



Monthly Intelligence Report January 2024



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Executive Summary:

The details in this report apply to January 2024 and refers to all the intelligence that Healthwatch North East Lincolnshire received from the public during this time.

All data is anonymised and is based solely on the patient experience. For the purpose of the report, we have categorised the patient experience under service headings and we have also added some real quotes to demonstrate the values of openness and transparency.

The report identifies the number of experiences the public have shared with Healthwatch North East Lincolnshire, which service these relate to and if they were signposted to an organisation who could help resolve the issue.

The report also provides details of the types of services and the nature of the concerns and compliments that members of the public reported to Healthwatch during the month of January.

Please note the quotes reflected in this report are exactly as they were written. For that reason, we apologise for the grammar and odd spelling. Please note that Healthwatch received all the comments in good faith. Healthwatch have not investigated any of the concerns raised, and have acted in accordance with their role and responsibilities of Healthwatch.



Contact Statistics



We received a total of 51 pieces of feedback regarding services during the month of January. This includes survey responses and 1:1 feedback, the following feedback is the 1:1 feedback we have received.

Members of the public were signposted to organisations that could support them.

Signposted Services

- 6 Age UK
- 6 GP Practice
- 6 Single Point of Access—SPA
- 6 Hospital Transport
- 6 Cloverleaf Advocacy
- 6 Community Dental Team
- 6 NHS Choices
- 6 Pharmacy
- 6 Carers Support Service
- 6 Friendship at Home
- 6 Age UK

Quarter to Date

| | January | February | March |
|---------------------|---------|----------|-------|
| PALS ICB | 0 | 0 | 0 |
| PALS NLAG | 0 | 0 | 0 |
| NAViGO PALS | 0 | 0 | 0 |
| Cloverleaf Referral | 0 | 0 | 0 |
| Cloverleaf Signpost | 2 | 0 | 0 |
| Voiceability | 0 | 0 | 0 |

| | January | February | March |
|------------------------------------|---------|----------|-------|
| People who have shared their story | 51 | 0 | 0 |
| Polls & Survey Responses | 30 | 0 | 0 |
| Enter & View Visits | 0 | 0 | 0 |
| Signposted | 8 | 0 | 0 |

Community Outreach

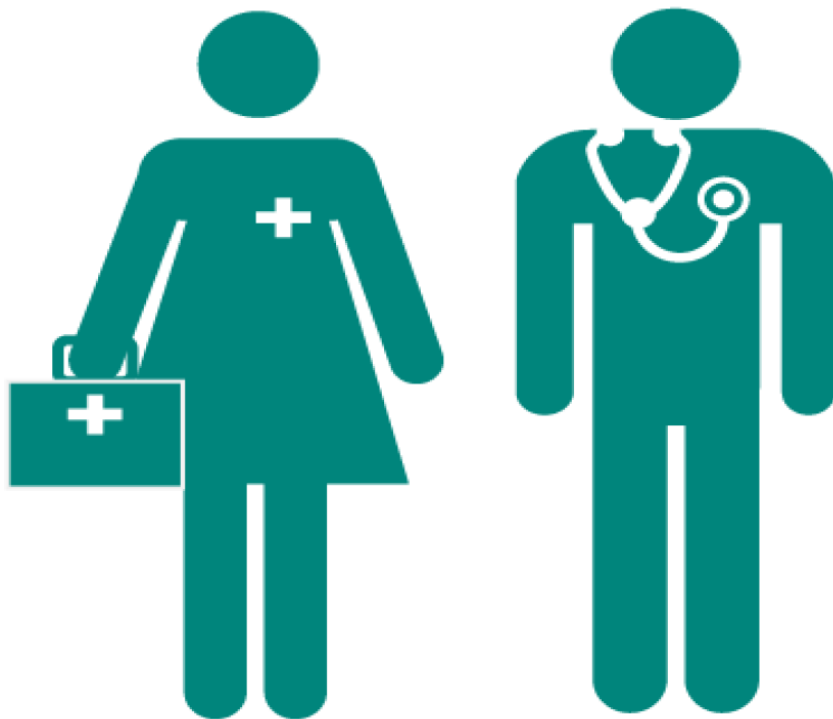


HWNEL attended a total of 8 events throughout January 2024, to ensure members of the public and those who are seldom heard had an opportunity to have their say on local Health and Social Care Services.

