days. 1024 surveys were completed by people online and 299 were completed on site.

Respondents' locations

Respondents from across 40 different postcodes shared their experiences. (Figure 1.)

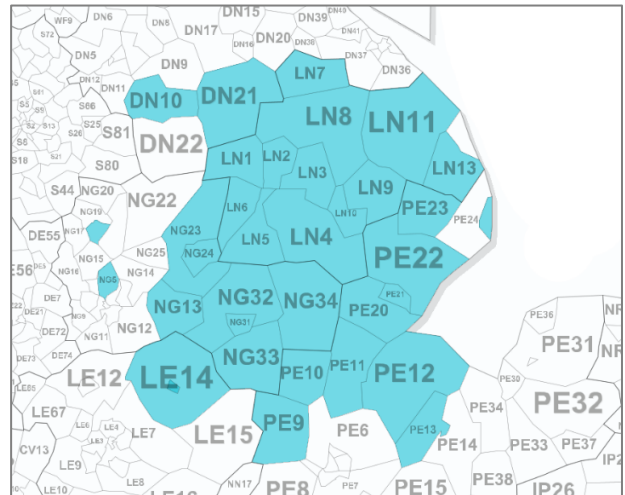


Figure 1 Postcodes provided by survey

⁴ <https://www.ulh.nhs.uk/content/uploads/2021/02/Understanding-patient-experience-of-the-Grantham-Green-site-model.pdf>

Of the people who shared their postcode in the open survey, 70% (684 of 984) gave NG31 (Grantham). The on-site survey also showed NG31 (Grantham) as the most common postcode for patients, though at 41% (114 of 278) the difference was less pronounced with a more even distribution of respondents across the area.

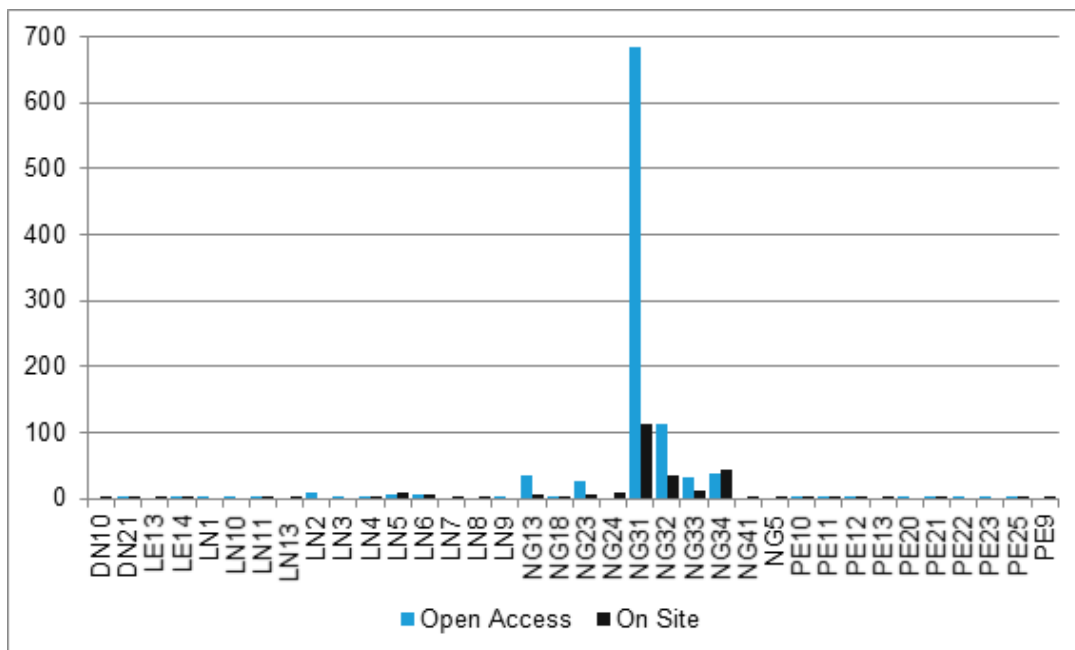


Figure 2 Postcodes provided by respondents during the survey⁵

NB two respondents reported postcodes in London: RM7 (LB Havering) and NW1 (LB Camden/City of Westminster).

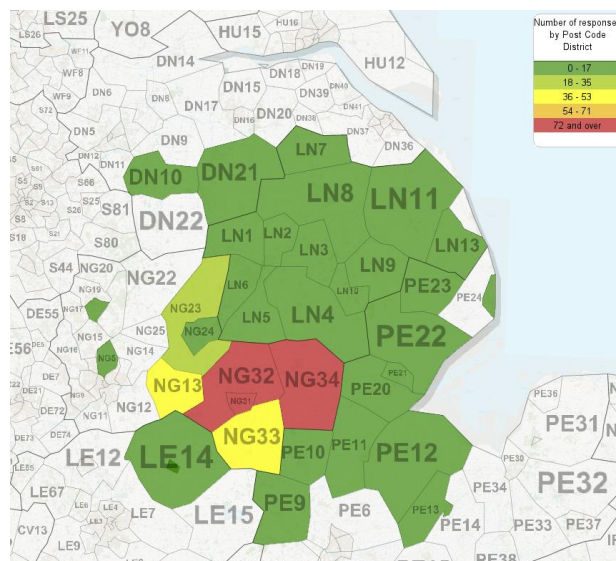


Figure 3 Distribution of respondents' postcodes

⁵ Participation bias is a feature of exercises in which respondents are able to decide for themselves whether or not to participate. The tendency of people to participate in a survey is linked to the subject of the survey and their association to it. As such the respondent profile is unlikely to represent the entire target population. The findings are reported faithfully. Caution should be practised in weighting or interpreting the findings based on the number of mentions. Points raised less frequently may be no less important than those mentioned many times. Care should be taken to note them.

A full report of the demographic information presented in graphs can be found in Appendix 3.

Full analysis of the survey responses to each question including graphs and/or tables is available at Appendix 4 (Survey analysis graphs). The analysis shows the percentage and number of responses. Percentages have been rounded up to one decimal place.

Appendix 5 contains a comparison between the responses given by those completing the open survey and those who completed the on-site survey whilst attending the hospital.

Demographics

A full analysis of the demographic breakdown of respondents is available in Appendix 2. After completing the survey, respondents were asked to provide equality monitoring data in line with ULHT's responsibilities as a public body. Answering these questions was optional.

Research and analysis

Research and analysis was led by Rebecca Swales. Rebecca is a Member of the Market Research Society with over 0 years' research experience and a Master's Degree in Social Research. Together our experienced specialist team holds a range of relevant professional accreditations.



Limitations and learning

Analysis of the exercise has produced pertinent and useful insight for ULHT. Points of learning will aid understanding of limitations affecting the outputs, and usefully inform future patient insight exercises.

The analysis is limited to the data provided in response to questions. In future using qualitative approaches to developing questions and piloting questionnaires will enhance the data returned and increase value of the analysis.

In future exercises, developing a specific set of questions for each application would offer the opportunity to enhance the data captured.

Patient interviews gave good case studies of people's experiences. This exercise could be expanded to a larger number of participants, as well as more targeted recruitment of participants to understand the impacts of the temporary changes on different groups, services and locations.

3. Themes

Full analysis of the survey questions and interviews can be found in Appendix 4.

Themes are presented in order they were most frequently mentioned. Where possible we relate the analysis to service locations.

3.1. Travel, location and parking

Travel, location and parking were discussed throughout the survey and interviews. Respondents to the survey provided 1459 comments as well as responses throughout the quantitative questions. Travel, location and parking were also brought up in the interviews.

3.1.1. Distance/Length of travel including the added expense

In total, 608 comments from the survey and five interviews discussed distance or length of travel including added expense.

Q7. Please tell us what you think was good about your experience?

Concerns over the distance to travel were expressed, with five comments suggesting Lincoln Hospital was too far away, difficult to get to, they had to travel to Lincoln for follow-up or that the travel was unnecessary or inconvenient.

Q8. Please tell us what you think could have been improved about your experience?

Two comments suggested patients had to travel further to get to Lincoln Hospital with another comment indicating that Lincoln Hospital was too far and their experience would be improved if they had received the treatment at Grantham. Finally, one respondent felt they should not have had to travel to Lincoln Hospital for a COVID test.

Q10. If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how.

One respondent indicated that the extra distance to travel to Grantham Hospital was not a problem as that safety was a priority, whereas another person said that attending Grantham meant their partner was required to take more time off work.

Two comments indicated that they would not have treatment or wouldn't go if they had to travel outside Grantham, with an additional respondent choosing to wait for their treatment rather than travel to Pilgrim Hospital.

Q13. If going to a hospital other than Grantham for care or treatment had an impact on you, please tell us how.

195 comments indicated that they had to travel further for their care or treatment.

A further 78 comments indicated that attending another hospital took them additional time, and another 43 comments indicated that there was an additional cost, or they encountered difficulty with payment systems.

Additionally, 47 comments stated that they had to take time off work for their care or treatment, and four comments mentioned they had to arrange for childcare as a result of the extra travelling.

Nine comments also mentioned the extra travel time meant they would end up travelling late at night or in the dark.

Four comments stated that they had to deal with traffic, and five comments felt it was inconvenient to attend a different hospital. One respondent believed that it is too far to travel to a different hospital in an emergency.

Finally, six comments addressed the added risk due to COVID-19 of travelling to a hospital outside of their area, particularly one in a high-risk area.

Q16. Please tell us about the changes you experienced and how they affected you.

157 comments mentioned extra travel, of which 111 comments indicated they had to travel further, 36 indicated that the travel took longer, eight expressed concern over the extra travel/time in an emergency and three stated they needed childcare. An additional comment said they moved home to be closer to a hospital.

The expense of travel was brought up in 11 comments, with access issues at Gonerby Road mentioned in two comments.

Q17. Is there anything else you would like to tell us about your experience of attending Grantham and District Hospital for care or treatment?

26 comments addressed the increased distance to travel due to the changes, with 11 of those comments indicating that it was too far to travel for urgent care. A further two comments suggested the additional travel time to Lincoln Hospital is potentially dangerous, with another two comments stating that it was unreasonable or unacceptable for patients to travel to other hospitals. One respondent said there was a risk of not receiving treatment if they don't travel for their appointments

Interviews

Five patients discussed further travel, with two of those patients mentioning this in relation to Louth Hospital. One of these patients suggested they would prefer Louth Hospital as Lincoln Hospital and Pilgrim Hospital are too big, noisy and not well organised.

Another patient suggested that they could potentially access an operation sooner if they were willing to travel to Grimsby. Whilst another patient remarked that they were happy to go to another hospital other than Grantham Hospital due to COVID-19, but it did involve more driving. Similarly, another patient suggested that they would be happy to travel further to attend a COVID-19 free site.

3.1.2. Better location, closer and easier to access

In total, 445 comments from the survey and three interviews mentioned better location, closer or easier to access. Responses which show significant difference to the responses from the quantitative questions have been included.

Q7. Please tell us what you think was good about your experience.

157 comments stated that Grantham Hospital, Gonerby Road, A&E/urgent care, or an unspecified location was either a good location, accessible or local (106, 26, 13, 12 respectively).

11 comments indicated that Grantham Hospital and Gonerby Road were convenient (9, 2 respectively), with one of these suggesting the location meant it was easier to access and arrange childcare.

Q8. Please tell us what you think could have been improved about your experience.

Three comments stated that Gonerby Road was in a better location or was close to home.

Q9. Please tell us why you attended Grantham on this occasion.

- Comments relating to Grantham Hospital:

Respondents were most likely to say they attended Grantham Hospital because it was nearest to where they live. Patients responding to the open survey were significantly more likely to have attended Grantham Hospital because it was closest to where they live compared patients responding to the on-site survey (84.3%, 51.9% respectively).

- Comments relating to Gonerby Road:

Men were more likely than women to have attended Gonerby Road because it was the nearest location to where they live (25.8%, 16.9% respectively).

Respondents to the on-site survey were significantly more likely to attend Gonerby Road because it was closest to where they live, in comparison to respondents to the open survey (45.9%, 11.7% respectively).

- Comments relating to Grantham Health Centre:

Women were more likely than men to have attended Grantham Health Centre because it was closest to where they live (4%, 0.7% respectively).

Q10. If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how.

147 comments stated that Grantham was not far to travel to, or it is local and a further 67 comments suggested that Grantham was easy to find or easy to get to.

Eight comments indicated that being able to attend Grantham meant that they or their partners were required to take less time off work.

Q13. If going to a hospital other than Grantham for care or treatment had an impact on you, please tell us how?

Five comments indicated that it was better or easier for them to access care or treatment at a hospital other than Grantham, with an additional three comments stating that Lincoln Hospital was closer, and another suggesting Pilgrim Hospital was closer.

Q16. Please tell us about the changes you experienced and how they affected you.

Nine comments indicated that the respondents felt Grantham Hospital or Gonerby Road were easy to get to (4, 5 respectively).

Four comments believed that the changes were for the better with an additional three comments indicating that a local service would be better. Two comments said that they didn't need to travel much further.

Q17. Is there anything else you would like to tell us about your experience of attending Grantham and District Hospital for care or treatment?

34 comments stated that Grantham Hospital is local, convenient, or easy to access.

Interviews

Three patients discussed ease of access, with one suggesting that Grantham Hospital was easier to get to as it is closer to them and another suggesting that it was easy to get to Gonerby Road.

When a patient required emergency treatment, he asked the ambulance technician to take him to Peterborough Hospital. He rationalised this decision as Peterborough has a direct train line to Grantham enabling him to get home more easily.

3.1.3. Poor access, difficult to get to or no transport

In total, 246 comments from the survey and one interview discussed poor access, locations difficult to get to or no transport.

Q7. Please tell us what you think was good about your experience.

One comment suggested that access to Gonerby Road was poor and another stated that Grantham Health Centre was hard to find. One comment also indicated that they attended a hospital by ambulance but had no means to return home.

Q8. Please tell us what you think could have been improved about your experience.

Five comments mentioned the need for better accessibility at Gonerby Road for those with mobility problems.

10. If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how.

69 comments indicated that travelling to a hospital other than Grantham was difficult, in relation to Lincoln Hospital, Pilgrim Hospital, Nottingham, Louth as well as an unspecified location (22, 13, 2, 2, 30 respectively).

44 comments also stated that travelling to Grantham Hospital was an issue, with three of these indicating that there is an associated cost with travelling, and two comments

suggesting that there is poor public transport to access Grantham Hospital or that they had to rely on others to attend.

One comment stated that they did not have adequate instructions on how to get to Grantham, which resulted in them arriving late for their appointment. Two other comments also indicated that Grantham was difficult to find.

Q13. If going to a hospital other than Grantham for care or treatment had an impact on you, please tell us how?

Relying on others was expressed in 32 comments, such as relying on family or friends to be able to travel to receive care or treatment. Another 14 comments suggested they needed to rely on public transport and a further four had to travel by taxi.

14 comments indicated that the respondents either did not drive or were not able to drive to or from the hospital because of the care or treatment they were receiving, with another seven comments indicating they arrived at the hospital by ambulance. A further two comments indicated that respondents had to make their own way home back to Grantham.

Seven comments mentioned that they had to arrange for transportation either to or from another hospital with another two comments indicating that they had no transport available from Grantham. One respondent said they had to refuse treatment as they had no transport available.

Q16. Please tell us about the changes you experienced and how they affected you.

The lack of public transport, or difficulty without their own transport was brought up in 12 comments (9, 3 respectively). An additional nine comments stated that they had to rely on others for transport.

Two comments suggested that respondents were confused over the location of their appointment.

Q17. Is there anything else you would like to tell us about your experience of attending Grantham and District Hospital for care or treatment?

12 comments indicated that they cannot easily get to other hospitals, with three of the comments suggesting it was due to no transport. An additional three comments felt public transport connections to Lincoln Hospital and Boston Hospital were poor, with a further comment addressing the expense of a taxi to Lincoln Hospital.

Interviews

One patient suggested that due to the temporary changes travel would be more difficult.

3.1.4. Parking

In total, parking was discussed in 84 comments from the survey and one interview.

Q7. Please tell us what you think was good about your experience.

Parking was mentioned in 17 comments, with comments suggesting that the parking was good at Gonerby Road, Grantham Health Centre and Grantham Hospital (12, 2, 2 respectively). However, one comment suggested that parking was a “nightmare” at Grantham Hospital.

Q8. Please tell us what you think could have been improved about your experience.

41 comments stated that parking should be improved at Grantham Hospital, Gonerby Road and Grantham Health Centre (26, 12, 3 respectively).

Q10. If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how.

Four comments mentioned the car parking at Grantham, with three comments suggesting it’s easy to park. One respondent indicated they had received a parking fine.

Q13. If going to a hospital other than Grantham for care or treatment had an impact on you, please tell us how.

Nine comments indicated that parking was an issue at a hospital other than Grantham, with an additional comment stating that the cost of parking was an issue.

Q16. Please tell us about the changes you experienced and how they affected you.

Parking was addressed in 6 comments, with three comments about poor parking and three comments stating that the free parking at Gonerby Road was a positive.

Q17. Is there anything else you would like to tell us about your experience of attending Grantham and District Hospital for care or treatment?

Four comments stated that the parking available at Grantham Hospital was good. However, an additional comment indicated the parking could be improved. One respondent believed that staff shouldn’t have to pay for parking.

Interviews

One patient said that the parking at Gonerby Road needed improvement.

3.1.5. Location

In total, location was discussed in 76 comments and one interview. Significant difference responses to the quantitative questions have also been included.

- Location comments relating to Grantham:

Q4. Which of the following locations in Grantham have you attended for care or treatment in the last 12 months?

Respondents were significantly more likely to indicate they attended Grantham Hospital for care or treatment in the last 12 months in comparison to Gonerby Road or Grantham Health Centre (70.9%, 28.3%, 4.7% respectively).

People with a disability were much more likely to have attended another hospital other than Grantham (43.7%) than respondents overall (30.9%).

People responding to the open survey were significantly more likely to have attended Grantham Hospital for care or treatment in the last 12 months than those who completed the on-site survey (75.5%, 56.8% respectively).

Q9. Please tell us why you attended Grantham on this occasion?

Respondents to the open survey were significantly more likely to state that Grantham Hospital was the only option they were given, in comparison to respondents from the on-site survey (74.8%, 39.8% respectively).

Q10. If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how.

One comment stated that, whereas in the past they had to travel to Lincoln Hospital with their child, they were now able to visit Grantham.

Q11. Have you attended any hospitals other than Grantham for care or treatment in the last 12 months?

Patients were most likely to say they had not attended a hospital other than Grantham for care or treatment in the last 12 months (37.9%) or that they had attended Lincoln Hospital in that period (37.8%). Fewer patients said they had attended Pilgrim Hospital (15.1%) or another hospital (19.5%).

Half (51%) of patients aged 25-34 had not attended a hospital other than Grantham. That falls to around one-third of those in the age ranges 45-54 (32.2%), 55-64 (35.5%), 65-74 (36.6%), and 75+ (33.8%).

Respondents to the on-site survey were significantly more likely to indicate they hadn't attended any hospitals other than Grantham for care or treatment in the last 12 months, in comparison to the open survey (45.1%, 35.5% respectively).

- Location comments relating to Gonerby Road:

Q4. Which of the following locations in Grantham have you attended for care or treatment in the last 12 months?

Respondents were significantly more likely to indicate they attended Gonerby Road for care or treatment in the last 12 months in comparison to Grantham Health Centre (28.3%, 4.7% respectively).

Respondents to the on-site survey were significantly more likely to indicate that they had attended Gonerby Road for care or treatment in the last 12 months in comparison to those that completed the open survey (58.1%, 18.5 % respectively).

Q9. Please tell us why you attended Grantham on this occasion?

Respondents to the on-site survey were significantly more likely to state that Gonerby Road was the only option they were given in comparison to respondents from the open survey (60.2%, 21% respectively).

- Location comments relating to Pilgrim Hospital:

Q7. Please tell us what you think was good about your experience.

One respondent had to travel to Pilgrim Hospital for a follow-up after visiting Grantham Health Centre.

Q11. Have you attended any hospitals other than Grantham for care or treatment in the last 12 months?

Patients aged 55-64 years were more likely to have attended Pilgrim Hospital for care or treatment in the last 12 months than patients aged 35-44 (19.9%, 10.9% respectively).

- Location comments relating to Lincoln Hospital:

Q10. If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how.

Four comments indicated that patients had to travel to Lincoln Hospital for their treatment, with one of these comments saying that appointments for new-borns must be at Lincoln Hospital.

Q11. Have you attended any hospitals other than Grantham for care or treatment in the last 12 months?

Patients who attended a hospital other than Grantham were more likely to have attended Lincoln Hospital for care and treatment in the last 12 months in comparison to attending Pilgrim Hospital (19.5%, 15.1% respectively).

- Location comments relating to another hospital:

Q11. Have you attended any hospitals other than Grantham for care or treatment in the last 12 months?

Patients with a disability were more likely to have attended a hospital other than Grantham Hospital, Pilgrim Hospital, or Lincoln Hospital, in comparison to those without a disability (24.1%, 14.9% respectively).

Patients responding to the open survey were more likely to have attended a hospital other than Grantham Hospital, Pilgrim Hospital or Lincoln Hospital than patients responding to the on-site survey (21.4%, 14% respectively).

- General comments:

Q13. If going to a hospital other than Grantham for care or treatment had an impact on you, please tell us how?

One comment discussed travelling for outpatient's appointments after discharge.

Q16. Please tell us about the changes you experienced and how they affected you.

42 comments stated that they had had a change of location. Further comments mentioned they had to attend Lincoln Hospital, Gonerby Road or a private hospital (11, 11, 3 respectively). One comment expressed concern over having to attend an unfamiliar hospital and another suggesting the change of location felt odd.

Q17. Is there anything else you would like to tell us about your experience of attending Grantham and District Hospital for care or treatment?

One respondent was transferred to Lincoln Hospital when they visited Grantham Hospital for treatment.

Interviews

One patient suggested that their follow-ups would normally have been at Grantham Hospital, but they attended Gonerby Road instead.

3.1.6. Patient Transport

Patient transport was raised in one interview.

Interviews

A carer said patient transport needs to improve as on one occasion it didn't turn up, and on a second occasion it was late. The interviewee recognised the constraints patient transport were now having to operate under.

3.2. Satisfaction Levels

Satisfaction levels were discussed throughout the survey and interviews. Respondents to the survey provided 823 comments as well as responses throughout the quantitative questions. Satisfaction levels were also discussed in the interviews.

3.2.1. Satisfied with the treatment received

In total, 615 comments from the survey and patients from 13 of the interviews mentioned they were satisfied or happy with the treatment received.

Q6. To what extent were you satisfied with the care or treatment you received?

- Comments relating to Grantham Hospital:

Respondents were significantly more likely to be very satisfied with Grantham Hospital in comparison to Gonerby Road and Grantham Health Centre (76.7%, 60.1%, 32.3% respectively).

94.7% of patients responding to the question in the open survey indicated they were either satisfied or very satisfied with the care or treatment they received at Grantham Hospital. The number was similarly high (92.4%) among patients responding to the on-site survey. The percentage of patients rating the care or treatment they received at Grantham Hospital as very good in the on-site survey was 67.4%, rising to 79.2% for those completing the open survey.

Those aged 25-34 (61.5%) were significantly less likely to indicate that they were very satisfied with the care or treatment they received at Grantham Hospital than people in other age ranges: 25-34 (61.5%) 35-44 (80.9%), 45-54 (77.9%), 55-64 (81.8%), and 65-75 (84.1%). They were more likely to indicate they were 'satisfied' with the care or treatment they had received. Overall the combined percentage of those aged 25-34 indicating they were satisfied or very satisfied with the care or treatment they received at Grantham Hospital was 89.7%, similar to the other age groupings.

- Comments relating to Gonerby Road:

Patients aged 65-74 were much more likely to be very satisfied with Gonerby Road than those aged 35-44 years (66.7%, 44% respectively).

Patients who completed the on-site survey were much more likely to say they were very satisfied with Gonerby Road than people who completed the open survey (77.1%, 46.3% respectively).

Patients were more likely to be very satisfied with therapies (76.5%) and outpatients (64.1%) at Gonerby Road than A&E/urgent care (48.3%), or diagnostics (59.3%) respectively.

Q7. Please tell us what you think was good about your experience.

144 comments indicated that they either thought the care or treatment they received was excellent, good, that they felt well looked after or that they were grateful with reference to Grantham Hospital, A&E/urgent care, Gonerby Road, Grantham Health Centre, or no specified location (97, 24, 10, 5, 8 respectively).

Six comments suggested that the treatment was either good or okay, or that they got the treatment they needed. Three of the comments were referring to Grantham Hospital with reasons given as they were provided with refreshments, they accommodated a disability or that they were able to help with their anxiety (1, 1, 1 respectively).

Two comments suggested A&E/urgent care took the time to check out their problem and that they did all the tests while they were there (1, 1 respectively)

Two comments stated that they had no problems at Grantham Hospital with an additional comment indicating that they had a good experience across all three sites.

Q8. Please tell us what you think could have been improved about your experience.

In total, 290 comments stated that respondents either thought there was nothing to improve, they couldn't think of anything to improve or that they were happy with the service at Grantham Hospital, Gonerby Road, Grantham Health Centre and an unspecified location (180, 69, 17, 23 respectively).

Q10. If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how.

Nine comments indicated that they believe Grantham offered a great service or the best service.

Q13. If going to a hospital other than Grantham for care or treatment had an impact on you, please tell us how?

One respondent said that they received treatment at Lincoln Hospital, and they were very pleased. Another respondent stated that they trusted the care they received. A further comment felt that they received better care at Nottingham than at Grantham.

Q17. Is there anything else you would like to tell us about your experience of attending Grantham and District Hospital for care or treatment?

159 comments stated that the hospital was either excellent, they preferred Grantham Hospital, or that they were either happy/felt comfortable at this hospital or with the treatment they received.

Interviews

Seven patients said that they had a good experience when recently accessing patient services, with three patients suggesting that they had a good experience at Grantham Hospital, one patient suggesting that their experience has always been good at Lincoln Hospital and one patient suggesting that they had a positive experience and it couldn't have been better at Pilgrim Hospital. Two patients also mentioned Gonerby Road with one saying that their experience was wonderful and another was wholly satisfied.

Four patients had no complaints about their experience that either no improvements were required or that they had no negative experiences, with two describing their experience at Grantham Hospital, one patient describing their experience at Lincoln Hospital and the final patient describing their experience at both Grantham Hospital and Lincoln Hospital.

Two patients said that they were either impressed with Grantham Hospital, or that the service was good at Grantham Hospital and Gonerby Road.

Two patients had had good or excellent treatment, with one patient referring to Lincoln Hospital and another to Grantham Hospital.

One patient said that they had had good treatment at both Lincoln Hospital and Grantham Hospital.

One patient attending Grantham Hospital and Gonerby Road had received good treatment.

Two patients felt that they received good aftercare, one in relation to Pilgrim Hospital and the other to both Grantham Hospital and Gonerby Road.

One patient talked positively about the treatment they received, suggesting that they couldn't find fault with their treatment at Peterborough City Hospital followed by the stroke follow-up team.

One patient stated that Gonerby Road successfully carried out an ultrasound on his wife whilst she was still in her wheelchair and that he was thankful that his wife was not distressed when she had an operation at Louth Hospital.

3.2.2. Positive impact or experience or no impact from the changes

In total, positive impact or experience or no impact from the changes was discussed in 119 comments from the survey and in 8 patient interviews.

Q10. If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how.

10 comments stated that attending Grantham resulted in a less stressful visit and five comments suggested that it resulted in less anxiety. A further comment suggested that attending Grantham gave them peace of mind.

Nine comments mentioned that attending Grantham had had a positive impact on their general wellbeing. One comment indicated that Grantham Hospital is a nicer hospital.

Q16. Please tell us about the changes you experienced and how they affected you.

In total, 76 comments indicated that they had seen either no impact from the changes, that they were happy with the services at Grantham, that they were happy in general, or that the changes had had very little impact (69, 5, 1, 1 respectively).

Three comments reported a positive experience with staff, whilst an additional two comments indicated that the respondents found the changes less stressful.

A further two comments suggested they supported the changes or that the changes were welcome.

Q17. Is there anything else you would like to tell us about your experience of attending Grantham and District Hospital for care or treatment?

Four comments suggested that the experience at Grantham Hospital was superior to, or better than their experience at Lincoln Hospital, with a further two comments suggesting that Grantham Hospital is the best of ULHT's hospitals. Another comment suggested that Grantham Hospital is the best in Lincolnshire.

Two comments indicated they were grateful that they were able to attend Grantham Hospital.

Interviews

Six patients indicated that they have not seen a negative impact from the temporary changes at Grantham Hospital, with one patient specifying that their eye treatment wouldn't have changed due to the changes.

One patient stated that Grantham Hospital was a lovely hospital.

Three patients reported that they were treated well, that everything went well or that their experience was fine with two of the patients referring to their recent experiences at Lincoln Hospital and the other referring to Pilgrim Hospital.

3.2.3. Negative impact/experience

In total, negative impact or experience or no impact from the changes was mentioned in 61 comments from the survey and in one patient interview.

Q7. Please tell us what you think was good about your experience.

One comment suggested that the ambulance service let the process down at Grantham Hospital.

Q8. Please tell us what you think could have been improved about your experience

Four comments suggested they felt rushed at Grantham Hospital.

Q10. If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how.

One comment suggested that the additional travel to get to Grantham had resulted in more stress.

Q13. If going to a hospital other than Grantham for care or treatment had an impact on you, please tell us how?

13 comments indicated that attending another hospital resulted in anxiety, whilst eight comments suggested the travel caused them stress and another comment said that they were scared.

According to one comment Lincoln Hospital struggled to manage a patient with autism.

Q16. Please tell us about the changes you experienced and how they affected you.

13 comments stated that they found the changes stressful or concerning, nine saying they caused anxiety and one respondent said they were left feeling unwanted and a burden. Four comments also addressed a negative experience at Lincoln Hospital.

Q17. Is there anything else you would like to tell us about your experience of attending Grantham and District Hospital for care or treatment?

Four comments mentioned having had a bad experience at Lincoln Hospital and Boston Hospital (3,1 respectively).

Two comments indicated a poor experience at Grantham Hospital, with one stating that they will not visit again.

Interviews

One patient described a terrible experience at Pilgrim Hospital a few years ago as they were left with a broken hip for three years due to the consultant suggesting physio would help. The same patient also had other complaints, as she was given tablets that were contra-indicated and she required a wheelchair that they wouldn't provide.

3.2.4. Dissatisfaction levels or not happy with the treatment received

In total, dissatisfaction levels or not being happy with the treatment received were mentioned in 19 comments from the survey. Responses which show significant difference to the responses from the quantitative questions have been included.

Q6. To what extent were you satisfied with the care or treatment you received?

- Comments relating to Grantham Hospital:

Patients were much more likely to be very dissatisfied with surgery at Grantham Hospital (5.1%) than A&E/urgent care (1.2%) or diagnostics (1%).

- Comments relating to Gonerby Road:

Patients with a disability were much more likely to be dissatisfied with Gonerby Road in comparison to respondents without a disability (3.4%, 0% respectively).

- Comments relating to Grantham Health Centre:

Patients responding to the open survey were significantly more likely to indicate that they were dissatisfied with Grantham Health Centre than patients who completed the on-site survey (3.4%, 0% respectively).

Q7. Please tell us what you think was good about your experience (please specify which location you are referring to).

Four negative comments were received, with one not happy with the results they received, another stating they were given the wrong medication, and another didn't get the treatment they needed at Grantham Hospital. Another respondent was frustrated and unable to access care at Gonerby Road.

Q8. Please tell us what you think could have been improved about your experience.

Six comments mentioned inadequacies that respondents felt in the treatment they received at both Grantham Hospital and Grantham Health Centre (5, 1 respectively). Four of those said they felt rushed. Two said the medication they needed either wasn't available or they had to wait a long time for it.

Q10. If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how.

One comment indicated that Grantham had inadequate preparation.

Q13. If going to a hospital other than Grantham for care or treatment had an impact on you, please tell us how?

Seven comments indicated they didn't like their care or treatment at another hospital, with five specifying Lincoln Hospital and another two specifying Pilgrim Hospital.

Q17. Is there anything else you would like to tell us about your experience of attending Grantham and District Hospital for care or treatment?

One person responded that they have no confidence in both Lincoln and Pilgrim hospitals.

3.2.5. Unsure of satisfaction levels

In total, nine comments from the survey stated they were unsure of their level of satisfaction.

Q6. To what extent were you satisfied with the care or treatment you received?

Patients were significantly more likely not to know if they were satisfied when referring to Grantham Health Centre in comparison to Grantham Hospital and Gonerby Road (48.1%, 1%, 17.1% respectively).

Patients who completed the open survey were significantly more likely to indicate that they were either dissatisfied (3.4%) or didn't know if they were satisfied (16.6%) with Grantham Health Centre in comparison to patients who completed the on-site survey (0%, 5.6% respectively).

More patients said they didn't know if they were satisfied when referring to Gonerby Road than Grantham Hospital (17.1%, 1% respectively).

Women were twice as likely as men to say that they didn't know if they were satisfied with Gonerby Road (19.9%, 10.3% respectively).

Open survey responses were significantly more likely than on-site survey responses to indicate that patients didn't know if they were satisfied with Gonerby Road (28.3%, 3.5% respectively).

Significantly more respondents indicated that they didn't know if they were satisfied with A&E/urgent care at Gonerby Road, in comparison to diagnostics, outpatients and therapies (29.2%, 12.4%, 10.2%, 2.9% respectively).

Respondents were also significantly more likely to state they didn't know if they were satisfied with diagnostics at Gonerby Road Health Clinic, in comparison to therapies (12.4%, 2.9% respectively).

Q7. Please tell us what you think was good about your experience.

Eight comments indicated that nothing was good, or that they didn't know what was good at Grantham Hospital and Grantham Health Centre (7, 1 respectively). An additional comment stated that Grantham Hospital was chaos.

3.3. Workforce

Workforce issues were commented on throughout the survey and interviews. Respondents to the survey provided 546 comments.

3.3.1. Positive points

In total, 506 comments from the survey and 11 of the interviews addressed staff excellence.

Q7. Please tell us what you think was good about your experience.

272 comments stated that staff were caring, supportive, kind, respectful, reassuring or listened at Grantham Hospital, Gonerby Road, A&E/urgent care and at unspecified locations (190, 52, 17, 13 respectively). Similarly, 10 comments said the staff were polite at Grantham Hospital and Gonerby Road (6, 4 respectively). Three comments suggested the staff were pleasant at Grantham Hospital.

66 comments mentioned that the staff were generally good or excellent in regards to Grantham Hospital, Gonerby Road, A&E/urgent care, Grantham Health Centre, as well as no specified location (30, 16, 9, 4, 7 respectively).

There were 50 comments in which respondents felt the staff were either professional or knowledgeable with reference to Grantham Hospital, Gonerby Road, A&E/urgent care, Grantham Health Centre, and at unspecified locations (33, 8, 3, 1, 5 respectively).

Two comments stated that the staff were either okay at Grantham Hospital, or that they were hardworking and tried their best (1, 1 respectively), with a further comment saying they were competent. Another comment suggested the reception staff were good at Grantham Health Centre.

Q8. Please tell us what you think could have been improved about your experience.

Six comments indicated that respondents felt the staff were excellent, with five comments referring to Grantham Hospital, and one referring to Gonerby Road.

Q10. If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how.

21 comments indicated that staff at Grantham are amazing, friendly, kind or respectful.

Q13. If going to a hospital other than Grantham for care or treatment had an impact on you, please tell us how?

Three positive comments were received, one indicating that the surgical team were excellent, another was impressed with the dedication and professionalism of the staff and another stating that the staff at Pilgrim Hospital were excellent despite the pandemic and the ongoing building work.

Q17. Is there anything else you would like to tell us about your experience of attending Grantham and District Hospital for care or treatment?

48 comments indicated that respondents found staff to be helpful, kind, considerate, reassuring, trustworthy, professional or committed, with a further 22 comments either thanking the staff or showing appreciation to the staff.

One comment felt security at Grantham Hospital was better than the security at Pilgrim Hospital.

Interviews

Ten of the patients and a carer indicated that the staff were great or good, with four patients discussing Grantham Hospital, four discussing Lincoln Hospital, two discussing Pilgrim Hospital and one discussing Louth Hospital. One of the patients specifically indicated that the surgeon was excellent at Lincoln Hospital.

A carer referenced the nursing staff at Louth Hospital stating that they were helpful, had a great attitude and good humour. The same carer also mentioned that the staff stayed behind to see his wife when patient transport were late. The same person, whilst discussing his own care, said that the stroke team linked to ULHT were punctual, helpful and had a great attitude.

3.3.2. Poor experiences

In total, 34 comments from the survey and two of the interviews raised poor experiences of staff.

Q7. Please tell us what you think was good about your experience.

There were two negative comments regarding the attitude of staff at Grantham Hospital. One suggested that podiatry was abrupt and another that security guards at Grantham were rude and unfriendly.

Q8. Please tell us what you think could have been improved about your experience.

The behaviour of staff was mentioned in nine comments, with seven of the comments suggesting the staff at Grantham Hospital were either rude, unfriendly or lacked empathy, and two comments about the staff lacking empathy or being unhelpful at Gonerby Road.

Two comments indicated that staff weren't wearing face coverings at Gonerby Road, and one comment suggested that staff need to spend more time with patients.

Security was mentioned in 12 comments when discussing Grantham Hospital. Nine comments expressed concerns that they felt uncomfortable by the questioning from security, with some finding them rude, obstructive or unhelpful. One comment addressed language barriers with security at Grantham Hospital and another the lack of social distancing from a security guard at Grantham Hospital.

Q10. If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how.

One comment suggested that there was a lack of professionalism and they were misdiagnosed.

Q13. If going to a hospital other than Grantham for care or treatment had an impact on you, please tell us how?

One comment indicated that staff were rude and lacked interest.

Q16. Please tell us about the changes you experienced and how they affected you.

Comments suggested that staff at Lincoln Hospital were unhelpful, that the reception at Vine Street Surgery were rude or that staff were dissatisfied at Gonerby Road (2, 1, 1 respectively).

Q17. Is there anything else you would like to tell us about your experience of attending Grantham and District Hospital for care or treatment?

Lack of empathy or disrespect from either consultants or surgeons was brought up in two comments.

Interviews

One patient suggested that in the past they felt that staff were a bit short with her at Grantham Hospital and that she felt like she was being treated like a number.

3.3.3. Recruitment and retention

In total, 15 comments from the survey and two of the interviews addressed recruitment and retention.

Q8. Please tell us what you think could have been improved about your experience.

Seven comments indicated that more staff were required at Grantham Hospital, with a further two comments suggesting that more experienced staff were needed.

Q17. Is there anything else you would like to tell us about your experience of attending Grantham and District Hospital for care or treatment?

Three comments indicated a lack of manpower, or a need for more staff.

Whilst two comments addressed a poor employment culture, with one also mentioning there's a lack of career progression.

Interviews

A carer and a patient addressed the level of staffing, with the carer indicating that they felt Louth Hospital was well staffed and a patient stating that their hernia operation had been delayed due to the lack of staff.

3.3.4. Impact on staff

In total, nine comments from the survey addressed the impact on staff.

Q10. If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how.

One comment suggested that they thought the staff were stressed with the current situation at Gonerby Road, with another respondent believed that staff would prefer to be able to offer a full service.

Q13. If going to a hospital other than Grantham for care or treatment had an impact on you, please tell us how?

Two comments indicated that staff are under pressure or overworked.

Q17. Is there anything else you would like to tell us about your experience of attending Grantham and District Hospital for care or treatment?

Four comments mentioned the extra pressure that the staff were under, with one indicating that they thought the staff were under less pressure due to the COVID-19 restrictions.

3.3.5. Rapport

In total rapport was mentioned in three comments from the survey and one interview.

Q16. Please tell us about the changes you experienced and how they affected you.

Three comments addressed concern or worry over unfamiliar staff, with one suggesting they had built a rapport or trust with previous staff.

Interviews

A patient who attended Gonerby Road suggested that the specialist successfully put her at ease.

3.4. Treatment and service offering

Treatment and service offering was discussed throughout the survey and interviews. Respondents to the survey provided 429 comments as well as responses throughout the quantitative questions. Treatment and service offering was also discussed in the interviews.

3.4.1. Service offering at Grantham Hospital

196 comments from the survey raised the service offering at Grantham Hospital.

Q7. Please tell us what you think was good about your experience.

Five comments addressed the importance of having a fully functioning Grantham Hospital and three additional comments discussed the changes at A&E.

Q8. Please tell us what you think could have been improved about your experience

61 comments stated that A&E was needed, services needed to be reintroduced at Grantham Hospital or that services shouldn't be restricted.

Six comments from respondents who attended Gonerby Road believed that services needed to return to Grantham Hospital, with two suggesting they would like to see a fully functioning A&E department.

Two comments suggested they would like to see Grantham hospital fully functioning again.

Q10. If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how

Seven comments indicated that there is a need for full services to return to Grantham.

Q13. If going to a hospital other than Grantham for care or treatment had an impact on you, please tell us how?

Five comments mentioned that there needs to be a wider range of services available at Grantham Hospital.

Q16. Please tell us about the changes you experienced and how they affected you.

Two comments stated that services should be brought back to Grantham Hospital.

Q17. Is there anything else you would like to tell us about your experience of attending Grantham and District Hospital for care or treatment?

48 comments indicated that all facilities should be made available again and a further 32 comments indicated that full service should be reinstated with an A&E department.

25 comments expressed the need to keep the hospital fully functioning, the need to keep the hospital open and the impact on the local community.

3.4.2. Availability of services

In total, 119 comments from the survey and three interviews discussed the availability of services. Responses which show significant difference to the responses from the quantitative questions have been included.

Q7. Please tell us what you think was good about your experience.

Five comments indicated that there are inadequate facilities or services at Grantham Hospital, with two of these suggesting that it's not good that the x-ray is unavailable after 7/8pm.

Four comments stated that they had to be transferred to another hospital as the treatment they required was not available at Grantham Hospital.

One comment indicated that everything was available at the hospital they attended.

Q8. Please tell us what you think could have been improved about your experience

Two comments mentioned that Grantham Hospital should have a fracture clinic, and a further two comments said that Grantham Hospital should have more outpatient services.

One comment suggested that the medication they required wasn't available at Grantham Hospital and another that their experience would have been improved if they had been given an x-ray at Grantham Walk In centre.

Q10. If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how.

Six comments indicated that Grantham Hospital does not offer all the services that it needs to, with an additional three comments stating that they had to be transferred to Lincoln Hospital for their treatment.

It was suggested by one respondent that Grantham Hospital is the only hospital for cancer treatment.

Q12. Could you have attended a service in Grantham instead of the hospital that you went to?

- Service wasn't available at Grantham:

Patients were more likely to indicate that they couldn't receive a service at Grantham instead of the hospital that they went to because the service wasn't available at Grantham, in comparison to asking to go to another hospital, that their GP/Clinician referred them to another hospital or that they weren't given Grantham as an option (44.7%, 5.8%, 7.5%, 33.9% respectively).

Significantly more respondents aged 35-44 indicated that they couldn't have attended a service in Grantham instead of the hospital they went to because the service was not available in Grantham, in comparison to those aged 45-54, 55-64, 65-74, 75+ (61.3%, 43.6%, 40.8%, 42.6%, 39.6% respectively).

- Grantham wasn't an option:

Significantly more respondents indicated that they weren't given Grantham as an option in comparison to asking to go to another hospital or their GP/Clinician referring them to another hospital (33.9%, 5.8%, 7.5% respectively).

- Age:

Significantly more respondents aged 55-64, 65-74 and 75+ indicated that they weren't given Grantham as an option in comparison to those aged 35-44 (43.3%, 38%, 39.6%, 17.8% respectively). Similarly, respondents aged 55-64 were significantly more likely to indicate that they weren't given Grantham as an option in comparison to those aged 45-54 years (43.3%, 29.7% respectively).

Q13. If going to a hospital other than Grantham for care or treatment had an impact on you, please tell us how?

Nine comments stated that their treatment could or should have taken place at Grantham, with one additional comment indicating that their treatment was at Pilgrim Hospital when it would usually be at Grantham.

Conversely, three comments indicated that visiting another hospital allowed respondents to see a specialist or service they needed.

Q15. If your care or treatment has changed, please tell us why you think this.

- Service they needed had moved to another location:

Respondents were significantly more likely to say that their care or treatment had changed because the service they needed had moved to another location, than them deciding not to access care or treatment during the COVID-19 pandemic, or that they did not need care or treatment during this time (52%, 4%, 28.6% respectively).

Q16. Please tell us about the changes you experienced and how they affected you.

44 comments mentioned the lack of services at Grantham. An additional four comments stated they were required to travel to Lincoln Hospital of which two gave the lack of A&E in Grantham as the reason for this. A further three comments addressed the lack of A&E at Grantham Hospital.

Four comments mentioned blood tests, with two comments saying that they now need to get their blood taken at the doctors and another two stating that they are no longer able to get their blood taken at Grantham Hospital.

Three comments suggested that their treatment could have taken place at Grantham, with a further two comments indicating that they were not given the option to attend Grantham.

Two comments also mentioned that there is no evening x-ray available.

One respondent mentioned confusion over which services are available at Grantham, with a further respondent saying they did not know if the treatment they received could have taken place at Grantham Hospital.

Q17. Is there anything else you would like to tell us about your experience of attending Grantham and District Hospital for care or treatment?

16 comments indicated that Grantham Hospital didn't provide many services, with some suggesting this was due to cutbacks.

One respondent had difficulty seeing a specialist, whilst another indicated that Grantham Hospital was not offered to local people. Another respondent felt that Grantham Hospital was fine for minor ailments.

Interviews

Three patients addressed the loss of services at Grantham Hospital, with three specifically referring to A&E, one of whom expressed concern over the extra time to travel to Lincoln Hospital and Pilgrim Hospital.

One patient stated that A&E is no longer at Grantham Hospital and reported that he has heard numerous excuses for the removal of the service. Another patient stated that Grantham Hospital is no longer fully functioning, but they understood why.

3.4.3. A local service is required

In total, 38 comments from the survey discussed the requirement of a local service.

Q8. Please tell us what you think could have been improved about your experience.

23 comments suggested that patients shouldn't have to travel to another hospital for treatment or follow-ups, with 15 more comments suggesting they would like to see more local services at Grantham Hospital.

- 24/7 service is required:

In total, 36 comments from the survey have raised the requirement for a 24/7 service.

Q8. Please tell us what you think could have been improved about your experience

13 comments indicated that there is a need for longer opening hours or a 24-hour service, with an additional seven comments specifically addressing the need for a 24-hour x-ray at Grantham Hospital.

Q13. If going to a hospital other than Grantham for care or treatment had an impact on you, please tell us how?

Four comments stated that A&E should not be closed overnight.

Q17. Is there anything else you would like to tell us about your experience of attending Grantham and District Hospital for care or treatment?

Eight comments suggested that it should be a 24-hour A&E, with an additional two comments wanting longer opening hours in general at Grantham Hospital. Two comments felt that the x-ray department needs to be open later.

3.4.4. Equipment and facilities

In total, 19 comments from the survey discussed equipment and facilities.

Q7. Please tell us what you think was good about your experience.

One comment suggested the equipment at Grantham Hospital was often faulty.

Q8. Please tell us what you think could have been improved about your experience

12 comments mentioned the need for adequate or more equipment and facilities to be available at Grantham Hospital in order to improve treatment.

Q13. If going to a hospital other than Grantham for care or treatment had an impact on you, please tell us how?

Three comments mentioned inadequate equipment or facilities with one comment indicating that Lincoln Hospital was not as well equipped or trained as Grantham Hospital and another comment mentioning inadequacies at a mobile unit.

Q17. Is there anything else you would like to tell us about your experience of attending Grantham and District Hospital for care or treatment?

Two comments mentioned the equipment at Grantham Hospital, with one suggesting there is a lack of essential equipment, and another that the equipment breaks down. Additionally, one respondent stated they couldn't receive treatment at Lincoln Hospital due to faulty equipment.

3.4.5. Services accessed

In total, 12 comments from the survey discussed which services they accessed. Responses which show significant difference to the responses from the quantitative questions have been included.

Q5. Please tell us which patient services you have accessed at Grantham Hospital, Gonerby Road or the Grantham Health Centre in the last 12 months.

- A&E/Urgent Care

Patients were most likely to indicate that they have accessed A&E/urgent care in the last 12 months:

- Accident and Emergency 47.5%
- Outpatients = 40.7%
- Diagnostics = 30.1%
- Therapies = 12.5%
- Surgery = 8.4%
- Maternity = 1.7%
- Other = 12%

Parents or guardians of a child under the age of 16 were significantly more likely than individual residents to indicate that they had accessed A&E/urgent care in the last 12 months (76.1%, 48.6% respectively).

Significantly more respondents aged 25-34 (65.1%) and 35-44 (68%) have accessed A&E/urgent care in the last 12 months, in comparison to respondents aged 45-54 (53.2%), 55-64 (43.9%), 65-74 (36.6%) and 75+ (40%).

Fewer people with a disability accessed A&E/urgent care (47.5%) in the last 12 months than people without a disability (51%).

Respondents to the open survey were significantly more likely to indicate that they had accessed A&E/urgent care (54.4%) in the last 12 months in comparison to respondents to the on-site survey (28.1%)

- Outpatients

After A&E/urgent care, patients most likely to indicate they had accessed outpatient services.

Significantly more 65-75 year olds (46.3%) and 55-64 (44.5%) had accessed outpatient services than 25-34 year olds (25.6%) and 35-44 year olds (32%).

Respondents to the on-site survey were significantly more likely than respondents to the open survey to indicate they had accessed outpatients or therapies in the last 12 months (55.1%, 25.4%, 35.6%, 8% respectively).

- Diagnostics

After A&E/urgent care and outpatient services, diagnostics was the next most likely service to have been accessed. (30.1%)

Respondents to the open survey were significantly more likely to indicate that they had accessed diagnostics (33.1%) in the last 12 months in comparison to respondents to the on-site survey (21.6%)

Of those respondents who indicated they had accessed diagnostics in the last 12 months, there were significantly more aged 65-74, in comparison to 35-44 and 45-54 year olds (39.6%, 27.2%, 27% respectively).

- Therapies

The older the patient, the less likely they were to have accessed therapies. More 25-34, 35-44 and 55-64 year olds (20.9%, 16.5%, 14.9% respectively) had accessed therapies in the last 12 months, than 65-74 year olds (6%) and those over 75 years old (5.5%)

- Surgery

Individual residents were more likely to have attended surgery in the last 12 months in comparison to parents or guardians of a child under 16 (8.8%, 3.4% respectively).

Q7. Please tell us what you think was good about your experience.

Nine comments suggested different departments were good, with three comments mentioning the Endoscopy Unit, one mentioning the Haematology Clinic, and one mentioning the A&E/Fracture clinic, one mentioning the Dermatology Service, and one mentioning the x-ray at Grantham Hospital; with Physiotherapy and Oncology also being addressed but at unspecified locations.

Q16. Please tell us about the changes you experienced and how they affected you.

Comments expressed concern that Chemotherapy will continue at Grantham Hospital, and Gonerby Road. (1, 1 respectively).

One respondent stated they had difficulties accessing treatment from Audiology.

Q15. If your care or treatment has changed, please tell us why you think this.

Respondents were significantly more likely to indicate that they did not need care or treatment during this time in comparison to deciding not to access care or treatment during the COVID-19 pandemic (28.6%, 4% respectively).

Respondents aged 25-34 and 35-44 were significantly more likely to not need care and treatment during this time in comparison to those aged 55-64, 65-74 and 75+ (51.2%, 37.8%, 26%, 24%, 21.7% respectively). Those aged 25-34 were also significantly more likely to not need care and treatment during this time in comparison to those aged 45-54 (51.2%, 27.7% respectively).

Significantly fewer respondents with a disability indicated that they did not need care or treatment during this time than those without a disability (23%, 35% respectively).

Significantly more respondents with a mental health difficulty indicated that they did not need care or treatment during the time in comparison to respondents with a physical difficulty or mobility issue (28.2%, 14.9% respectively).

3.4.6. Worry about closure

Four comments from the survey and one interview discussed worry over closure.

Q8. Please tell us what you think could have been improved about your experience.

Three comments stated that respondents didn't want Grantham Hospital to close.

Q16. Please tell us about the changes you experienced and how they affected you.

One comment indicated that the respondent was considering moving due to the closure of A&E at Grantham Hospital.

Interviews

One patient expressed concern over the general closure of Grantham Hospital, stating he would like Grantham Hospital returned to how it used to be after the COVID-19 pandemic.

3.4.7. Urgent Treatment Centre

In total, three comments from the survey discussed urgent care.

Q16. Please tell us about the changes you experienced and how they affected you.

Three comments mentioned urgent care, suggesting that it was better than A&E.

3.4.8. Temporary changes

Two comments from the survey discussed temporary changes. Responses which show significant difference to the responses from the quantitative questions have been included.

Q14. As a result of these temporary changes at Grantham Hospital due to COVID-19, has the care or treatment you would usually receive changed?

- Didn't know if their care or treatment has changed:

Patients were significantly more likely to indicate that they didn't know if their care or treatment had changed as a result of the temporary changes at Grantham Hospital, in comparison to them changing a great deal, quite a bit, or very little (24.4%, 20.2%, 20.3%, 12.6% respectively).

- Care or treatment has not changed or changed very little:

Respondents were also significantly more likely to indicate that their care or treatment had not changed at all in comparison to it having changed very little (22.5%, 12.6% respectively).

Respondents aged 35-44 were significantly more likely to indicate that their care or treatment had changed very little in comparison to those aged 45-54 and 65-74 (18.9%, 7.5%, 8.2% respectively).

Patients with a disability were less likely than all respondents to indicate that their care or treatment had not changed at all (16.8%, 28.7% respectively).

In the on-site survey patients were significantly more likely to indicate that the care or treatment they would have usually received had changed very little or not at all due to the temporary changes at Grantham than they were in the open survey (20.1%, 43.5%, 9.9%, 15.2% respectively).

- Care or treatment has changed a great deal or quite a bit:

More carers indicated that due to the temporary changes at Grantham Hospital their care or treatment had changed a great deal in comparison to individual residents (37.8%, 20.4% respectively).

More patients aged 55-64 indicated that the care or treatment they would usually receive had changed a great deal, in comparison to those aged 35-44 and 45-54 (28.3%, 19%, 15% respectively).

Respondents aged 65-74 indicated that the care or treatment they would usually receive had changed quite a bit in comparison to those aged 35-44 (26.3%, 14.4% respectively).

Significantly more respondents with a disability than those without suggested that their care or treatment had changed a great deal (24.2%, 16.5% respectively), or had changed quite a bit (25.2%, 15.6% respectively).

Patients responding to the open survey were significantly more likely to indicate that the care or treatment they would usually receive had changed a great deal, quite a bit or they didn't know if it had changed due to the temporary changes at Grantham Hospital, in comparison to respondents to the on-site survey (24.2%, 23.2%, 27.4%, 8.6%, 12%, 15.8% respectively).

Q16. Please tell us about the changes you experienced and how they affected you.

One comment stated that certain departments are not available due to Grantham Hospital having been a designated 'green site'.

Q17. Is there anything else you would like to tell us about your experience of attending Grantham and District Hospital for care or treatment?

One person suggested that the staff are limited with what they can do, due to the service limitations.

3.5. Appointments, efficiency and waiting times

Appointments, efficiency and waiting times were discussed throughout the survey and interviews. Respondents to the survey provided 423 comments as well as responses to the quantitative questions.

3.5.1. Attendance

Significant difference quantitative responses were received addressing attendance.

Q3. Have you attended a hospital or community venue as a patient in the last 12 months?

- They hadn't attended in the last 12 months:

White Europeans are significantly more likely to say they hadn't attended in the last 12 months, in comparison to White British (43.4%, 29.1% respectively).

Significantly fewer respondents with a disability stated that they had not visited a hospital or community venue in the past 12 months (38.8%, 19.4% respectively).

Significantly more respondents with a mental health difficulty indicated that they hadn't attended a hospital or community venue as a patient in the last 12 months in comparison to those with a long-standing illness or health condition (26.3%, 15.8% respectively).

- On one occasion:

Patients more likely to indicate they either didn't attend or did attend a hospital or community venue as a patient in the last 12 months on one occasion or on 2-3 occasions in comparison to attending on 4 or more occasions (26.9%, 30.8%, 30%, 12.4% respectively).

Respondents were significantly more likely to indicate they attended a hospital or community venue on one occasion in comparison to not attending at all (30.7%, 26.9% respectively).

White British patients are significantly more likely to say attending a hospital or community venue as a patient on one occasion in the last 12 months, in comparison to White European patients (29.9%, 17% respectively).

- 2-3 occasions:

Significantly more respondents who are parents or guardians of a child under the age of 16 indicated that they had attended a hospital or community venue on 2-3 occasions in the last 12 months in comparison to respondents who indicated they were an individual resident (38.5%, 28.3% respectively).

Significantly more 35-44 year olds indicated that they attended a hospital or community venue as a patient on 2-3 occasions, in comparison to those aged 65-74. (34.3%, 23.2% respectively).

Significantly more respondents with a disability were likely to say they had attended on 2-3 occasions and on 4 or more occasions in comparison to those without a disability (36.2%, 22.7% respectively).

- 4 or more occasions:

Significantly more respondents aged 75+ indicated that they attended a hospital or community venue as a patient on 4 or more occasions in comparison to those aged 45-54 and 65-74 (19.4%, 10%, 10.8% respectively).

Significantly more respondents with a disability were likely to say they had attended, and on 4 or more occasions, in comparison to those without a disability (17.5%, 7.7% respectively).

Respondents who completed the on-site survey were significantly more likely to attend a hospital or community venue as a patient on 4 or more occasions in the last 12 months in comparison to respondents who completed the open survey (16.2%, 11.3% respectively).

3.5.2. Efficiency

In total, 284 comments from the survey and six of the interviews addressed efficiency.

Q7. Please tell us what you think was good about your experience.

254 comments stated that their treatment was efficient or that they were seen quickly or on time at Grantham Hospital, Gonerby Road, A&E/urgent care, Grantham Health Centre, and unspecified locations (152, 48, 31, 5, 18 respectively).

Eight comments mentioned A&E/urgent care, with seven comments indicating they only had a short wait and one stating that they were triaged fast.

Q8. Please tell us what you think could have been improved about your experience.

Two comments indicated that their appointments ran on time at no specified location.

Q10. If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how.

Two comments stated that Grantham Hospital was the most efficient hospital with a further two comments indicating that they got their treatment in good time.

Q16. Please tell us about the changes you experienced and how they affected you.

13 comments suggested that they had to take time off work to attend their appointment.

Three comments indicated that waiting times were shorter, or more efficient as a result of the changes.

Q17. Is there anything else you would like to tell us about your experience of attending Grantham and District Hospital for care or treatment?

Nine comments stated that Grantham Hospital was efficient with a further comment indicating that Grantham Hospital was efficient even with the COVID-19 testing. One respondent said that waiting times for Grantham Hospital were shorter than Lincoln Hospital or Pilgrim Hospital.

Interviews

Six patients and a carer mentioned either the speed of service at their appointment or that everything happened on time, three in relation to Gonerby Road and two in relation to Grantham Hospital.

One patient suggested that Gonerby Road saved time by getting them to complete forms in the waiting area before the appointment. Whilst one patient addressed the speed of service in relation to Gonerby Road and suggested that the temporary changes at Grantham Hospital may indeed have speeded up their treatment.

One patient was grateful to have received an appointment so quickly at Pilgrim Hospital.

3.5.3. Waiting times/less efficient

In total, 83 comments from the survey and five of the interviews addressed waiting times and less efficiency.

Q7. Please tell us what you think was good about your experience.

One comment suggested that the wait was long at Grantham Hospital, whilst another comment mentioned that they had had a long wait after their transfer to Lincoln Hospital.

Q8. Please tell us what you think could have been improved about your experience.

Waiting times and delays at both Grantham Hospital and Gonerby Road were mentioned (19, 5 respectively). An additional comment discussed the long wait for medication upon departure.

Q10. If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how.

Six comments indicated that there are long waiting times to access treatment at other hospitals, with one respondent saying that their recovery was impacted due to the waiting time.

Q13. If going to a hospital other than Grantham for care or treatment had an impact on you, please tell us how?

16 comments indicated that waiting times were longer at other hospitals, with five of these comments specifying Lincoln Hospital. Another comment indicated they had a significant delay from referral to treatment. One comment indicated that Lincoln Hospital was less efficient than Grantham Hospital.

An additional comment stressed the importance of early diagnosis for successful patient outcome.

Q16. Please tell us about the changes you experienced and how they affected you.

30 comments indicated that they either needed to wait longer for appointments or wait longer to be seen.

Interviews

Four patients mentioned the time it took to wait for an appointment.

One patient who waited eight months for tests at Lincoln Hospital stated that the temporary changes at Grantham Hospital were good idea as they felt it improved the poor waiting times.

3.5.4. Remote appointments

In total, 26 comments from the survey and five of the interviews addressed remote appointments.

Q16. Please tell us about the changes you experienced and how they affected you.

25 comments discussed remote appointments, with 14 suggesting they attended one and four indicating they had had a poor experience. Five comments also felt remote appointments were inappropriate, whilst two comments stated that they were unable to attend a remote appointment.

Q17. Is there anything else you would like to tell us about your experience of attending Grantham and District Hospital for care or treatment?

One comment mentioned having to have their appointment remotely.

Interviews

Five patients discussed telephone appointments, with two stating that they had telephone follow-up appointments at Grantham Hospital and Lincoln Hospital.

One patient suggested that they would be happy with a telephone consultation, however, also mentioning that the consultant at Pilgrim Hospital hadn't prepared for the conversation.

One patient expressed a preference for a telephone appointment and were happy that they didn't need to wear a mask for three-quarters of an hour.

Another patient had to travel to Gonerby Road for an appointment but as they didn't require an examination, they felt this could have been a telephone appointment instead.

3.5.5. Availability of appointments

In total, 15 comments from the survey mentioned availability of appointments.

Q7. Please tell us what you think was good about your experience.

Five comments discussed available appointments, suggesting the level of appointments available was good or that it was easy to be seen at Grantham Hospital or Gonerby Road (3, 2 respectively).

However, one respondent indicated that their appointment was postponed due to COVID-19.

Q8. Please tell us what you think could have been improved about your experience.

One comment suggested that Grantham needs to have more available outpatient appointments, with another felt that the process of changing appointments should be easier at Grantham Hospital.

Q16. Please tell us about the changes you experienced and how they affected you.

Six comments suggested that their face-to-face appointments had stopped.

Q17. Is there anything else you would like to tell us about your experience of attending Grantham and District Hospital for care or treatment?

One comment expressed concern about whether the growing population of Grantham would still be able to receive treatment in time.

3.5.6. Cancellations

In total, 11 comments from the survey mentioned cancellations.

Q13. If going to a hospital other than Grantham for care or treatment had an impact on you, please tell us how?

One respondent indicated that they were unable to have their appointment at Pilgrim Hospital because the doctor had been transferred.

Q16. Please tell us about the changes you experienced and how they affected you.

10 comments indicated that they had experienced cancellations, with five patients mentioning a long wait for their initial appointment or that their initial appointment had been cancelled. Two of these patients were referring to Grantham Health Centre, two were referring to Lincoln Hospital and another to Grantham Hospital.

3.5.7. 111 appointments

In total, 111 appointments were discussed in four comments.

Q8. Please tell us what you think could have been improved about your experience.

Three comments indicated that 111 appointments should be improved, with one stating that 111 informed them they were lucky to get an appointment at urgent care and then, when they arrived, it was empty. Another said the website advice differed to the advice given over the phone.

Q17. Is there anything else you would like to tell us about your experience of attending Grantham and District Hospital for care or treatment?

One comment indicated that the respondent was advised by 111 to visit Lincoln Hospital or Nottingham Hospital despite Grantham Hospital being open.

3.6. Hospital environment – including COVID-19 measures, cleanliness and safety

The hospital environment, including COVID-19 measures and the temporary changes were discussed throughout the survey responses and interviews. Respondents to the survey provided 244 comments as well as responses throughout the quantitative questions.

3.6.1. Safety

In total, safety was addressed in 72 comments and 4 interviews. Responses which show significant difference to the responses from the quantitative questions have been included.

Q7. Please tell us what you think was good about your experience.

45 comments indicated that the respondents felt safe. Of these comments, 35 felt safe at Grantham Hospital due to social distancing and the green status. Four of these comments indicated they felt safe at Gonerby Road, three at A&E/urgent care and another three indicating they felt safe at unspecified locations.

Q10. If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how.

Five comments indicated that they felt safe at Grantham Hospital with COVID-19 measures being followed, with an additional comment mentioning the 'green site' status of Grantham Hospital.

Q13. If going to a hospital other than Grantham for care or treatment had an impact on you, please tell us how.

Five comments indicated that respondents had a fear of catching COVID-19 at another hospital, or that other hospitals were less COVID-19 safe in comparison to Grantham Hospital.

Q16. Please tell us about the changes you experienced and how they affected you.

Five comments felt the temporary changes made them feel safe. In contrast, three comments didn't feel safe with the changes.

Furthermore, five comments suggested that they were not willing to attend hospital, with an additional two comments stating they had delayed their own follow-up appointments.

Q17. Is there anything else you would like to tell us about your experience of attending Grantham and District Hospital for care or treatment?

Three comments indicated that respondents felt safe.

Interviews

Two patients suggested they would prefer to go to Grantham Hospital as it would be safer or more reassuring as a 'green site'.

Three patients discussed the systems and routines, with one patient expressing initial concerns about attending Grantham Hospital for an operation due to COVID-19, but then went on to say he was not affected or concerned once he saw how well organised the hospital was.

One patient mentioned that the staff at Lincoln Hospital were concerned about keeping the patients safe and they asked if they would prefer an appointment at a quieter time.

3.6.2. Cleanliness

In total, cleanliness was discussed in 59 comments and in two interviews.

Q7. Please tell us what you think was good about your experience.

Cleanliness was mentioned in 44 comments, with comments indicating respondents were happy with the cleanliness at Grantham Hospital, Gonerby Road, A&E/urgent care and other unspecified locations (27, 12, 1, 3 respectively). However, one of the comments stated that Grantham Health Centre was dirty.

Q8. Please tell us what you think could have been improved about your experience.

Cleanliness was mentioned in nine comments, with seven indicating that Grantham Hospital and Gonerby Road weren't clean (4, 3 respectively). A further comment stated that they would like to be provided with products to clean the area that they are in at both Grantham Hospital and Gonerby Road. Alternatively, one comment suggested that Grantham Hospital was clean.

Q10. If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how.

Three comments indicated that Grantham is clean or inviting. One of the comments also indicated that Grantham was more inviting than Lincoln Hospital.

Q17. Is there anything else you would like to tell us about your experience of attending Grantham and District Hospital for care or treatment?

Three comments indicated that the cleanliness of Grantham Hospital was good.

Interviews

Cleanliness was discussed by two patients, with one stating that Louth Hospital was spotlessly clean, and the another that Pilgrim Hospital was dirty.

3.6.3. Hospital environment and signposting

The hospital environment was discussed in 44 comments and one interview.

Q7. Please tell us what you think was good about your experience.

One comment felt that Grantham Hospital was a more relaxed environment than Lincoln Hospital or Queens Medical Centre Nottingham, with another comment stating that Gonerby Road was calm and peaceful.

Navigation at Grantham Hospital was also addressed, with one comment suggesting it was easy to navigate. However, two comments mentioned that Grantham Health Centre or Grantham Hospital were run-down or outdated (1,1 respectively). One respondent mentioned that Grantham Health Centre had poor signage.

Q8. Please tell us what you think could have been improved about your experience.

Respondents indicated that the décor in general needed improvement at Grantham Hospital, Grantham Health Centre, and at an unspecified location (15, 1, 1 respectively). One comment also mentioned that Grantham is in need of a more modern hospital, with a further comment indicating Gonerby Road feels temporary.

Improved signposting was addressed by 17 comments with regards to Gonerby Road, Grantham Hospital, and Grantham Health Centre (8, 7, 1 respectively).

The temperature of the buildings was also discussed in four comments, with comments indicating that Grantham Hospital, Gonerby Road, and Grantham Health Centre were too cold (1,1,1 respectively). Whereas one of the comments suggested that Gonerby Road was too hot and a further comment indicating that Gonerby Road should be more comfortable on arrival.

Two comments also stated that Gonerby Road needed a better check-in area and better consultation rooms (1, 1 respectively).

Q10. If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how.

One comment felt that the appearance of Grantham Hospital had a negative impact on them, with a further respondent stating that they didn't like the Gonerby Road site.

Q16. Please tell us about the changes you experienced and how they affected you.

Two comments mentioned the environment at Gonerby Road, of which one said they felt like they were being treated on the back of a lorry.

One comment indicated that Grantham Hospital is no longer welcoming, with another comment suggesting that the signposting is poor.

One respondent found Louth Hospital outdated.

Q17. Is there anything else you would like to tell us about your experience of attending Grantham and District Hospital for care or treatment?

Six comments indicated that Grantham Hospital needs maintenance or refurbishment, However, one additional comment mentioned that the cardiology clinic is in a temporary

location while a new unit is being constructed, with a further comment indicating that Gonerby Road is well presented.

Two comments suggested that Grantham Hospital is intentionally being run down.

Three comments mentioned signposting at Grantham Hospital, suggesting that the signposting for parking and Chemotherapy needing to be improved. It was also mentioned that the provision of a map would be useful as the respondent's satnav took them to an incorrect location.

Interviews

One patient said that they were cold when they were at Pilgrim Hospital, and that the waiting areas were too cold while they were waiting for transport.

3.6.4. Capacity

In total, capacity was discussed in 32 comments and two interviews.

Q7. Please tell us what you think was good about your experience.

Six comments mentioned that it was good that Grantham Hospital was quiet.

One respondent felt that Lincoln was too busy.

Q8. Please tell us what you think could have been improved about your experience.

Comments indicated the need for a larger waiting area or more seats at both Gonerby Road and Grantham Hospital (4, 3 respectively).

One comment stated that Gonerby Road was too busy, whilst another comment suggested that Lincoln Hospital is oversubscribed and therefore services should be brought back locally.

Q10. If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how.

Two comments suggested that Grantham was less busy than other hospitals and one comment mentioned the need for more toilet facilities at Grantham.

Q13. If going to a hospital other than Grantham for care or treatment had an impact on you, please tell us how?

Two comments mentioned that another hospital they attended was too busy, with one specifying Pilgrim Hospital and another Lincoln Hospital. However, another comment suggested Grantham Hospital was too busy.

Q16. Please tell us about the changes you experienced and how they affected you.

Two comments indicated concerns over the amount of people and the size of the space available.

Q17. Is there anything else you would like to tell us about your experience of attending Grantham and District Hospital for care or treatment?

Four comments suggested that other hospitals are already busy or overrun, with an additional comment mentioning the additional stress on other hospitals if Grantham Hospital were to close, and another comment suggesting Lincoln Hospital and Boston Hospital (Pilgrim Hospital) cannot cope with the pandemic.

One comment indicated that, due to its size, Grantham Hospital is more patient-focussed. Whilst another comment felt that a bigger hospital doesn't necessarily mean it's better.

Interviews

One patient suggested the x-ray department at Grantham Hospital was no longer busy, with another patient suggesting that on arrival at Gonerby Road they only saw staff, no other patients at all.

3.6.5. COVID-19 measures/temporary changes

In total, COVID-19 measures and temporary changes were discussed in 29 comments and nine of the interviews.

Q7. Please tell us what you think was good about your experience.

16 comments indicated that Gonerby Road was very COVID-19 aware, with two indicating similar regarding unspecified locations. One comment mentioned the provision of masks for patients was good at Gonerby Road. Another comment addressing the COVID-19 measures suggested that despite the restrictions, they were still able to attend physiotherapy at Gonerby Road.

One respondent indicated that they had to wait outside Gonerby Road in the wet, cold weather.

Another comment stated that Grantham Hospital is vital for the local community and should be reinstated once the pandemic is over.

A patient discussed Gonerby Road and suggested that it was an extension of Grantham Hospital in order to isolate Grantham Hospital.

Q8. Please tell us what you think could have been improved about your experience.

One comment indicated that the patient had to wait outside in the cold, wet weather at Gonerby Road.

Q10. If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how.

One comment mentioned that they had to travel to Lincoln Hospital for a COVID-19 test before attending Grantham Hospital.

Q13. If going to a hospital other than Grantham for care or treatment had an impact on you, please tell us how?

One comment indicated that a negative COVID-19 test was required to attend Grantham Hospital, so they visited Lincoln Hospital the next day. Another respondent said they couldn't self-isolate so had to attend Lincoln Hospital.

Q16. Please tell us about the changes you experienced and how they affected you.

Three comments mentioned they needed to have a COVID-19 test or self-isolate before they attended Grantham Hospital, with a further comment indicating that they weren't able to have a COVID-19 test to attend Grantham. One comment mentioned the need to phone ahead to be let into the clinic, and to wear PPE while attending.

Q17. Is there anything else you would like to tell us about your experience of attending Grantham and District Hospital for care or treatment?

One comment suggested that making Grantham Hospital a 'green site' was a good decision. Another comment mentioned having to isolate and have a COVID-19 test prior to attending Grantham Hospital.

Interviews

Nine patients discussed the positives of Grantham Hospital being COVID-19 free. However, one patient indicated that unfortunately they were unable to attend Grantham Hospital as self-isolating would have been impossible with carers attending their home.

Another patient felt the changes at Grantham Hospital were actually an improvement, as it has made the routines more rigid and that the recent restrictions at Grantham Hospital made the system run more smoothly, were more straight forward and that the systems were well organised.

One patient mentioned that at Lincoln Hospital they were met at the door by staff, ensuring that they wore a mask and ensuring patients didn't enter the building too early.

Two patients said they understood why the temporary changes were in place, with one suggesting that the reasons for the changes were explained. Another patient stated that the temporary changes can't be helped.

However, two patients expressed some concerns. One patient indicated that they were frustrated with the COVID-19 measures at Pilgrim Hospital slowing things down. Whilst another patient had some concerns over social distancing in the waiting room at Gonerby Road.

One patient was concerned about having to replace her mask with a paper mask on entry to Gonerby Road as they did not know who may have touched the masks prior to her replacing her own mask. She would have preferred to have been informed prior to her appointment.

3.6.6. Food and Drink

In total, food and drink were discussed in eight comments and one interview.

Q8. Please tell us what you think could have been improved about your experience.

Six comments stated that food or drink should be improved at Grantham Hospital, with an additional comment suggesting the new shop needs improvement at Grantham Hospital.

One comment suggested that refreshments should be available for those waiting outside for those not able or allowed to wait inside.

Interviews

One patient mentioned that they were offered refreshments at Pilgrim Hospital.

3.7. Organisation, processes and communication

Organisation, processes and communication were discussed in 87 comments and in the interviews. Responses which show significant difference to the responses from the quantitative questions have been included.

3.7.1. Good organisation/communication

In total, good organisation or communication was addressed in 46 comments from the survey and in five interviews.

Q7. Please tell us what you think was good about your experience.

39 comments stated the organisation or communication was good at Grantham Hospital, Gonerby Road, Grantham Health Centre, and at unspecified locations (24,12,1, 2 respectively).

Six comments indicated that they were either happy with the referral process, the booking-in system or the transfer process at Grantham Hospital or an unspecified location (4, 2 respectively).

Q13. If going to a hospital other than Grantham for care or treatment had an impact on you, please tell us how?

One comment indicated that they found Lincoln Hospital to be well organised.

Interviews

In total, five patients said that they were happily kept informed by the staff with two of the patients referring to Grantham Hospital, two referring to Gonerby Road, one referring to Louth Hospital and another to Lincoln Hospital.

A carer and a patient also commented that they received a letter from the doctor outlining all the details about the operation (Louth Hospital, Grantham Hospital respectively). Another patient mentioned that they were told their results immediately at Lincoln Hospital, with no waiting involved.

Another patient stated that their procedure was explained clearly to them at Grantham Health Centre.

One patient mentioned that the specialist was honest with them about the length of the waiting list.

3.7.2. Poor communication

In total, poor communication was addressed in 29 comments from the survey and in two interviews.

Q7. Please tell us what you think was good about your experience.

One respondent commented that they weren't happy with the communication at Grantham Hospital.

Q8. Please tell us what you think could have been improved about your experience.

12 comments suggested that communication needs improvement at Grantham Hospital and an unspecified location (11, 1 respectively). The comments with regards to Grantham Hospital covered respondents preferring more information before tests and the lack of communication (admin) with their GP. Another comment stated that they weren't informed that the location of the appointment had changed (the location that this comment is referring to is unknown).

One comment suggested that the communication between Grantham and other hospitals is poor.

Additionally, two comments stated that Gonerby Road should improve their method of informing patients about delays, with another comment suggesting that directions to Gonerby Road could be given in the letter they received for their appointment.

One comment felt that more attention could be given when delivering devastating news.

Q13. If going to a hospital other than Grantham for care or treatment had an impact on you, please tell us how?

Two comments referred to poor communication at Lincoln Hospital.

Q16. Please tell us about the changes you experienced and how they affected you.

Seven comments addressed a lack of communication about the changes and appointments, with an additional comment addressing poor communication outside of the Trust area.

Interviews

Two patients discussed a lack of communication or error in communication, with one referring to Lincoln Hospital and another referring to Pilgrim Hospital.

A patient who attended Pilgrim Hospital stated that there was confusion over another patient in the hospital who had the same name as her, leading to her family being informed of the other patients' location. Whilst a patient who attended Lincoln Hospital

commented that their appointment had been cancelled, however they were not informed of this and therefore still attended, wasting a trip.

3.7.3. Poor organisation/admin

In total, poor organisation and admin was mentioned in nine comments from the survey and in two interviews.

Q7. Please tell us what you think was good about your experience.

Four negative comments were received with two mentioning the referral process to Lincoln Hospital as they would have preferred to either stay at Grantham or be transferred to Nottingham. Another comment suggested admin wasn't good at an unspecified location.

Q8. Please tell us what you think could have been improved about your experience.

One comment stated that doctors have too much paperwork, preventing them from attending to patients.

Q13. If going to a hospital other than Grantham for care or treatment had an impact on you, please tell us how?

One respondent visited several locations and found the care at each location uncoordinated.

Q17. Is there anything else you would like to tell us about your experience of attending Grantham and District Hospital for care or treatment?

Two comments stated that administration and organisation needs improvement at Grantham Hospital. A further comment indicated that the appointment mailing system is inadequate.

Interviews

Admin at the hospitals was discussed in two of the interviews. Discussions covered the loss of notes and a letter that provided an incorrect postcode. One patient indicated that at Pilgrim Hospital their notes were lost, which led to some confusion for her family as they were informed she was elsewhere in the hospital.

Another patient was sent an appointment by letter to Gonerby Road was unhappy as the address on the letter had the wrong postcode on and the hospital didn't inform her of the error.

3.7.4. Management

In total, management was mentioned in three comments from the survey.

Q7. Please tell us what you think was good about your experience.

One negative comment indicated dissatisfaction with the management at Grantham Hospital.

Q8. Please tell us what you think could have been improved about your experience.

One comment suggested that leadership needed to be improved at Grantham Hospital.

Q17. Is there anything else you would like to tell us about your experience of attending Grantham and District Hospital for care or treatment?

Additionally, one comment indicated that ULHT needs better pathways, organisation and management.

3.8. Visitors and family support

Visitors and family support was discussed throughout the survey and interviews. Respondents to the survey provided 15 comments as well as responses throughout the quantitative questions.

3.8.1. Visitors and/or partners should be allowed

In total, allowing visitors and/or partners to be allowed to attend hospital was discussed in 15 comments and in two interviews.

Q8. Please tell us what you think could have been improved about your experience.

Visitors and family support was addressed in six comments, suggesting that visitors or partners should be allowed at Grantham Hospital, Gonerby Road, and the maternity centre at Grantham Health Centre (3,2, 1 respectively).

Q10. If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how.

Three comments mentioned that visitors were not allowed, with one of the comments indicating that their partner had to wait outside the hospital during their treatment.

One comment also mentioned that pre-COVID-19 they received visitors and it prevented them from feeling more miserable. Another comment suggested that different trusts have different rules when it comes to visitors.

Q13. If going to a hospital other than Grantham for care or treatment had an impact on you, please tell us how?

Four comments suggested that because of attending another hospital, it was harder for them to receive visitors.

Interviews

Two patients discussed the rule of 'no visitors,' with one stating that his wife was unable to visit.

3.9. Investment

Investment was discussed throughout the survey and interviews. Respondents to the survey provided 13 comments as well as responses throughout the quantitative questions.

3.9.1. More investment required

In total, more investment being required was discussed in 13 comments.

Q7. Please tell us what you think was good about your experience.

One comment suggested that funding was a concern at Grantham Hospital.

Q8. Please tell us what you think could have been improved about your experience.

Five comments mentioned that Grantham Hospital required more investment, with an additional one comment suggesting that they need technology for the booking-in system.

Q17. Is there anything else you would like to tell us about your experience of attending Grantham and District Hospital for care or treatment?

Three comments indicated that Grantham Hospital has suffered from underinvestment, with a further three comments stating that more investment is needed.

3.10. Preference

Preference was discussed throughout the survey and interviews. Respondents to the survey provided 12 comments as well as responses throughout the quantitative questions.

- Grantham Hospital:

In total, Grantham Hospital was mentioned in eight comments from the survey and in four interviews. Responses which show significant difference to the responses from the quantitative questions have been included.

Q2. If you needed to visit a hospital as a patient, which hospital would you normally choose?

Patients were significantly more likely to choose Grantham Hospital in comparison to Pilgrim Hospital, Lincoln Hospital or another hospital (89.2%, 2.2.%, 5%, 3.6% respectively).

Patients responding to the open survey were significantly more likely to indicate they would attend Grantham Hospital than those responding to the on-site survey (92.2%, 78.4% respectively).

Q9. Please tell us why you attended Grantham on this occasion?

Patients were more likely to say they asked to receive their care and treatment at Grantham Hospital than Grantham Hospital being given as the only option (89.4%, 74.2% respectively).

Patients responding to the open survey were more likely to ask to receive their care and treatment at Grantham Hospital than those responding to the on-site survey (87.1%, 50% respectively).

Q10. If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how.

Four comments stated that Grantham Hospital would be their first choice if they were able to choose a hospital to attend.