Venues and Groups attended

- Thrive Monday Wellbeing Event - Franklin College
- Curzon Centre - Monday
- Carr Lane social Club - Friendship at Home
- Immingham Falls Group - CPG
- Luncheon Club - AgeUK
- Curzon Centre - Thursday
- U3A - Cleethopres
- Social Group - Friendship at Home

Secondary Care & Mental Health



Northern Lincolnshire and Goole Hospital Trust



HWNEL received **xx** comments regarding Northern Lincolnshire and Goole (NLAG) Hospital Trust during the month of January.

HWNEL received feedback regarding

Diana Princess of Wales Hospital Grimsby

| | | | |
|------------------------------|---|----------------|-----------------|
| Service Name: | Diana Princess of Wales Hospital | | |
| Identified By: | Engagement | Date Recorded: | 19 January 2024 |
| Experience: | I thought id had a stroke and so was taken to the stroke unit at Scunthorpe Hospital. After some tests and observations, they determined i hadn't had a stroke and was discharged and moved to Grimsby hospital where they did an MRI and found i had spinal spondylitis. they referred me to care plus group, and i have good care and support from them. was a really quick diagnosis. they invited me to exercise classes such as tai chi and they have really helped me and i have even made friends. | | |
| Actions Taken: (Healthwatch) | none | | |



Diana Princess of Wales Hospital Grimsby

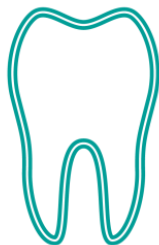
| | | | |
|---------------------------------|--|----------------|-----------------|
| Service Name: | Diana Princess of Wales Hospital | | |
| Identified By: | Telephone | Date Recorded: | 10 January 2024 |
| Experience: | Lady was calling on behalf of her friend. Friend had been hospital recently due to being knocked over by a car and due to this had to have a leg brace fitted. When she was discharged the leg brace was not fitted correctly and she was discharged home which was a first flat. subsequently the lady fell and ended up back in hospital. the lady wanted to know about how a complaint was made. Her friend is currently in ladysmith care home due to not being unable to return home. the lady was calling on her behalf. | | |
| Actions Taken: (Healthwatch) | Explained the complaints process and also Cloverleaf advocacy. Also explained the options for s referral to Cloverleaf. | | |

| | | | |
|---------------------------------|---|----------------|-----------------|
| Service Name: | Diana Princess of Wales Hospital | | |
| Identified By: | Engagement | Date Recorded: | 24 January 2024 |
| Experience: | Lady spoke to HWNEL about her issues of accessing hospital appointments. Due to limited mobility she has to get a taxi and this is not costly | | |
| Actions Taken: (Healthwatch) | Signposted her to hospital transport and voluntary organisations | | |

| | | | |
|---------------------------------|---|----------------|-----------------|
| Service Name: | Accident and Emergency | | |
| Identified By: | Engagement | Date Recorded: | 15 January 2024 |
| Experience: | I was in A&E at like 2am and there was a man in there with the police and he was shouting and saying he was going to fight everyone it was really scary and even though the police were there with him they weren't doing anything. I think the staff could have just maybe spoken to the other people waiting to reassure us, but they just pretended it wasn't happening I was there on my own too I was really scared. | | |
| Actions Taken: (Healthwatch) | Feedback logged | | |

Primary Care Services



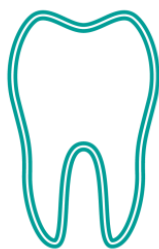


Dental Services

| | | | |
|------------------------------|--|----------------|-----------------|
| Service Name: | Dentist | | |
| Identified By: | Engagement | Date Recorded: | 24 January 2024 |
| Experience: | Lady wanted to tell us that she has a fantastic Dentist and has been going to the same dentist for years | | |
| Actions Taken: (Healthwatch) | Compliment received | | |