Q13. If going to a hospital other than Grantham for care or treatment had an impact on you, please tell us how?

One comment indicated that they would prefer to visit their local hospital, and in this case that would be Grantham Hospital.

Q16. Please tell us about the changes you experienced and how they affected you.

One respondent refused to travel anywhere other than Grantham Hospital.

Q17. Is there anything else you would like to tell us about your experience of attending Grantham and District Hospital for care or treatment?

Two comments indicated that they felt Lincoln Hospital and Boston Hospital were preferred over Grantham Hospital by ULHT.

Interviews

Four of the patients mentioned Grantham Hospital, with three showing a preference for this hospital and one suggesting that they would have gone to Grantham Hospital if it wasn't for COVID-19. Of the three patients who showed a preference for Grantham Hospital, one suggested they would have preferred it if they treated strokes and another suggested that they asked for Grantham Hospital but were sent to Lincoln Hospital.

- Gonerby Road:

Responses which show significant difference to the responses from the quantitative questions are included below.

Q9. Please tell us why you attended Grantham on this occasion?

Respondents to the on-site survey were significantly more likely to ask to receive their care and treatment at Gonerby Road, in comparison to respondents to the open survey (47%, 11% respectively).

- Lincoln Hospital:

Three interviews discussed Lincoln Hospital. Responses which show significant difference to the responses from the quantitative questions are included.

Q2. If you needed to visit a hospital as a patient, which hospital would you normally choose?

Of those respondents who would normally choose Lincoln Hospital, there were significantly fewer 65-74 year olds in comparison to those aged 25-34 and 75+ (2.8%, 7.9%, 7.5% respectively).

Interviews

Three of the patients mentioned Lincoln Hospital, with two suggesting that they would have preferred Lincoln Hospital and one suggesting that they live between Lincoln Hospital and Grantham Hospital, but they always go to Lincoln Hospital.

- Pilgrim Hospital:

Pilgrim Hospital was discussed in one comment from the survey. Responses which show significant difference to the responses from the quantitative questions have been included.

Q2. If you needed to visit a hospital as a patient, which hospital would you normally choose?

Significantly more carers indicated they would normally choose Pilgrim Hospital in comparison to respondents that are parents or guardians of a child under the age of 16 (4.4%, 0% respectively).

Respondents to the on-site survey were significantly more likely to indicate they would choose Pilgrim Hospital, Lincoln Hospital or another hospital, in comparison to respondents to the open survey (4.1%, 10%, 7.6%, 1.7%, 3.6%, 2.5% respectively).

Q10. If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how.

One comment stated they would prefer to attend Pilgrim Hospital.

- Newark Hospital:

Newark Hospital was discussed in one comment.

Q10. If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how.

One comment mentioned that they would prefer Newark Hospital as they found it easier to travel to.

- Queens Medical Centre Nottingham:

Queens Medical Centre Nottingham was mentioned in two comments.

Q13. If going to a hospital other than Grantham for care or treatment had an impact on you, please tell us how?

One comment suggested that if they had to travel, they would prefer to visit Queens Medical Centre Nottingham over Lincoln Hospital.

Q17. Is there anything else you would like to tell us about your experience of attending Grantham and District Hospital for care or treatment?

One comment indicated that the respondent would rather visit Nottingham Hospital over Lincoln Hospital as it is a university hospital.

- Another hospital:

Responses which show significant difference to the responses from the quantitative questions are included below.

Q2. If you needed to visit a hospital as a patient, which hospital would you normally choose?

Significantly more respondents aged 25-34, 45-54 and 75+ indicated that they would normally choose another hospital in comparison to those aged 65-74 years old (5.3%, 5%, 5.4%, 1% respectively).

4. Appendices

4.1. Appendix 1 - Survey questions

Your experiences of health care and treatment in Grantham

We are asking residents of Grantham and the surrounding areas to share their experiences of the care and treatment they have received in the last 12 months. And we are asking for experiences of the more recent temporary changes to services at Grantham Hospital.

In June 2020 Grantham and District Hospital was temporarily changed into a Green (COVID-free) hospital site as a response to the COVID-19 pandemic. This meant a change to the urgent care offer at the site, and some services being moved to other local hospitals, other facilities in Grantham or in the community. The temporary changes were made to enable the Trust to carry out previously-postponed chemotherapy sessions, cancer surgeries and other elective surgeries for patients from across Lincolnshire, at Grantham.

Thank you for taking the time to complete the survey, all of your feedback will remain confidential and results will be reported to United Lincolnshire Hospitals NHS Trust to review patient experiences of services. We welcome feedback about the services we provide. This survey is just one of the ways we are monitoring patients' experiences of our services.

Thank you for participating in our survey. Your feedback is important.

Data processing statement

We have appointed Stand, independent patient involvement and public engagement specialists, to conduct this survey. Stand will provide an independent report that will make sure that the feedback we receive from individuals is anonymous. Stand will process any information you provide in response to this survey in line with the latest data protection regulations. Stand will only use your information for this survey. They will not keep any personal information that could identify you for more than one year after the report is finalised. For more information, go to <https://www.ulh.nhs.uk/fair-processing-notice> to see our privacy notice, or www.WeAreStand.co.uk/MyData

1. Your Postcode

2. If you needed to visit a hospital as a patient, which hospital would you normally choose? (Please select only one)

- Pilgrim Hospital Boston
- Grantham and District Hospital
- Lincoln County Hospital
- Other (please specify)

3. Have you attended a hospital or community venue as a patient in the last 12 months? (Please select only one)

- Yes, on one occasion
- Yes, on 2-3 occasions
- Yes on 4 or more occasions
- No

4. Which of the following locations in Grantham have you attended for care or treatment in the last 12 months? (please select all that apply)

- Grantham Hospital
- Gonerby Road Health Clinic
- Grantham Health Centre
- None of the above

5. Please tell us which patient services you have accessed at Grantham Hospital, Gonerby Road Health Clinic or the Grantham Health Centre in the last 12 months: (please select all that apply)

- A&E/Urgent care
- Outpatients
- Surgery
- Maternity
- Diagnostics (MRI/CT/X-ray)
- Therapies (physiotherapy, occupational therapy)
- Other (please specify)

6. To what extent were you satisfied with the care or treatment you received?

	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
Grantham Hospital	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gonerby Road Health Clinic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grantham Health Centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Please tell us what you think was good about your experience (please specify which location you are referring to)

8. Please tell us what you think could have been improved about your experience (please specify which location you are referring to)

9. Please tell us why you attended Grantham on this occasion?

	Grantham Hospital	Gonerby Road Health Clinic	Grantham Health Centre
It is the nearest location to where I live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I asked to receive my care and treatment at Grantham	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grantham was the only option I was given	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify including the location)

10. If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how

11. Have you attended any hospitals other than Grantham for care or treatment in the last 12 months? (Please select all that apply)

- No
- Yes - Pilgrim Hospital Boston
- Yes - Lincoln County Hospital
- Yes, Other (please specify)

11. Have you attended any hospitals other than Grantham for care or treatment in the last 12 months? (Please select all that apply)

- No
- Yes - Pilgrim Hospital Boston
- Yes - Lincoln County Hospital
- Yes, Other (please specify)

12. Could you have attended a service in Grantham instead of the hospital that you went to? (Please select only one)

- Yes – But I asked to go to the other hospital
- Yes – But my GP/clinician referred me to the other hospital
- No, the service I needed is not available at Grantham hospital
- I wasn't given Grantham as an option
- Other (please specify)

13. If going to a hospital other than Grantham for care or treatment had an impact on you, please tell us how?

We would also like to hear about your experiences of Grantham Hospital since the temporary changes into a Green Site since June 2020.

In June 2020 Grantham and District Hospital was temporarily changed into a Green (COVID-free) hospital site as a response to the COVID-19 pandemic. This meant a change to the urgent care offer at the site, and some services being moved to other local hospitals, other facilities in Grantham or in the community. The temporary changes were made to enable the Trust to carry out previously-postponed chemotherapy sessions, cancer surgeries and other elective surgeries for patients from across Lincolnshire, at Grantham.

14. As a result of these temporary changes at Grantham Hospital due to COVID-19, has the care or treatment you would usually receive changed: (please select only one)

- A great deal
- Quite a bit
- Very little
- Not at all
- Don't know

15. If your care or treatment has changed, please tell us why you think this (please select only one)

- The service I needed was moved to another location
- I decided not to access my care and treatment during the COVID-19 pandemic
- I did not need care or treatment during this time
- Other (please specify)

16. Please tell us about the changes you experienced and how they affected you

17. Is there anything else you would like to tell us about your experience of attending Grantham and District Hospital for care or treatment?

Your experiences of Grantham Hospital survey

Equality Monitoring Questions

You do not need to answer the following questions, but if you do this will help understand if some groups experience inequalities. Completing these questions will help us analyse results accurately. Information provided in this survey is anonymous and will be held securely by Stand Associates.

18. Which of the following are you responding as (please select all that apply)

- An individual resident
- A member of NHS staff
- A carer
- A representative of an organisation
- A parent or guardian of a child under the age of 16
- Other (please specify)

19. How old are you? (please select only one)

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75+
- Prefer not to say

20. What is your gender? (please select only one)

- Female
- Male
- Prefer not to say
- Other (please specify)

21. Is your gender as above the same as when you were born (please select only one)

- Yes
- No
- Prefer not to say

22. Are you currently pregnant or have you given birth in the last year? (please select only one)

- Yes
- No
- Does not apply
- Prefer not to say

23. Do you have a disability, long-term illness or health condition? (please select only one)

- Yes
- No
- Prefer not to say

24. If you answered yes to the question above, please tell us what your disability, long-term illness or health condition relates to (please select all that apply)

- | | |
|---|--|
| <input type="checkbox"/> A long-standing illness or health condition (for example, cancer, HIV, diabetes, chronic heart disease or epilepsy) | <input type="checkbox"/> Being blind or partially sighted |
| <input type="checkbox"/> A mental health difficulty (for example, depression, schizophrenia or anxiety disorder) | <input type="checkbox"/> Being deaf or partially deaf |
| <input type="checkbox"/> A physical difficulty or mobility issue (for example, difficulty using your arms or needing a wheelchair or crutches) | <input type="checkbox"/> A disability, health condition, learning disability or learning difference that is not listed above |
| <input type="checkbox"/> A social or communication difficulty (for example, a speech and language issue or Asperger's syndrome or other autistic spectrum disorder) | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> A specific learning difficulty (for example, dyslexia, dyspraxia or ADHD) | |

25. Which race or ethnic background best describes you? (please select only one)

- | | |
|--|---|
| <input type="radio"/> Arab | <input type="radio"/> Mixed race: Asian and white |
| <input type="radio"/> Asian/British Asian: Bangladeshi | <input type="radio"/> Mixed race: black and Asian |
| <input type="radio"/> Asian/British Asian: Chinese | <input type="radio"/> Mixed race: other |
| <input type="radio"/> Asian/British Asian: Indian | <input type="radio"/> Traveller: Gypsy or Roma |
| <input type="radio"/> Asian/British Asian: Pakistani | <input type="radio"/> Traveller: Irish |
| <input type="radio"/> Asian/British Asian: Other | <input type="radio"/> White: British |
| <input type="radio"/> Black/British black: African | <input type="radio"/> White: Irish |
| <input type="radio"/> Black/British black: Caribbean | <input type="radio"/> White: European |
| <input type="radio"/> Black/British black: other | <input type="radio"/> Prefer not to say |
| <input type="radio"/> Mixed race: black and white | |
| <input type="radio"/> Other (please specify) | |

26. Which of the following terms best describes your sexuality (please select only one)

- Asexual
- Bisexual
- Gay or lesbian
- Other (please specify)
- Heterosexual or straight
- Prefer not to say

27. What do you consider your religion to be? (please select only one)

- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- Other religion
- no religion
- prefer not to say

Thank you for taking part in this survey. We appreciate your feedback

If you're interested in taking part in future surveys and other patient involvement activity, please supply your contact details by clicking the following link. This information will be provided to ULHT and NHS Lincolnshire CCG who may share it with independent organisations who will contact you on behalf of the NHS. These organisations will never share your contact details for marketing purposes.

<https://www.surveymonkey.co.uk/r/B3GFGY3>

4.2. Appendix 2 - Interview questions

Introduction

The following covers the key questions that will be used to guide the interview. This is not a definitive list of questions but will help to ensure an element of consistency between the interviews.

Facilitator to read:

Thank you for taking part in this short interview.

We are asking residents of Grantham and the surrounding areas to share their experiences of the care and treatment they have received in the last 12 months. And we are asking for experiences of the more recent temporary changes to services at Grantham Hospital.

In June 2020 Grantham and District Hospital was temporarily changed into a Green (COVID-free) hospital site as a response to the COVID-19 pandemic. This meant a change to the urgent care offer at the site, and some services being moved to other local hospitals, other facilities in Grantham or in the community. The temporary changes were made to enable the Trust to carry out previously postponed chemotherapy sessions, cancer surgeries and other elective surgeries for patients from across Lincolnshire, at Grantham.

Thank you for taking the time to complete the survey, all of your feedback will remain confidential and results will be reported to United Lincolnshire Hospitals NHS Trust to review patient experiences of services.

The interview will last approximately 20 minutes and you have the right to terminate the discussion at any time. We will be taking notes throughout the discussion. The notes will be available for you to read if you wish to.

Section 1 – Attendance

Have you accessed patient services recently?

Prompts:

- When
- Where

Section 2 – Positives and negatives of your experience

What were the positives of your experience?

Prompts:

- Why do you think this?
- The service you received
- Thinking about the treatment?
- Anything else?

What were the negatives of your experience?

Prompts:

- Why do you think this?
- The service you received
- Thinking about the treatment?
- Anything else?

Section 3 – Temporary changes at Grantham Hospital

Thinking about the temporary changes at Grantham Hospital, has your treatment changed?

Prompts:

- How has it changed and why?
- Has your access to treatment changed?
- Anything else you would like to add?

Is there anything else you would like to tell us?

4.3. Appendix 3 - Demographics (graphs)

Q2. If you needed to visit a hospital as a patient, which hospital would you normally choose?

What are you responding as...

When comparing the background of the person responding to this question (N=1042), significantly more carers indicated they would normally choose Pilgrim Hospital in comparison to respondents that are parents or guardians of a child under the age of 16 (4.4%, 0% respectively).

	Pilgrim Hospital	Grantham Hospital	Lincoln Hospital	Other (please specify)
An individual resident	1.6% (N=15)	91.4% (N=856)	4.1% (N=38)	3.0% (N=28)
A carer	4.4% (N=3)	92.7% (N=63)	1.5% (N=1)	1.5% (N=1)
A parent / guardian of a child under 16	0.0% (N=0)	95.4% (N=125)	2.3% (N=3)	2.3% (N=3)
A member of NHS staff	2.6% (N=1)	87.2% (N=34)	5.1% (N=2)	5.1% (N=2)

Age

When comparing the age ranges of those who responded to this question (N=1079), significantly more respondents aged 65-74 indicated they would visit Grantham Hospital, in comparison to those aged 25-34, 35-44 and 76+ (94.8%, 85.5%, 89%, 82.8% respectively). Also, significantly more respondents aged 55-64 indicated they would go to Grantham Hospital in comparison to those aged 75+ (90.6%, 82.8% respectively).

Of those respondents who would normally choose Lincoln Hospital there were significantly fewer 65-74 year olds in comparison to those aged 25-34 and 75+ (2.8%, 7.9%, 7.5% respectively).

Also, significantly more respondents aged 25-34, 45-54 and 75+ indicated that they would normally choose another hospital in comparison to those aged 65-74 (5.3%, 5%, 5.4%, 1% respectively).

	Pilgrim Hospital	Grantham Hospital	Lincoln Hospital	Other (please specify)
Under 18	0.0% (N=0)	100.0% (N=4)	0.0% (N=0)	0.0% (N=0)
18-24	0.0% (N=0)	94.4% (N=17)	5.6% (N=1)	0.0% (N=0)
25-34	1.3% (N=1)	85.5% (N=65)	7.9% (N=6)	5.3% (N=4)
35-44	1.4% (N=2)	89.0% (N=129)	6.2% (N=9)	3.5% (N=5)
45-54	1.4% (N=3)	90.4% (N=198)	3.2% (N=7)	5.0% (N=11)
55-64	1.9% (N=5)	90.6% (N=240)	4.5% (N=12)	3.0% (N=8)
65-74	1.6% (N=4)	94.8% (N=237)	2.8% (N=7)	0.8% (N=2)
75+	4.3% (N=4)	82.8% (N=77)	7.5% (N=7)	5.4% (N=5)
Prefer not to say	11.1% (N=1)	66.7% (N=6)	0.0% (N=0)	22.2% (N=2)

Q3. Have you attended a hospital or community venue as a patient in the last 12 months?

What are you responding as...

When comparing the background of the person responding to this question (N=1044), significantly more respondents who are parents or guardians of a child under the age of 16 indicated that they had attended a hospital or community venue on 2-3 occasions in the last 12 months in comparison to respondents who indicated they were an individual resident (38.5%, 28.3% respectively).

	Yes, on one occasion	Yes, on 2-3 occasions	Yes on 4 or more occasions	No
An individual resident	30.1% (N=283)	28.3% (N=266)	11.8% (N=111)	29.8% (N=280)
A carer	22.4% (N=15)	26.9% (N=18)	16.4% (N=11)	34.3% (N=23)
A parent / guardian of a child under 16	23.9% (N=31)	38.5% (N=50)	11.5% (N=15)	26.2% (N=34)

A member of NHS staff	15.8% (N=6)	31.6% (N=12)	10.5% (N=4)	42.1% (N=16)
A representative of an organisation	33.3% (N=1)	0.0% (N=0)	33.3% (N=1)	33.3% (N=1)

Age

When comparing the age ranges of those who responded to this question (N=1081), significantly more 35-44 years olds indicated that they attended a hospital or community venue as a patient on 2-3 occasions, in comparison to those aged 65-74 years of age. (34.3%, 23.2% respectively).

Significantly more respondents aged 75+ indicated that they attended a hospital or community venue as a patient on 4 or more occasions in comparison to those aged 45-54 and 65-74 (19.4%, 10%, 10.8% respectively).

	Yes, on one occasion	Yes, on 2-3 occasions	Yes on 4 or more occasions	No
Under 18	0.0% (N=0)	50.0% (N=2)	0.0% (N=0)	50.0% (N=2)
18-24	27.8% (N=5)	22.2% (N=4)	22.2% (N=4)	27.8% (N=5)
25-34	25.0% (N=19)	29.0% (N=22)	10.5% (N=8)	35.5% (N=27)
35-44	28.1% (N=41)	34.3% (N=50)	11.6% (N=17)	26.0% (N=38)
45-54	26.8% (N=59)	30.5% (N=67)	10.0% (N=22)	32.7% (N=72)
55-64	28.7% (N=76)	28.3% (N=75)	13.2% (N=35)	29.8% (N=79)
65-74	34.8% (N=87)	23.2% (N=58)	10.8% (N=27)	31.2% (N=78)
75+	24.7% (N=23)	33.3% (N=31)	19.4% (N=18)	22.6% (N=21)
Prefer not to say	33.3% (N=3)	22.2% (N=2)	11.1% (N=1)	33.3% (N=3)

Ethnicity

When comparing ethnicity (N=1072), White British are significantly more likely to say they attended hospital one occasion in comparison to White European (29.9%, 17% respectively).

Also, White European are significantly more likely to say no, in comparison to White British (43.4%, 29.1% respectively).

	Yes, on one occasion	Yes, on 2-3 occasions	Yes on 4 or more occasions	No
Arab	0.0% (N=0)	100.0% (N=1)	0.0% (N=0)	0.0% (N=0)
Asian/British Asian: Bangladeshi	0.0% (N=0)	50.0% (N=1)	0.0% (N=0)	50.0% (N=1)
Asian/British Asian: Chinese	0.0% (N=0)	100.0% (N=1)	0.0% (N=0)	0.0% (N=0)
Asian/British Asian: Indian	37.5% (N=3)	12.5% (N=1)	0.0% (N=0)	50.0% (N=4)
Asian/British Asian: Other	0.0% (N=0)	33.3% (N=1)	33.3% (N=1)	33.3% (N=1)
Black/British black: Caribbean	0.0% (N=0)	100.0% (N=1)	0.0% (N=0)	0.0% (N=0)
Mixed race: black and white	25.0% (N=1)	25.0% (N=1)	50.0% (N=2)	0.0% (N=0)
Mixed race: Asian and white	75.0% (N=3)	25.0% (N=1)	0.0% (N=0)	0.0% (N=0)
Mixed race: other	40.0% (N=2)	40.0% (N=2)	0.0% (N=0)	20.0% (N=1)
Traveller: Gypsy or Roma	0.0% (N=0)	0.0% (N=0)	0.0% (N=0)	100.0% (N=1)
White: British	29.9% (N=287)	28.9% (N=277)	12.2% (N=117)	29.1% (N=279)
White: Irish	20.0% (N=1)	80.0% (N=4)	0.0% (N=0)	0.0% (N=0)
White: European	17.0% (N=9)	26.4% (N=14)	13.2% (N=7)	43.4% (N=23)
Q25: Prefer not to say	33.3% (N=8)	16.7% (N=4)	4.2% (N=1)	45.8% (N=11)

Disability and health conditions

When comparing responses from respondents who answered the question on disability (N=1087), significantly more respondents with a disability were likely to say they had attended on 2-3 occasions and on 4 or more occasions (36.2%, 17.5% respectively), in comparison to those without a disability (22.7%, 7.7% respectively).

Also, significantly fewer respondents with a disability suggested that they had not visited a hospital or community venue in the past 12 months (38.8%, 19.4% respectively).

	Yes, on one occasion	Yes, on 2-3 occasions	Yes on 4 or more occasions	No
Yes	27.0% (N=128)	36.2% (N=172)	17.5% (N=83)	19.4% (N=92)
No	30.8% (N=175)	22.7% (N=129)	7.7% (N=44)	38.8% (N=221)
Prefer not to say	27.9% (N=12)	30.2% (N=13)	11.6% (N=5)	30.2% (N=13)

When comparing responses from respondents with different types of health conditions (N=579), significantly more respondents with a mental health difficulty indicated that they hadn't attend a hospital or community venue as a patient in the last 12 months in comparison to those with a long-standing illness or health condition (26.3%, 15.8% respectively).

	Grantham Hospital	Gonerby Road	Grantham Health Centre	None of the above
A long-standing illness or health condition	Yes, on one occasion	Yes, on 2-3 occasions	Yes on 4 or more occasions	No
A mental health difficulty	26.2% (N=68)	35.4% (N=92)	22.7% (N=59)	15.8% (N=41)
A physical difficulty or mobility issue	27.3% (N=27)	32.3% (N=32)	14.1% (N=14)	26.3% (N=26)
A social or communication difficulty	26.2% (N=34)	36.2% (N=47)	20.0% (N=26)	17.7% (N=23)
A specific learning difficulty	50.0% (N=2)	0.0% (N=0)	25.0% (N=1)	25.0% (N=1)
Being blind or partially sighted	0.0% (N=0)	50.0% (N=5)	20.0% (N=2)	30.0% (N=3)
Being deaf or partially deaf	44.4% (N=4)	33.3% (N=3)	11.1% (N=1)	11.1% (N=1)
A disability, health condition, learning disability or learning difference that is not listed above	21.2% (N=7)	39.4% (N=13)	21.2% (N=7)	18.2% (N=6)
Prefer not to say	21.2% (N=11)	34.6% (N=18)	25.0% (N=13)	19.2% (N=10)

Q4. Which of the following locations in Grantham have you attended for care or treatment in the last 12 months?

Age

When comparing the age ranges of those who responded to this question (N=763), significantly more respondents aged 35-44, 45-54 and 55-64 indicated that they had attended Grantham Hospital in comparison to 75+ year olds (82%, 75.7%, 71.3%, 63.9% respectively).

Significantly more respondents aged 45-54, 55-64, 65-74 and 75+ indicated that they had attended a hospital other than Grantham Hospital, Gonerby Road and Grantham Health Centre in comparison to those aged 35-44 (15.5%, 17%, 22%, 25%, 7.21% respectively).

	Grantham Hospital	Gonerby Road	Grantham Health Centre	None of the above
Under 18	100.0% (N=2)	0.0% (N=0)	0.0% (N=0)	0.0% (N=0)
18-24	53.9% (N=7)	38.5% (N=5)	0.0% (N=0)	15.4% (N=2)
25-34	79.6% (N=39)	28.6% (N=14)	6.1% (N=3)	12.2% (N=6)
35-44	82.0% (N=91)	30.6% (N=34)	5.4% (N=6)	7.2% (N=8)
45-54	75.7% (N=112)	26.4% (N=39)	6.1% (N=9)	15.5% (N=23)
55-64	71.3% (N=134)	28.2% (N=53)	2.7% (N=5)	17.0% (N=32)
65-74	66.5% (N=115)	24.3% (N=42)	4.1% (N=7)	22.0% (N=38)
75+	63.9% (N=46)	38.9% (N=28)	5.6% (N=4)	25.0% (N=18)
Prefer not to say	100.0% (N=7)	14.3% (N=1)	14.3% (N=1)	0.0% (N=0)

Gender

When comparing the gender of those who responded to this question (N=763), significantly more female respondents indicated that they had attended Grantham Hospital in comparison to male respondents (74.2%, 67.8% respectively).

	Grantham Hospital	Gonerby Road Health Clinic	Grantham Health Centre	None of the above
Female	74.2% (N=403)	26.7% (N=145)	4.1% (N=22)	15.7% (N=85)
Male	67.8% (N=145)	33.2% (N=71)	5.6% (N=12)	19.6% (N=42)
Other	0.0% (N=0)	0.0% (N=0)	0.0% (N=0)	0.0% (N=0)
Prefer not to say	100.0% (N=6)	0.0% (N=0)	0.0% (N=0)	0.0% (N=0)

Ethnicity

When comparing ethnicity (N=758), White European are significantly more likely to indicate that they attended Grantham Health Centre in comparison to White British (12.5%, 4.2% respectively).

	Grantham Hospital	Gonerby Road Health Clinic	Grantham Health Centre	None of the above
Arab	0.0% (N=0)	0.0% (N=0)	0.0% (N=0)	100.0% (N=1)
Asian/British Asian: Bangladeshi	100.0% (N=1)	100.0% (N=1)	0.0% (N=0)	0.0% (N=0)
Asian/British Asian: Chinese	100.0% (N=1)	0.0% (N=0)	0.0% (N=0)	0.0% (N=0)
Asian/British Asian: Indian	100.0% (N=4)	0.0% (N=0)	0.0% (N=0)	0.0% (N=0)
Asian/British Asian: Other	100.0% (N=2)	0.0% (N=0)	0.0% (N=0)	0.0% (N=0)
Black/British black: Caribbean	100.0% (N=1)	0.0% (N=0)	0.0% (N=0)	0.0% (N=0)
Mixed race: black and white	100.0% (N=4)	25.0% (N=1)	0.0% (N=0)	0.0% (N=0)
Mixed race: Asian and white	100.0% (N=4)	0.0% (N=0)	0.0% (N=0)	0.0% (N=0)
Mixed race: other	25.0% (N=1)	50.0% (N=2)	25.0% (N=1)	50.0% (N=2)
White: British	72.3% (N=496)	27.8% (N=191)	4.2% (N=29)	17.4% (N=119)
White: Irish	100.0% (N=5)	40.0% (N=2)	0.0% (N=0)	0.0% (N=0)
White: European	68.8% (N=22)	34.4% (N=11)	12.5% (N=4)	12.5% (N=4)

Prefer not to say	61.5% (N=8)	46.2% (N=6)	0.0% (N=0)	15.4% (N=2)
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Disability and health conditions

When comparing responses from respondents with different types of health conditions (N=455), significantly more respondents with a mental health difficulty indicated they had visited Grantham Hospital, in comparison to respondents with a physical difficulty or mobility issue (83.6%, 70.1% respectively).

Significantly more respondents with a disability, health condition, learning disability or learning difference that wasn't listed indicated that they had visited a location other than Grantham Hospital, Gonerby Road and Grantham Health Centre, in comparison to respondents with a long-standing illness or health condition (26.2%, 12.7% respectively).

	Grantham Hospital	Gonerby Road	Grantham Health Centre	None of the above
A long-standing illness or health condition)	79.6% (N=175)	30.5% (N=67)	7.3% (N=16)	12.7% (N=28)
A mental health difficulty	83.6% (N=61)	26.0% (N=19)	4.1% (N=3)	13.7% (N=10)
A physical difficulty or mobility issue	70.1% (N=75)	40.2% (N=43)	7.5% (N=8)	17.8% (N=19)
A social or communication difficulty	100.0% (N=3)	66.7% (N=2)	0.0% (N=0)	33.3% (N=1)
A specific learning difficulty	57.1% (N=4)	28.6% (N=2)	0.0% (N=0)	28.6% (N=2)
Being blind or partially sighted	75.0% (N=6)	12.5% (N=1)	0.0% (N=0)	25.0% (N=2)
Being deaf or partially deaf	81.5% (N=22)	22.2% (N=6)	3.7% (N=1)	14.8% (N=4)
A disability, health condition, learning disability or learning difference that is not listed above	71.4% (N=30)	28.6% (N=12)	2.4% (N=1)	26.2% (N=11)
Prefer not to say	71.0% (N=71)	27.0% (N=27)	2.0% (N=2)	20.0% (N=20)

Q5. Please tell us which patient services you have accessed at Grantham Hospital, Gonerby Road or the Grantham Health Centre in the last 12 months.

What are you responding as...

When comparing the background of the person responding to this question (N=1044), significantly more parents or guardians of a child under the age of 16 indicated that they had accessed A&E/urgent care in the last 12 months, in comparison to respondents who stated they were individual residents (76.1%, 48.6% respectively).

Also, significantly more individual residents indicated that they had attended surgery in the last 12 months in comparison to those who indicated they were parents or guardians of a child under 16 (8.8%, 3.4% respectively).

	A&E/ Urgent care	Surgery	Diagnostics	Outpatie nts	Maternit y	Therapies	Other (please specify)
An individual resident	48.6% (N=270)	8.8% (N=49)	32.0% (N=178)	39.8% (N=221)	1.1% (N=6)	12.8% (N=71)	11.3% (N=63)
A carer	60.0% (N=24)	5.0% (N=2)	45.0% (N=18)	45.0% (N=18)	0.0% (N=0)	15.0% (N=6)	10.0% (N=4)
A parent / guardian of a child under 16	76.1% (N=67)	3.4% (N=3)	33.0% (N=29)	37.5% (N=33)	3.4% (N=3)	14.8% (N=13)	11.4% (N=10)
A member of NHS staff	44.4% (N=8)	22.2% (N=4)	27.8% (N=5)	27.8% (N=5)	5.6% (N=1)	16.7% (N=3)	0.0% (N=0)

Age

When comparing the age ranges of those who responded to this question (N=635), significantly more respondents aged 25-34 and 35-44 have accessed A&E/urgent care in the last 12 months, in comparison to respondents aged 55-64, 65-74 and 75+ (65.1%, 68%, 43.9%, 36.6%, 40% respectively).

Also, respondents aged 45-54 were significantly more likely to visit A&E/urgent care in the last 12 months in comparison to 65-74 year olds (53.2%, 36.5% respectively).

Of those respondents who indicated they had accessed diagnostics in the last 12 months, there were significantly more aged 65-74, in comparison to 35-44 and 45-54 year olds (39.6%, 27.2%, 27% respectively).

When considering respondents who had accessed outpatients in the last 12 months, there were significantly more 65-75 year olds in comparison to those aged 25-34 and

35-44 (46.3%, 25.6%, 32% respectively). Significantly more respondents aged 55-64 attended outpatients in comparison to those aged 35-44 (44.5%, 32% respectively).

Respondents who attended maternity in the last 12 months were significantly more likely to be aged 25-34 or 35-44 in comparison to those aged 45-54, 55-64 and 65-74 years (4.7%, 3.9%, 0%, 0%, 0% respectively).

Of those respondents who attended therapies in the last 12 months, there were significantly fewer respondents aged 65-74 in comparison to those aged 25-34, 35-44 and 55-64 (6%, 21%, 16.5%, 14.9% respectively). There were significantly more respondents aged 25-34 attending therapies in comparison to those aged 65-74 and 75+ (20.9%, 6%, 5.5% respectively).

	A&E/ Urgent care	Surgery	Diagnostic s (MRI/CT/X- ray)	Outpatient s	Maternity	Therapies (physioth erapy, occupatio nal therapy)	Other (please specify)
Under 18	100.0% (N=2)	0.0% (N=0)	100.0% (N=2)	0.0% (N=0)	0.0% (N=0)	50.0% (N=1)	0.0% (N=0)
18-24	30.0% (N=3)	30.0% (N=3)	20.0% (N=2)	50.0% (N=5)	0.0% (N=0)	30.0% (N=3)	0.0% (N=0)
25-34	65.1% (N=28)	2.3% (N=1)	23.3% (N=10)	25.6% (N=11)	4.7% (N=2)	20.9% (N=9)	7.0% (N=3)
35-44	68.0% (N=70)	5.8% (N=6)	27.2% (N=28)	32.0% (N=33)	3.9% (N=4)	16.5% (N=17)	8.7% (N=9)
45-54	53.2% (N=67)	10.3% (N=13)	27.0% (N=34)	38.1% (N=48)	0.0% (N=0)	11.1% (N=14)	11.1% (N=14)
55-64	43.9% (N=68)	8.4% (N=13)	30.3% (N=47)	44.5% (N=69)	0.0% (N=0)	14.8% (N=23)	9.7% (N=15)
65-74	36.6% (N=49)	5.2% (N=7)	39.6% (N=53)	46.3% (N=62)	0.0% (N=0)	6.0% (N=8)	17.9% (N=24)
75+	40.0% (N=22)	12.7% (N=7)	36.4% (N=20)	47.3% (N=26)	1.8% (N=1)	5.5% (N=3)	18.2% (N=10)
Prefer not to say	14.3% (N=1)	57.1% (N=4)	14.3% (N=1)	14.3% (N=1)	0.0% (N=0)	14.3% (N=1)	0.0% (N=0)

Disability and health conditions

When comparing responses from respondents who answered the question on disability (N=1087), significantly fewer respondents with a disability accessed A&E/urgent care or maternity (47.5%, 0.3% respectively) in the last 12 months (51%, 2% respectively).

	A&E/ Urgent care	Surgery	Diagnostics (MRI/CT/X- ray)	Outpatient s	Maternity	Therapies (physiother apy, occupational therapy)	Other (please specify)
Yes	47.5% (N=152)	8.1% (N=26)	33.4% (N=107)	46.9% (N=150)	0.3% (N=1)	13.1% (N=42)	16.6% (N=53)
No	51.0% (N=150)	8.5% (N=25)	27.2% (N=80)	32.0% (N=94)	2.0% (N=6)	10.9% (N=32)	7.1% (N=21)
Prefer not to say	37.5% (N=9)	12.5% (N=3)	41.7% (N=10)	54.2% (N=13)	0.0% (N=0)	20.8% (N=5)	4.2% (N=1)

Q6. To what extent were you satisfied with the care or treatment you received?

Grantham Hospital

Age

When comparing the age ranges of those who responded to this question (N=634), those aged 25-34 were significantly less likely to indicate that they were very satisfied with the care or treatment they received at Grantham Hospital, in comparison to those aged 35-44, 45-54, 55-64 and 65-75 (61.5%, 80.9%, 77.9%, 81.8%, 84.1% respectively).

Those aged 25-34 were significantly more likely to indicate that they were satisfied with the care or treatment they received at Grantham Hospital in comparison to those aged 35-44 and 65-74 (28.2%, 12.8%, 13.3% respectively).

	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
Under 18	50.0% (N=1)	50.0% (N=1)	0.0% (N=0)	0.0% (N=0)	0.0% (N=0)
18-24	50.0% (N=4)	25.0% (N=2)	25.0% (N=2)	0.0% (N=0)	0.0% (N=0)
25-34	61.5% (N=24)	28.2% (N=11)	5.1% (N=2)	5.1% (N=2)	0.0% (N=0)
35-44	80.9% (N=76)	12.8% (N=12)	2.1% (N=2)	2.1% (N=2)	2.1% (N=2)
45-54	77.9% (N=88)	18.6% (N=21)	1.8% (N=2)	0.9% (N=1)	0.9% (N=1)
55-64	81.8% (N=112)	15.3% (N=21)	2.2% (N=3)	0.7% (N=1)	0.0% (N=0)

65-74	84.1% (N=95)	13.3% (N=15)	0.9% (N=1)	0.9% (N=1)	0.9% (N=1)
75+	72.3% (N=34)	23.4% (N=11)	0.0% (N=0)	4.3% (N=2)	0.0% (N=0)
Prefer not to say	71.4% (N=5)	14.3% (N=1)	0.0% (N=0)	14.3% (N=1)	0.0% (N=0)

Disability

When comparing responses from respondents with different types of health conditions (N=455), significantly more respondents with a physical difficulty or mobility issue were satisfied with Grantham Hospital in comparison to respondents with a long-standing illness or health condition (24%, 13.6% respectively).

	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
A long-standing illness or health condition	80.8% (N=143)	13.6% (N=24)	2.8% (N=5)	1.1% (N=2)	1.7% (N=3)
A mental health difficulty	69.4% (N=43)	24.2% (N=15)	1.6% (N=1)	1.6% (N=1)	3.2% (N=2)
A physical difficulty or mobility issue	73.3% (N=55)	24.0% (N=18)	0.0% (N=0)	0.0% (N=0)	2.7% (N=2)
A social or communication difficulty	50.0% (N=1)	0.0% (N=0)	0.0% (N=0)	0.0% (N=0)	50.0% (N=1)
A specific learning difficulty	60.0% (N=3)	0.0% (N=0)	20.0% (N=1)	20.0% (N=1)	0.0% (N=0)
Being blind or partially sighted	60.0% (N=3)	20.0% (N=1)	0.0% (N=0)	0.0% (N=0)	20.0% (N=1)
Being deaf or partially deaf	72.7% (N=16)	18.2% (N=4)	9.1% (N=2)	0.0% (N=0)	0.0% (N=0)
A disability, health condition, learning disability or learning difference that is not listed above	62.1% (N=18)	37.9% (N=11)	0.0% (N=0)	0.0% (N=0)	0.0% (N=0)
Prefer not to say	85.9% (N=61)	11.3% (N=8)	1.4% (N=1)	1.4% (N=1)	0.0% (N=0)

Gonerby Road

Age

When comparing the age ranges of those who responded to this question (N=635), significantly more respondents aged 65-74 were very satisfied with Gonerby Road in comparison to those aged 35-44 (66.7%, 44% respectively).

	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
Under 18	100.0% (N=1)	0.0% (N=0)	0.0% (N=0)	0.0% (N=0)	0.0% (N=0)
18-24	66.7% (N=4)	0.0% (N=0)	0.0% (N=0)	0.0% (N=0)	33.3% (N=2)
25-34	60.0% (N=15)	16.0% (N=4)	0.0% (N=0)	0.0% (N=0)	24.0% (N=6)
35-44	44.0% (N=22)	26.0% (N=13)	2.0% (N=1)	2.0% (N=1)	26.0% (N=13)
45-54	62.7% (N=37)	13.6% (N=8)	0.0% (N=0)	0.0% (N=0)	23.7% (N=14)
55-64	61.5% (N=40)	21.5% (N=14)	3.1% (N=2)	1.5% (N=1)	12.3% (N=8)
65-74	66.7% (N=34)	15.7% (N=8)	3.9% (N=2)	2.0% (N=1)	11.8% (N=6)
75+	80.0% (N=20)	12.0% (N=3)	0.0% (N=0)	8.0% (N=2)	0.0% (N=0)
Prefer not to say	33.3% (N=1)	33.3% (N=1)	0.0% (N=0)	0.0% (N=0)	33.3% (N=1)

Gender

When comparing the gender of those who responded to this question (N=634), significantly more female respondents indicated that they didn't know if they were satisfied with Gonerby Road in comparison to male respondents (19.9%, 10.3% respectively).

	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
Female	59.2% (N=116)	17.4% (N=34)	2.0% (N=4)	1.5% (N=3)	19.9% (N=39)
Male	66.7% (N=58)	19.5% (N=17)	1.2% (N=1)	2.3% (N=2)	10.3% (N=9)
Other	0.0% (N=0)	0.0% (N=0)	0.0% (N=0)	0.0% (N=0)	0.0% (N=0)
Prefer not to say	0.0% (N=0)	0.0% (N=0)	0.0% (N=0)	0.0% (N=0)	100.0% (N=1)

Disability

When comparing responses from respondents who answered the question on disability (N=637), significantly more respondents with a disability were dissatisfied with Gonerby Road (3.4%, 0% respectively).

	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
Yes	58.1% (N=86)	18.9% (N=28)	3.4% (N=5)	1.4% (N=2)	18.2% (N=27)
No	63.5% (N=80)	17.5% (N=22)	0.0% (N=0)	2.4% (N=3)	16.7% (N=21)
Prefer not to say	72.7% (N=8)	9.1% (N=1)	0.0% (N=0)	0.0% (N=0)	18.2% (N=2)

Also, significantly more respondents with a mental health difficulty indicated that they didn't know if they were satisfied with Gonerby Road in comparison to those with a long-standing health illness or health condition (30.3%, 14.1% respectively).

	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
A long-standing illness or health condition	58.8% (N=50)	23.5% (N=20)	3.5% (N=3)	0.0% (N=0)	14.1% (N=12)
A mental health difficulty	45.5% (N=15)	18.2% (N=6)	6.1% (N=2)	0.0% (N=0)	30.3% (N=10)
A physical difficulty or mobility issue	52.9% (N=27)	19.6% (N=10)	7.8% (N=4)	3.9% (N=2)	15.7% (N=8)
A social or communication difficulty	50.0% (N=1)	50.0% (N=1)	0.0% (N=0)	0.0% (N=0)	0.0% (N=0)
A specific learning difficulty	50.0% (N=2)	0.0% (N=0)	0.0% (N=0)	0.0% (N=0)	50.0% (N=2)
Being blind or partially sighted	0.0% (N=0)	100.0% (N=1)	0.0% (N=0)	0.0% (N=0)	0.0% (N=0)
Being deaf or partially deaf	28.6% (N=2)	28.6% (N=2)	0.0% (N=0)	0.0% (N=0)	42.9% (N=3)
A disability, health condition, learning disability or learning difference that	68.8% (N=11)	12.5% (N=2)	6.3% (N=1)	0.0% (N=0)	12.5% (N=2)

is not listed above					
Prefer not to say	62.2% (N=23)	16.2% (N=6)	0.0% (N=0)	2.7% (N=1)	18.9% (N=7)

Q9. Please tell us why you attended Grantham on this occasion?

It is the nearest location to where I live

Gender

When comparing the gender of those who responded to this question (N=628), significantly more male respondents indicated that they attended Gonerby Road because it was the nearest location to where they live, in comparison to female respondents (25.8%, 16.9% respectively).

Whilst significantly more female respondents indicated that they attended Grantham Health Centre because it was closer to where they live, in comparison to male respondents (4%, 0.7% respectively).

	Grantham Hospital	Gonerby Road	Grantham Health Centre
Female	79.2% (N=338)	16.9% (N=72)	4.0% (N=17)
Male	73.5% (N=111)	25.8% (N=39)	0.7% (N=1)
Other	0.0% (N=0)	0.0% (N=0)	0.0% (N=0)
Prefer not to say	100.0% (N=4)	0.0% (N=0)	0.0% (N=0)

I asked to receive my care and treatment at Grantham

Age

When comparing the age ranges of those who responded to this question (N=628), significantly more respondents aged 35-44 indicated that they asked to receive their care and treatment at Grantham Hospital in comparison to those aged 45-54 (90.2%, 75.7% respectively).

	Grantham Hospital	Gonerby Road	Grantham Health Centre
Under 18	100.0% (N=1)	0.0% (N=0)	0.0% (N=0)
18-24	83.3% (N=5)	16.67% (N=1)	0.0% (N=0)

25-34	85% (N=17)	15% (N=3)	0.0% (N=0)
35-44	90.2% (N=46)	9.8% (N=5)	0.0% (N=0)
45-54	75.7% (N=56)	20.3% (N=15)	4.1% (N=3)
55-64	82.5% (N=66)	17.5% (N=14)	0.0% (N=0)
65-74	77.3% (N=58)	18.7% (N=14)	4% (N=3)
75+	78.1% (N=25)	21.9% (N=7)	0.0% (N=0)
Prefer not to say	100.0% (N=2)	0.0% (N=0)	0.0% (N=0)

Grantham was the only option I was given

Age

Significantly more respondents aged 55-64 indicated that Gonerby Road was the only option they were given in comparison to those aged 65-74 (39.4%, 23% respectively).

	Grantham Hospital	Gonerby Road	Grantham Health Centre
Under 18	0.0% (N=0)	100.0% (N=1)	0.0% (N=0)
18-24	80.0% (N=4)	20.0% (N=1)	0.0% (N=0)
25-34	63.2% (N=12)	36.8% (N=7)	0.0% (N=0)
35-44	71.1% (N=27)	23.7% (N=9)	5.3% (N=2)
45-54	67.9% (N=36)	24.5% (N=13)	7.6% (N=4)
55-64	59.2% (N=42)	39.4% (N=28)	1.4% (N=1)
65-74	73.8% (N=45)	23.0% (N=14)	3.3% (N=2)
75+	63.2% (N=24)	36.8% (N=14)	0.0% (N=0)
Prefer not to say	100.0% (N=4)	0.0% (N=0)	0.0% (N=0)

Q11. Have you attended any hospitals other than Grantham for care or treatment in the last 12 months?

Age

When comparing the age ranges of those who responded to this question (N=756), significantly more respondents aged 25-34 indicated that they had not attended any other hospitals other than Grantham for treatment in comparison to those aged 45-54, 55-64, 65-74, 75+ (51%, 32.2%, 35.5%, 36.6%, 33.8% respectively).

Significantly more respondents aged 55-64 years indicated that they had attended Pilgrim Hospital for care or treatment in the last 12 months in comparison to those aged 35-44 (19.9%, 10.9% respectively).

	No	Yes - Pilgrim Hospital Boston	Yes - Lincoln County Hospital	Yes, Other (please specify)
Under 18	0.0% (N=0)	0.0% (N=0)	100.0% (N=2)	0.0% (N=0)
18-24	38.5% (N=5)	7.7% (N=1)	61.5% (N=8)	7.7% (N=1)
25-34	51.0% (N=25)	8.2% (N=4)	34.7% (N=17)	12.2% (N=6)
35-44	43.6% (N=48)	10.9% (N=12)	33.6% (N=37)	21.8% (N=24)
45-54	32.2% (N=47)	15.1% (N=22)	39.0% (N=57)	22.6% (N=33)
55-64	35.5% (N=66)	19.9% (N=37)	36.6% (N=68)	18.3% (N=34)
65-74	36.6% (N=63)	15.1% (N=26)	38.4% (N=66)	20.9% (N=36)
75+	33.8% (N=24)	16.9% (N=12)	43.7% (N=31)	21.1% (N=15)
Prefer not to say	28.6% (N=2)	14.3% (N=1)	57.1% (N=4)	0.0% (N=0)

Disability and health conditions

When comparing responses from respondents who answered the question on disability (N=760), significantly more respondents with a disability had attended another hospital other than Grantham (43.68%, 30.9% respectively).

Significantly more respondents with a disability had attended another hospital other than Pilgrim Hospital and Lincoln Hospital (24.1%, 14.9% respectively).

	No	Yes - Pilgrim Hospital	Yes - Lincoln Hospital	Yes, Other (please specify)
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Yes	30.9% (N=118)	18.1% (N=69)	42.2% (N=161)	24.1% (N=92)
No	43.7% (N=152)	12.1% (N=42)	34.2% (N=119)	14.9% (N=52)
Prefer not to say	43.3% (N=13)	13.3% (N=4)	33.3% (N=10)	20.0% (N=6)

Q12. Could you have attended a service in Grantham instead of the hospital that you went to?

Age

When comparing the age ranges of those who responded to this question (N=478), significantly more respondents aged 35-44 indicated that they couldn't have attended a service in Grantham instead of the hospital they went to because the service was not available in Grantham, in comparison to those aged 45-54, 55-64, 65-74, 75+ (61.3%, 43.6%, 40.8%, 42.6%, 39.6% respectively).

Also, significantly more respondents aged 55-64, 65-74 and 75+ indicated that they weren't given Grantham as an option in comparison to those aged 35-44 (43.3%, 38%, 39.6%, 17.8% respectively). Respondents aged 55-64 were significantly more likely to indicate that they weren't given Grantham as an option in comparison to those aged 45-54 years (43.3%, 29.7% respectively).

	Yes – But I asked to go to the other hospital	Yes – But my GP/clinician referred me to the other hospital	No, the service I needed is not available at Grantham hospital	I wasn't given Grantham as an option	Other (please specify)
Under 18	0.0% (N=0)	50.0% (N=1)	0.0% (N=0)	50.0% (N=1)	0.0% (N=0)
18-24	25.0% (N=2)	12.5% (N=1)	25.0% (N=2)	25.0% (N=2)	12.5% (N=1)
25-34	0.0% (N=0)	12.5% (N=3)	58.3% (N=14)	20.8% (N=5)	8.3% (N=2)
35-44	8.1% (N=5)	4.8% (N=3)	61.3% (N=38)	17.7% (N=11)	8.1% (N=5)
45-54	5.0% (N=5)	9.9% (N=10)	43.6% (N=44)	29.7% (N=30)	11.9% (N=12)
55-64	7.5% (N=9)	5.0% (N=6)	40.8% (N=49)	43.3% (N=52)	3.3% (N=4)
65-74	4.6% (N=5)	6.5% (N=7)	42.6% (N=46)	38.0% (N=41)	8.3% (N=9)
75+	6.3% (N=3)	6.3% (N=3)	39.6% (N=19)	39.6% (N=19)	8.3% (N=4)

Prefer not to say	0.0% (N=0)	0.0% (N=0)	60.0% (N=3)	20.0% (N=1)	20.0% (N=1)
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Q14. As a result of these temporary changes at Grantham Hospital due to COVID-19, has the care or treatment you would usually receive changed?

What are you responding as...

When comparing the background of the person responding to this question (N=729), significantly more carers indicated that due to the temporary changes at Grantham Hospital their care or treatment had changed a great deal in comparison to individual residents (37.8%, 20.4% respectively).

	A great deal	Quite a bit	Very little	Not at all	Don't know
An individual resident	20.4% (N=135)	20.0% (N=132)	11.8% (N=78)	22.4% (N=148)	25.4% (N=168)
A carer	37.8% (N=17)	17.8% (N=8)	13.3% (N=6)	17.8% (N=8)	13.3% (N=6)
A parent / guardian of a child under 16	26.8% (N=26)	22.7% (N=22)	13.4% (N=13)	15.5% (N=15)	21.7% (N=21)
A member of NHS staff	21.7% (N=5)	21.7% (N=5)	13.0% (N=3)	34.8% (N=8)	8.7% (N=2)
A representative of an organisation	50.0% (N=1)	50.0% (N=1)	0.0% (N=0)	0.0% (N=0)	0.0% (N=0)

Age

When comparing the age ranges of those who responded to this question (N=759), significantly more respondents aged 55-64 indicated that the care or treatment they would usually receive had changed a great deal, in comparison to those aged 35-44 and 45-54 (28.3%, 19%, 15% respectively).

Respondents aged 65-74 indicated that the care or treatment they would usually receive had changed quite a bit in comparison to those aged 35-44 (26.3%, 14.4% respectively).

Also, respondents aged 35-44 were significantly more likely to indicated that the care or treatment that they would usually receive had changed very little in comparison to those aged 45-54 and 65-74 (18.9%, 7.5%, 8.2% respectively).

	A great deal	Quite a bit	Very little	Not at all	Don't know
Under 18	0.0% (N=0)	50.0% (N=1)	50.0% (N=1)	0.0% (N=0)	0.0% (N=0)

18-24	7.7% (N=1)	15.4% (N=2)	23.1% (N=3)	30.8% (N=4)	23.1% (N=3)
25-34	16.3% (N=8)	18.4% (N=9)	14.3% (N=7)	30.6% (N=15)	20.4% (N=10)
35-44	15.3% (N=17)	14.4% (N=16)	18.9% (N=21)	22.5% (N=25)	28.8% (N=32)
45-54	19.1% (N=28)	17.7% (N=26)	7.5% (N=11)	26.5% (N=39)	29.3% (N=43)
55-64	28.3% (N=53)	19.8% (N=37)	11.8% (N=22)	18.2% (N=34)	21.9% (N=41)
65-74	19.9% (N=34)	26.3% (N=45)	8.2% (N=14)	19.9% (N=34)	25.7% (N=44)
75+	18.1% (N=13)	22.2% (N=16)	12.5% (N=9)	26.4% (N=19)	20.8% (N=15)
Prefer not to say	14.3% (N=1)	0.0% (N=0)	28.6% (N=2)	14.3% (N=1)	42.9% (N=3)

Disability and health conditions

When comparing responses from those who answered the question on disability (N=763), significantly more respondents with a disability suggested that the care or treatment they would usually receive had changed a great deal (24.2%, 16.5% respectively), or had changed quite a bit (25.2%, 15.6% respectively).

Significantly fewer respondents with a disability indicated that their care or treatment had not changed at all (16.8%, 28.7% respectively).

	A great deal	Quite a bit	Very little	Not at all	Don't know
Yes	24.2% (N=92)	25.2% (N=96)	12.3% (N=47)	16.8% (N=64)	21.5% (N=82)
No	16.5% (N=58)	15.6% (N=55)	11.9% (N=42)	28.7% (N=101)	27.3% (N=96)
Prefer not to say	16.7% (N=5)	6.7% (N=2)	13.3% (N=4)	20.0% (N=6)	43.3% (N=13)

Q15. If your care or treatment has changed, please tell us why you think this..

Age

When comparing the age ranges of those who responded to this question (N=677), respondents aged 25-34 were significantly less likely to indicate that the service they needed was moved to another location, in comparison to those aged 45-54 and 65-74 (37.2%, 56.1%, 56.5% respectively).

Respondents aged 25-34 and 35-44 were significantly more likely not to need care and treatment during this time in comparison to those aged 55-64, 65-74 and 75+ (51.2%,

37.8%, 26%, 24%, 21.7% respectively). Those aged 25-34 were also significantly more likely not to need care and treatment during this time in comparison to those aged 45-54 (51.2%, 27.7% respectively).

	The service I needed was moved to another location	I decided not to access my care and treatment during the COVID-19 pandemic	I did not need care or treatment during this time	Other (please specify)
Under 18	50.0% (N=1)	50.0% (N=1)	0.0% (N=0)	0.0% (N=0)
18-24	60.0% (N=6)	0.0% (N=0)	10.0% (N=1)	30.0% (N=3)
25-34	37.2% (N=16)	2.3% (N=1)	51.2% (N=22)	9.3% (N=4)
35-44	44.3% (N=47)	2.8% (N=3)	37.7% (N=40)	15.1% (N=16)
45-54	56.1% (N=69)	4.1% (N=5)	27.6% (N=34)	12.2% (N=15)
55-64	51.5% (N=89)	5.8% (N=10)	26.0% (N=45)	16.8% (N=29)
65-74	56.5% (N=87)	3.9% (N=6)	24.0% (N=37)	15.6% (N=24)
75+	53.3% (N=32)	3.3% (N=2)	21.7% (N=13)	21.7% (N=13)
Prefer not to say	16.7% (N=1)	0.0% (N=0)	83.3% (N=5)	0.0% (N=0)

Disability and health conditions

When comparing responses from respondents who answered the question on disability (N=763), significantly more respondents with a disability felt that their care or treatment had changed because they decided not to access care or treatment during the COVID-19 pandemic (6.1%, 1.9% respectively).

Significantly fewer respondents with a disability indicated that they did not need care or treatment during this time (23%, 35% respectively).

	The service I needed was moved to another location	I decided not to access my care and treatment during the COVID-19 pandemic	I did not need care or treatment during this time	Other (please specify)
Yes	52.6% (N=181)	6.1% (N=21)	23.0% (N=79)	18.3% (N=63)
No	50.8% (N=157)	1.9% (N=6)	35.0% (N=108)	12.3% (N=38)

Prefer not to say	42.9% (N=12)	7.1% (N=2)	35.7% (N=10)	14.3% (N=4)
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When comparing responses from respondents with different types of health conditions (N=413), significantly more respondents with a mental health difficulty indicated that they did not need care or treatment during the time in comparison to respondents with a physical difficulty or mobility issue (28.2%, 14.9% respectively).

	The service I needed was moved to another location	I decided not to access my care and treatment during the COVID-19 pandemic	I did not need care or treatment during this time	Other (please specify)
A long-standing illness or health condition	50.8% (N=98)	6.7% (N=13)	22.8% (N=44)	19.7% (N=38)
A mental health difficulty	46.5% (N=33)	7.0% (N=5)	28.2% (N=20)	18.3% (N=13)
A physical difficulty or mobility issue (for example, difficulty using your arms or needing a wheelchair or crutches)	57.4% (N=58)	6.9% (N=7)	14.9% (N=15)	20.8% (N=21)
A social or communication difficulty	50.0% (N=1)	0.0% (N=0)	0.0% (N=0)	50.0% (N=1)
A specific learning difficulty	42.9% (N=3)	14.3% (N=1)	14.3% (N=1)	28.6% (N=2)
Being blind or partially sighted	50.0% (N=4)	0.0% (N=0)	12.5% (N=1)	37.5% (N=3)
Being deaf or partially deaf	45.8% (N=11)	8.3% (N=2)	29.2% (N=7)	16.7% (N=4)
A disability, health condition, learning disability or learning difference that is not listed above	61.5% (N=24)	5.1% (N=2)	20.5% (N=8)	12.8% (N=5)
Prefer not to say	54.8% (N=51)	3.2% (N=3)	26.9% (N=25)	15.1% (N=14)

4.3.1. Demographics

Postcode (N=1264)

Postcode	% of responses	Number of responses	Postcode	% of responses	Number of responses
DN10	0.1	1	NG24	0.7	9
DN21	0.2	3	NG29	0.1	1
LE13	0.2	3	NG31	63.1	798
LE14	0.4	5	NG32	11.8	149
LN1	0.2	2	NG33	3.6	46
LN2	0.7	9	NG34	6.5	82
LN3	0.1	1	NG35	0.1	1
LN4	0.4	5	NG41	0.1	1
LN5	1.3	16	NW1	0.1	1
LN6	0.9	12	PE9	0.2	2
LN7	0.1	1	PE10	0.2	3
LN8	0.1	1	PE11	0.6	7
LN9	0.1	1	PE12	0.2	3
LN10	0.2	2	PE13	0.1	1
LN11	0.3	4	PE20	0.2	2
LN13	0.1	1	PE21	0.5	6
NG5	0.1	1	PE22	0.2	2
NG13	3.2	41	PE23	0.2	3
NG18	0.2	2	PE25	0.2	3
NG23	2.5	32	RM7	0.1	1

Age (N=1088)

Age	% of responses	Number of responses
Under 18	0.4	4
18-24	1.7	18
25-34	7	76
35-44	13.8	150
45-54	20.2	220
55-64	24.5	267
65-74	23	250
75+	8.6	93
Prefer not to say	0.9	10

Gender (N=1088)

Gender	% of responses	Number of responses
Female	71.1	773
Male	28	305
Transgender	0	0
Other	0.1	1
Prefer not to say	0.8	9

Additional Gender question (N=1089)

Is your gender the same as when you were born?	% of responses	Number of responses
Yes	98.4	1071
No	0.6	6
Prefer not to say	1.1	12

Pregnancy data (N=1095)

Are you currently pregnant or have given birth in the last year?	% of responses	Number of responses
Yes	1.8	20
No	87.7	960
Does not apply	9.9	108
Prefer not to say	0.6	7

Disability (N=1094)

Disability, health condition or long-term illness	% responses	Number of responses
Yes	43.5	476
No	52.6	575
Prefer not to say	3.9	43

Additional Disability question (N=580)

Disability, health condition or long-term illness	% responses	Number of responses
A long-standing illness or health condition	45	261
A mental health difficulty	17.1	99
A physical difficulty or mobility issue	22.4	130
A social or communication difficulty	0.7	4
A specific learning difficulty	1.7	10
Being blind or partially sighted	1.6	9
Being deaf or partially deaf	5.7	33
A disability, health condition, learning disability or learning difference that is not listed above	9	52
Prefer not to say	23.6	137

Ethnicity (N=1090)

Ethnicity	% responses	Number responses
Arab	0.1	1
Asian/British Asian: Bangladeshi	0.2	2
Asian/British Asian: Chinese	0.1	1
Asian/British Asian: Indian	0.7	8
Asian/British Asian: Pakistani	0	0
Asian/British Asian: Other	0.3	3
Black/British black: African	0	0
Black/British black: Caribbean	0.1	1
Black/British black: other	0	0
Mixed race: black and white	0.4	4
Mixed race: Asian and white	0.4	4
Mixed race: black and Asian	0	0
Mixed race: other	0.5	5
Traveller: Gypsy or Roma	0.1	1
Traveller: Irish	0	0
White: British	88.5	965
White: Irish	0.5	5
White: European	5.1	55
Prefer not to say	2.2	24
Other	1	11

Sexuality (N=1079)

Sexuality	% responses	Number of responses
Asexual	2.3	25
Bisexual	1.8	19
Gay or lesbian	1.2	13
Heterosexual or straight	87.4	943
Prefer not to say	7	86
Other	0.3	3

Religion (N=1086)

Religion	% responses	Number of responses
Buddhist	0.4	4
Christian	63.5	690
Hindu	0.6	7
Jewish	0	0
Muslim	0.1	1
Sikh	0.2	2
Other religion	2.8	30
no religion	27.4	298
Prefer not to say	4.5	54

4.4. Appendix 4 - Survey Analysis (graphs)

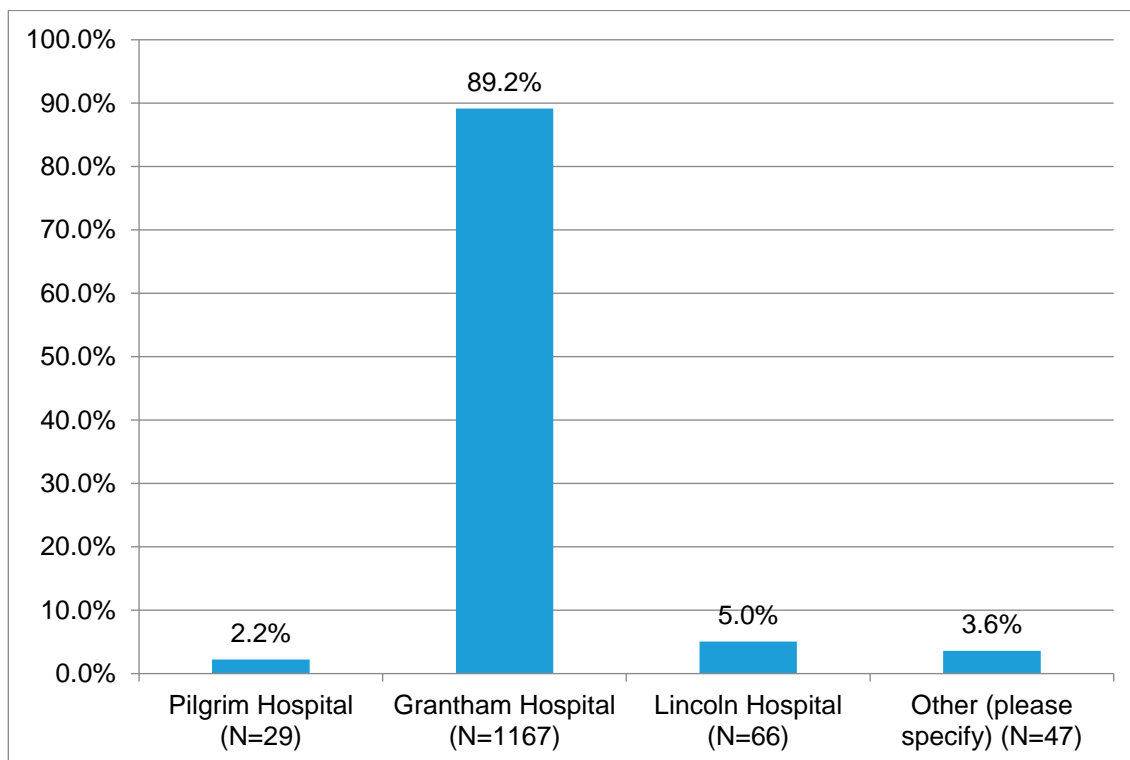
4.4.1. Introduction

We calculate statistical significance using a standard 95% confidence level. When we display an answer option as statistically significant, it means the difference between two groups has less than a 5% probability of occurring by chance or sampling error alone, which is often displayed as $p < 0.05$.

4.4.2. Themes

Q2. If you needed to visit a hospital as a patient, which hospital would you normally choose? (N=1309)

Respondents were significantly more likely to choose Grantham Hospital in comparison to Pilgrim Hospital, Lincoln Hospital, or select 'other' as a hospital (89.2%, 2.2%, 5%, 3.6% respectively).



Other category (N=47)

Respondents were given the opportunity to suggest 'other' as a hospital that they would choose to visit. There were 47 respondents, providing 49 comments. Please see the table below.

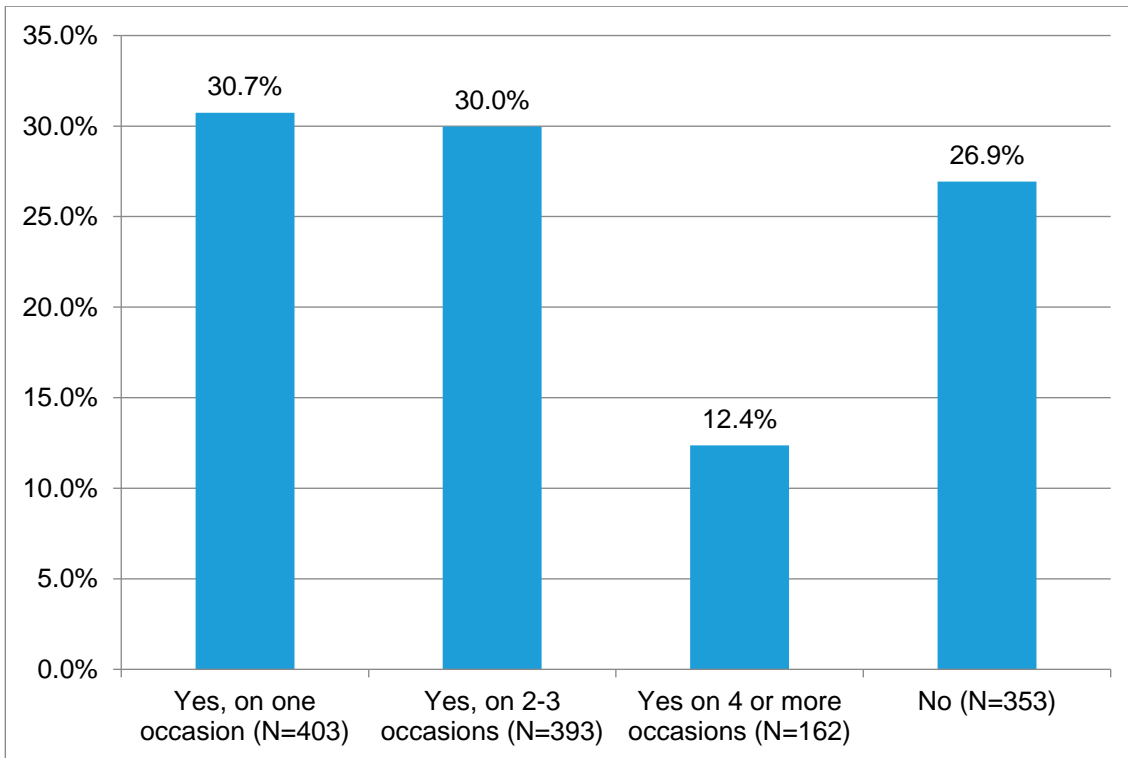
Other hospital specified	Number of comments
QMC	14
Peterborough	13

Nottingham	6
Newark	5
Louth	3
Kings Mill Mansfield	2
Grimsby	1
Johnson Community Hospital	1
Q E Kings Lynn	1
Romford	1
UCLH	1
Stanmore Royal	1

Q3. Have you attended a hospital or community venue as a patient in the last 12 months? (N=1311)

Respondents were significantly more likely to indicate they either didn't attend or did attend a hospital or community venue as a patient in the last 12 months on one occasion or on 2-3 occasions in comparison to attending 4 or more occasions (26.9%, 30.8%, 30%, 12.4% respectively).

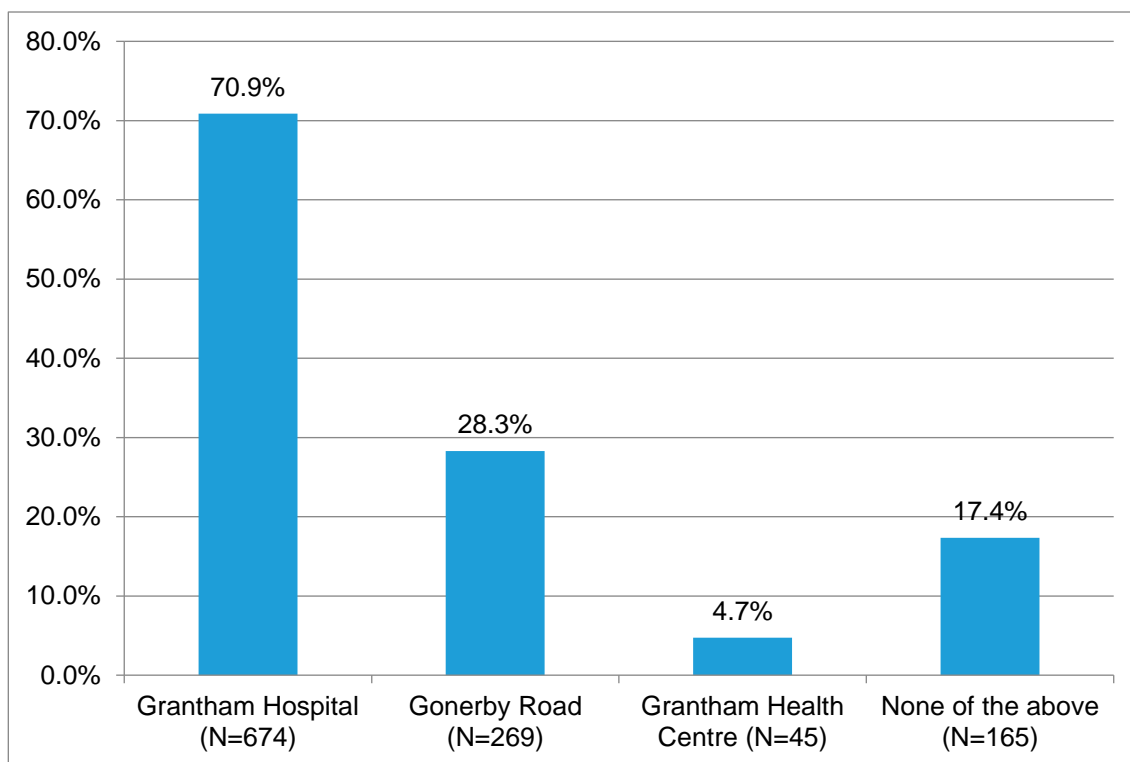
Also, respondents were significantly more likely to indicate they attended a hospital or community venue on one occasion in comparison to not attending at all (30.7%, 26.9% respectively).



Q4. Which of the following locations in Grantham have you attended for care or treatment in the last 12 months? (N=951)

Respondents were significantly more likely to indicate they attended Grantham Hospital for care or treatment in the last 12 months in comparison to Gonerby Road, Grantham Health Clinic or Grantham Health Centre (70.9%, 28.3%, 4.7% respectively).

Also, respondents were significantly more likely to indicate they attended Gonerby Road for care or treatment in the last 12 months in comparison to Grantham Health Centre (28.3%, 4.7% respectively).



Q5. Please tell us which patient services you have accessed at Grantham Hospital, Gonerby Road, or the Grantham Health Centre in the last 12 months: (N=711)

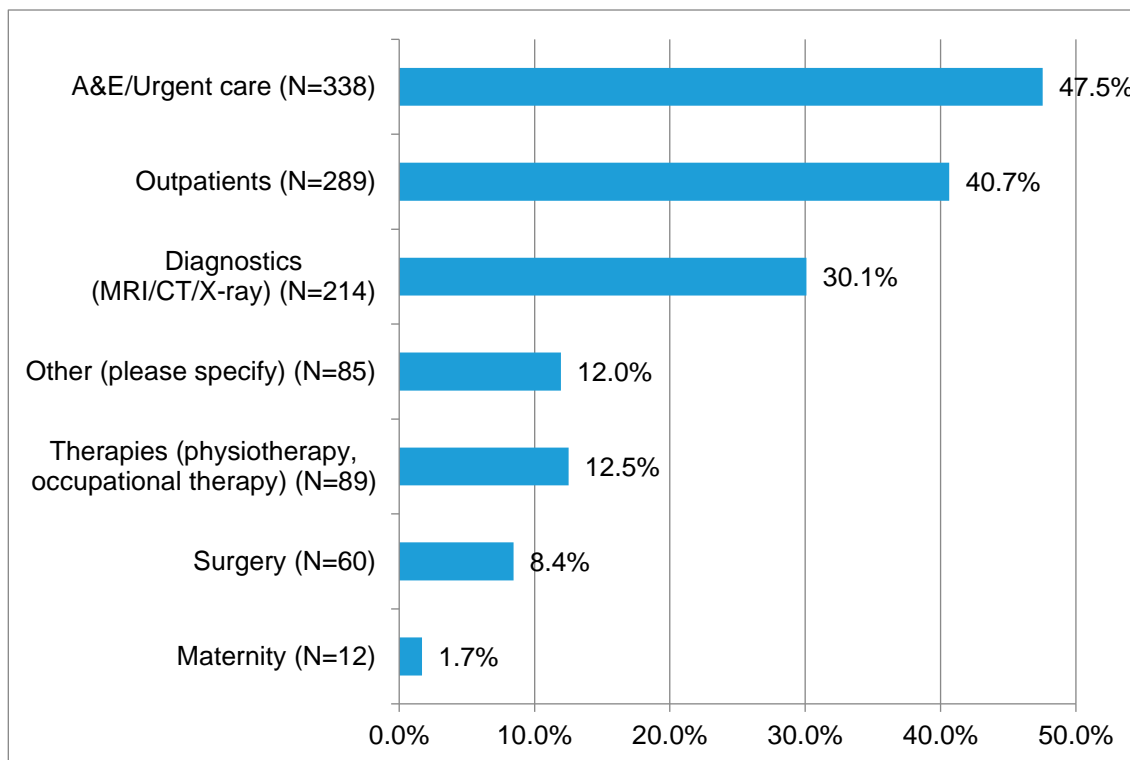
Respondents were significantly more likely to indicate that they had accessed A&E/urgent care in the last 12 months, in comparison to attending surgery, diagnostics, outpatients, maternity, therapies, or other (47.5%, 8.4%, 30.1%, 40.7%, 1.7%, 12.5%, 12% respectively).

Also, respondents were significantly more likely to indicate they had accessed outpatients in comparison to surgery, diagnostics, maternity, therapies and other (40.7%, 8.4%, 30.1%, 1.7%, 12.5%, 12% respectively).

Respondents were significantly more likely to indicate they had accessed diagnostics in comparison to surgery, maternity, therapies and other (30.1%, 1.7%, 12.5%, 12% respectively).

Finally, significantly more respondents indicated they had accessed therapies in comparison to surgery and maternity (12.5%, 8.4%, 1.7% respectively). Whilst

significantly more respondents indicated they accessed surgery in comparison to maternity (8.4%, 1.7% respectively).



Other category (N=85)

Respondents were given the opportunity to select 'other' as a patient service that they had accessed in the last 12 months. There were 85 respondents, providing 90 comments. Please see the table below.

Other patient service specified	Number of comments
Chemotherapy	13
Endoscopy	4
Optometrist	4
X-ray/Radiography	4
Blood Test	3
Infusions	3
Orthopaedics	3
Stoma	3
Cardiology	2
Diabetes Clinic	2
Diabetic Eye Check	2
Gastrology	2
MRI	2
None/Not sure	2

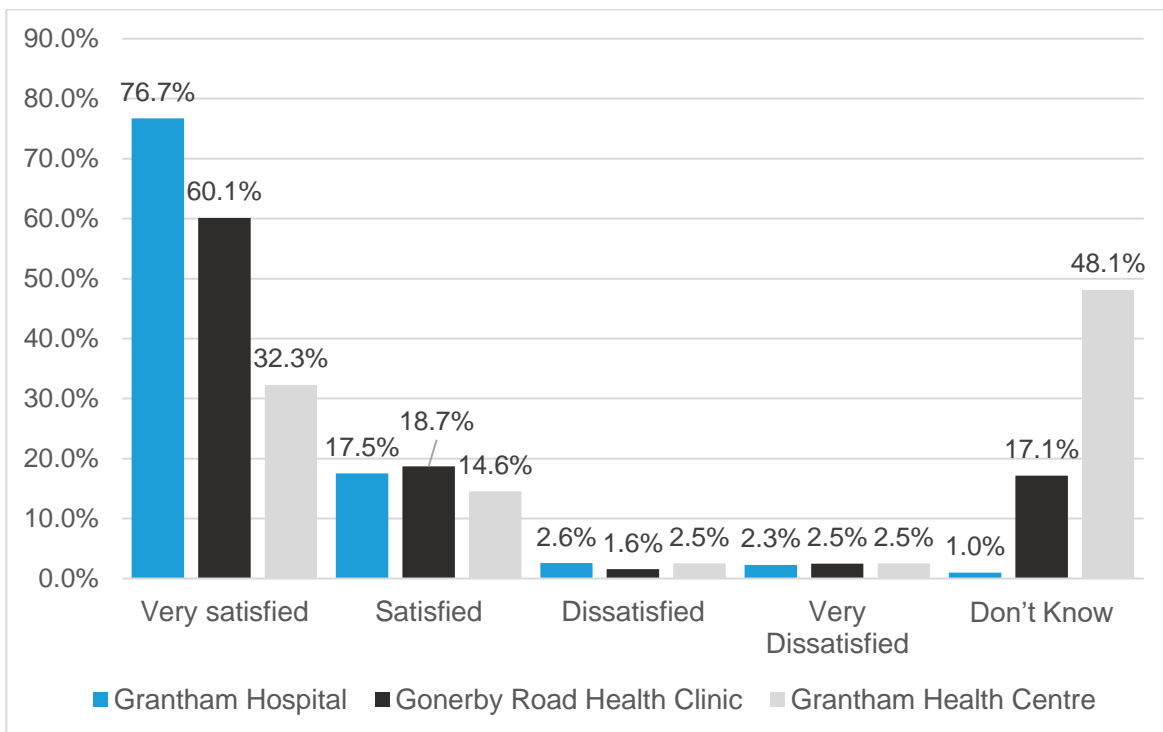
Oncology	2
Ophthalmic	2
Orthoptics/Eye Clinic	2
Podiatry	2
Walk in centre	2
Ambulatory	1
Blood Transfusion	1
Botox	1
Bowel Clinic	1
Cancer Treatment	1
Check Up	1
Cystoscopy	1
Day Biopsy	1
Day Surgery	1
Day Ward	1
Dermatologist	1
ECG	1
Fracture Clinic	1
Grantham Health Centre	1
Immunotherapy	1
Kingfisher	1
Mammogram	1
Orthodontist	1
Orthotics	1
OOH Doctor	1
Path Lab	1
Phototherapy	1
Physiotherapy	1
Respiratory	1
Sexual Health	1
SSE	1
Steroid Injections	1
Surgery	1
Telephone Appointment	1
Ultrasound	1
Urology	1
UVB	1

Q6. To what extent were you satisfied with the care or treatment you received? (N=709)

Respondents were significantly more likely to be very satisfied with Grantham Hospital in comparison to Gonerby Road and Grantham Health Centre (76.7%, 60.1%, 32.3% respectively).

Respondents were also significantly more likely to not know if they were satisfied when referring to Grantham Health Centre in comparison to Grantham Hospital and Gonerby Road (48.1%, 1%, 17.1% respectively).

Significantly more respondents indicated that they didn't know if they were satisfied when referring to Gonerby Road, in comparison to Grantham Hospital (17.1%, 1% respectively).



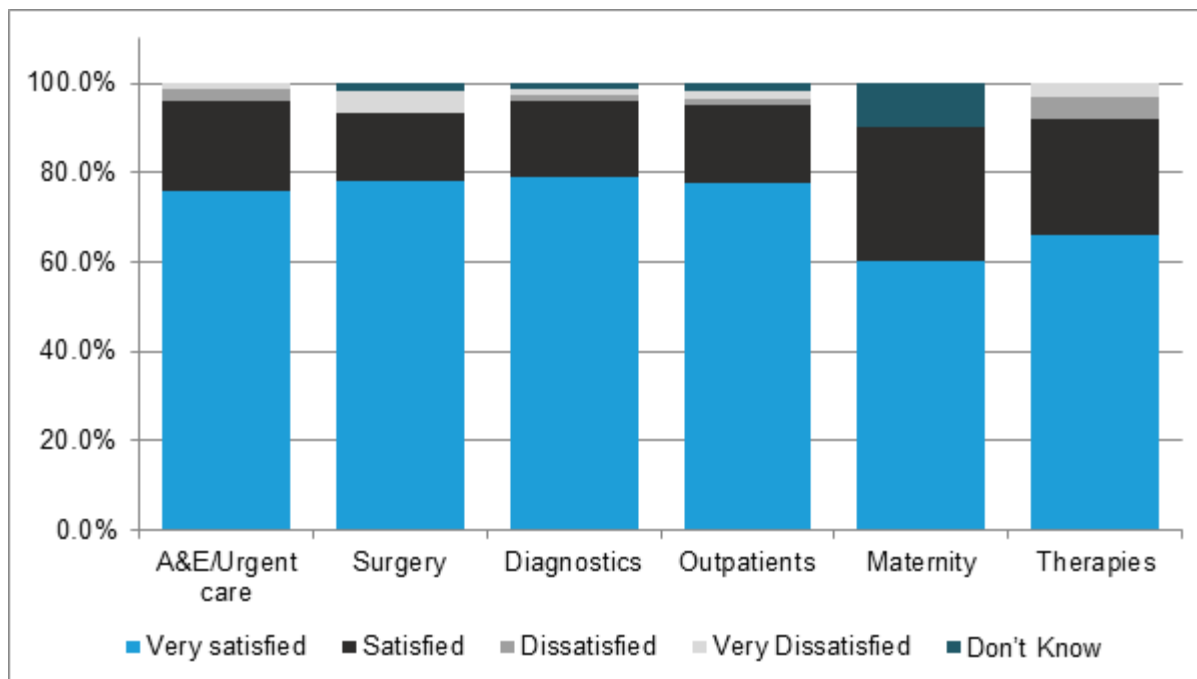
Satisfaction levels in comparison to patient services

Grantham Hospital

Respondents were significantly more likely to be very satisfied with diagnostics in comparison to therapies at Grantham Hospital (78.9%, 66.1% respectively).