| | | | |
|------------------------------|--|----------------|----------------|
| Service Name: | Dentist | | |
| Identified By: | Email | Date Recorded: | 9 January 2024 |
| Experience: | The callers 35-year-old son who has cerebral palsy has been told by his dentist that he is no longer on the dental practices list. Due to the son's long term condition was signposted to Community Dental Team as a first point of call | | |
| Actions Taken: (Healthwatch) | Signposted to the Community Dental Team | | |

| | | | |
|------------------------------|---|----------------|-----------------|
| Service Name: | Dentist | | |
| Identified By: | Engagement | Date Recorded: | 23 January 2024 |
| Experience: | Lady said that her filling had fallen out. She had a dentist but was unsure if she was still on the list | | |
| Actions Taken: (Healthwatch) | Advised the Lady to contact her Dentist and ask if she was still on the list and to get some advice about the filling. If she wasn't then to contact NHS 111 for an emergency appointment to replace the filling. | | |



Dental Services

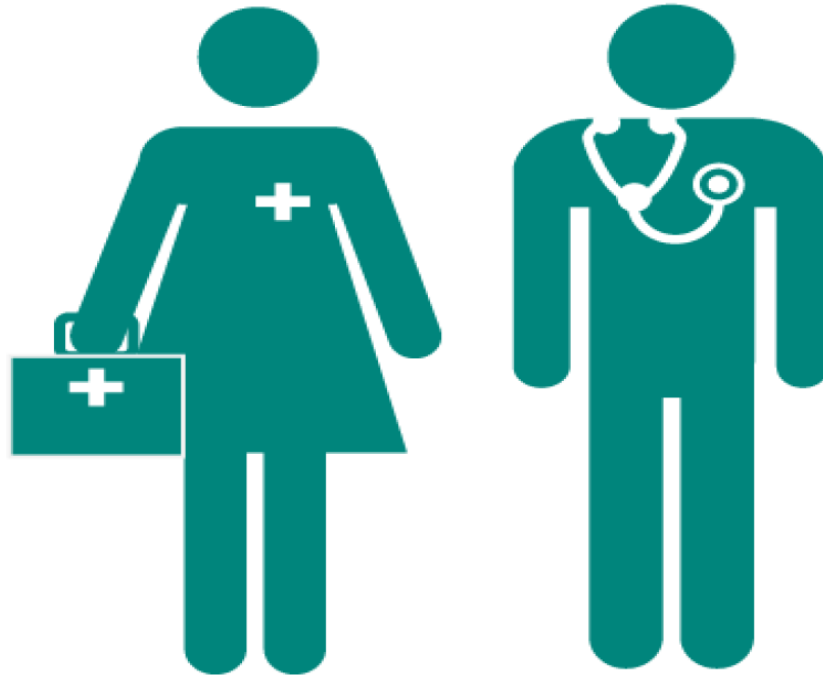
| | | | |
|------------------------------|--|----------------|-----------------|
| Service Name: | Dentist | | |
| Identified By: | Telephone | Date Recorded: | 12 January 2024 |
| Experience: | Lady rang enquiring about dentist for her dad who broke a tooth and he is no longer on a dental list | | |
| Actions Taken: (Healthwatch) | Signposted lady to NHS choices to keep an eye out for dentist who are taking on patients. Also to contact a local dentist for triage support of how to manage the tooth. Also, if the situation gets any worse to contact 111 to receive an emergency appointment. | | |