Respondents were also significantly more likely to be very dissatisfied with surgery at Grantham Hospital, in comparison to A&E/urgent care and diagnostics (5.1%, 1.2%, 1% respectively).

Also, respondents were significantly less likely to not know if they were satisfied with A&E/urgent care at Grantham Hospital, in comparison to surgery, diagnostics and outpatients (0%, 1.7%, 1.5%, 1.6% respectively).



	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
A&E/Urgent care	75.7% (N=252)	20.1% (N=67)	3.0% (N=10)	1.2% (N=4)	0.0% (N=0)
Surgery	78.0% (N=46)	15.3% (N=9)	0.0% (N=0)	5.1% (N=3)	1.7% (N=1)
Diagnostics	78.9% (N=157)	17.1% (N=34)	1.5% (N=3)	1.0% (N=2)	1.5% (N=3)
Outpatients	77.7% (N=198)	17.7% (N=45)	1.2% (N=3)	2.0% (N=5)	1.6% (N=4)
Maternity	60.0% (N=6)	30.0% (N=3)	0.0% (N=0)	0.0% (N=0)	10.0% (N=1)
Therapies	66.1% (N=41)	25.8% (N=16)	4.8% (N=3)	3.2% (N=2)	0.0% (N=0)

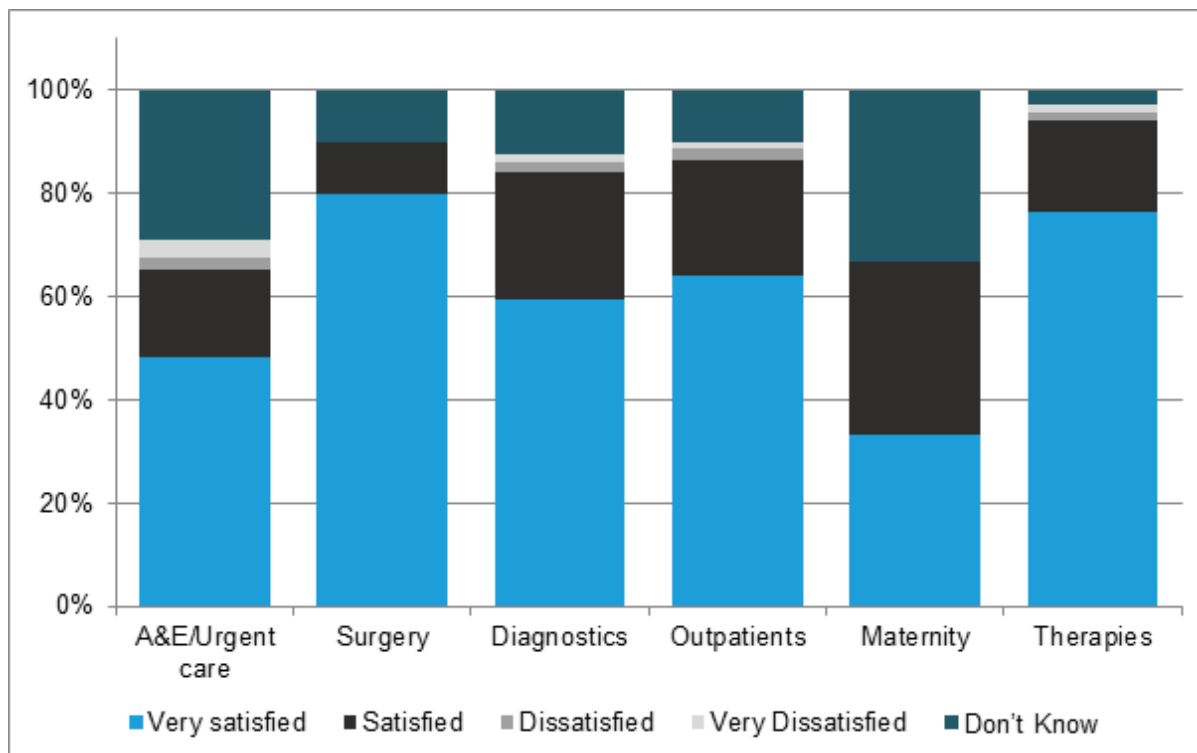
Gonerby Road

Respondents were significantly more likely to be very satisfied with therapies at Gonerby Road, in comparison to A&E/urgent care and diagnostics (76.5%, 48.3%, 59.3% respectively).

Respondents were also significantly more likely to be very satisfied with outpatients at Gonerby Road in comparison to A&E/urgent care (64.1%, 48.3% respectively).

Significantly more respondents also indicated that they didn't know if they were satisfied with A&E/urgent care at Gonerby Road, in comparison to diagnostics, outpatients and therapies (29.2%, 12.4%, 10.2%, 2.9% respectively).

Respondents were significantly more likely to indicate they didn't know if they were satisfied with diagnostics at Gonerby Road Health Clinic, in comparison to therapies (12.4%, 2.9% respectively).



	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
A&E/Urgent care	48.3% (N=58)	16.7% (N=20)	2.5% (N=3)	3.3% (N=4)	29.2% (N=35)
Surgery	80.0% (N=16)	10.0% (N=2)	0.0% (N=0)	0.0% (N=0)	10.0% (N=2)
Diagnostics	59.3% (N=67)	24.8% (N=28)	1.8% (N=2)	1.8% (N=2)	12.4% (N=14)
Outpatients	64.1% (N=107)	22.2% (N=37)	2.4% (N=4)	1.2% (N=2)	10.2% (N=17)
Maternity	33.3% (N=1)	33.3% (N=1)	0.0% (N=0)	0.0% (N=0)	33.3% (N=1)
Therapies	76.5% (N=52)	17.7% (N=12)	1.5% (N=1)	1.5% (N=1)	2.9% (N=2)

Q7. Please tell us what you think was good about your experience (please specify which location you are referring to) (N=659)

Respondents were asked to tell us what they thought was good about their experience. 659 respondents provided 1252 comments.

These comments were grouped into the following themes, as well as an 'other' category. Wherever possible comments have been themed with reference to which location they were discussing.

Workforce

In total, 407 comments discussed workforce, with 66 comments suggesting the staff were good or excellent, in relation to Grantham Hospital, Gonerby Road, A&E/urgent care, Grantham Health Centre, as well as no specified location (30, 16, 9, 4, 7 respectively).

“Excellent Staff.”

There were 272 comments which stated that staff were caring, supportive, kind, respectful, reassuring or listened at either Grantham Hospital, Gonerby Road, A&E/urgent care and at no specified location (190, 52, 17, 13 respectively).

“UTC provision esp [sic] efficient and compassionate.”

A further 50 comments stated that respondents felt the staff were either professional or knowledgeable at Grantham Hospital, Gonerby Road, A&E/urgent care, Grantham Health Centre, and at no specified location (33, 8, 3, 1, 5 respectively).

“Excellent professional service whilst also making me feel respected and valued as an individual.”

The attitude of the staff was also addressed in 13 comments, with 10 comments mentioning that the staff were polite at Grantham Hospital and Gonerby Road (6, 4 respectively). Three comments suggested the staff were pleasant at Grantham Hospital.

“Being cared for by polite staff they were very reassuring from admission to discharge and nothing was too much trouble.”

Conversely, there were two negative comments addressing the attitude of staff at Grantham Hospital. One suggested that podiatry was abrupt and another felt that security guards at Grantham were rude and unfriendly.

“Health Clinic Podiatry adequate but brusque.”

Two comments also suggested that the staff were either okay at Grantham Hospital, or that they were hardworking and tried their best (1, 1 respectively), with a further comment stating that they were competent.

“... and doing their best.”

Another comment suggested the reception staff were good at Grantham Health Centre.

“Reception good.”

Appointments, efficiency and waiting times

In total, 271 comments addressed efficiency or waiting times, with 254 comments stating that their treatment was efficient or that they were seen quickly or on time at either Grantham Hospital, Gonerby Road, A&E/urgent care, Grantham Health Centre, and no specified location (152, 48, 31, 5,18 respectively).

“Physiotherapy visits (x3) convenient and timely. Very prompt.”

Eight comments mentioned the A&E/urgent care, with seven comments indicating they only had a short wait and one suggesting that they were triaged fast.

“Everything was explained to us and the wait wasn’t too long.”

Five comments addressed available appointments, suggesting the level of appointments available was good or that it was easy to be seen at Grantham Hospital or Gonerby Road (3, 2 respectively).

“Proximity and availability of evening appointment.”

However, one comment suggested that the wait was long at Grantham Hospital, with another comment indicating that their appointment was postponed due to COVID-19.

“...good care especially during such an awful time just long waits on occasions which isn’t helpful when waiting for information on your baby.”

Finally, one comment suggested that they had a long wait after their transfer to Lincoln Hospital, whilst another comment suggested Lincoln was too busy.

“I was seen within 15 minutes of checking in but had to be transferred to Lincoln and was laid on a trolley in A&e [sic] for 20 hours and moved to 4 different wards in 5 days.”

Travel, location, and parking

In total, 194 comments discussed travel, location, or parking, with 157 comments suggesting that it was either a good location, accessible or local when referring to Grantham Hospital, Gonerby Road, A&E/urgent care, or no specified location (106, 26, 13, 12 respectively).

“The staff are fantastic and caring and the location is perfect.”

However, three concerns were raised with one comment stating that access to Gonerby Road was poor, another indicating Grantham Health Centre was hard to find and one commenting that they had to travel to Pilgrim Hospital for a follow-up after visiting Grantham Health Centre.

“Walking to the clinic difficult, it’s too far from car park, and getting up the steps is difficult in the rain.”

Similarly, concerns over the distance to travel were also brought up, with five comments suggesting Lincoln Hospital was too far away, difficult to get to, they had to travel to Lincoln for follow-up or that the travel was unnecessary or inconvenient.

“An [sic] local hospital is important. Lincoln is to [sic] far away and too busy long waiting times.”

An additional comment indicated that the respondent attended a hospital by ambulance but had no means to return home.

11 comments indicated that Grantham Hospital and Gonerby Road were convenient (9, 2 respectively), with one of these comments suggesting the location meant it was easier to access and arrange childcare.

“Grantham Hospital, because it is local and convenient.”

Parking was mentioned in 17 comments, with some suggesting that the parking was good at Gonerby Road, Grantham Health Centre, and Grantham Hospital (12, 2, 2 respectively).

“...ease of access, good parking, great staff.”

However, one of the comments mentioning parking stated that parking was a “***nightmare***” at Grantham Hospital.

Treatment and service offering

In total, 185 comments discussed treatment and service offering, with 144 comments indicating that they either thought the care or treatment they received was excellent, good, that they felt well looked after or that they were grateful with reference to

Grantham Hospital, A&E/urgent care, Gonerby Road, Grantham Health Centre, or no specified location (97, 24,10, 5, 8 respectively).

“I have always found Grantham A&E and the out of hours GP service exemplary.”

Nine comments suggested different departments were good, with three comments mentioning the Endoscopy Unit, another mentioning the Haematology Clinic, another the A&E/Fracture clinic, one mentioning the Dermatology Service, and another x-ray at Grantham Hospital; with Physiotherapy and Oncology also being mentioned at no specified location.

“Oncology Day ward offers not only me a lifeline, but the staff are magnificent.”

Six comments stated that the treatment was either good or okay, or that they got the treatment they needed. Three of the comments were referring to Grantham Hospital because they were provided with refreshments, they accommodated a disability or that they were able to help with their anxiety (1, 1, 1 respectively).

“It’s ok not great.”

Similarly, two comments also stated A&E/urgent care took time to check out their problem and that they did all the tests while they were there (1,1 respectively).

Five comments indicated that there are inadequate facilities or services at Grantham Hospital, with two of those suggesting that it’s not good that the x-ray is unavailable after 7-8pm. Whist another comment suggested that the ambulance service let the process down at Grantham Hospital and another saying that the equipment was often faulty.

“Was a bit concerned as they mentioned x-ray but it was closed and I'd have had to gone to Lincoln (worry as it was 7pm and I have a toddler who'd have had to have come too). But they decided against xray so didn't need to go.”

“Staff were excellent - services available inadequate beyond.”

In contrast, one comment did indicate that everything was available at the hospital they attended.

Additionally, five comments discussed the importance of having a fully functioning Grantham Hospital and additionally three comments discussed the changes at A&E.

“Our hospital is so precious, we need it so much, so many new residents in Grantham, we just cannot function without it.”

A further four comments indicated that they had to be transferred to another hospital as the treatment they required was not available at Grantham Hospital.

“I was very satisfied with the initial treatment for my son at Grantham hospital. however, [sic] due to no paediatric doctors we then were transported to Lincoln hospital.”

Additionally, two comments suggested that Gonerby Road works well and is less stressful (1, 1 respectively).

Four negative comments were received, with one suggesting that they were not happy with the results they received, another suggested they were given the wrong medication, and another didn't get the treatment they needed at Grantham Hospital, whilst another was frustrated and unable to access care at Gonerby Road.

“Didn't give right medicine for problem given.”

COVID-19 measures/cleanliness

In total, 110 comments addressed COVID-19 measures or cleanliness, with 45 comments indicating the respondents felt safe. Of these, 35 comments indicated the patients felt safe at Grantham Hospital due to reasons of social distancing and the green status. Four of these comments indicated they felt safe at Gonerby Road, three at A&E/urgent care and another three indicating they felt safe without providing a location.

“Felt safe prior to both my operations as a Green site.”

Cleanliness was addressed in 44 comments, with comments indicating they were happy with the cleanliness at Grantham Hospital, Gonerby Road, A&E/urgent care, and no location provided (27, 12, 1, 3 respectively).

“...room was clean & comfy. Everything was explained well.”

However, one of the comments relating to cleanliness suggested that the respondent felt that Grantham Health Centre was dirty.

COVID-19 measures were mentioned in 20 comments, with 16 indicating that Gonerby Road were very COVID-19 aware and two indicating similar with no location provided. Also, one comment addressed the provision of masks for patients was good at Gonerby Road.

“Organised, Covid measures.”

Another comment that addressed the COVID-19 measures suggested that despite the restrictions, they were still able to attend physiotherapy at Gonerby Road.

“Due to current restrictions, I am still able to attend my physio.”

Finally, one comment suggested that Grantham Hospital is vital for the local community and should be reinstated once the pandemic is over.

“Grantham hospital is vital for providing care to its local community both A&E and outpatients. All other hospitals are miles away. I understand that it is has rightly temporarily been needed for cancer care but once the pandemic is over Grantham hospital needs to be reinstated.”

Organisation, processes, and communication

In total, organisation, processes and communication were addressed in 50 comments, with 39 comments suggesting the organisation or communication was good at Grantham Hospital, Gonerby Road, Grantham Health Centre, and at no specified location (24,12,1, 2 respectively).

“Grantham hospital was very friendly spoke to me all the way through what rhey [sic] was doing.”

However, one comment did suggest that they weren't happy with the communication at Grantham Hospital.

“Not told beforehand that I could not attend to have a blood test without an appointment. I have previously regularly attended for blood tests with no appointment.”

Six comments indicated that they were either happy with the referral process, the booking in system or the transfer process at Grantham Hospital or at no specified location (4, 2 respectively).

“Seen within reasonable time, referral for aftercare.”

Conversely, four other negative comments were also received with two addressing the referral process to Lincoln Hospital as they would have preferred to either stay at

Grantham or be transferred to Nottingham. Another comment suggested admin was not good at an unspecified location.

“Grantham hospital Staff OK. Admin another matter!?”

The other negative comment indicated dissatisfaction with the management at Grantham Hospital.

“Treatment at main hospital good but dissatisfied with management. I registered my complaints.”

Hospital environment & décor

In total, 13 comments addressed the hospital environment and décor in Grantham, with six comments suggesting that it was good that Grantham Hospital was quiet.

“Clean and quiet.”

One comment indicated that Grantham Hospital is a more relaxed environment than Lincoln Hospital or Queens Medical Centre Nottingham, with another comment suggesting that Gonerby Road is calm and peaceful.

“I’ve also been to Lincoln and Queens - all good. I like that only patients are allowed access to out patient etc unless they require carers, it if a much more relaxed environment.”

Navigation at Grantham Hospital was also addressed, with one comment suggesting it was easy to navigate.

However, two comments indicated the respondents felt that Grantham Health Centre or Grantham Hospital were run-down or outdated (1,1 respectively), with another comment also indicating that Grantham Health Centre has poor signage.

“It was the Grantham health centre at the hospital. Brown horrid carpet, horrible to find, unclear signage, dirty & delapidated [sic] buildings. Do I really need to travel in excess of 25 miles for a quality routine service?! Thankfully it wasn’t a cardiac arrest.”

Additionally, one comment indicated that they had to wait outside Gonerby Road in the wet, cold weather.

“Gonerby Road - close to home, plenty of free parking, not keen on waiting outside the mobile in it in the wet cold weather.”

Nothing or don't know

In total, 10 comments indicated nothing or that they didn't know what was good about their experience. Eight of these comments stated that nothing was good, or that they didn't know what was good at Grantham Hospital and Grantham Health Centre (7, 1 respectively). An additional comment felt that Grantham Hospital was chaos.

“Nothing it was chaos.”

Another comment also suggested that funding was a concern at Grantham Hospital.

“... Needs more funding to improve and maintain.”

No problems

Two comments indicated that they had no problems at Grantham Hospital.

“So easy to attend no problems.”

Other or N/A

Two comments indicated N/A to this question and the remainder of the comments could not be themed and were therefore categorised as other. Please see the table below.

<i>“A much better patient at this hospital than others in Lincolnshire.”</i>
<i>“At Grantham hospital I can attend appointments myself and without emotional distress caused by my agoraphobia.”</i>
<i>“Carer.”</i>
<i>“Face to face physio, rather than video.”</i>
<i>“Grantham hospital 1. Haematology clinic for annual checkup - Jan2020 2. A&E and fracture clinic for broken wrist.”</i>
<i>“Our hospital is so precious, we need it so much , so many new residents in Grantham, we just cannot function without it 🧑🧑👉”</i>
<i>“Was.”</i>
<i>“Why the Grantham hospital runs 24 hours is beyond me. I come from Norfolk where we had a minor injuries unit replacing an A&E facility from 8 - 6pm which worked very well, was cost effective and would surely be a good option for Grantham. 24 hours cannot be cost effective and I am sure this is all about cost saving.”</i>

Q8. Please tell us what you think could have been improved about your experience. (please specify which location you are referring to) (N=623)

Respondents were asked to tell us what they think could have been improved about their experience. 623 respondents provided 701 comments.

These comments were then interpreted into the following themes, as well as an 'other' category. Wherever possible comments have been themed with reference to which location they were discussing.

Nothing could be improved, or they can't think of anything or they are happy with the service

In total, 290 comments indicated that respondents either thought there was nothing to improve, they couldn't think of anything to improve or that they were happy with the service at Grantham Hospital, Gonerby Road, Grantham Health Centre, and an unspecified location (180, 69, 17, 23 respectively).

“Nothing. Couldn't fault experience at all.”

Treatment and service offering

In total, 158 comments discussed treatment and service offering, 61 comments indicating that either A&E is needed, services need to be reintroduced at Grantham Hospital or that services shouldn't be restricted.

“All of the hospital should be open and being offered as a service.”

There were 13 comments indicating that there is a need for longer opening hours or a 24-hour service, with three comments stating that respondents didn't want Grantham Hospital to close and another two said they would like to see Grantham hospital fully functioning again.

“A&E open 24/7.”

Similarly, 12 comments mentioned the need for adequate or more equipment and facilities to be available at Grantham Hospital to improve treatment.

“I'm not sure really maybe just them actually having the means at Grantham hospital to do the physio I needed instead of me having to go to Lincoln for checkups.”

Additionally, six comments from respondents who attended Gonerby Road indicated that they felt that services needed to return to Grantham Hospital, with two suggesting they would like to see a fully functioning A&E department.

“Gonerby road - location needs returning to Grantham hospital.”

“A full A & E unit to relieve [sic] the worry of having to travel over 1 hour to receive treatment.”

Furthermore, 15 comments about Grantham Hospital suggested the respondents would like to see more local services, with a further 23 comments suggesting that respondents shouldn't have to travel to another hospital for treatment or follow-ups.

“Follow up and carry on services locally.”

Another seven comments specifically addressed the need for a 24-hour x-ray at Grantham hospital, whilst an additional four comments suggested they should either have a fracture clinic, or more outpatient services (2, 2 respectively).

“It needs to be a fully functioning hospital and the xray department shouldn't close at 8pm.”

One additional comment suggested that their experience would have improved if they were given an x-ray at Grantham walk in centre.

Six comments addressed inadequacies that respondents felt in the treatment they received at both Grantham Hospital and Grantham Health Centre (5, 1 respectively).

“Grantham Hospital careless in diagnosis and treatment. Thereby a problem turned into a crisis.”

With four of these comments suggesting they felt rushed at Grantham Hospital.

“...major knee surgery and felt like I was being rushed out of hospital. The day I was discharged I had to pack my own bag and put everything on my wheelchair.”

Medication at Grantham Hospital was also mentioned in two comments. One suggested that the medication they required wasn't available at Grantham Hospital, whilst another comment addressed the long wait for medication upon departure.

“Having medication available at Grantham hospital would have helped instead of finding a pharmacy that stocked the item required.”

Finally, one comment suggested that more attention could be given when delivering devastating news.

“More attention to carter [sic] when receiving devastating news.”

Hospital environment & décor

In total, 65 comments addressed hospital environment and décor in Grantham with respondents indicating that the décor in general needed improvement at Grantham Hospital, Grantham Health Centre, and at an unspecified location (15, 1, 1 respectively). One comment also indicated that Grantham is in need of a more modern hospital, with a further comment indicating Gonerby Road feels temporary.

“To have proper services back at Grantham hospital and to renovate it to a high standard.”

Improved signposting was mentioned in 17 comments with regards to Gonerby Road, Grantham Hospital, and Grantham Health Centre (8, 7, 1 respectively).

“Directions from entrance to my appointment venue.”

Five comments also indicated the need for better accessibility at Gonerby Road for those with mobility problems.

“Gonerby health clinic - raised trailer access not easy for patients with walking difficulties.”

Cleanliness was also addressed in nine comments, with five comments indicating that Grantham Hospital and Gonerby Road weren't clean (4, 3 respectively). A further comment indicated that they would like to be provided with products to clean the area that they are in at both Grantham Hospital and Gonerby Road. Conversely, one comment suggested that Grantham Hospital was clean.

“Cleanliness, facilities, car parking.”

The temperature of the buildings was also brought up in four comments, comments indicated that Grantham Hospital, Gonerby Road, and Grantham Health Centre were too cold (1,1, 1 respectively). However, one of the comments suggested that Gonerby Road was too hot.

“Not sure where to go, extremely hot in the portacabins, felt sorry for the staff as it’s not a great way to work!”

Comments also indicated the need for a larger waiting area or more seats at both Gonerby Road and Grantham Hospital (4, 3 respectively), with a further comment indicating that Gonerby Road should be more comfortable on arrival.

“More chairs as had to stand. TGrantham [sic].”

Two comments also indicated that Gonerby Road needed a better check-in area and better consultation rooms (1, 1 respectively).

“Better check in at reception. It’s confusing having two desks and when you go to the wrong one inevitably, you are looked at like a moron like you should know. It isn’t obvious.”

Additionally, one comment indicated that they had to wait outside in adverse weather at Gonerby Road.

“Gonerby Road Health Clinic - had to wait outside the mobile x-ray unit in the cold wet weather.”

Travel, location, and parking

In total, travel and parking were addressed in 48 comments, with 41 suggestions that it should be improved at Grantham Hospital, Gonerby Road and Grantham Health Centre (26, 12, 3 respectively).

“Grantham hospital FREE PARKING,!!”

Three comments suggested that Gonerby Road had a better location or was close to home, while two comments stated they had to travel further to get to Lincoln Hospital.

“For a 5 minutes [sic] check up I had to drive to Boston (fracture clinic) and take half a day o f[sic] work when usually the appointment would have been at Grantham.”

One comment indicated that Lincoln Hospital was too far, and their experience would have been improved if they had had treatment at Grantham.

Finally, one comment suggested that they shouldn't have had to travel to Lincoln Hospital for a COVID test.

“Not having to go to Lincoln for a covid test.”

Appointments – waiting times/delays/change

In total, 32 comments mentioned appointments – waiting times, delays, or the ability to change appointments.

Waiting times and delays were addressed at both Grantham Hospital and Gonerby Road (19, 5 respectively). With another comment suggesting that Gonerby Road is too busy. However, two comments indicated that their appointments ran on time at an unspecified location.

“Extremely late waiting on appointment, 1hr 30 mins late running.”

Two comments suggested that Gonerby Road should improve their method of informing patients about delays.

“Better updates due to delays.”

One comment felt the process of changing appointments should be easier at Grantham Hospital.

“Easier to change appointment times and dates...”

One comment also suggested that Lincoln Hospital is oversubscribed and therefore services should be brought back locally.

Finally, one comment stated that Grantham needs to have more available outpatient appointments.

“More outpatients needed at Grantham sites have had to go to Lincoln and Boston several times and really struggled- felt abandoned and noonecared [sic].”

Workforce

In total, 29 comments discussed workforce, with behaviour mentioned in nine comments. Seven of the comments addressing behaviour indicated that the staff at Grantham Hospital were either rude, unfriendly, or lacked empathy, and two comments suggesting that staff lacked empathy or were unhelpful at Gonerby Road.

“Politeness of the reception desk staff.”

Seven comments indicated that more staff were required at Grantham Hospital, with a further two comments suggesting that more experienced staff were needed.

“More staff.”

Six comments were from respondents who felt the staff were excellent, five referring to Grantham Hospital, and one referring to Gonerby Road.

“Staff are excellent, give 110 percent and attend to needs as quickly as possible and thoroughly.”

Two comments indicated that staff weren't wearing face coverings at Gonerby Road.

“Staff not wearing face coverings.”

One comment suggested that leadership needed to be improved at Grantham Hospital.

“Leadership, process planning.”

Whilst another comment felt that doctors have too much paperwork, preventing them from attending to patients.

Finally, one comment suggested that patients need to spend more time with staff.

“... A little more time spent with patient by staff.”

Communication

In total, 14 comments discussed communication, with 12 comments suggesting that communication needs improvement at Grantham Hospital or a non-specified location (11, 1 respectively). The comments with regards to Grantham Hospital were from respondents suggesting they would have preferred more information before tests and that there was lack of communication (admin) with their GP. The other comment suggested that they weren't informed that the location of the appointment had changed (the location that this comment is referring to is unknown).

“Administration, letters received late or not forwarded to GP.”

One comment also suggested that the communication between Grantham and other hospitals is poor.

“Communication between your hospitals is crap or none [sic] existent.”

Additionally, one comment believed that directions to Gonerby Road could be given in the letter they received for their appointment.

“Directions to the trailers on the appointment letter.”

Security

In total, security was addressed in 12 comments when discussing Grantham Hospital. Nine comments raised concerns with respondents feeling uncomfortable by the questioning from security, with some finding them rude, obstructive, or unhelpful.

“I support security but do not require an unannounced person to ask why I am at a hospital or to escort me to reception.”

One comment addressed language barriers with security at Grantham Hospital.

“Found security staff on the door quite hard work when checking I had an appointment language barriers.”

One comment addressed the lack of social distancing from a security guard at Grantham Hospital.

“... trying to block me going in and questioning why I was there despite me being sent there first by my GP and the second time

Food and drink

In total, eight comments mentioned food and drink, six of which indicated that food or drink should be improved at Grantham Hospital and one of the comments addressed the new shop at Grantham Hospital.

“...was made to drink through the same straw in the same cup for 3 days - not ideal!”

“At Grantham Hospital. The old WRVS coffee service should be reinstated, the new shop arrangement, on the new contract, ridiculously expensive and the attitude ‘off hand’. PLEASE NOTE.”

Additionally, one comment suggested that refreshments should be available for those waiting outside for those not able/allowed to wait inside.

“An area of refreshments for my driver, who had to remain in the car for more than three hours. Even if this was an outside, tented, facility.”

Visitors and family support

Visitors and family support was brought up in six comments, suggesting that visitors or partners should be allowed at Grantham Hospital, Gonerby Road, and the maternity centre at Grantham Health Centre (3,2, 1 respectively).

“As an 86 year old gentleman I had to have investigations and be told I had cancer without a member of family present. My daughter was made to wait in the car, this was the same experience when I attended for surgery, completely on my own and no support.”

More investment required

Five comments suggested that Grantham Hospital required more investment, with one suggesting that they need technology for the booking in system.

“More investment into it to improve facilities at this gem of a hospital.”

Confusion over 111 appointments

Three comments indicated that 111 appointments should be improved, with one stating that 111 informed them they were lucky to get an appointment at urgent care and then, when they arrived - it was empty. Another respondent said the website advice differed to what they were given over the phone.

“At the time (during lockdown) the instructions given by the hospital website were to call 111 and make an appointment. 111 told me just to show up and it wasn't possible to make an appointment at Grantham Hospital urgent care. This didn't cause any problems, but was confusing.”

Other and N/A

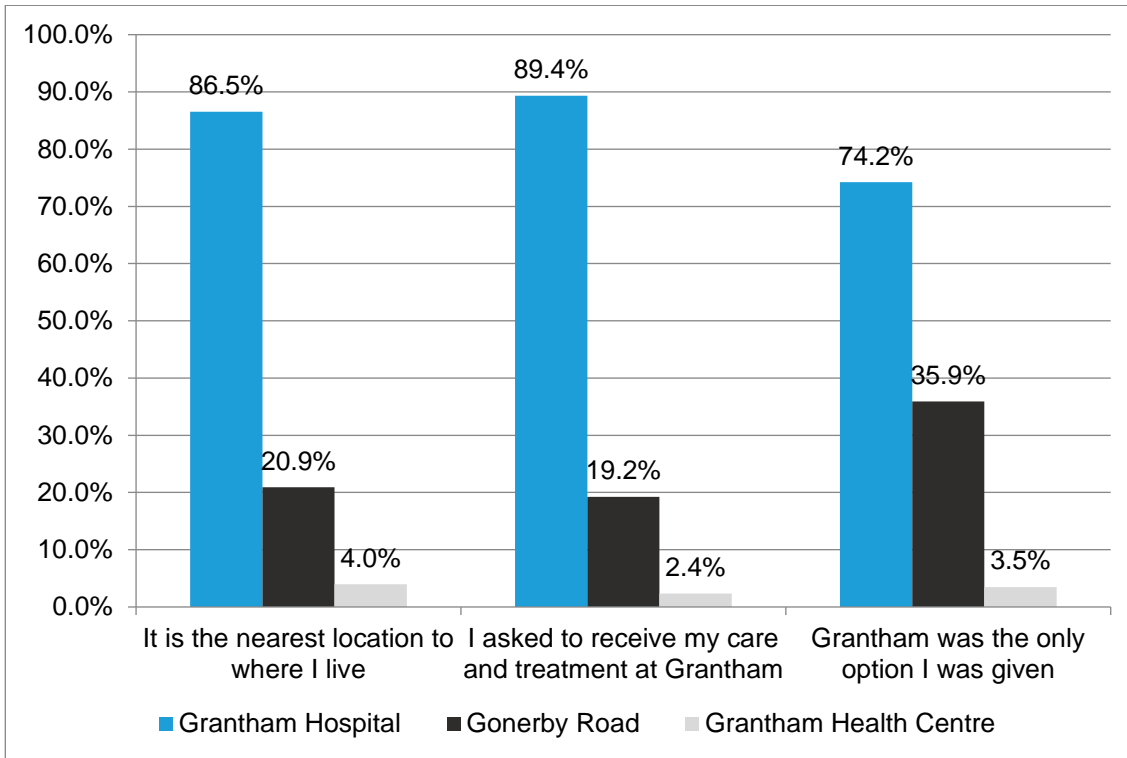
20 comments were N/A and the remainder of the comments could not be themed and were therefore categorised as other. Please see the table below.

<i>"After treatment it could have been improved if I could have been admitted on a ward in Grantham rather than Lincoln."</i>
<i>"At UTC maybe things will be different once the current crisis is over."</i>
<i>"Grantham."</i>
<i>"Gonerby."</i>
<i>"Gonerby rd. cannot specify."</i>
<i>"Grantham hospital felt a bit like a morgue walking from the ward to the theatre, so underused, horrible."</i>
<i>"Grantham urgent care I was surprised I wasn't given a covid test as attended with a chest infection and asthma attack."</i>
<i>"I would take as it come :"</i>
<i>"My concerns were raised by letter about managing my situation."</i>
<i>"Not make assumptions with little information and background."</i>
<i>"Testing on entry."</i>

Q9. Please tell us why you attended Grantham on this occasion? (N=701)

Respondents were significantly more likely to indicate they attended Grantham Hospital on this occasion because it was the nearest location to where they live or because they asked to receive their care and treatment at Grantham in comparison to Grantham was the only option they were given (86.5%, 89.4%, 74.2% respectively).

Respondents were significantly more likely to indicate they attended Gonerby Road because it was the only option given in comparison to it was the nearest location to where they live or because they asked to receive their care and treatment and Grantham (35.9%, 20.9%, 19.2% respectively).



	Grantham Hospital	Gonerby Road	Grantham Health Centre
It is the nearest location to where I live	86.51% (N=500)	20.93% (N=121)	3.98% (N=23)
I asked to receive my care and treatment at Grantham	89.35% (N=302)	19.23% (N=65)	2.37% (N=8)
Grantham was the only option I was given	74.22% (N=213)	35.89% (N=103)	3.48% (N=10)

Other category (N=41)

Respondents were given the opportunity to select 'other' as a reason for attending Grantham on this occasion. There were 41 respondents, providing 52 comments. Please see the table below.

Other reasons for attending Grantham on this occasion	Number of comments
Chose Lincoln	7
Preferred choice	5
Close to home/Local	4
Chose Boston [Pilgrim Hospital]	3
Offered Lincoln first, had to ask for Grantham	3
Struggle to travel	2
Closest A&E	2

Advised by GP	1
Always receive treatment at Grantham	1
Attended for maternity	1
Chemo as outpatient	1
Clean	1
Consultant operates from Grantham clinic	1
Didn't know other places existed	1
Due appointment at Gonerby Road	1
Feels safe	1
For foot	1
Gonerby Road wasn't there	1
Lincoln Hospital for Mammogram	1
Lincoln Hospital out of date	1
Lincoln Hospital oversubscribed	1
Offered Boston [Pilgrim Hospital] - asked for Grantham	1
Others offering Lincoln Hospital and Boston [Pilgrim Hospital]	1
Needed A&E/Urgent Care	1
Need hospital for first port of call	1
Newark difficult to access	1
No choice given	1
Nottingham for Orthopaedic surgery	1
OOH GP integrated	1
Prepared to follow isolation restrictions	1
Tired out by Lincoln Hospital - transferred back to Grantham	1
Transferred to Lincoln Hospital	1
Was a non-serious emergency	1

Q10. If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how. (N=445)

In total 445 respondents provided 585 comments.

These comments were then interpreted into the following themes, as well as an 'other' category. Wherever possible comments have been themed with reference to which location they were discussing.

Travel, location, and parking

Travel and parking were discussed in 365 comments, with 147 comments suggesting that Grantham was not far to travel to, or it is local. A further 67 comments stated that Grantham was easy to find or easy to get to. 11 comments also indicated that Grantham was more convenient.

“Grantham is local when you have no means of transport you cannot get to the other hospitals.”

69 comments indicated that travelling to a hospital other than Grantham was difficult, with reference to Lincoln Hospital, Pilgrim Hospital, Nottingham, Louth as well as no specified location (22, 13, 2, 2, 30 respectively).

“I hate travelling to Lincoln or Boston [Pilgrim] especially with small children. Grantham is a perfect location for us.”

Conversely, 44 comments indicated that travelling to Grantham Hospital was an issue, with three of those comments mentioning an associated cost with travelling, two comments suggesting that there is poor public transport to access Grantham Hospital or that they had to rely on others to attend.

“Much further to travel, increased petrol costs and so many road diversions with no signage.”

However, one comment indicated that the extra distance to travel to Grantham Hospital was not a problem, suggesting that safety was a priority.

“Would rather travel and be safe.”

Eight comments stated that being able to attend Grantham meant that they or their partners were required to take less time off work. However, one comment did suggest the opposite.

“To go to another hospital out of Grantham would have impacted on travelling, and work.”

Four comments mentioned that respondents had to travel to Lincoln Hospital for their treatment, with one of these suggesting that appointments for new-borns must be at Lincoln Hospital.

However, one comment suggested that, whereas in the past they had to travel to Lincoln Hospital with their child, they were now able to visit Grantham.

“Previously I’ve had to take my son to Lincoln and to Nottingham and this has been expensive and inconvenient.”

One respondent stated that they would prefer Newark Hospital as they found it easier to travel to, whilst another respondent said they would prefer Pilgrim Hospital.

“Would be better in Newark for travel purposes.”

“Going down to pilgrim hospital was much more convenient.”

Four comments mentioned the car parking at Grantham, with three comments suggesting it’s easy to park, however, one respondent stated that they had received a parking fine.

“...scandalous parking fine.”

Furthermore, two comments indicated that they would not have treatment or wouldn’t go if they had to travel outside Grantham, with an additional comment indicating that they chose to wait for their treatment rather than travel to Pilgrim Hospital.

“Being able to get treatment in my own town without having a long drive whilst in pain is a huge relief. I probably wouldn’t have got treatment if I’d had to travel and that could have had a huge impact on my recovery and my life.”

Finally, one comment indicated that they did not have adequate instructions on how to get to Grantham, which resulted in them arriving late for their appointment, with a further two comments indicating that Grantham was difficult to find.

“And no clear instructions whereabouts I was to go. Which made me late for my appointment.”

Treatment and service offering

In total, 43 comments discussed treatment and service offering, with seven comments indicating that there is a need for full services to return to Grantham.

“It is much better to attend Grantham as it is easier to access, to attend any other hospital would be difficult due to health problems. Also having urgent care available is helpful especially having a young son, however, I feel having an A and E facility again would be beneficial.”

Similarly, six comments indicated that Grantham doesn't offer all the services that it needs to, and a further three comments indicated that they had to be transferred to Lincoln Hospital for their treatment.

“Grantham is closest to where I live however the reduced services meant they couldn't help with the most pressing issue when Lincoln possibly could have done.”

“It was good to receive initial consultation at Grantham but had to be transferred to Lincoln for the surgery which is added stress for me and family.”

However, it was suggested by one comment that Grantham Hospital is the only hospital for cancer treatment.

“Only the distance and cost of travel as I live very close to Pilgrim, but obviously I attend there due to covid and Grantham being the only place for cancer treatment.”

Additionally, nine comments indicated that they believe Grantham offers a great service or the best service.

“The journey from Lincoln was a concern but after the wonderful care I received if it was 100 miles away I would not hesitate to have Grantham Hospital look after me.”

Furthermore, five comments stated that they felt safe at Grantham Hospital, with the COVID-19 measures being followed, with an additional comment mentioning Grantham Hospital being a 'green site'.

“Not as hectic as Lincoln and the COVID-19 safety measures were more adhered to than Lincoln.”

However, one comment suggested that they had to travel to Lincoln Hospital for a COVID-19 test before attending Grantham Hospital.

“Having to go to Lincoln for tests is a major journey, and takes half a day.”

A further four comments suggested that Grantham Hospital would be their first choice if they were able to choose a hospital to attend.

“I always attend Grantham if the necessary treatment is available there.”

Two comments also stated that Grantham Hospital was the most efficient hospital, with a further two comments indicating that they got their treatment in good time and another comment mentioning that they had a good experience across all three sites.

“Very beneficial as got urgent treatment I needed within good time.”

However, one comment indicated that Grantham had inadequate preparation.

“...even after months of appointments incl [sic] pre ops.”

Positive impact

In total, 28 comments discussed having had a positive impact from attending Grantham, with 10 comments suggesting that attending Grantham resulted in a less stressful visit and five comments suggesting that it resulted in less anxiety. A further comment stated that attending Grantham gave them peace of mind.

“I can attend without emotional distress.”

However, one comment suggested that the additional travel to get to Grantham had resulted in more stress.

Nine comments mentioned that attending Grantham had had a positive impact on their general wellbeing.

“Attending Grantham Hospital has had a positive impact on my general well-being. The convenience, cleanliness and safety of the site is amazing.”

Two comments also suggested that Grantham was less busy than other hospitals.

“Positive impact as it’s easy to get to and less busy than other hospitals.”

Workforce

Workforce was mentioned in 23 comments, with 21 comments indicating that staff at Grantham are amazing, friendly, kind or respectful.

“Yes. I was well looked after kind friendly nurses and doctors. Put me at ease.”