Pharmacy

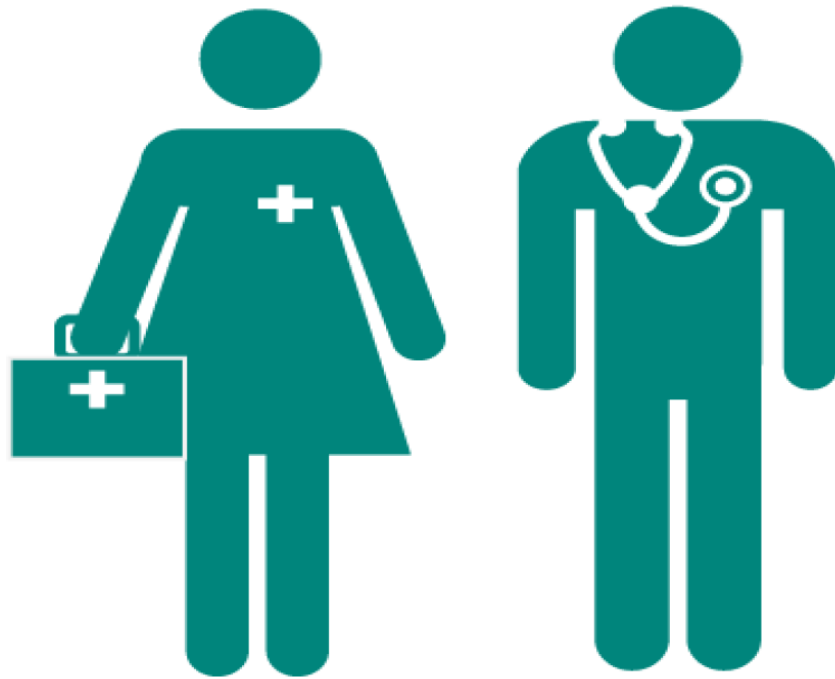
| | | | |
|------------------------------|---|----------------|----------------|
| Service Name: | Weelsby View Pharmacy | | |
| Identified By: | Telephone | Date Recorded: | 8 January 2024 |
| Experience: | <p>Service user contacted healthwatch to give feedback about their experience with Weelsby View Pharmacy.</p> <p>They explained that their prescription should have been available for collection on Thursday, whilst they were away they had asked their friend to collect on their behalf. The friend had reported it not to be available. The friend revisited to collect on Thursday afternoon, however was unable to. The next day, due to the prescription still being unavailable and the pharmacy saying they had not received it, the service user called their GP and explained. The GP gave the service user a code. The pharmacy continued to say they did not have their prescription. The service user explained they were in significant pain, and due to the pharmacy being closed at the weekend, they disclosed that they had sought and obtained medication from an unauthorised source. The service user was frustrated and explained that they had previously been a drug addict, and felt more supported then than they do now having arthritis and other conditions.</p> | | |
| Actions Taken: (Healthwatch) | <p>Healthwatch North East Lincolnshire called Weelsby View Pharmacy and enquired as to how the service user can access their prescription. The pharmacist advised that with the code given to the patient, the patient will be able to access their medication. Healthwatch North East Lincolnshire advised the patient to contact the pharmacy directly, as opposed to the GP Practice.</p> <p>The patient followed this advice and later updated to advise they received their medication.</p> | | |

GP Practices Panacea Primary Care Network (PCN)

No feedback received regarding Panacea Primary Care Network (PCN) during the month of October



GP Practices Meridian Health Primary Care Network (PCN)





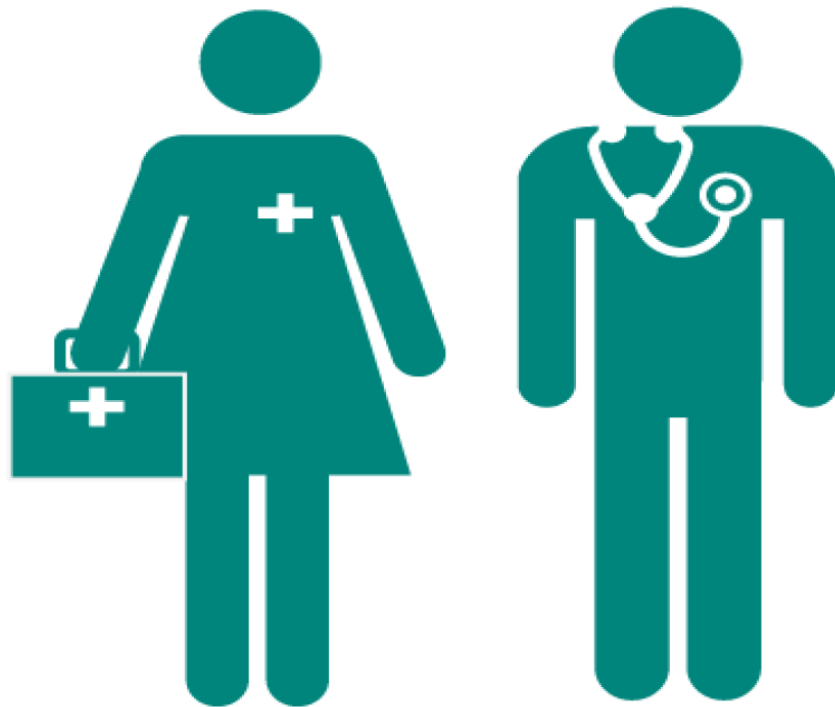
Roxton Practice

| | | | |
|------------------------------|--|----------------|-----------------------|
| Service Name: | The Roxton Practice | PCN: | Meridian Health Group |
| Identified By: | Engagement | Date Recorded: | 19 January 2024 |
| Experience: | I haven't seen my GP in five years i see the nurse even if i need antibiotics and the nurse goes and asks the doctor for antibiotics for me it seems pointless | | |
| Actions Taken: (Healthwatch) | none | | |

| | | | |
|------------------------------|--|----------------|-----------------------|
| Service Name: | The Roxton Practice | PCN: | Meridian Health Group |
| Identified By: | Engagement | Date Recorded: | 19 January 2024 |
| Experience: | i have arthritis and struggle to type early in the morning until my fingers have woken up. i try to use ask my GP but find it hard to type and cant do it quick enough before all of the appointments are gone as they go very quickly. i try to phone as well but the queue is quite long and they try to encourage you to use ask my GP. both present challenges for me. | | |
| Actions Taken: (Healthwatch) | signposted to SPA | | |

GP Practices Freshney Pelham Primary Care Network (PCN)

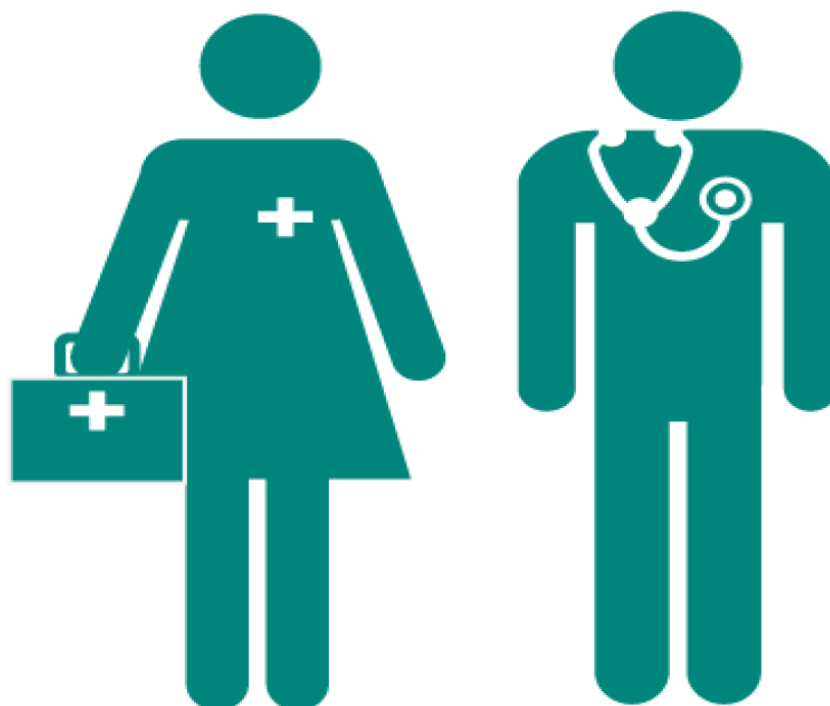
No feedback received regarding Freshney Pelham Primary Care Network (PCN) during the month of October



GP Practices SLC Medical Group Primary Care Network (PCN)