Conversely, one comment suggested that there was a lack of professionalism and they were misdiagnosed.

“Lack of professionalism and mis diagnosis.”

Another comment said that they thought the staff were stressed with the current situation at Gonerby Road.

“Several staff, with whom I have come into contact have no idea what is going on re. Moy Park [Gonerby Road] and have seemed fairly stressed about the current situation. – other and workforce.”

Appointments – waiting times

In total, seven comments discussed appointments, with six comments indicating that there are long waiting times to access treatment.

“Just the journey and waiting time was an issue. Going down to pilgrim hospital was much more convenient. That being said we can totally understand why treatment was moved to Grantham Hospital.”

Additionally, one comment indicated that their recovery was impacted due to the waiting time.

“It slowed my recovery by waiting, but I didn’t want to travel.”

Hospital environment & décor

In total, seven comments discussed the hospital environment and décor at Grantham Hospital, with three respondents indicating that Grantham is clean or inviting. One of the comments also indicated that Grantham was more inviting than Lincoln Hospital.

“After experience at Lincoln hospital which was completely unacceptable. Dirty; depressing with uncaring staff. As a contrast Grantham hospital is inviting and friendly with a comfortable atmosphere.”

Additionally, one comment indicated that Grantham Hospital is a nicer hospital.

“It’s a much nicer hospital.”

However, one comment indicated the appearance of Grantham Hospital had a negative impact on them, with another comment indicating that they didn't like the Gonerby Road site.

“I went for surgery as it was a green Covid site. The actual appearance of the hospital had a very negative impact on me. The care however was excellent in the main.”

Finally, one comment indicated that there is a need for more toilet facilities at Grantham.

“Having bladder cancer the urgent need for toilets is very important to me .as the bowel medication as many side affects [sic] with a stoma.”

Visitors and family support

Five comments discussed visitors and family support, with three comments suggesting that visitors were not allowed, and that their partner had to wait outside of the hospital during their treatment.

“No visiting and no accompaniment on appointments.”

“nowhere for my partner to wait until the procedure was finished.”

One comment also indicated that pre COVID-19 they received visitors and it prevented them from feeling more miserable.

“I was in isolation for many days but I was able to receive my gloved up relatives (pre covid) to visit. Without them life would have been even more miserable.”

One respondent stated that different Trusts have different rules when it comes to visitors.

“Peterborough are allowing partners in to ALL maternity appointments. Ridiculous that this trust has different rules and seems support in maternity care not essential.”

Other and N/A

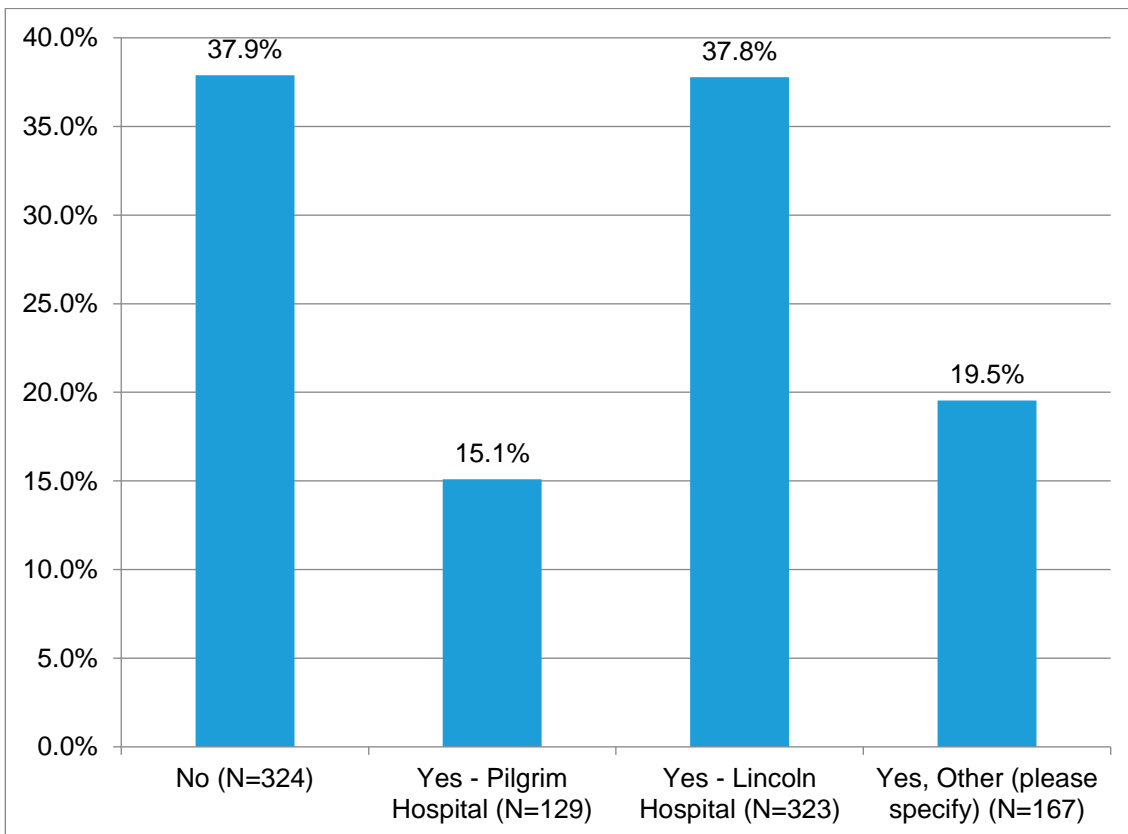
100 comments were N/A or suggested that they had no further comments. The remainder of the comments could not be themed and were therefore categorised as other. Please see the table below.

"For a operation."
"Grantham and boston don't communicate."
"Ok"
Physiotherapy
"Question does not make sence."
"This question doesn't make sense."
"Residents."

Q11. Have you attended any hospitals other than Grantham for care or treatment in the last 12 months? (N=855)

Respondents were significantly more likely to indicate that they had either not attended another hospital other than Grantham for care or treatment in the last 12 months or that they had attended Lincoln Hospital for care or treatment, in comparison to indicating that they had attended Pilgrim Hospital or another hospital (37.9%, 37.8%, 15.1%, 19.5% respectively).

Respondents were also significantly more likely to indicate that they had attended another hospital other than Lincoln Hospital for care and treatment in the last 12 months in comparison to attending Pilgrim Hospital (19.5%, 15.1% respectively).



Other category (N=167)

Respondents were given the opportunity to select 'other' if the hospital other than Grantham that they attended for care or treatment was not listed. There were 167 respondents, providing 183 comments. Please see the table below.

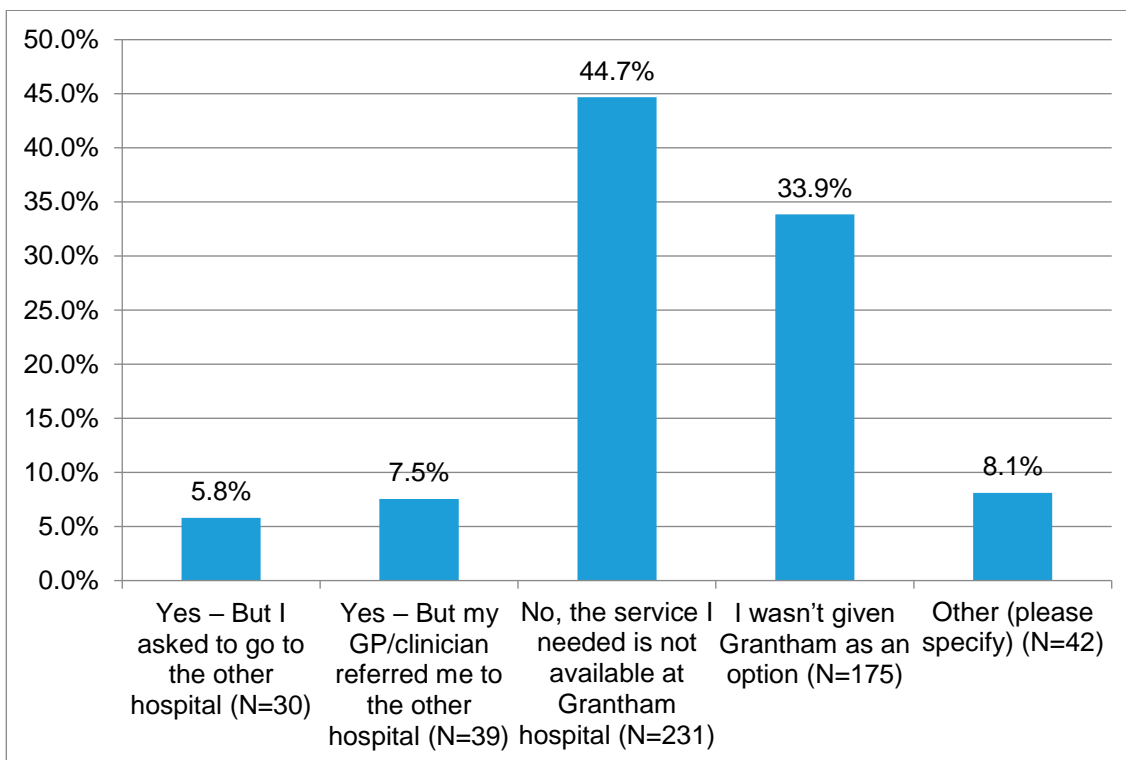
Other hospitals attended for treatment in last 12 months, other than Grantham	Number of comments
QMC Nottingham	44
Nottingham City	29
Peterborough	18
Louth	14
Newark	7
Leicester General	6
BMI Lincoln	4
Derby	4
Leicester Royal Infirmary	4
Stamford	4
Glenfield	3
Mansfield Hospital	3
Private Hospital	3
Addenbrookes	2
Bolton West	2
Fitzwilliam	2
Sheffield	2
Sleaford	2
UCLH	2
Cambridge	1
Can't remember	1
Gonerby Road	1
Grantham Cardiology	1
Guys St Thomas	1
John Coupland	1
Kettering General	1
Kings Mill	1
Lincoln	1
Mobile In-Health Unit, North Hykeham	1
National Hospital for Neurology and Neurosurgery, Queen Square, London	1
No other hospital	1
Other comment	1

QE Kings Lynn	1
Retford	1
Rutland	1
Sheffield Children's	1
Skegness Hospital	1
Spire	
Spire Leicester	1
Spire Lincoln	1
Spire Little Aston	1
Spire Nottingham	1
Stanmore Royal	1
The Deepings Health Clinic	1
Vine Street Surgery	1
Woodthorpe	1
York	1

Q12. Could you have attended a service in Grantham instead of the hospital that you went to? (N=517)

Respondents were significantly more likely to indicate that they couldn't attend a service at Grantham instead of a hospital that they went to because the service wasn't available at Grantham in comparison to asking to go to another hospital, that their GP/Clinician referred them to another hospital or that they weren't given Grantham as an option (44.7%, 5.8%, 7.5%, 33.9% respectively).

Significantly more respondents indicated that they weren't given Grantham as an option in comparison to asking to go to another hospital or their GP/Clinician referring them to another hospital (33.9%, 5.8%, 7.5% respectively).



Other category (N=42)

Respondents were given the opportunity to select 'other' when asked if they could have attended a service in Grantham instead of the hospital they went to. 42 respondents provided 47 comments. Please see the table below.

Other reasons give for attending a service in Grantham instead of the hospital they went to	Number of comments
Couldn't access Grantham - Green Site	5
A&E closed	3
Grantham only option - Green Site	3
Grantham not admitting at present/Department closed	3
Grantham for continued treatment	2
Lincoln Hospital is nearer/easier	2
Quickest appointment available/Needed treatment ASAP	2
Private Treatment	2
Referred to Louth	2
Appointment cancelled and moved to Lincoln Hospital	1
Boston [Pilgrim Hospital] was only choice	1
Follow-up from A&E	1
Grantham closed when needed treatment	1
Just for x-ray	1

Lincoln Hospital for continued treatment	1
Lincoln Hospital for rehab	1
Lincoln Hospital only option as late	1
Live in Lincoln	1
N/A	1
No beds available	1
No consultations at Lincoln Hospital	1
No, emergency while in Leicester	1
No, Stamford was closer	1
Only appointment available	1
Outpatient appointment	1
QMC for surgery	1
Sent to Lincoln from Grantham	1
Service moved to Lincoln Hospital	1
Surgery at Grantham	1
Test wasn't back in time	1
UHS not conform NiCE guidelines	1
Under care of Nottingham consultant	1

Q13. If going to a hospital other than Grantham for care or treatment had an impact on you, please tell us how? (N=419)

Respondents were asked if attending a hospital other than Grantham for care or treatment had an impact on them. 419 respondents provided 670 comments.

These comments were then grouped into the following themes, as well as an 'other' category. Wherever possible comments have been themed with reference to which location they were discussing.

Travel, location, and parking

Travel and parking were discussed in 501 comments, with 195 comments indicating that they had to travel further for their care or treatment. Additionally, four comments suggested that they had to deal with traffic, and five comments suggesting it was inconvenient.

“I needed a colposcopy and sadly don't do this service and grantham anymore. So sadly had to travel 60 mile round trip for a 30 mins appointment.”

One comment also suggested that it is too far to travel to a different hospital in an emergency.

“Too long to a journey in emergency.”

A further 78 comments indicated that attending another hospital took them additional time, plus another 43 comments indicated that there was an additional cost, or they encountered difficulty with payment systems.

“Having to attend Lincoln hospital for my son's orthodontics treatment is hugely impacting on his education as it's a 3 hour round trip to Lincoln hospital.”

“Financial costs for travel to Lincoln County, having to arrange childcare for other child due to having to travel for procedure I could not make it back in time for school pick up or bedtime.”

Nine comments also indicated the extra travel time often meant they would end up travelling late at night or in the dark.

“Long way to travel late at night. Had to get a friend to take me instead of being able to take a taxi.”

Additionally, 47 comments indicated that they had to take time off work for their care or treatment, due to the additional travel.

“Inconvenient to have to take a whole day off work to attend a scan appointment that if had been done at Grantham would have been only an hour.”

Relying on others was addressed in 32 comments, such as relying on family or friends to be able to travel for their care or treatment. Another 14 comments suggested they needed to rely on public transport and a further four suggesting they had to travel by taxi.

“Had to have family members take me and then had to get taxi when they could get any more time off.”

14 comments indicated that the respondents either did not drive or were not able to drive to, or from, the hospital because of the care or treatment they were receiving, with another seven comments indicating they arrived at the hospital by ambulance.

“Long way to travel, have to have an infusion for RA which takes hours and personally cannot drive myself home after treatment.”

Whilst two comments indicated that respondents had to make their own way home, back to Grantham.

“Discharged at 1am, yes 1am, so had to make my own way back to Grantham, as I was taken to Lincoln by ambulance.”

Nine comments indicated that parking was an issue at a hospital other than Grantham, with an additional comment indicating that the cost of parking was an issue.

“Unnecessary travel and parking charges.”

Seven comments indicated that they had to arrange for transportation either to or from another hospital.

“Having to find transport to the other hospital.”

Five comments indicated that it was better, or easier for them to access care or treatment at a hospital other than Grantham, with an additional three comments indicating Lincoln Hospital is closer, and another suggesting Pilgrim Hospital is closer.

“Better as travel was easier.”

Linked to this, one comment indicated that they would prefer to visit their local hospital, and in this case that would be Grantham Hospital.

“It is much better to attend the closest hospital to home which for me is Grantham.”

Six comments addressed the added risk due to COVID-19 of travelling to a hospital outside of their area, particularly one in a high-risk area.

“Yes as broken wrist could drive - public travel unsafe - asking a friend to drive wrong with Covid high risk in Boston. It could easily been [sic] done in Grantham- even virtual could been successfully achieved.”

Four comments suggested that, because of attending another hospital, it was harder for them to receive visitors.

“The distance is an issue, thirty miles each way for pre and post op visits & the cost of fuel. Difficulty for family and friends to visit. Difficulties with arranging District Nurse support post-op due to the different health authorities.”

Four comments also indicated that they had to arrange for childcare because of the extra travelling.

“Care for my child as Other hospitals are 40+ minutes away!!!!”

Also, two comments indicated that they had no transport available from Grantham, with another comment indicating they had to refuse treatment as they had no transport available.

“I had to refuse an operation to set my broken wrist because I don't have transport. Instead I will end up with a permanently deformed wrist with reduced function, so it will be a long-term impact.”

One comment discussed travelling for outpatients' appointments after discharge.

“I had to travel for outpatients' appointments after discharge from hospital.”

Finally, one comment suggested that if they had to travel, they would prefer to visit Queens Medical Centre Nottingham over Lincoln Hospital.

“As I might have had to travel to Lincoln prefer QMC.”

Treatment and service offering

In total, 44 comments discussed the treatment or service offering, with nine comments indicating that their treatment could or should have taken place at Grantham.

“Travel for appt that could have been at Grantham eg orthotics. Others appts specialist.”

Another comment suggested that their treatment was at Pilgrim Hospital, but the same treatment would usually be at Grantham.

Additionally, five comments indicated that they had a fear of catching COVID-19 at another hospital, or that other hospitals were less COVID-19 safe in comparison to Grantham Hospital.

“Pilgrim did not feel as safe with regards to COVID standards, the Covid swab staff on the other hand are very professional and friendly.”

Related to this, it was indicated in one comment that a negative COVID-19 test was required to attend Grantham Hospital, so they visited Lincoln Hospital the next day, with a further comment indicating the respondent couldn't self-isolate so had to attend Lincoln Hospital.

“To go to Grantham I would have had to have a covid test & isolate 72 hours. I went to lincoln next day for CT scan.”

Alternatively, one comment indicated that they received treatment at Lincoln Hospital, and they were very pleased.

Seven comments indicated they didn't like their care or treatment at another hospital, with five specifying Lincoln Hospital and another two specifying Pilgrim Hospital.

“Lincoln - not ideal due to being in a vulnerable household and waiting times have been really long. My first appointment after my surgery my mother was sent away (I was two weeks post op, on crutches with my knee in a brace) even though I was allowed someone with me. No one helped me or told me where to go, it was a really unpleasant experience and caused me a lot of pain.”

Similarly, two comments indicated that another hospital they attended was too busy, with one specifying Pilgrim Hospital and another Lincoln Hospital. However, another comment suggested Grantham Hospital was too busy.

“When you are already distressed through illness it adds another element having to be treated further away from worried family. Lincoln was also so busy and loud.”

Additionally, one comment indicated that they found Lincoln Hospital to be well organised, alternatively, another comment indicated they visited several locations and found the care at each location uncoordinated.

“Attended three locations in four days seeing at least thirty staff. The care was unco-ordinated.”

Contrary, three comments indicated that visiting another hospital allowed respondents to see a specialist or service they needed.

“For a major cancer operation, it was more than acceptable to be redirected after diagnosis at Grantham. He needed ITC and that must be maintained at larger hospitals rather than local level.”

However, five comments indicated that there needs to be a wider range of services available at Grantham Hospital, with four of those suggesting that A&E should not be closed overnight.

“It has a wider range of services open for more hours. We need this in Grantham.”

One comment indicated that they trust the care they received, with a further comment indicating that they received better care at Nottingham than Grantham.

“It is expensive and inconvenient - but at least I trust the care and could have it within nice guidelines timeframes.”

In comparison, one comment indicated that Lincoln Hospital struggled to manage a patient with autism.

“My son is autistic and they struggled to manage him.”

Three comments addressed inadequate equipment or facilities with one comment indicating that Lincoln Hospital was not as well equipped or trained as Grantham Hospital and another comment addressing inadequacies at a mobile unit.

“Lincoln hospital is not as equipped or trained as Grantham but is my closest hospital.”

Impact on mental health

In total, 22 comments addressed the impact the changes have had on mental health, with 13 comments indicated that it resulted in anxiety, whilst eight comments suggested the travel caused them stress and another comment suggesting that they were scared.

“I get anxious, my partner has to take me which means he has to take a day off work.”

“Very stressful during Covid pandemic. 2 long journeys.”

Appointments – waiting times

In total, 19 comments discussed appointments or waiting times, with 16 comments indicating that waiting times were longer at a hospital other than Grantham, with five of these comments specifying Lincoln Hospital. Additionally, one comment indicated that Lincoln Hospital was less efficient.

“I waited several hours to be finally seen by staff who had no idea why I was there.”

Also, another comment indicated they had a significant delay from referral to treatment.

“It was brilliant, expert care. However I did experience a significant delay from referral to treatment.”

Whilst another comment stressed the importance of early diagnosis for successful patient outcome.

Workforce

Seven comments discussed workforce with two comments indicating that staff are under pressure or overworked.

“Overworked staff at Lincoln general.”

Whilst one comment indicated that staff are rude or lack interest.

“Time of work for husband to take me. Lack of interest of staff and I was directly told I should e [sic] going to gran6 [sic] but I was never at that point offered the option. When I did ask I may as well have walked out of appointment as consultant was rude and more disinterested tha [sic] before.”

Alternatively, three positive comments were received, one indicating that the surgical team were excellent, another suggesting that they were impressed with the dedication and professionalism of the staff and another suggesting the staff at Pilgrim Hospital were excellent despite the pandemic and the ongoing building work.

“Excellent Surgical team with whom I have had previous Orthopaedic surgery.”

Finally, another comment indicated that they were unable to have their appointment at Pilgrim Hospital because the Doctor had been transferred.

Communication

Three comments discussed communication, with two of these comments referring to poor communication at Lincoln Hospital.

“Absolutely awful service at Lincoln, sat in a room for over 9hrs waiting for a bed. Two drinks offered, no food and a diabetic. Communication when my family called was non existent.”

Other and N/A

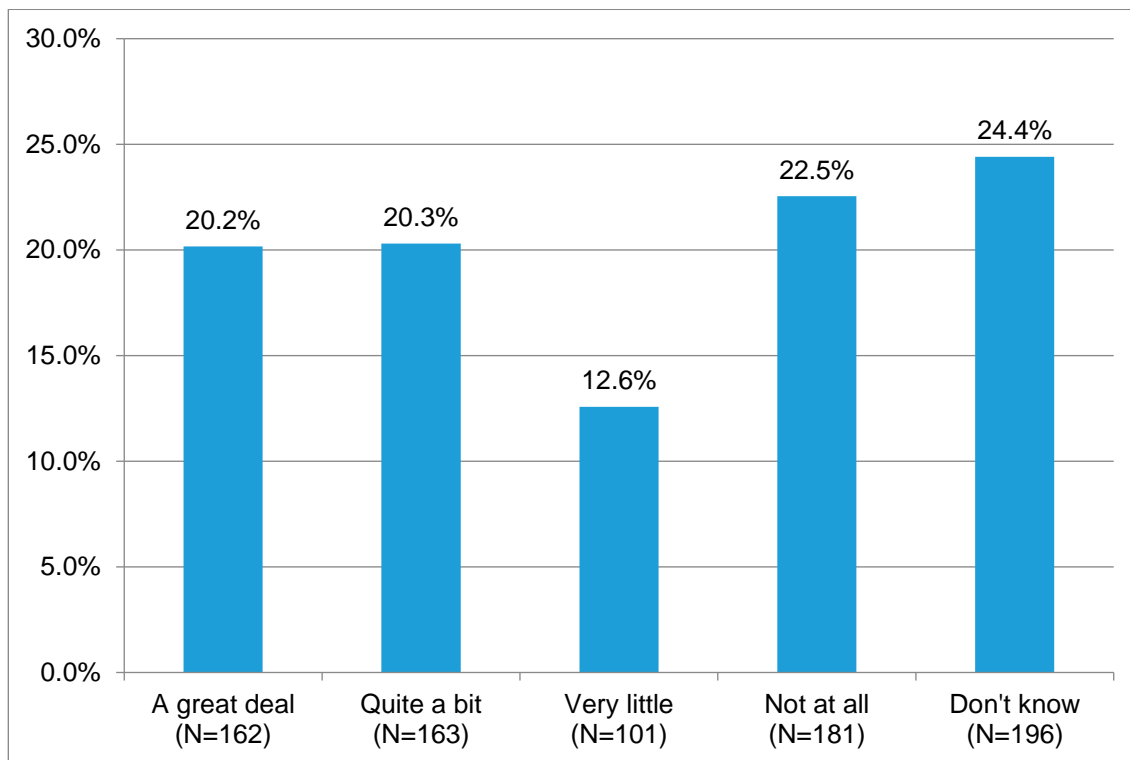
37 comments were N/A or suggested that they had no further comments. The remainder of the comments could not be themed and were therefore categorised as other. Please see the table below.

<i>“Food in Lincoln terrible.”</i>
<i>“Going to Boston Pilgrim and having my bladder tumour diagnosed was a great shock to me however since I got fed into the system. Lincoln for surgery and Grantham for ongoing treatment...”</i>
<i>“Greater appreciation of NHS.”</i>
<i>“Grantham was only available.”</i>
<i>“Had to stay overnight for outpatient appointments if they were too early.”</i>
<i>“I attend QMC regularly and Pilgrim so I’m used to it”</i>
<i>“I was seen at vine street as the clinic was moved there.”</i>
<i>“My wife had problems to visit. Due to family problems.”</i>
<i>“Only for my surgery during August.”</i>

Q14. As a result of these temporary changes at Grantham Hospital due to COVID-19, has the care or treatment you would usually receive changed: (N=803)

Respondents were significantly more likely to indicate that they didn’t know if their care or treatment had changed because of the temporary changes at Grantham Hospital, in comparison to they had changed a great deal, quite a bit, or very little (24.4%, 20.2%, 20.3%, 12.6% respectively).

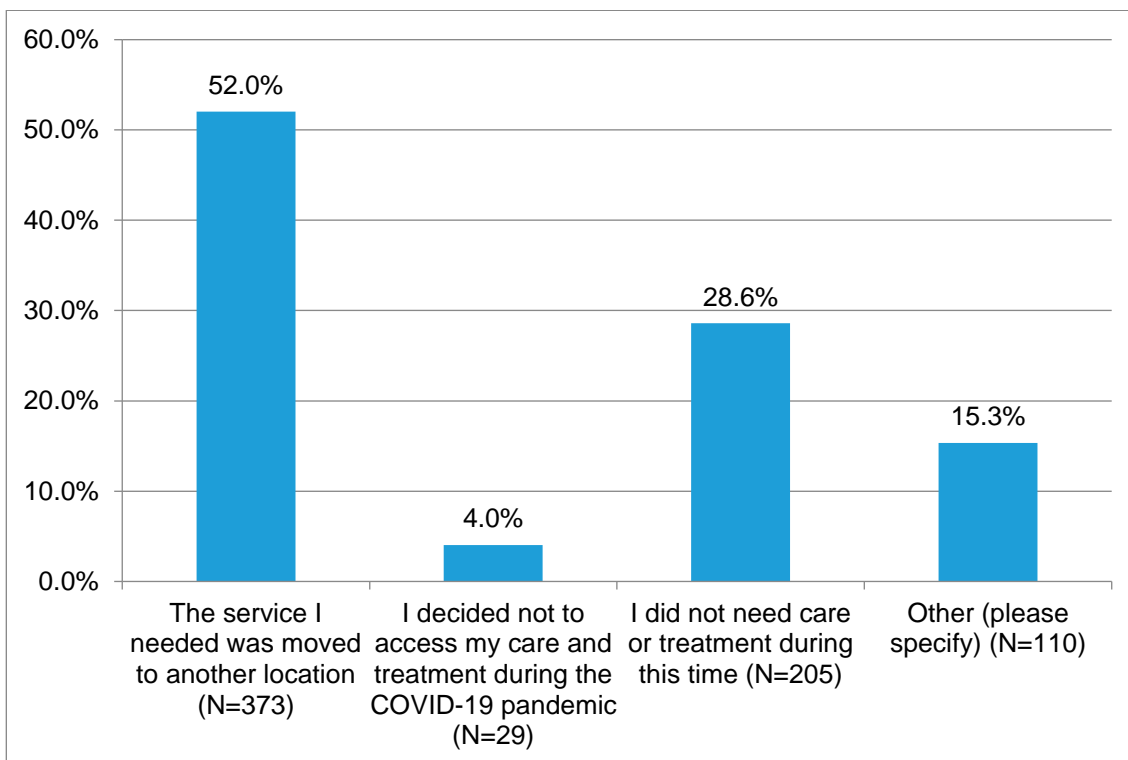
Respondents were also significantly more likely to indicate that their care or treatment had not changed at all in comparison to it had changed very little (22.5%, 12.6% respectively).



Q15. If your care or treatment has changed, please tell us why you think this. (N=717)

Respondents were significantly more likely to say that their care or treatment had changed because the service they needed had moved to another location in comparison to they decided not to access care or treatment during the COVID-19 pandemic or that they did not need care or treatment during this time (52%, 4%, 28.6% respectively).

Respondents were also significantly more likely to indicate that they did not need care or treatment during this time in comparison to deciding not to access care or treatment during the COVID-19 pandemic (28.6%, 4% respectively).



Other category (N=110)

Respondents were given the opportunity to select ‘other’ in response to being asked why they thought their treatment had changed. There were 110 respondents, providing 115 comments. Please see the table below.

Other reasons given for why respondents thought their service had changed	Number of comments
N/A or Don't know	19
Care or treatment hasn't changed	15
Location	14
Remote appointment instead of face to face	14
Suspended/cancelled	12
Waiting for appointment/face to face	6
COVID-19 tests/self-isolating before	5
No communication	3
Closer to home/nearest hospital	2
Reception procedures/ Security	2
Refused to use Lincoln or Boston [Pilgrim Hospital]	2
Took longer than normal/Delays	2
Can't see GP or Specialist	1
Cleanliness of hospitals	1

Didn't rush wanting treatment	1
It was okay	1
No A&E	1
No routines	1
No visiting	1
No waiting times	1
Receiving updates from Nottingham	1
Resources not available due to COVID-19	1
Rushed service	1
Stoma care	1
Surgery	1
Took additional precautions	1
Treatment conducted in unsuitable room	1
Urgent Care improved	1
Wasn't given a choice of hospital	1
X-ray referral not possible	1
111 – provided the wrong nearest Urgent Care	1

Q16. Please tell us about the changes you experienced and how they affected you. (N=546)

Respondent were asked to tell us about the changes they experienced and how they affected them. 546 respondents provided 677 comments.

These comments were then interpreted into the following themes, as well as an 'other' category. Wherever possible comments have been themed with reference to which location they were discussing.

Travel and parking

In total, 216 comments discussed travel and parking, with 158 comments addressing extra travel. Of which 110 comments indicating they had to travel further, 36 indicating that the travel took longer, eight addressing concern over the extra travel/time in an emergency, three suggested they would need childcare and one suggesting they moved home to be closer to a hospital.

“Just taken longer than normal.”

In contrast, two comments indicated that they didn't need to travel much further, with four comments indicating that the changes were for the better.

The lack of public transport, or difficulty without their own transport was also addressed in 12 comments (9, 3 respectively). Whilst an additional nine comments suggested that they had to rely on others for transport.

“It is very stressful to access any other hospital due to no public transport. I don’t like to travel far from home.”

The expense of travel was addressed in 11 comments.

“Travel expensive, turns a 15min appointment into a whole day excursion!”

Parking was addressed in 6 comments, with three comments addressing poor parking, however three comments indicated that the free parking at Gonerby Road was a positive.

“Little change, except that the Moy Park site has been muddy, cold, poor parking & dissatisfied staff.”

Nine comments also indicated that they felt Grantham Hospital or Gonerby Road were easy to get to (4, 5 respectively). However, two comments suggested that respondents were confused over the location of their appointment.

“Confused about getting to location.”

Access issues at Gonerby Road were addressed in two comments

“X-ray at Gonerby, traffic in town was chaos on this particular day so made accessing difficult.”

Finally, one comment indicated that the respondent refused to travel anywhere other than Grantham Hospital.

[Attending another location](#)

In total, 69 comments discussed attending another location, with 42 comments suggesting they had a change of location. Further comments suggested they had to attend Lincoln Hospital, Gonerby Road, or a private hospital (11, 11, 3 respectively)

“Simple scan had to go Lincoln.”

Also, one comment addressed concern over having to attend an unfamiliar hospital and another suggesting the change of location felt odd.

“I had to travel to Lincoln to have the investigations I needed, as this was for cancer I found it very distressing having to go into the appointments on my own in an unfamiliar hospital.”

Treatment and service offering

In total, 77 comments addressed treatment and service offering, with 44 comments addressing the lack of services at Grantham. Additionally, four comments suggested they were required to travel to Lincoln Hospital of which two gave a reason due to the lack of A&E in Grantham. Also, three other comments addressed the lack of A&E at Grantham Hospital.

Two comments also mentioned that there is no evening x-ray available and another two suggested that services should be brought back to Grantham Hospital with an additional comment indicating that certain departments are not available due to Grantham Hospital being a designated green site.

“No CT facility almost tripling the time I was away from home...”

Additionally, two comments suggested that they were not given the option to attend Grantham.

“As a result of x ray not being done beforehand was then offered another follow up appointment at Lincoln with no Grantham option.”

Whilst three comments indicated that a local service would be better, with an additional comment indicating that the respondent was considering moving, due to the closure of A&E at Grantham Hospital.

“I had to travel the Lincoln (with all my concerns as above) for breast screening previous years I had the device at Grantham. It worry’s me so much not having an A&E that I am considering moving house.”

Alternatively, three comments addressed urgent care – suggesting that it was better than A&E.

“The urgent care centre appears more efficient than the old A and E.”

Three comments suggested that their treatment could have taken place at Grantham. However, an additional comment suggested that the respondent did not know if their treatment they received could have taken place at Grantham Hospital.

“...Local service would be so much better.”

One comment also indicated that there was confusion over which services are available at Grantham.

“Having to make arrangements to get to other location. Confusion about what can be offered and what can't.”

Furthermore, one comment indicated that the respondent had difficulties accessing treatment from Audiology.

“Difficulty obtaining items from Audiology Dept. and access to treatment.”

Comments also addressed concern that Chemotherapy will continue at Grantham Hospital, as well as a negative experience at Lincoln Hospital and Gonerby Road. (1, 4, 1 respectively).

No impact or happy

In total, 76 comments indicated that they had seen either no impact from the changes, that they were happy with the services at Grantham, that they were happy in general, or that the changes had very little impact (69, 5, 1, 1 respectively).

“Haven't affected me.”

Appointments

In total, 51 comments addressed appointments, with 25 comments discussing remote appointments, with 14 suggesting they attended one and four indicating they had a poor experience.

“The 1st appointment for a gynaecological problem was dealt with by telephone consultation then left for 4-6 months for follow up. Not acceptable to discuss issues on first appointment via phone. i wanted to be seen and examined given the nature of referral”

Additionally, five comments indicated remote appointments were inappropriate, with a further two comments indicating that they were unable to attend a remote appointment.

“I was able to discuss my case over the telephone with cardiologist but was not examined or basic checks carried out - eg blood pressure or heart listened to.”

“Online physiotherapy for my osteo arthritis was not as good as seeing a physiotherapist as he couldn’t really feel the affected area of my hip and it felt like he just suggested generic exercises.”

Linked to this, six comments suggested that there face to face appointments had stopped.

“Face to face therapy stopped so swelling and complications were not assessed effectively.”

13 comments suggested that they had to take time off work to attend their appointment.

“Tiring, time consuming travelling, daughter had to take day off work.”

Waiting times, delays, and cancellations

In total, 43 comments addressed waiting times, delays, and cancellations.

30 comments indicated that they either needed to wait longer for appointments or wait longer to be seen, with a further 10 comments indicating that they had experienced cancellations.

“Review appointment cancelled contacted 3 months later by telephone, the condition is progressive so Nit [sic] happy with a phone consultation need to be seen face to face in my local hospital.”

However, three comments indicated that waiting times were shorter, or more efficient.

“More efficient [sic] care now, no wait time”

Impact on mental health

In total, 25 comments addressed an impact on mental health due to the changes, with 13 suggesting that they found the changes stressful or concerning and nine suggesting they caused anxiety.

“Ended up having a panic attack and flippantly sent on my way by a young nurse...”

However, two comments indicated that the respondents found the changes less stressful.

“Not going all the way to Lincoln reduced the stress.”

Finally, one comment suggested that the respondent was left feeling unwanted and a burden.

“Left me feeling unwanted and that I was burden. “

Safety

In total, 20 comments addressed safety, with five comments suggesting the temporary changes made them feel safe. In contrast, three comments suggested that they didn't feel safe with the changes.

“Only change is through husband. For us, it was much better that he was treated at Grantham. More convenient and peace [sic] of mind knowing it was as covid free as can be.”

“Cos so much has moved I don't feel safe.”

Furthermore, five comments suggested that they were not willing to attend a hospital, with an additional two comments suggesting they had delayed their own follow-up appointments.

“I have not attended the hospital even when maybe I should as I do not want to risk anyone or anything.”

Another three comments suggested they needed to have a COVID-19 test or self-isolate before they attended Grantham Hospital, with a further comment indicating that they couldn't have a COVID-19 test to attend Grantham.

“Was told to self isolate.”

Finally, one comment indicated the need to phone ahead to be let into the clinic, and wear PPE while attending.

“Wearing PPE, having to phone ahead to being let in (to the clinic).”

Workforce

In total, 10 comments addressed workforce, with three comments indicating that they had a positive experience with staff.

“The doorman just asked why I needed to enter the hospital, he was a pleasant man and helpful.”

Three comments addressed concern or worry over unfamiliar staff, with one suggesting they had built a rapport or trust with previous staff.

“Longer journey time and not familiar with the staff.”

Comments also suggested that staff at Lincoln Hospital were unhelpful, that the reception at Vine Street Surgery were rude or that staff were dissatisfied at Gonerby Road (2, 1, 1 respectively).

Communication

In total, eight comments addressed communication with seven comments addressing a lack of communication about the changes and appointments.

“It feels that I have had to ask for an update because proposed appointments have not materialised.”

One comment addressed poor communication outside of the Trust area.

“...Communication less effective with different out of area trusts.”

Hospital environment and décor

In total, seven comments addressed the hospital environment and decor, with two comments addressing the hospital environment at Gonerby Road – of which one indicated they felt like they were being treated on the back of a lorry.

“I went to a different venue, which was very small, I did not like the ports [sic] cabins, they felt temporary.”

Additionally, two comments indicated concerns over the amount of people and the size of the space available.

“I felt awkward and unrelaxed. I couldn't get dressed properly (do my shirt up and put my jacket on) until I was out of the building as the entrance lobby was small and there were a.number [sic] of people in close proximity.”

Furthermore, one comment indicated that Grantham Hospital is no longer welcoming, with another comment suggesting that the signposting is poor.

“Not well sign posted.”

“No longer welcoming.”

Finally, one comment indicated that they found Louth Hospital outdated.

“I found Louth to be very old and dated...”

Blood tests

Four comments addressed blood tests, with two comments suggesting that they now need to get their blood taken at the doctors and another two suggesting that they are no longer able to get their blood taken at Grantham Hospital.

“I have had to have to have 8ish blood tests since the first lockdown, which now the Drs have had to do.”

Support the changes

In total, two comments suggested they supported the changes or that the changes were welcome.

“The change is supported.”

Other and N/A

58 comments were N/A or no comments. The remainder of the comments could not be themed and were therefore categorised as other. Please see the table below.

<i>“And unnecessary time wasting both for nhs staff and my family.”</i>
<i>“Being disabled.”</i>
<i>“Day surgery.”</i>

<i>"I have not gone to my GP as I did not think I would be referred to a hospital."</i>
<i>"I normally get a prescription sent to Grantham hospital from Lincoln. Since I can't access the pharmacy. Lincoln hospital pharmacy has to deliver it."</i>
<i>"Just put up with the paid."</i>
<i>"My present replacement knee collapses and I am fearful of falling."</i>
<i>"Pants."</i>
<i>"Shoulder improved."</i>
<i>"Well was in pain but at the moment managed very well by my GP. One flare up but back on track at the moment."</i>
<i>"We need it desperately as so many more people in new builds all around Grantham."</i>

Q17. Is there anything else you would like to tell us about your experience of attending Grantham and District Hospital for care or treatment? (N=485)

Respondents were asked if there was anything else they would like to tell us about their experience of attending Grantham. 485 respondents provided 672 comments.

These comments were then interpreted into the following themes, as well as an 'other' category. Wherever possible comments have been themed with reference to which location they were discussing.

Treatment and service offering

In total, treatment and service offering were addressed in 302 comments, with 159 comments suggested that they thought the hospital was either excellent, they preferred Grantham Hospital, or that they were either happy/felt comfortable/ at this hospital or with the treatment they received. A further two comments indicating they were grateful that that they were able to attend Grantham Hospital.

"Just fab, can't fault the experience in this very difficult year."

Four comment suggested that their experience at Grantham Hospital was superior to, or better than their experience at Lincoln Hospital, with a further two comments suggesting that Grantham Hospital is the best of ULHT's hospitals. An additional comment suggested that Grantham Hospital was the best in Lincolnshire.

"Just it was far better than my experiences at Lincoln."

"Grantham has always been the better of the U.L.H.T. sites and I have used Lincoln,Boston, Gainsborough and Louth."

Similarly, one comment indicated that, due to its size, Grantham Hospital is more patient focussed. Whilst another comment indicated that a bigger hospital doesn't necessarily mean it's better.

“A very nice hospital good staff and easy for treatment. Get this thing of bigger is better out your head it is not.”