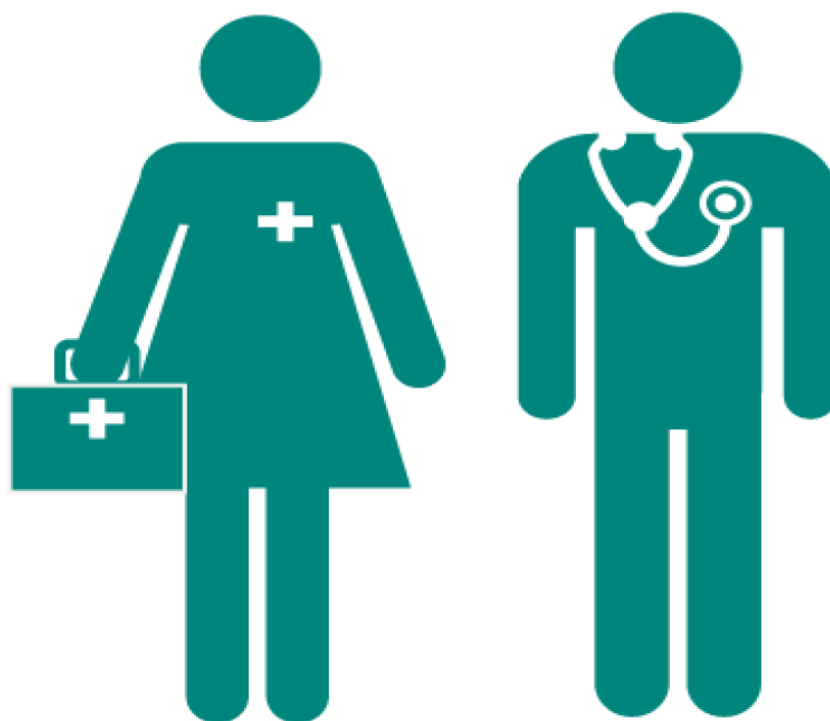
Previously know as GENESIS Primary Care Network

No feedback received regarding SLC Medical Group Primary Care Network (PCN) during the month of October



GP Practices Apollo Primary Care Network (PCN)

No feedback received regarding Apollo
Primary Care Network (PCN) during the month
of October



Non Specified GP Practices





Non Specified GP Practice

| | | | |
|------------------------------|--|----------------|-----------------|
| Service Name: | GP Louth | | |
| Identified By: | Engagement | Date Recorded: | 15 January 2024 |
| Experience: | I struggled to get an appointment but once i got one that was fine I know they are busy. i had a telephone call they were friendly and helpful and helped with what i needed and telephone call was easier because i go to college in Grimsby so could take a call but would maybe have struggled to get an appointment around college days. | | |
| Actions Taken: (Healthwatch) | Feedback logged | | |

| | | | |
|------------------------------|---|----------------|-----------------|
| Service Name: | Unspecified | | |
| Identified By: | Engagement | Date Recorded: | 15 January 2024 |
| Experience: | <p>I went to see my GP about my mental health, and he asked me if i was on drugs. i felt like he didn't listen just gave me a PowerPoint speech of the same things I've been told I've tried open mind didn't help me and I just need a solution. I felt like just another number to him. him asking if I was on drugs made me feel like he thinks it's my fault he didn't care, and it was really hard to go and ask for some help. he asked me what I want him to do I said I don't know please help me.</p> <p>I get support from college now which is really helping because they understand that it's affecting all my life my college and my friends and at home, they've showed me ways I can help myself too.</p> | | |
| Actions Taken: (Healthwatch) | Feedback logged | | |

Adult Social Care & LD/ SEND



Support at Home

| | | | |
|---------------------------------|---|----------------|----------------|
| Service Name: | Care At Home | | |
| Identified By: | Engagement | Date Recorded: | 1 January 2024 |
| Experience: | Gentleman is 98 years old and lives alone, Has carers come in twice a day. Explained that he doesn't like it when they come too early to get him to bed as he likes to watch television, and sometimes they come around 8.30pm he prefers to stay up until 10pm then go to bed. | | |
| Actions Taken: (Healthwatch) | none | | |

Extra Care Housing

| | | | |
|---------------------------------|---|----------------|----------------|
| Service Name: | Burchester Court | | |
| Identified By: | Engagement | Date Recorded: | 5 January 2024 |
| Experience: | Gentleman told Healthwatch he lives in a "private hotel" on the Nunsthorpe and has carers come in four times a day. Gentleman explains the staff are "A1", and that he feels "in good hands". He did explain that some are better than others, as some are not very experienced, but he said that overall he is very happy. | | |
| Actions Taken: (Healthwatch) | feedback logged | | |