However, two comments indicated towards a poor experience at Grantham Hospital, with one indicating that they will not visit again. Additionally, one comment indicated that they had difficulty seeing a specialist.

“I will not attend again.”

“Getting information about my condition is very difficult when staff you can actually get to speak to cannot tell you because they are not trained. Chasing a specialist nurse around ULHT hospitals by phone is a...”

48 comments indicated that all facilities should be made available again, with a further 25 comments addressing the need to keep the hospital fully functioning, the need to keep the hospital open and the impact on the local community. A further 16 comments indicated that Grantham Hospital don't provide many services, with some suggesting this was due to cutbacks.

“Ensure the hospital continues to serve the community.”

Two comments addressed the equipment at Grantham Hospital, with one suggesting there is a lack of essential equipment, and another suggesting equipment breaks down.

“I am advised that the First Aid response I received was immediate and professional, denied only by the lack of what should be considered to be essential equipment.”

Linked to this, 32 comments indicated that full service should be reinstated with an A&E department, with 8 of those comments suggesting that it should be a 24-hour A&E.

“The community needs a fully operational hospital near by with an A&E as we are close to major roads which have a number of serious accidents on the each week.”

However, one comment indicated that Grantham Hospital is fine for minor ailments.

“Fine for minor ailments”

Longer opening hours in general at Grantham Hospital was addressed in two comments, with a further two comments indicating that the X-Ray department needs to be open later.

“Please don’t close this hospital down I just wish they could deal with heart patients and were open at night.”

Finally, one comment suggested that the staff are limited with what they can do, due to the service limitations.

“No matter what the staff care is always excellent, but they are limited on the services due to the changes.”

Travel, location, and parking

In total, 83 comments discussed travel, location, and parking, with 34 comments indicating that Grantham Hospital is local, convenient, or easy to access.

“Excellent care received, local location (I only travelled [sic] 5 miles) quick service.”

26 comments addressed the increased distance to travel due to the changes, with 11 of those comments indicating that it is too far to travel for urgent care. A further two comments suggesting the additional travel time to Lincoln Hospital is potentially dangerous. Two comments also indicated that it is unreasonable or unacceptable for patients to travel to other hospitals.

“I was also take by ambulance to Lincoln hospital due to Grantham A&E closure which took over 45mins potentially dangerous minutes when I am 5 mins from Grantham hospital.”

Difficulty in accessing other hospitals was addressed in 16 comments, with 12 comments indicating that they cannot easily get to other hospitals with three of those suggesting it is due to no transport. Three of the comments also suggested that public transport connections to Lincoln Hospital and Boston Hospital are poor, with a further comment addressing the expense of a taxi to Lincoln Hospital.

“Travelling to Lincoln or Boston is extremely difficult for older people and families with no transport.”

“Boston and Lincoln are too far with poor connections. Both hospitals are very very far from bus and train stations.”

Four comments indicated that the parking available at Grantham Hospital is good. However, an additional comment indicated the parking could be improved. Furthermore, one comment suggested that staff shouldn't have to pay for parking.

“Its easier/accessible/cheaper to travel to Grantham and parking is much easier.”

One comment indicated towards a risk of not receiving treatment if they don't travel for their appointments.

“It is unfair that local Grantham people are expected to either travel to appointments or risk missing them when they would have been seen locally or have a phone consultation.”

Workforce

In total, workforce was addressed in 83 comments, with 48 comments indicated that respondents found staff to be helpful, kind, considerate, reassuring, trustworthy professional or committed.

“Staff at Grantham are prepared to go out of their way to look after you.”

22 comments either thanked the staff or showed appreciation to the staff.

“...Well done everyone, especially in such difficult times.”

One comment suggested the security at Grantham Hospital were better than the security at Pilgrim Hospital.

“The security at Grantham is more thorough than Pilgrim.”

Four comments addressed the extra pressure that the staff were under, with one indicating that they thought the staff were under less pressure due to the COVID-19 restrictions.

“This is an underfunded facility with under pressure staff doing an amazing job.”

Three comments indicated a lack of manpower, or a need for more staff.

“Cut in man power/funding are making it difficult for it to run smoothly.”

Whilst, two comments addressed a poor employment culture, with one also indicating there's a lack of career progression

“Staff are great, given they are dealing with under investment and poor employment culture.”

Lack of empathy or disrespect from either consultants or surgeons was addressed in two comments.

“The nursing team I had on my first day there were absolutely lovely and did all they could. The surgeons were horrid and put them in an awful position. They gave them no prior warning and were really lacking any empathy or understanding...”

Finally, one comment indicated that they believed that staff would prefer to be able to offer a full service.

“The staff were excellent but I got the impression that they regretted not being able to offer a full service.”

Appointments, efficiency and waiting times

In total, 20 comments addressed appointments, efficiency and waiting times, with nine comments suggesting that Grantham Hospital was efficient and a further comment indicating they were efficient even with the COVID-19 testing. Additionally, one comment indicated that waiting times for Grantham Hospital were shorter than Lincoln Hospital or Boston Hospital.

“All visits have been handled efficiently and expertly - much less waiting time than visiting Lincoln or Boston”

However, four comments indicated that they were waiting for treatment, with an additional comment indicated they felt rushed.

“Got to wait due covid need operation with ITU”

“...They gave them no prior warning and were really lacking any empathy or understanding. Everything was then rushed. ...”

One comment addressed having to have their appointment remotely.

“could not attend site so I'm having occupational therapy over a video link.”

One comment indicated that the respondent was advised by 111 to visit Lincoln Hospital or Nottingham Hospital despite Grantham Hospital being open, similarly, a further comment indicated that Grantham Hospital is not offered to local people.

“Plus 111 NHS TELL you to go lincoln or Notts. When grantham is clearly open.”

Finally, one comment indicated concern over whether the growing population of Grantham would still be able to receive treatment in time.

“With the growing population and excessive traffic. Been able to receive the treatment in time is a Problem for the future.”

Hospital environment and décor

In total, 18 comments addressed hospital environment and décor with six comments indicating that Grantham Hospital needs maintenance or refurbishment, However, one comment suggested that the cardiology clinic is in a temporary location while a new unit is being constructed, with a further comment indicating that Gonerby Road is well presented.

“I would like to see the hospital refurbished or rebuilt. It looks very shabby and old.”

“Cardiology Clinic unit in temporary location...but good new unit being built.”

Also, three comments indicated that the cleanliness of Grantham Hospital is good.

“Lovely hospital and clean.”

However, two comments also suggested that Grantham Hospital is intentionally being run down.

“Is this a hospital providing medical care or being run down enabling ulht claim that Lincoln and Boston are the preferred hospitals for Grantham residents.”

Three comments also addressed signposting at Grantham Hospital, with it being suggested that the signposting for parking and Chemotherapy need to be improved. It was suggested that the provision of a map would be useful as the respondent’s satnav took them to an incorrect location.

“It would have been useful to have a map. Sat nav did not give correct location.”

One comment indicated that the waiting areas were too cold while they were waiting for transport.

“Cold waiting area whilst waiting long time for transport.”

Other hospitals

In total, other hospitals were discussed in 17 comments, with four comments addressing a bad experience at Lincoln Hospital and Boston Hospital (3,1 respectively). A further comment suggested the respondent has no confidence in both hospitals. Additionally, one comment indicated the respondent couldn’t receive treatment at Lincoln Hospital due to faulty equipment. Alternatively, another comment indicated the respondent received good care at Lincoln Hospital.

“Grantham care seems to have the extra time to help but Lincoln hospital seems to be close to third world standards of care for patience.”

Four comments suggested that other hospitals are already busy or overrun, with an additional comment addressing the additional stress on other hospitals if Grantham Hospital were to close, and another comment suggesting Lincoln Hospital and Boston Hospital cannot cope with the pandemic.

“I cannot understand how you can close down a perfectly good hospital especially when new houses are being built which means more people in the town, which will mean more stress and pressure on other hospitals around us.”

Also, two comments indicated that they felt Lincoln Hospital and Boston Hospital were preferred over Grantham Hospital by ULHT.

“Lincoln and Boston have been favoured, neither of these sites give me confidence in their patient service.”

One comment indicated that the respondent would rather visit Nottingham Hospital over Lincoln Hospital as it is a university hospital.

“Now I would have to go to Lincoln or Nottingham. For the best care I'd chose Nottingham. It's a university hospital and should complications arise I would trust them more to take care of me.”

Finally, one comment indicated that they were transferred to Lincoln Hospital when they visited Grantham Hospital for treatment.

“When I have been to Grantham for serious vomiting etc I was taken to Lincoln!!”

Investment

In total, six comments addressed investment, with three comments indicating that Grantham Hospital has suffered from underinvestment, with a further three comments indicating that more investment is needed.

“It is a great hospital that through underfunding has been allowed to go into decline.”

“Grantham Hospital is extremely run down. Significant investment is needed.”

Safety

In total, five comments addressed safety, with three comments indicating that respondents felt safe, with a further comment suggesting that making Grantham Hospital a 'green site' was a good decision. Furthermore, one comment addressed having to isolate and have a COVID-19 test prior to attending Grantham Hospital.

“I felt safe in spite of the pandemic.”

“Had to visit drive through covid test and isolate prior to appointment.”

Organisation

In total, four comments addressed organisation, with two comments indicating that administration and organisation needs improvement at Grantham Hospital. A further comment indicated that the appointment mailing system is inadequate.

“If there are a lot of missed appointments please look at admin & telecom systems should be supporting not getting in the way.”

Additionally, one comment indicated that ULHT needs better pathways, organisation, and management.

“Pleasant staff bit orthopaedic team work independently not a s steam and do not have pathways to ensure consistent effective management of common issues. Internet searches find pathways readily available from many trust for my problem all looking similar so why cant [sic] ULhT [sic] manage this. Better pathawua [sic] and planning would have reduced travel across the county for patient but also delays in management which has lead [sic] to the need for more rehab and than [sic] would have been foreseeable at least extra 4 weeks immobilized and on crutches .”

Other and N/A

130 comments were N/A or no comments. The remainder of the comments could not be themed and were therefore categorised as other. Please see the table below.

<i>“Also closure makes life very difficult for police- they spend many shifts going to Peterbo or nottingham to have prisonerschecked when too few police on shifts anyway.”</i>
<i>“but I feel they are demolized at the way they are treated.”</i>
<i>“Grantham hospital was empty when I attended 😊”</i>

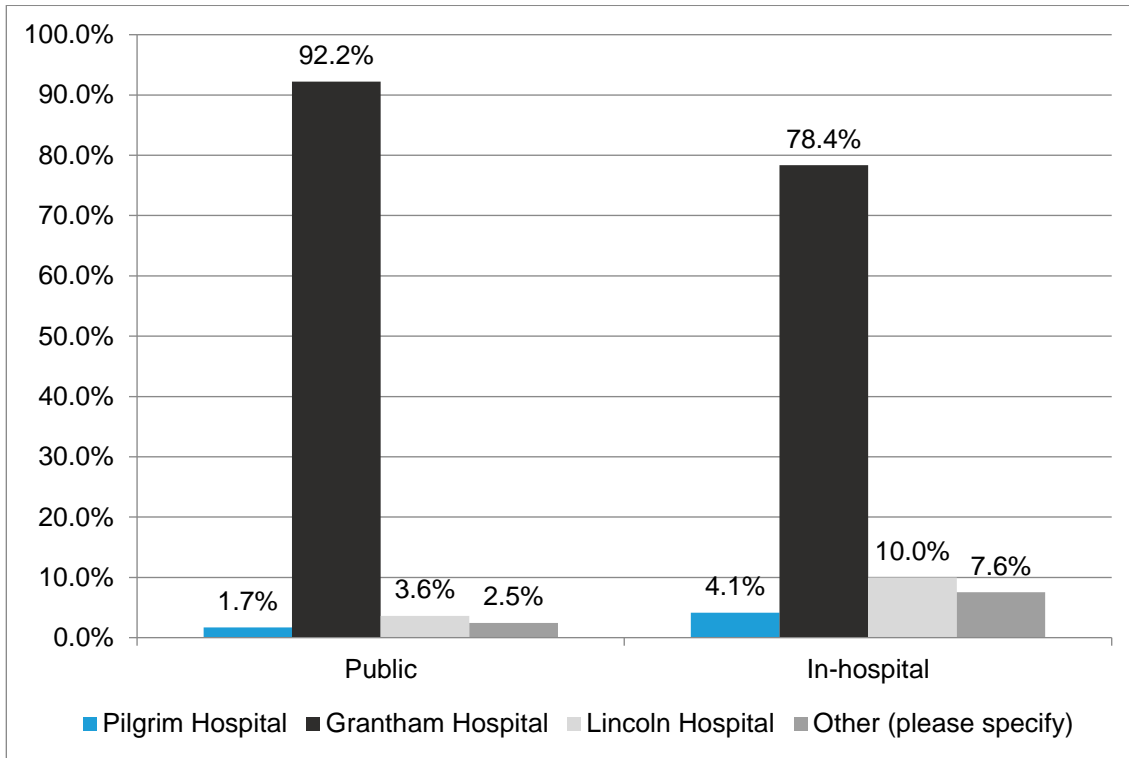
4.5. Appendix 5 - Open survey and on-site survey responses (graphs)

The responses from both the open survey and those who completed the on-site survey have been analysed together. Significant differences between the responses have been included below.

Q2. If you needed to visit a hospital as a patient, which hospital would you normally choose? (N= open, 1018, on-site, 291)

Respondents to the on-site survey were significantly more likely to indicate they would choose Pilgrim Hospital, Lincoln Hospital, or another hospital, in comparison to respondents to the open survey (4.1%, 10%, 7.6%, 1.7%, 3.6%, 2.5% respectively).

Whilst respondents to the open survey were significantly more likely to indicate they would attend Grantham Hospital in comparison to those that responded to the on-site survey (92.2%, 78.4% respectively).

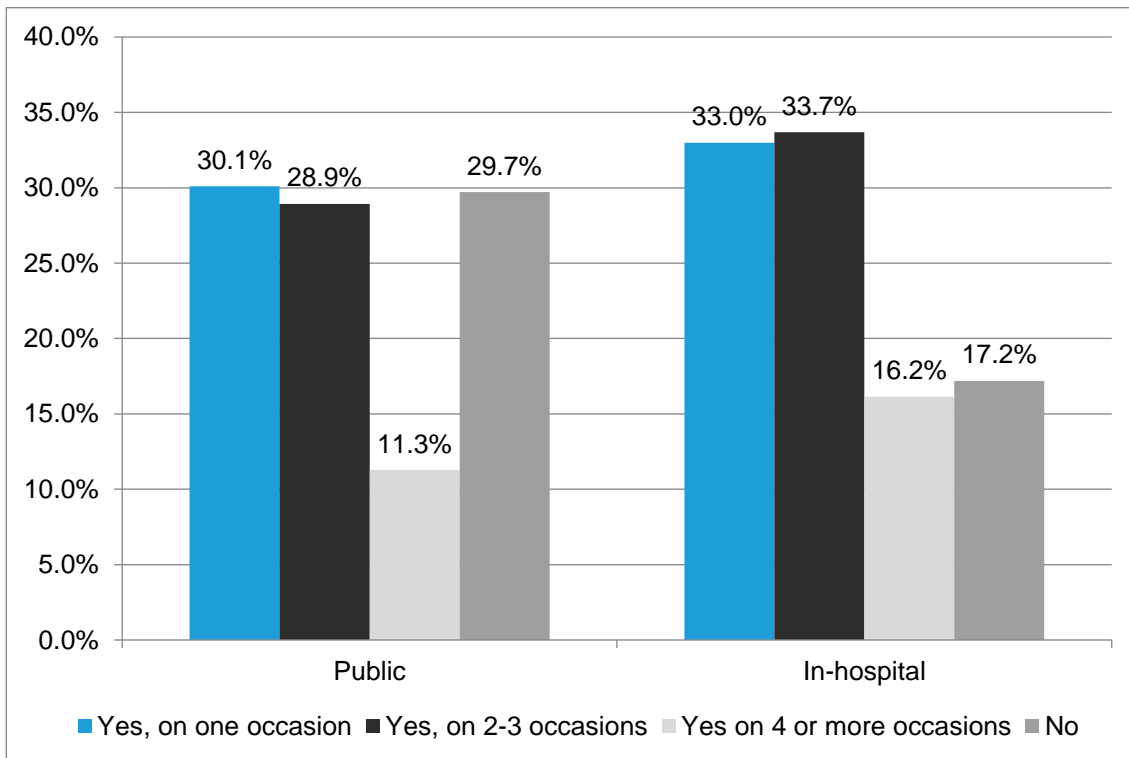


	Pilgrim Hospital	Grantham Hospital	Lincoln Hospital	Other (please specify)
Open survey	1.7% (N=17)	92.2% (N=939)	3.6% (N=37)	2.5% (N=25)
On-site survey	4.1% (N=12)	78.4% (N=228)	10.0% (N=29)	7.6% (N=22)

Q3. Have you attended a hospital or community venue as a patient in the last 12 months? (N=open, 1020, on-site, 291)

Respondents that completed the on-site survey were significantly more likely to attend a hospital or community venue as a patient in the last 12 months on 4 or more occasions in comparison to respondents who completed the open survey (16.2%, 11.3% respectively).

Also, respondents who completed the open survey were significantly more likely to have not attended a hospital or community venue as a patient in the last 12 months in comparison to those that completed the on-site survey (29.7%, 17.2% respectively).

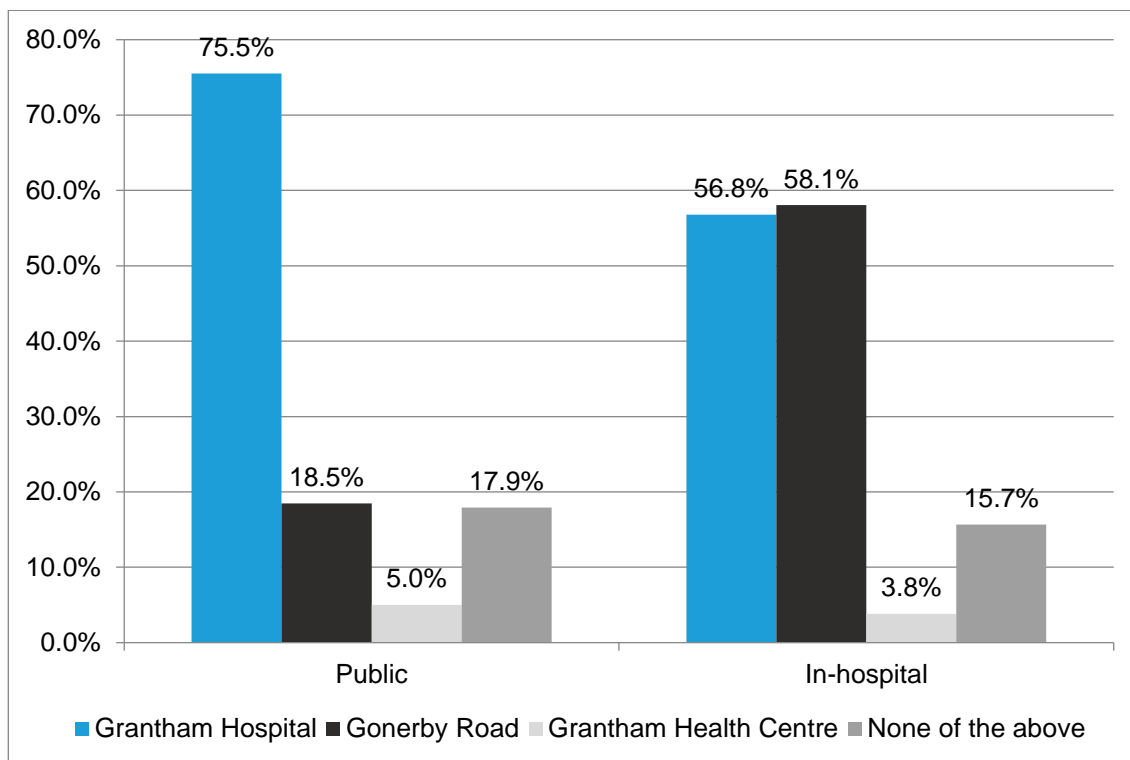


	Yes, on one occasion	Yes, on 2-3 occasions	Yes on 4 or more occasions	No
Open survey	30.1% (N=307)	28.9% (N=295)	11.3% (N=115)	29.7% (N=303)
On-site survey	33.0% (N=96)	33.7% (N=98)	16.2% (N=47)	17.2% (N=50)

Q4. Which of the following locations in Grantham have you attended for care or treatment in the last 12 months? (N= open, 836, on-site, 317)

Respondents from the open survey were significantly more likely to indicate that they had attended Grantham Hospital for care or treatment in the last 12 months in comparison to those that had completed the on-site survey (75.5%, 56.8% respectively).

Whilst respondents to the on-site survey were significantly more likely to indicate that they had attended Gonerby Road for care or treatment in the last 12 months in comparison to those that completed the open survey (58.1%, 18.5 % respectively).

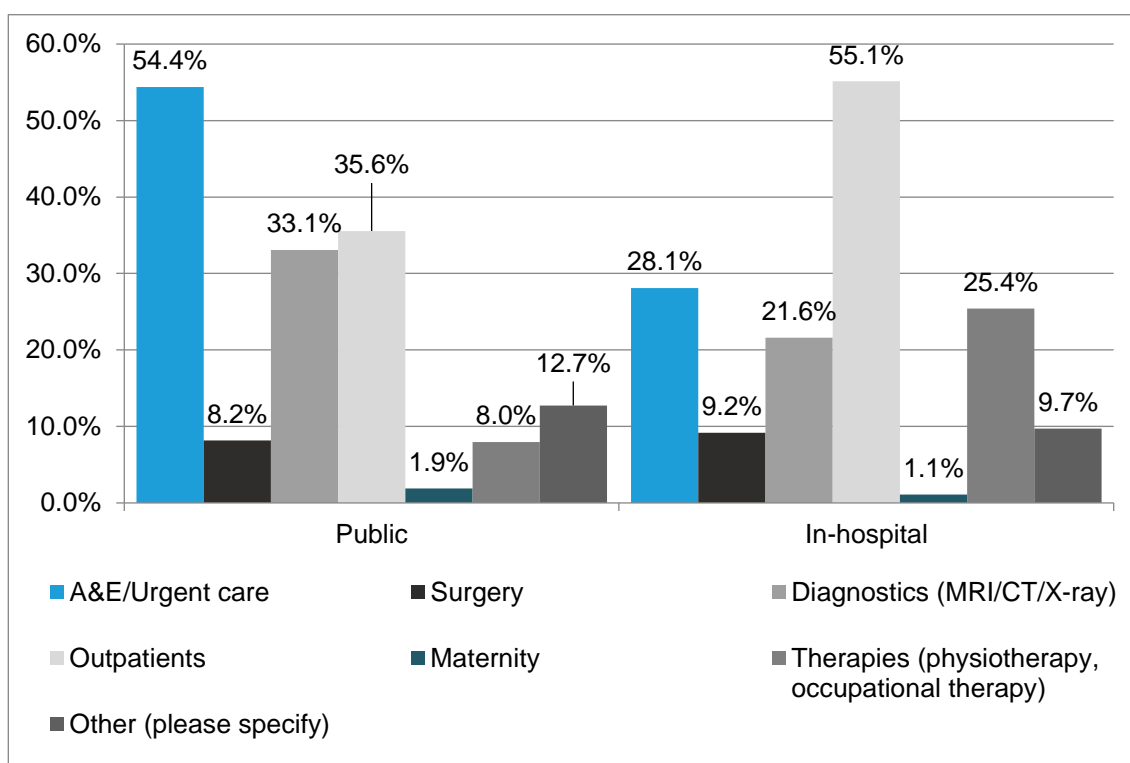


	Grantham Hospital	Gonerby Road	Grantham Health Centre	None of the above
Open survey	75.5% (N=540)	18.5% (N=132)	5.0% (N=36)	17.9% (N=128)
On-site survey	56.8% (N=134)	58.1% (N=137)	3.8% (N=9)	15.7% (N=37)

Q5. Please tell us which patient services you have accessed at Grantham Hospital, Gonerby Road or Grantham Health Centre in the last 12 months (N= open, 809, on-site, 278)

Respondents to the open survey were significantly more likely to indicate that they had accessed A&E/urgent care or diagnostics in the last 12 months in comparison to respondents to the on-site survey (54.4%, 33.1%, 28.1%, 21.6% respectively).

Whilst respondents to the on-site survey were significantly more likely to indicate they had accessed outpatients or therapies in the last 12 months in comparison to respondents to the open survey (55.1%, 25.4%, 35.6%, 8% respectively).



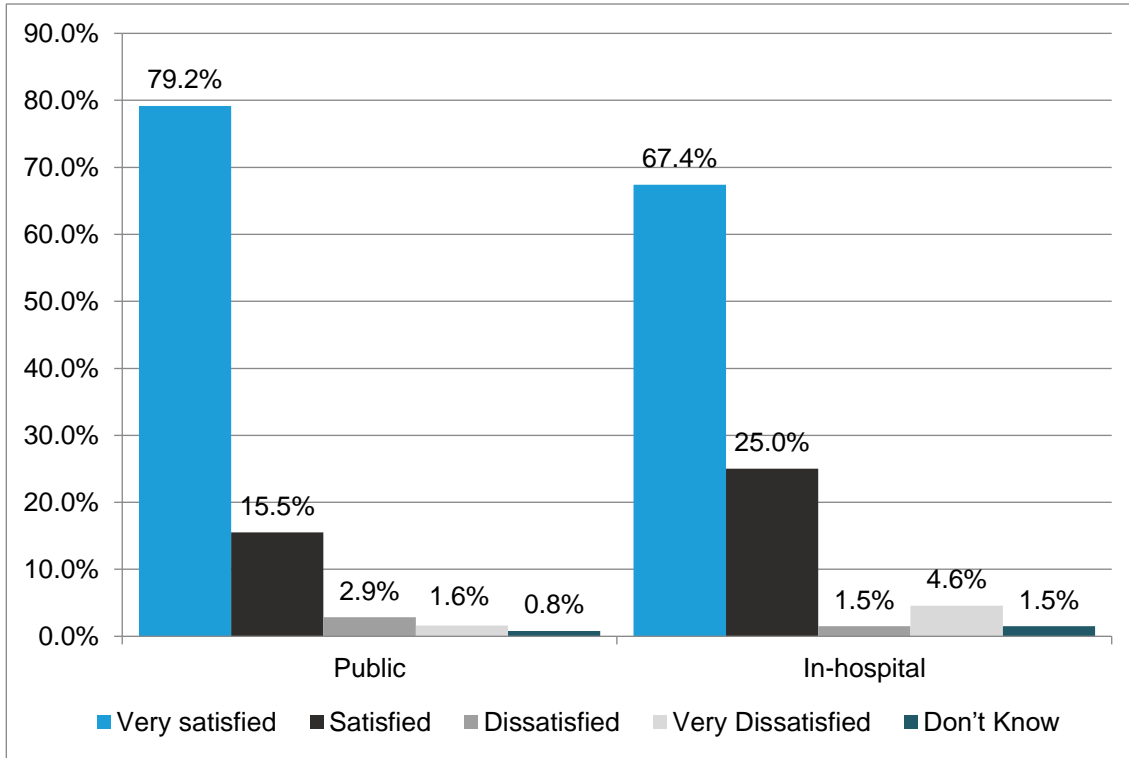
	A&E/ Urgent care	Surgery	Diagnostics	Outpatients	Maternity	Therapies	Other (please specify)
Open survey	54.4% (N=286)	8.2% (N=43)	33.1% (N=174)	35.6% (N=187)	1.9% (N=10)	8.0% (N=42)	12.7% (N=67)
On-site survey	28.1% (N=52)	9.2% (N=17)	21.6% (N=40)	55.1% (N=102)	1.1% (N=2)	25.4% (N=47)	9.7% (N=18)

Q6. To what extent were you satisfied with the care or treatment you received?

Grantham Hospital (N= open 490, on-site, 132):

Respondents to the open survey were significantly more likely to indicate that they were very satisfied with the care or treatment they received at Grantham Hospital, in comparison to those that completed the on-site survey (79.2%, 67.4% respectively).

Whilst respondents to the on-site survey were significantly more likely to indicate that they were satisfied with the care or treatment they received at Grantham Hospital, in comparison to those that completed the open survey (25%, 15.5% respectively).

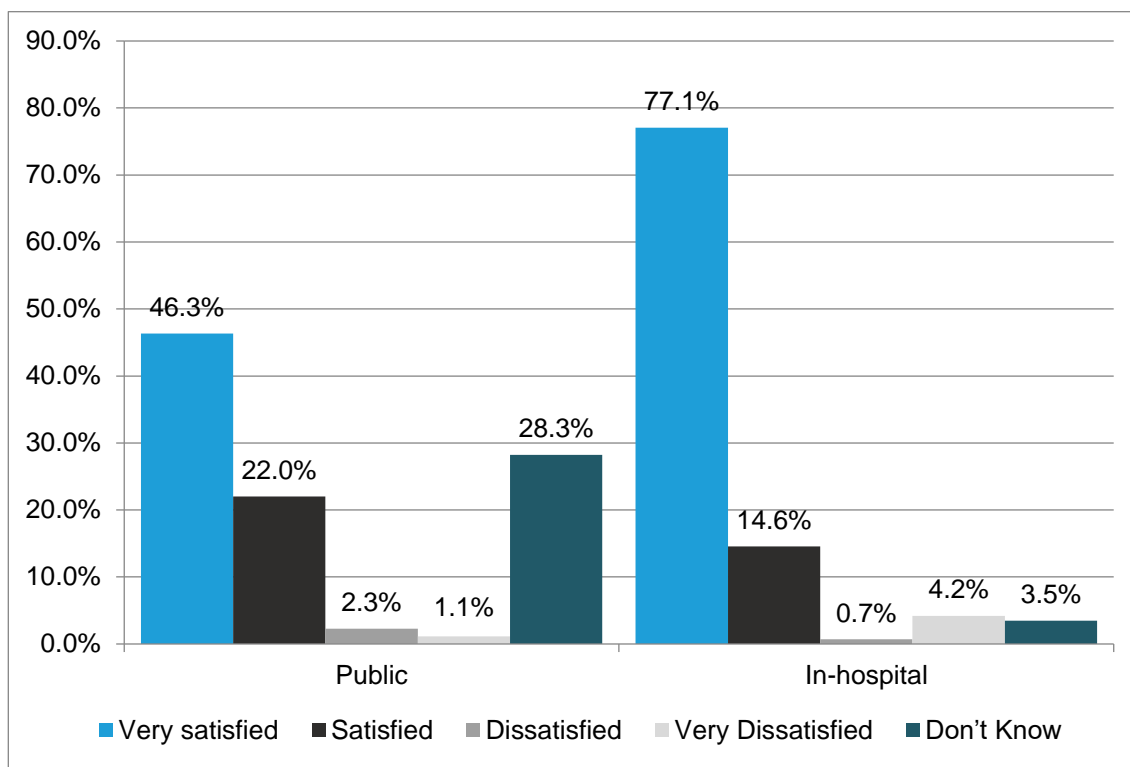


	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
Open survey	79.2% (N=388)	15.5% (N=76)	2.9% (N=14)	1.6% (N=8)	0.8% (N=4)
On-site survey	67.4% (N=89)	25.0% (N=33)	1.5% (N=2)	4.6% (N=6)	1.5% (N=2)

Gonerby Road (N= open, 177, on-site, 144):

Respondents to the on-site survey were significantly more likely to indicate that they were very satisfied with Gonerby Road, in comparison to those that completed the open survey (77.1%, 46.3% respectively).

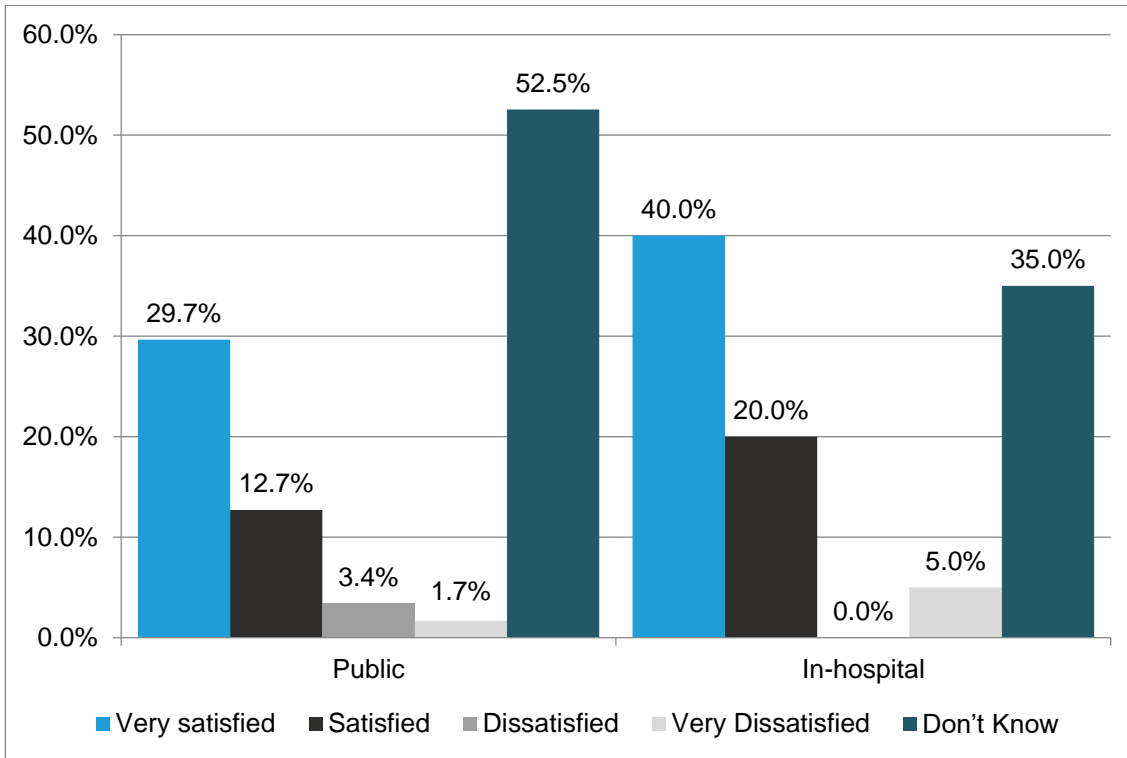
Whilst respondents to the open survey were significantly more likely to indicate that they didn't know if they were satisfied with Gonerby Road, in comparison to those that completed the on-site survey (28.3%, 3.5% respectively).



	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
Open survey	46.3% (N=82)	22.0% (N=39)	2.3% (N=4)	1.1% (N=2)	28.3% (N=50)
On-site survey	77.1% (N=111)	14.6% (N=21)	0.7% (N=1)	4.2% (N=6)	3.5% (N=5)

Grantham Health Centre (N=118, on-site, 40):

Respondents to the open survey were significantly more likely to indicate that they were either dissatisfied or didn't know if they were satisfied with Grantham Health Centre in comparison to respondents to the on-site survey (3.4%, 16.6%, 0%, 5.6% respectively).



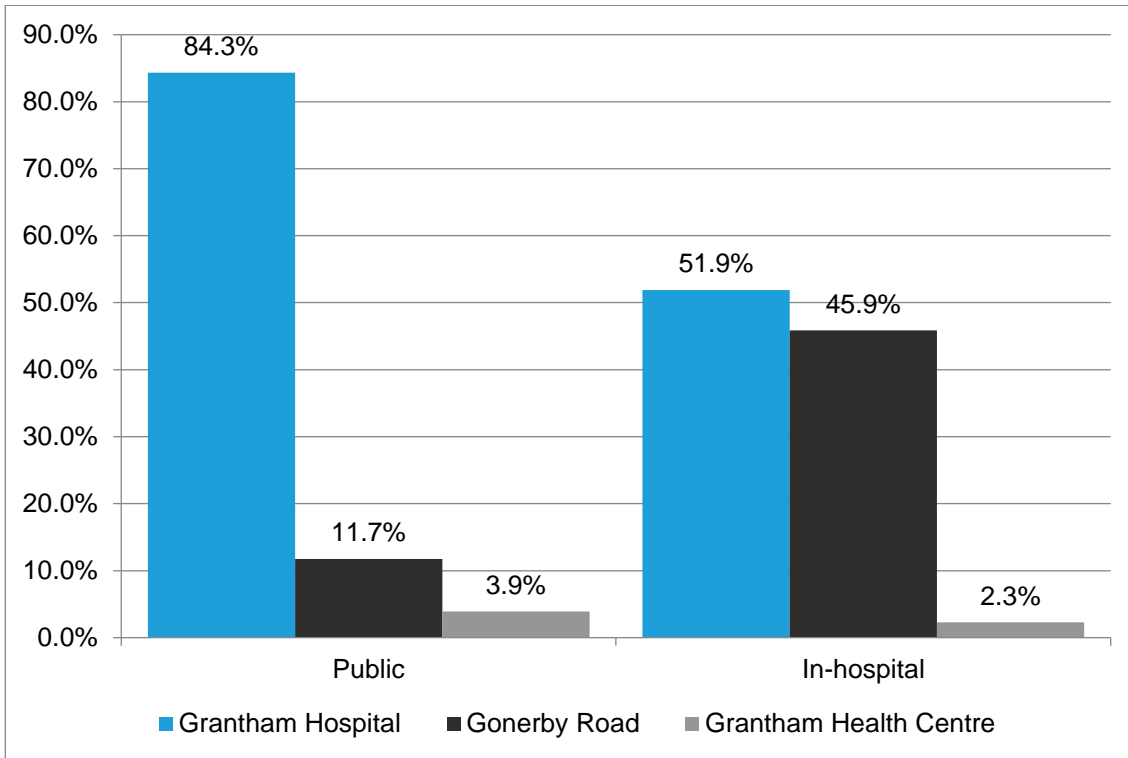
	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
Open survey	29.7% (N=35)	12.7% (N=15)	3.4% (N=4)	1.7% (N=2)	52.5% (N=62)
On-site survey	40.0% (N=16)	20.0% (N=8)	0.0% (N=0)	5.0% (N=2)	35.0% (N=14)

Q9. Please tell us why you attended Grantham on this occasion?

[It is the nearest location to where I live \(N= open, 511, on-site, 133\)](#)

Respondents to the open survey were significantly more likely to attend Grantham Hospital because it was closest to where the live, in comparison to respondents to the inpatient survey (84.3%, 51.9% respectively).

Respondents to the on-site survey were significantly more likely to attend Gonerby Road because it was closest to where the live, in comparison to respondents to the open survey (45.9%, 11.7% respectively).

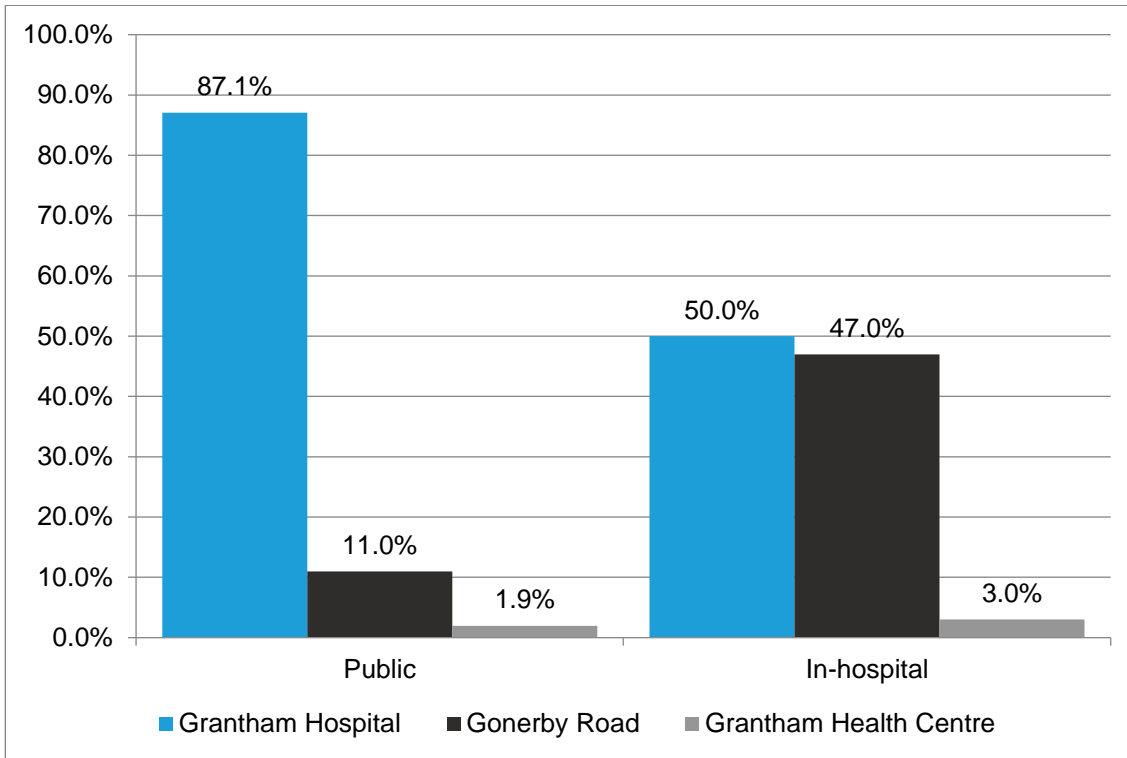


	Grantham Hospital	Gonerby Road	Grantham Health Centre
Open survey	84.3% (N=431)	11.7% (N=60)	3.9% (N=20)
On-site survey	51.9% (N=69)	45.9% (N=61)	2.3% (N=3)

I asked to receive my care and treatment at Grantham (N= open, 309, on-site, 66)

Respondents to the open survey were significantly more likely to ask to receive their care and treatment at Grantham Hospital, in comparison to respondents to the on-site survey (87.1%, 50% respectively).

Also, respondents to the on-site survey were significantly more likely to ask to receive their care and treatment at Gonerby Road, in comparison to respondents to the open survey (47%, 11% respectively).

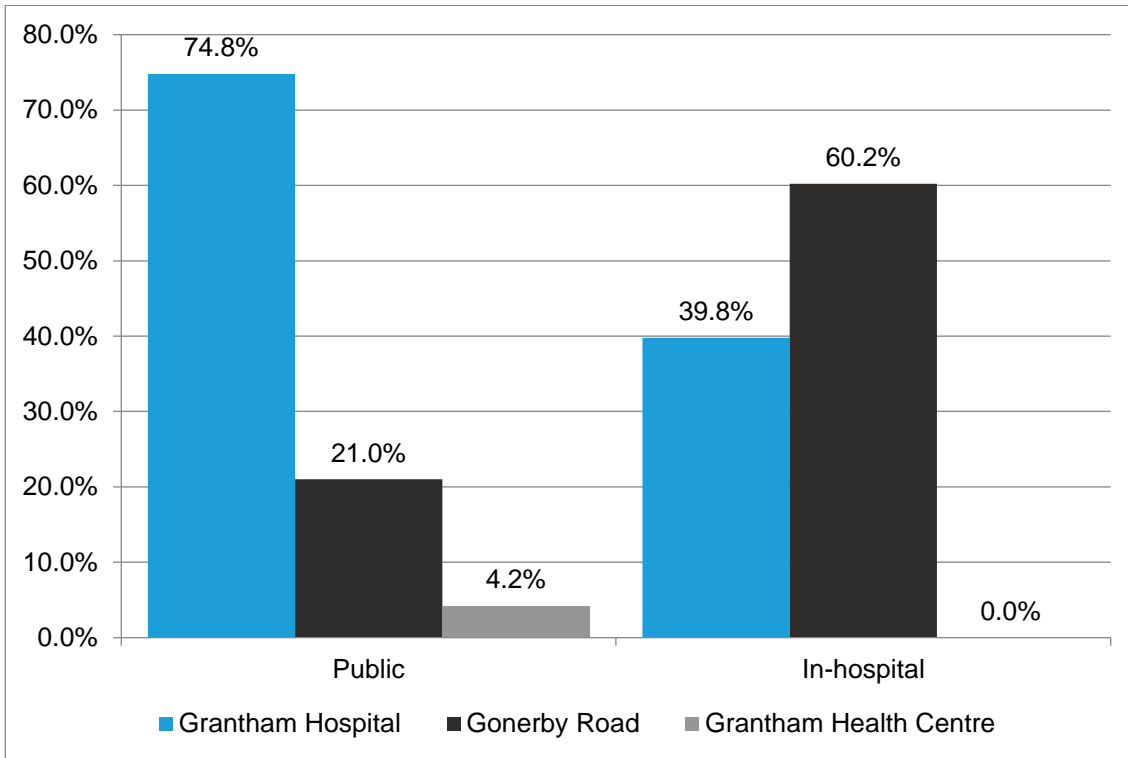


	Grantham Hospital	Gonerby Road	Grantham Health Centre
Open survey	87.1% (N=269)	11.0% (N=34)	1.9% (N=6)
On-site survey	50.0% (N=33)	47.0% (N=31)	3.0% (N=2)

Grantham was the only option I was given (N= open, 238, on-site, 88)

Respondents to the open survey were also significantly more likely to state that Grantham Hospital was the only option they were given, in comparison to respondents from the on-site survey (74.8%, 39.8% respectively).

Respondents to the on-site survey were also significantly more likely to state that Gonerby Road was the only option they were given, in comparison to respondents from the open survey (60.2%, 21% respectively).

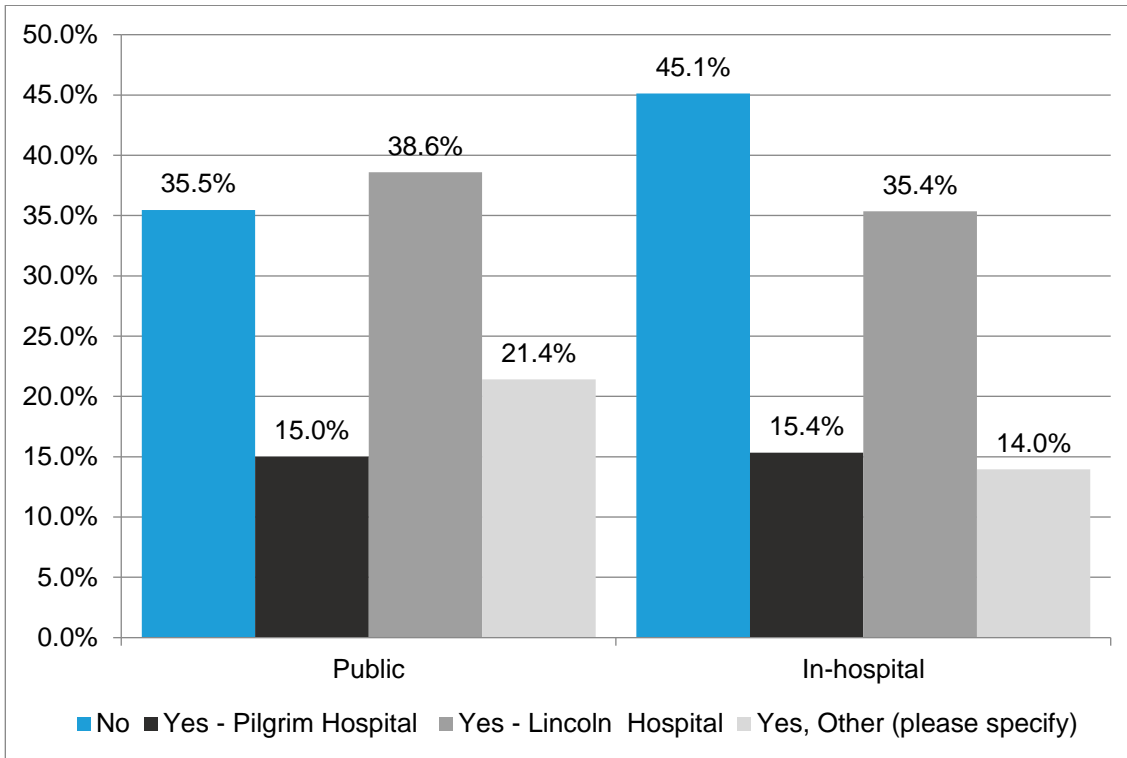


	Grantham Hospital	Gonerby Road	Grantham Health Centre
Open survey	74.8% (N=178)	21.0% (N=50)	4.2% (N=10)
On-site survey	39.8% (N=35)	60.2% (N=53)	0.0% (N=0)

Q11. Have you attended any hospitals other than Grantham for care or treatment in the last 12 months? (N=open, 707, on-site, 236)

Respondents to the on-site survey were significantly more likely to indicate they hadn't attended any hospitals other than Grantham for care or treatment in the last 12 months, in comparison to the open survey (45.1%, 35.5% respectively).

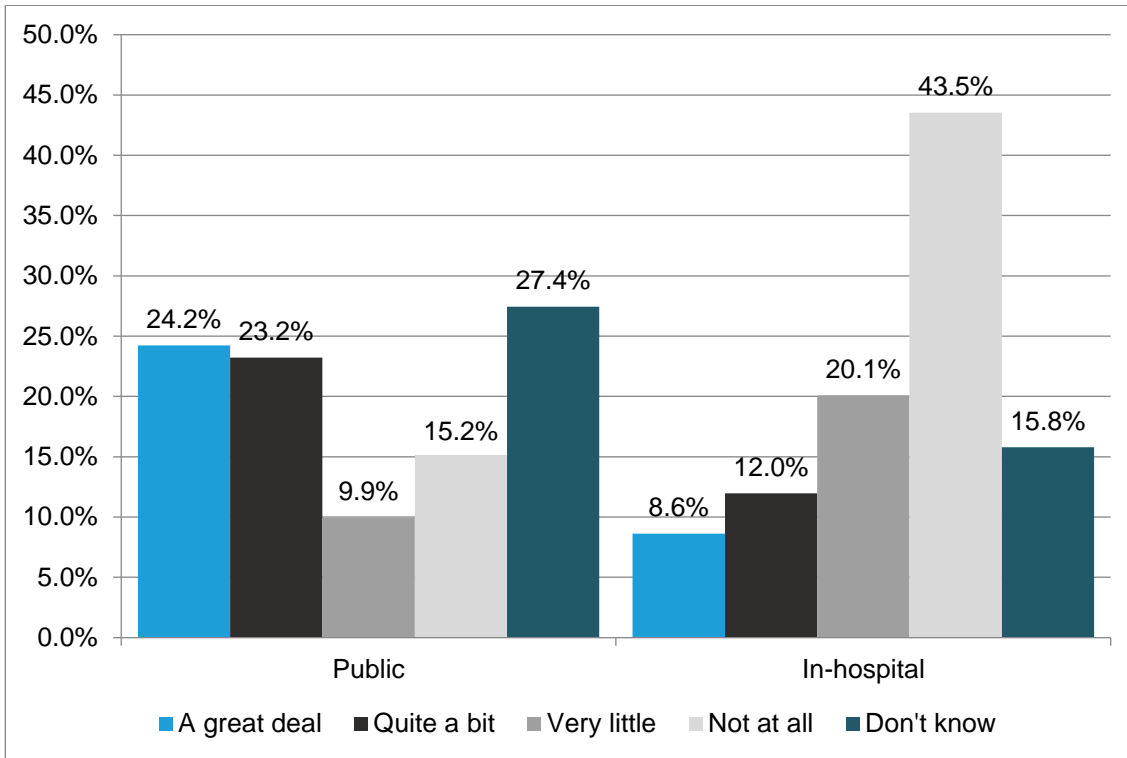
Whilst respondents to the open survey were significantly more likely to indicate they had attended another hospital other than Pilgrim Hospital and Lincoln Hospital for care or treatment in the last 12 months, in comparison to respondents to the on-site survey (21.4%, 14% respectively).



	No	Yes - Pilgrim Hospital	Yes - Lincoln Hospital	Yes, Other (please specify)
Open survey	35.5% (N=227)	15.0% (N=96)	38.6% (N=247)	21.4% (N=137)
In-hospital	45.1% (N=97)	15.4% (N=33)	35.4% (N=76)	14.0% (N=30)

Q14. As a result of these temporary changes at Grantham Hospital due to COVID-19, has the care or treatment you would usually receive changed (N= open, 594, on-site, 209)
 Respondents to the open survey were significantly more likely to indicate that the care or treatment they would usually receive changed a great deal, quite a bit or they didn't know if it had changed due to the temporary changes at Grantham Hospital, in comparison to respondents to the on-site survey (24.2%, 23.2%, 27.4%, 8.6%, 12%, 15.8% respectively).

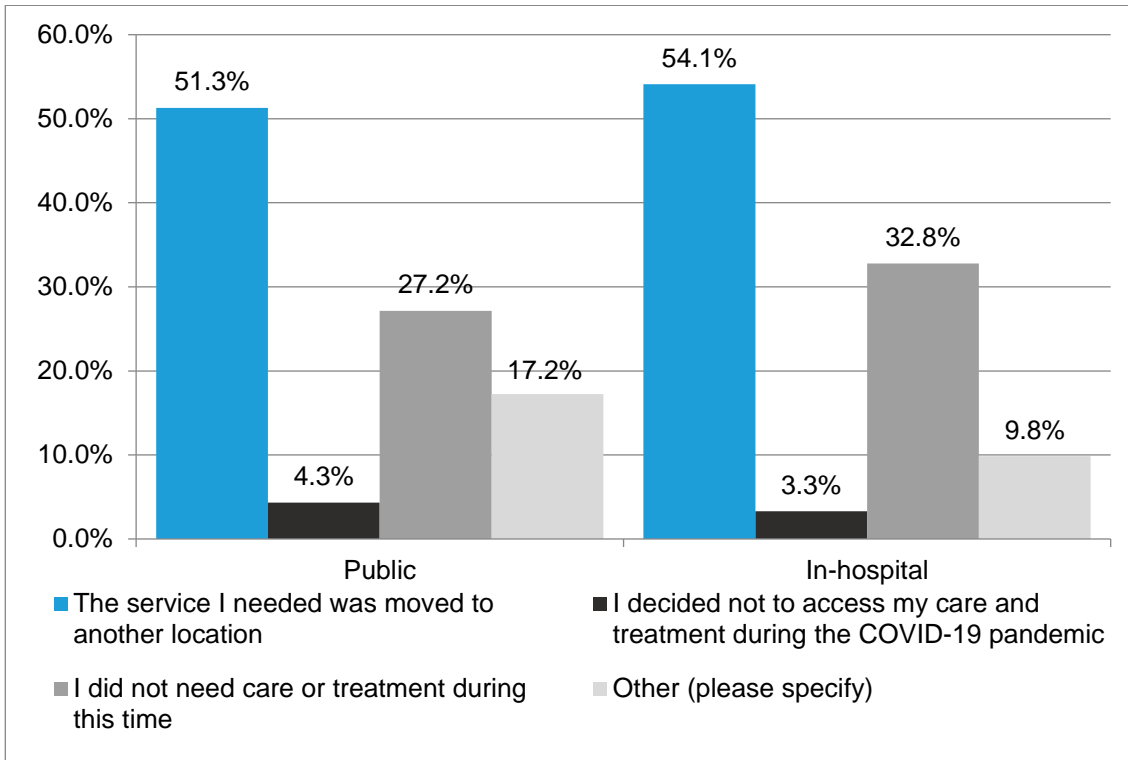
Whilst respondents to the on-site survey were significantly more likely to indicate that the care or treatment they would usually receive changed very little or not at all due to the temporary changes at Grantham, in comparison to respondents to the open survey (20.1%, 43.5%, 9.9%, 15.2% respectively).



	A great deal	Quite a bit	Very little	Not at all	Don't know
Open survey	24.2% (N=144)	23.2% (N=138)	9.9% (N=59)	15.2% (N=90)	27.4% (N=163)
On-site survey	8.6% (N=18)	12.0% (N=25)	20.1% (N=42)	43.5% (N=91)	15.8% (N=33)

Q15. If your care or treatment has changed, please tell us why you think this. (N=open, 534, on-site, 183)

Respondents to the open survey were significantly more likely to give another reason for their care or treatment changing other than the options available, in comparison to respondents to the on-site survey (17.2%, 9.8% respectively).



	The service I needed was moved to another location	I decided not to access my care and treatment during the COVID-19 pandemic	I did not need care or treatment during this time	Other (please specify)
Open survey	51.3% (N=274)	4.3% (N=23)	27.2% (N=145)	17.2% (N=92)
On-site survey	54.1% (N=99)	3.3% (N=6)	32.8% (N=60)	9.8% (N=18)

4.6. Appendix 6 - Patient Interviews

Interviews were convened, moderated and reported on by Stand. In total, 15 interviews were held with patients during the period from 19th February 2021 until 2nd March 2021. Interviews were held by telephone.

4.6.1. Format of the interview

The interviews ran for a maximum of 15 minutes and were conducted against an approved semi-directive moderator's script providing the main lines of enquiry, including prompting for in-depth responses.

Patients who were invited to take part in an interview were selected at random from a list of those who had attended Grantham Hospital in the last 12 months. Patients were invited to take part via telephone and email.

The report presents the results from these interviews as a discussion of the broad themes considered by the patients. The themes reflect the diverse opinion and experience of the individuals with the highest volume of consideration given to the common and general themes.

All fifteen people interviewed had been patients, and one was also the carer of someone who had been treated in the past twelve months.

Of those who were interviewed eight were male and seven were female.

Please note – the quotes included in the following section are based on notes taken during the interview and are not verbatim.

4.6.2. Key Findings

During the interview process, patients were given the opportunity to reflect on the positives and negatives of their recent experience with patient services. They were also asked to reflect on the temporary changes at Grantham Hospital and to discuss if the changes had had an impact on their treatment.

There were differing opinions depending on the interest and purpose of the patient being interviewed. These are discussed through each of the themes, but it is clear from the review that there are several themes that are common to all patients.

The themes will now be discussed below.

Experience and satisfaction

Experience and satisfaction were discussed in 14 of the interviews. Discussions covered a good or positive experience, no complaints or improvements were required, positive

treatment, good service, as well as one patient addressing a poor experience at Pilgrim Hospital.

Good or positive experience

Seven patients commented that they had had a good experience when recently accessing patient services, with three patients suggesting that they had a good experience at Grantham Hospital; one patient stated that their experience had always been good at Lincoln Hospital and one patient indicating that they had a positive experience, and it couldn't have been better at Pilgrim Hospital.

Two patients also mentioned Gonerby Road with one commenting that their experience was wonderful and another that they were wholly satisfied.

“Absolutely fabulous really, really lovely.”

[Female, 74 years old]

Similarly, one patient suggested that Grantham Hospital was a lovely hospital.

“Grantham Hospital. I like the hospital. It's lovely, best in my eyes. ...had cancer treatment over there it was excellent.”

[Female, 85 years old]

No complaints or improvements were required

Four patients suggested that they had no complaints about their experience and that either no improvements were required or that they had no negative experiences. Of these four, two described their experience at Grantham Hospital, one at Lincoln Hospital and the final patient described their experience at both Grantham and Lincoln Hospital.

“Everything okay, no fault was found. Coffee and biscuits... Ha Ha! No, not at all.”

[Male, 76 years old]

Positive treatment

Three patients felt that they were treated well, everything went well or that their experience was fine. Two of these patients were referring to their recent experiences at Lincoln Hospital and the other referring to Pilgrim Hospital.

“My experience of the hospital was fine. Obviously, the cancer wasn't great. I'd prefer to not have had it. I got adhesions so they had to open me up again.”

[Female, 67 years old]

Good service

Three patients mentioned the service they received, with two suggesting that they were either impressed with Grantham Hospital, or that the service was good at Grantham Hospital and Gonerby Road. The third patient suggested that they were offered refreshments at Pilgrim Hospital.

“...the care given was excellent at both places.”

[Male, 55 years old]

Poor experience

One patient mentioned that they had had a terrible experience at Pilgrim Hospital several years ago. Her complaints included a broken hip which had been mis-diagnosed for three years, lack of access to a wheelchair and being given incorrect medication.

“Boston Terrible experience...not so good, long time ago”

[Female, 85 years old]

COVID-19 Measures

COVID-19 measures were discussed in 13 of the interviews. Discussions covered no impact from the temporary changes, a COVID-19 free hospital, systems and routines, environment in the hospital, staff, telephone appointments as well as patients understanding the need for the temporary changes and the no visitors policy.

No impact from temporary changes

Six patients suggested that they have not seen a negative impact from the temporary changes at Grantham Hospital, with one patient specifying that their eye treatment wouldn't have changed due to the changes.

“No impact on the treatment I have received...”

[Male, 69 years old]

COVID-19 free hospital

In total, six patients discussed a COVID-19 free hospital. Three patients discussed the positives of Grantham Hospital being COVID-19 free, with two patients suggesting they would prefer to go there as it would be safer or more reassuring.

“I would personally think it’s made a difference that you could go to a hospital that was Covid free. Very keen on that. I’d find that very reassuring.”

[Male, 65 years old]

Alternatively, one patient indicated that unfortunately they were unable to attend Grantham Hospital as self-isolating would be impossible with carers attending their home.

“Going to Louth as opposed to Grantham, I understand that because we couldn’t completely self-isolate after the COVID test due to having carers coming in. So, she [wife] couldn’t go to Grantham.”

[Male, 67 years old]

Another patient discussed Gonerby Road and suggested that it was an extension of Grantham Hospital in order to isolate Grantham Hospital.

“Gonerby Road is now a clinic. It’s been set up in response to isolating Grantham Hospital, so it is Grantham Hospital in its own way.”

[Male, 69 years old]

Similarly, another patient suggested that their follow-ups would have normally been at Grantham Hospital, but they attended Gonerby Road instead.

“My guess for follow-ups I would have normally been at Grantham Hospital. But it was Gonerby road.”

[Male, 55 years old]

Systems and routines

Three patients discussed the systems and routines, with one patient addressing initial concerns about attending Grantham Hospital for an operation due to COVID-19, but he then went on to say he was not affected or concerned once he saw how well organised the hospital was.

“I was concerned when I first went in because of Covid and everything but it all seemed so well organised that it didn’t affect me at all.”

[Male, 69 years old]

Another patient stated that they felt the changes at Grantham Hospital were actually an improvement, as it has made the routines more rigid.

“Changes that were made were for the better. It made the routines more rigid, and you’ve got to do this, this and this has it has to happen blah blah blah. So yes, I think it was an improvement actually.”

[Male, 59 years old]

The same patient also suggested that the recent restrictions at Grantham Hospital make the systems run more smoothly, that they are more straight forward and are well organised.

“But with the restrictions, you go in, they don’t over book so you can’t have more than the minimum number of people at the same time, so it makes the situation more smooth and not a free for all, so it makes it more straight forward.”

[Male, 59 years old]

However, two patients raised some concerns. One patient indicated that they were frustrated with the COVID-19 measures at Pilgrim Hospital slowing things down.

“I suppose a little bit of frustration due to Covid measures but that just a fact of life - can’t have it both ways. It was frustrating in some respects, the additional complications of social distancing and all of that sort of stuff seems to slow things down, but it’s not a problem it’s just an observation.”

[Male, 62 years old]

Another patient was concerned about having to replace her mask with a paper mask on entry to Gonerby Road and about who may have touched the masks prior to her replacing her own mask. She would have preferred to have been informed prior to her appointment.

“I had my own mask. I could understand that you need a paper mask on. They had masks on table and asked you to swap there and then. You don’t know who’s touched those masks. I understand that they want you to wear those masks, but they could have told us to wear a blue mask and we could put it on so that we don’t have to touch the masks on the table. It’s all about not touching things and gelling your hands.”

[Female, 48 years old]

Hospital environment

Two patients provided feedback about the hospital environment at the hospitals with regards to COVID-19, with one patient suggesting that the x-ray department at Grantham Hospital was no longer busy.

“An example was the Xray department before it was heaving, but this time we went in and there was no one in there because of the changes they’ve made.”

[Male, 69 years old]

Whilst the other patient had some concerns over social distancing in the waiting room at Gonerby Road.

“Thing as well, is it was a very small waiting room and the only thing, was seats were spaced out, but then you had different ways you could come out. Think I’d sat in the wrong seat. People were told to keep their distance but where I was sitting they were a bit too close.”

[Female, 48 years old]

Workforce

Two patients mentioned the staff when thinking about the COVID-19 measures, with one patient suggesting that on arrival at Gonerby Road they only saw staff, no other patients at all.

“Staff ready and waiting. We moved through, didn’t see another human being apart from the staff.”

[Male, 67 years old]

Another patient felt that the staff at Lincoln Hospital were concerned about keeping the patients safe and they were asked if they would prefer an appointment at a quieter time. This patient also stated that they were met at the door by staff, ensuring that they wore a mask and ensuring patients didn’t enter the building too early.

“They had a person on the door ensuring everyone was wearing a face mask and asking people the time of their appointment, so people weren’t waiting very long. So that they didn’t go into building too early... Another thing I had to go for was an ultrasound, and I was concerned about going at busy times and lady that I spoke to asked if I would like to book a later appointment at a quiet time of the day.”

[Male, 65 years old]

Telephone appointments

Four patients discussed telephone appointments, with two suggesting that they had telephone follow-up appointments at Grantham Hospital and Lincoln Hospital.

“I had a couple of conversations with the cardiologist, the actual operator can’t give feedback as to what is happening. I had two conversations on the phone, one with the cardiologist and the other with the orthopaedic after my knee operation.”

[Male, 76 years old]

One of the patients stated that they would be happy with a telephone consultation, however, also suggesting that the consultant at Pilgrim Hospital wasn’t prepared for the conversation.

“Quite happy with consultation over the phone... happy overall, however, I had to refer him back to things he perhaps had not prepared properly for the call...It was like he went straight into the call without preparing - but I put him right and there was not an issue after that.”

[Male, 62 years old]

The other patient suggested that they would prefer a telephone appointment and were happy that they didn’t need to wear a mask for three-quarters of an hour. They also felt the person they spoke to was knowledgeable and understanding.

“It wasn’t a long conversation - it was instead of a visit to hospital, but I say he understood my situation and more or less said that I should continue with what I was doing... It was nice to not to have to go in and wear my mask for three-quarters of an hour. Obviously, it’s nice to do face to face conversations with someone but this was just as good as because of the way he conducted it.”

[Female, 70 years old]

Understand why the temporary changes are in place

Two patients stated that they understood why the temporary changes were in place, with one indicating that the reasons for the changes were explained.

“The temporary changes were made because of COVID and COVID has affected my treatment ... I understand why they have made the temporary changes and I appreciate the changes more from when I was in hospital

going from department to department and they were explaining the reasoning.”

[Male, 69 years old]

Another patient felt that the temporary changes can't be helped.

“They can't help the temporary changes, if they haven't got the staff then they can't do the operation. There are more people with difficult operations than mine I would have thought. Mine's only a hernia but it's a bad one.”

[Male, 84, years old]

Visitors

Two patients discussed the rule of no visitors, with one explaining that his wife was unable to visit.

“I wouldn't have liked it now, not in the circumstances you know without visitors and stuff like that.”

[Female, 67 years old]

Workforce

Workforce was discussed in 12 of the interviews. Comments included praise for the staff, satisfaction with the staff and level of staffing, but also lack of compassion was mentioned.

Great staff/happy with the staff

Ten of the patients and a carer indicated that the staff were great or good, with four patients discussing Grantham Hospital, four discussing Lincoln Hospital, two discussing Pilgrim Hospital and one discussing Louth Hospital.

“The care of the staff was great.”

[Male, 65 years old]

One of the patients specifically indicated that the surgeon was excellent at Lincoln Hospital.

“Surgeon was marvellous. Just been today and they really looked after me.”

[Male, 84 years old]

A carer referenced the nursing staff at Louth Hospital, indicating that they were helpful, had a great attitude and good humour. The same carer also stated that the staff stayed behind to see his wife when the patient transport was late.

“The attitude, helpfulness and good humour and all other positive aspect nursing staff we encountered.”

[Male, 67 years old]

“The appointment was at 4:30, it was the last appointment of the day, but the transport was late, so we were half an hour late - the staff were not remotely bothered by this and everyone stayed until six.”

[Male, 67 years old]

The same person, as a patient also suggested that the stroke team linked to ULH were punctual, helpful and had a great attitude.

“... from the stroke follow-up team, which was from Lincolnshire based post stroke team. Very, very happy with everything about them. Their punctuality, attitude, helpfulness, everything.”

[Male, 67 years old]

Also, a patient who attended Gonerby Road felt that the specialist successfully put her at ease.

“Seen on time, put at ease by specialist.”

[Female, 48 years]

Level of staffing

A carer and a patient addressed the level of staffing, with the carer indicating that they felt Lincoln Hospital was well staffed and the patient suggesting that their hernia operation has been delayed due to the lack of staff.

“COVID has stopped me having my hernia operation. I don't think they have the staff which is what's causing the delays... They can't help the temporary changes, if they haven't got the staff then they can't do the operation.”

[Male, 84 years old]

Lack of compassion

One patient suggested that in the past they felt that staff were a bit short with her at Grantham Hospital, she felt like she was treated like a number.

“On occasions I have visited the hospital for procedures in the past and sometimes they’re a bit short and treated me like a number.”

[Female, 70 years old]

Timeliness

Timeliness was discussed in nine of the interviews. Discussions covered speed of service and the waiting time for appointments.

Speed of service

Four patients and a carer addressed either the speed of service at their appointment or that everything happened on time, with three patients referring to Gonerby Road and two referring Grantham Hospital.

“Good, no problem. Straight in and straight out.”

[Male, 76 years old]

One of the patients mentioned that Gonerby Road saved time by getting them to complete forms in the waiting area before the appointment.

“What they did do to save time is they came out and gave me a form to fill in, in the waiting area. It was to save time in the appointment – when I was sitting there doing nothing it was good for me to fill it in. It also saves the time for the specialist, so he can see more people.”

[Female, 48 years old]

Another patient that addressed the speed of service in relation to Gonerby Road, suggesting that the temporary changes at Grantham Hospital may indeed have speeded up their treatment.

“No impact on the treatment I have received – I believe that they have accelerated it rather than delayed it.”

[Male, 69 years old]

Waiting time for appointment or delayed appointments

Six patients discussed the time it took to wait for an appointment, with five of them mentioning a long wait for their initial appointment or that their initial appointment had been cancelled. Two of these patients were referring to Grantham Health Centre, two were referring to Lincoln Hospital and another was referring to Grantham Hospital.

“I’ve been waiting for an appointment for over a year [at Lincoln Hospital], but they’ve cancelled me appointment twice in the last six weeks. It’s for a hernia operation.”

[Male, 84 years old]

In comparison, one patient suggested that they were grateful to have received an appointment so quickly at Pilgrim Hospital.

“Nothing else to add to be quite honest. I’ve been very grateful because I’ve been so quick from the start of my first complaint. It’s not been 8 weeks yet.”

[Female, 71 years old]

Another patient, who waited eight months for tests at Lincoln Hospital suggested that the temporary changes at Grantham Hospital were a good idea as they felt it improved the poor waiting times.

“It’s a good idea really otherwise you would be waiting longer for just that little test.”

[Female, 73 years old]

Communication

Communication was discussed in eight of the interviews. Discussions covered patients being kept informed or receiving clear explanations but also the lack of communication or an error in communication.

Kept informed/clear explanations

Five patients indicated that they were happy with the way they were kept informed by the staff with two referring to Grantham Hospital, two referring to Gonerby Road, one referring to Louth Hospital and another referring to Lincoln Hospital.

“The treatment and service, and keeping you informed was all great – no complaints at all.”

[Female, 73 years old]

A carer and a patient commented that they received a letter from the doctor outlining all of the details surrounding the operation (Louth Hospital, Grantham Hospital respectively).

“The doctor who performed the operation reported to me that he found an infection and he would describe it all in a letter.”

[Male, 67 years old]

Another patient stated that they were told their results immediately at Lincoln Hospital, with no waiting involved.

“They told me there and then they couldn’t find anything, rather than having to wait... But then I was quite happy, the nurses, the consultants - the staff told me everything that was going to happen.”

[Female, 67 years old]

One patient also stated that their procedure was explained clearly to them at Grantham Health Centre.

“Someone I saw explained procedures very well. Wholly satisfied with that.”

[Male, 69 years old]

Another patient felt that the specialist was honest with them about the length of the waiting list.

“...really, what it was, he was honest with me because he explained how long the patients list was...”

[Female, 48 years old]

Lack of communication or error in communication

Two patients discussed a lack of communication or error in communication, with one referring to Lincoln Hospital and another referring to Pilgrim Hospital.

The patient who attended Pilgrim Hospital stated that there was confusion over another patient in the hospital that had her name leading to her family being informed of the patients’ location.

“...as another person with my name was in there [Pilgrim Hospital]. There was confusion over where I was in the hospital and my family were informed I was where the other person was.”

[Female, 85 years old]

The patient who attended Lincoln Hospital commented that their appointment had been cancelled, however they were not informed of this and therefore still attended, wasting a trip.

“...going back a year and I had an appointment with a consultant in Lincoln, it was right at the height of the first lockdown May, June time. I went all of the way into Lincoln and my appointment was cancelled and nobody had contacted me. It was increasingly frustrating. They apologised, but for some reason the consultant decided to self-isolate at home and no phone call. Effectively I had a wasted trip into Lincoln which wasn't easy.”

[Male, 62 years old]

Transport and access

Transport and access were discussed in eight of the interviews. Discussions covered ease of access, further travel required and improvements that were required.

Ease of access

Three patients discussed ease of access, with one suggesting that Grantham Hospital was easier to get to as it is closer to them and another suggesting that it was easy to get to Gonerby Road.

“Easy to access and everything happened on time.”

[Male, 69 years old]

The third patient suggested that they would have preferred to go to Grantham Hospital because it was closer, but they understood why they couldn't.

“Not changed in terms of I would have preferred to go to Grantham because it's nearer to us but with the Covid situation who are we to complain?”

[Female, 71 years old]

Further to travel

Five patients mentioned travelling further, with two patients discussing this in relation to Louth Hospital. One of these patients would have preferred Louth Hospital, as they feel that Lincoln Hospital and Pilgrim Hospital are too big, noisy and not well organised.

Although Louth is much further than Lincoln or Boston, we were much happier to go to Louth. Also, in the past I've found the other hospitals too big, noisy and not terribly well organised from my perception as a carer."

[Male, 67 years old]

Another patient suggested that they could potentially access an operation sooner, if they were willing to travel to Grimsby.

"I did get a phone call from them to say that if I was willing to travel to Grimsby Hospital I could get my operation sooner, just waiting to find out if it happens. That was 3 weeks ago, and they said at the time it would be 4-6 weeks."

[Female, 48 years old]

One patient believed that due to the temporary changes travel would be more difficult, whilst another suggested that they were happy to go to another hospital other than Grantham Hospital due to COVID-19, but it did involve more driving.

"...but given the COVID situation I was happy to go where they wanted me to go. It had no negative impact, it was a bit of a worry for my husband as he's 83 and it was a lot more driving for him. But it didn't have a negative impact."

[Female, 71 years old]

Another patient suggested that they would be happy to travel further to attend a COVID-19 free site.

"I live close to Lincoln but if I had a preference and I knew there was a COVID-free hospital I would be very keen to go there - certainly."

[Male, 65 years old]

Improvement required

Three patients indicated that they felt improvements were required with regards to travel and access.

One carer indicated that patient transport needed to improve as on one occasion it didn't turn up, and on the second occasion it was late. However, this patient did understand the constraints patient transport were now having to operate under.

“The transport could have been improved. It was late on the Wednesday and it should have originally come on the Monday and they didn't show up at all on the Monday, so everything needed to be rearranged at short notice. So, it can't be put down to an individual person, the service was not 100%. According to the ambulance technician she said it was because they can only have one patient per trip in the past it would have been two to three patients. At the moment they're a bit stretched, so again, it's understandable in the circumstances.”

[Male, 67 years old]

This same carer, on another occasion when he required emergency treatment, he asked the ambulance technician to take him to Peterborough Hospital. He rationalised this decision as Peterborough have a direct train line to Grantham enabling him to get home easier.

“The real reason I chose Peterborough, is based on previous experience. If I was going to be discharged or discharge myself, I wanted to be near a rail line with a direct line to Grantham. There isn't a direct line from Boston or Lincoln to Grantham.”

[Male, 67 years old]

One patient suggested that the parking at Gonerby Road needed improvement.

“The only negative I suppose of Gonerby Road is the parking, it isn't laid out so there's the potential of being blocked in. The parking is a negative.”

[Male, 55 years old]

Another patient suggested that they had to travel to Gonerby Road for an appointment but as they didn't require an examination, they felt they could have had a telephone appointment instead.

“... we weren't there for very long. Probably hand on heart we didn't need to travel, could have done this over the phone. He didn't examine me or nothing like that, there was no need for me to travel to the hospital.”

[Female, 48 years old]

Preference

Preferences were discussed in six of the interviews. Discussions covered Grantham Hospital and Lincoln Hospital.

Grantham Hospital

Four of the patients mentioned Grantham Hospital, with three showing a preference for this hospital and one suggesting that they would have gone to Grantham Hospital if it wasn't for COVID-19.

“Normally we would have gone to Grantham but given the COVID situation I was happy to go where they wanted me to go.”

[Female, 71 years old]

Of the three patients that showed a preference for Grantham Hospital, one suggested they would have preferred it if they treat strokes and another suggested that they asked for Grantham Hospital but were sent to Lincoln Hospital.

“I don't know what the protocol is for dealing with stroke patients, I don't know whether I would have been taken to Grantham... Assuming I could have gone to Grantham, I would have gone to Grantham.”

[Male, 67 years old]

“The temporary changes had no impact. I asked for Grantham, but I went to Lincoln, but Lincoln was fine, and I was happy with it.”

[Female, 85 years old]

Lincoln Hospital

Three patients discussed Lincoln Hospital, with two suggesting that they would have preferred Lincoln Hospital and one suggesting that they live between Lincoln Hospital and Grantham Hospital, but they always go to Lincoln Hospital.

“...because I went to Grantham I was a bit funny about driving. So, I had to get my husband to take me. If it was Lincoln I would have been able to get there myself, but the specialist doesn't work at Lincoln, so it was always going to be at Grantham anyway.”

[Female, 48 years old]

Treatment

Treatment was discussed in six of the interviews. Discussions covered good or excellent treatment during their recent experience of patient services, aftercare, as well as other positive comments about treatment.

Good or excellent treatment

Two patients suggested that they had good or excellent treatment, with one patient referring to Lincoln Hospital and another to Grantham Hospital. Another patient suggested that they had good treatment at both Lincoln Hospital and Grantham Hospital, whilst a fourth patient also suggested they had good treatment, but in this case they were referring to Grantham Hospital and Gonerby Road.

“Operation on my eye at Lincoln in December - had good treatment.”

[Male, 84 years old]

Aftercare

Aftercare was also addressed with two of the patients suggesting that they received good aftercare, one patient referring to Pilgrim Hospital and the other patient referring to both Grantham Hospital and Gonerby Road.

***“Treatment was excellent and the aftercare on the wards was very good.
Only a couple of us that had to stay overnight - it was all very good.”***

[Male, 55 years old]

No fault with treatment

One patient discussed the treatment they received positively, suggesting that they couldn't find fault with their treatment at Peterborough City Hospital followed by the stroke follow-up team. At Gonerby Road the same patient stated they successfully did an ultrasound on his wife whilst she was still in her wheelchair and that he was thankful that his wife was not distressed as she had been when she had an operation at Louth Hospital.

“We went to Peterborough and I could not find fault with the treatment I received there. Or fault with the stroke follow up team which was from Lincolnshire based post stroke team. Very, very happy with everything about them.”

[Male, 67 years old]

The closure of Grantham Hospital

The closure of Grantham Hospital was discussed in four of the interviews. Discussions covered access to services and general concerns.

Services

Three patients addressed the loss of services at Grantham Hospital. All three specifically referred to A&E, and one of the patients expressed concern over the extra time to travel to Lincoln Hospital and Pilgrim Hospital.

***“Not really, only thing is, I disagree with, now I think about it they’ve closed that A&E apart from that I have no qualm whatsoever they’ve always looked after me very well.*”**

We have to travel a long way if we need help, either Boston or Lincoln, it’s about 40 mins, but it’s a long way if you have an emergency.”

[Female, 74 years old]

Another patient mentioned that A&E is no longer at Grantham Hospital and he has heard numerous excuses for the removal of the service.

“...I’m not keen that they’ve done away with the A&E. Fair enough at the moment as far as COVID is on the go. But the way it has been going, I think they’re just using one excuse after the other to get away with the A&E. But I have a feeling it was just a good excuse at the time, but I understand why they have done it.”

[Male, 76 years old]

The final patient suggested that Grantham Hospital is no longer fully functioning, but they understand why.

“That’s been the only negative impact as our local hospital no longer functions fully, but I understand why.”

[Male, 67 years old]

General concern

Another patient expressed concern over the general closure of Grantham Hospital, suggesting that he would like Grantham Hospital returned to how it used to be once the COVID-19 pandemic is over.

“The only thing I can think of is obviously residents of Grantham are concerned we could lose our hospital and there is still a doubt in mind that we could lose it. I think it’s doing well with Covid but afterwards I would like to see it returned to how it used to be.”

[Male, 69 years old]

Hospital environment

The hospital environment in the hospitals was discussed in three of the interviews. Discussions covered cleanliness and the temperature in the hospital.

Cleanliness

Cleanliness was addressed by two patients, with one suggesting that Louth Hospital was spotlessly clean, and another suggesting that Pilgrim Hospital was dirty.

“The whole facility [Louth Hospital] was spotlessly clean...”

[Male, 67 years old]

Temperature

One patient stated that they were cold when they were at Pilgrim Hospital.

“Although the only thing I would complain about was it was so cold. I had a colonoscopy, and it was just so cold.”

[Female, 71 years old]

Admin

Admin at the hospitals was discussed in two of the interviews. Discussions covered the loss of notes and a letter that provided an incorrect postcode.

Notes

One patient indicated that their notes were lost at Pilgrim Hospital, which led to some confusion for her family as they were informed she was elsewhere in the hospital.

“My notes also got lost, there was another person with my name in there. There was some confusion over where I was there. My family were informed I was where the other person was.”

[Female, 85 years old]

Attention to detail

Another patient who was sent an appointment by letter for Gonerby Road was unhappy as the address on the letter had the wrong postcode on and she wasn't informed by the hospital of the error.

“...all to do with a letter that was sent out with the wrong postcode on it. I live in Lincoln and have never been to Grantham before... I don't know Grantham. It was very, very hard to find with the wrong postcode on. We drove around for such a long time trying to find it – it was a good job we left early and there wasn't a lot of traffic on the road. We had to ask strangers with my mask on.”

[Female, 48 years old]

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