Care Homes

| | | | |
|------------------------------|---|----------------|-----------------|
| Service Name: | Signposting Only | | |
| Identified By: | Telephone | Date Recorded: | 11 January 2024 |
| Experience: | <p>Caller requested information on behalf of her friend who lives in Lady-smith Care Home. Caller would like to know how to access advocacy for her friend, but described not having access to the internet.</p> <p>Healthwatch North East Lincolnshire offered to complete the referral form on their behalf, however the caller said this would be challenging as she has limited information about her friend. Healthwatch North East Lincolnshire offered to print the referral forms, and send via the post to the caller. Caller advised they would collect the referral forms, to be able to complete in person with their friend.</p> | | |
| Actions Taken: (Healthwatch) | Cloverleaf advocacy referral form printed and appointment made with the caller for collection. Further assistance or support offered following completion of the referral form. | | |

Focus

| | | | |
|---------------------------------|---|----------------|-----------------|
| Service Name: | Signposting Only | | |
| Identified By: | Engagement | Date Recorded: | 15 January 2024 |
| Experience: | <p>(young person) "I live with my nanna because I don't get on with my mum and my nanna has just been diagnosed with Parkinson's two days ago. She gets the shakes and struggles to make a cup of tea now so i help her."</p> <p>Healthwatch asked the young person if their Nanna has any other support in place, and the young person stated that she doesn't receive any help as he helps her, and she has only just been diagnosed. HWNEL spoke to the young person about them being an informal carer and signposted to carers support service, advised the young person that their Nanna will be entitled to receive some support and will need a care assessment, and gave information for single point of access. HWNEL told the young person that they can call HWNEL with any further questions or if they would like to discuss their situation.</p> | | |
| Actions Taken: (Healthwatch) | Signposted to Single point of access, and carers support service. | | |

Community Services



Community Services

Carers Support Service

| | | | |
|------------------------------|---|----------------|----------------|
| Service Name: | Signposting Only | | |
| Identified By: | Engagement | Date Recorded: | 9 January 2024 |
| Experience: | Requested information about benefits regarding caring. SP ☐ carers support service, friendship at home (1 million pounds challenge) | | |
| Actions Taken: (Healthwatch) | SP ☐ carers support service, friendship at home (1 million pounds challenge) | | |

Friendship at Home

| | | | |
|------------------------------|---|----------------|----------------|
| Service Name: | Signposting Only | | |
| Identified By: | Engagement | Date Recorded: | 9 January 2024 |
| Experience: | Requested information about benefits regarding caring. SP ☐ carers support service, friendship at home (1 million pounds challenge) | | |
| Actions Taken: (Healthwatch) | SP ☐ carers support service, friendship at home (1 million pounds challenge) | | |

Community Services

Age UK

| | | | |
|------------------------------|--|----------------|-----------------|
| Service Name: | Age UK | | |
| Identified By: | Engagement | Date Recorded: | 23 January 2024 |
| Experience: | <p>Attended a Luncheon Club at Age UK, with Carers Support Services. the group consisted of 15 people who access the luncheon club on a regular basis. The group spoke about the difficulty they have accessing health and social care due to transport issues, several of the group said that if they have medical appointments, they have to get taxis, and this is becoming increasingly more expensive. Others spoke about the lack of dental appointments for them and again the inability to have transport to appointments, especially if you have had dental work carried out.</p> | | |
| Actions Taken: (Healthwatch) | Healthwatch NEL would feed back this information | | |

| | | | |
|------------------------------|---|----------------|-----------------|
| Service Name: | Age UK | | |
| Identified By: | Engagement | Date Recorded: | 23 January 2024 |
| Experience: | <p>Spoke to Gentleman who lives alone and has no family support. He was unsure if he was on the right benefits etc. explained that this was a service that Age UK could support with him.</p> | | |
| Actions Taken: (Healthwatch) | Spoke to a member of staff at Age UK who took the gentleman's details, and an advisor was going to call him back and arrange an appointment | | |

healthwatch

North East Lincolnshire

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