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Intelligence Report

July 2024

healthwatch
North East Lincolnshire

1	Introduction	3
2	Engagement Activity	3
3	Contact Statistics	5
4	Overall Experiences Breakdown	5
5	GP Surgeries - Experiences Breakdown	7
6	Dentists - Experiences Breakdown	24
7	Adult Social Care - Experiences Breakdown	25
8	Children and young people	26
9	Grimsby Hospital - Experiences Breakdown	27
10	Mental Health Services	35
11	Community Services	37
11	Who we share our report with	37

1. Introduction

Healthwatch North East Lincolnshire is the independent consumer champion for health and social care. We have the power and influence to ensure people's voices are heard by those providing and commissioning local health and social care services. In addition to seeking the public's views ourselves; we also encourage services to involve people in decisions that affect them.

Every month, Healthwatch gathers information from the public about local health and social care services, which is shared anonymously with the providers and commissioners of these services. This process allows for issues to be addressed as early as possible in order to prevent further escalation.

The detail in this report applies to **July 2024** and refers to the information Healthwatch has received and researched during this period. The report provides the nature of experiences, the intelligence and emerging trends during each monthly period for a range of care providers.

The service areas highlighted in this report are as follows:

- Primary Care
- Care Homes

Please note: All experiences have been anonymised and where quotes are given they have been recorded as provided to ensure we capture the authenticity of the experience. All experiences in this report have been received and researched in good faith and where contact details have been provided and were required explored further.

2. Engagement Activity

During **July** we attended 28 engagement events, where we gathered experiences from the public.

The service area locations, we visited during July are outlined below;

- Adult Social Care
- Community
- Primary Care
- Secondary Care
- Urgent Care
- Children and young people

Locations we have visited during July:

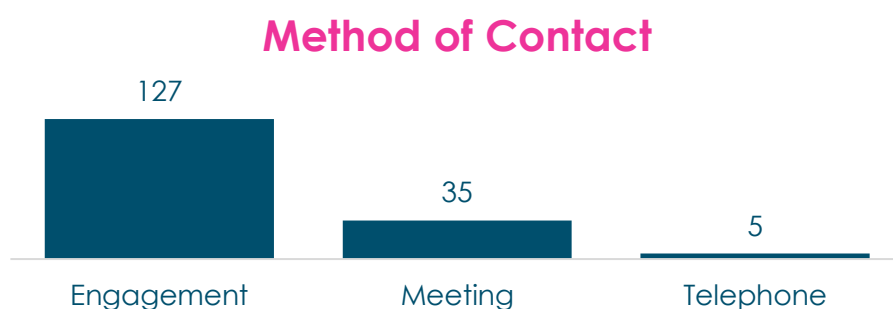
<ul style="list-style-type: none"> • Friendship at Home - Cleethorpes • Cranwell Court • Greenlands GP Practice • CARE Foodbank – Immingham • St Margarets Nursing Home • Grimsby Hospital • Discharge Lounge – Grimsby Hospital • Eaton Court Care Home • Side Door Church – foodbank • Bradley House Care Home • St Hughs Hospital 	<ul style="list-style-type: none"> • Roxton Practice – Weelsby View • Burchester Court • Temple Croft Care Home • Oasis Hub • Stirling Street Medical Centre • Assisted Living Centre • Rivelin Care Home • Rock Foundation – Food bank • Church View GP Practice • Strand Court • Assisted Living Centre
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The focus of our engagement programme is to find out what people in the local community feel and think about the healthcare services they use. Each month we look to build a picture of the landscape of health and social care in the area and highlight what is working well, what challenges people are facing and, where possible, how can we work together with healthcare providers to overcome those challenges.

Healthwatch North East Lincolnshire are aware that residents will use services which crossover into other areas of the Humber boundaries due to the need to travel to Scunthorpe and Hull Hospitals for care.

3. Contact Statistics

In total **167** people made contact with Healthwatch. The figures below show that Engagement is the most popular method that people use to contact us. These figures do not take into account surveys etc.



The total amount of experiences shared with Healthwatch North East Lincolnshire this month, via contacts and research is .

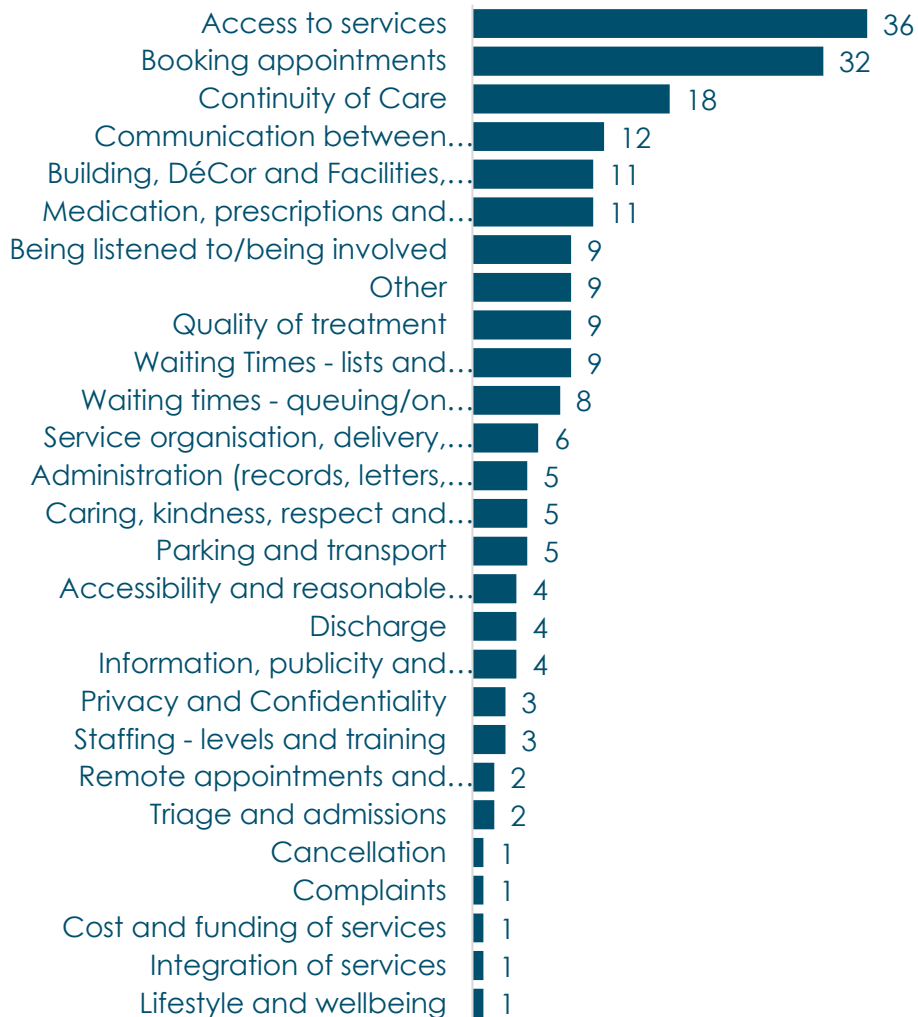
4. Overall Experiences Breakdown

The charts below detail the breakdown of what the public have been saying about primary, secondary and social care services in North East Lincolnshire for July, looking at both positive and negative comments.

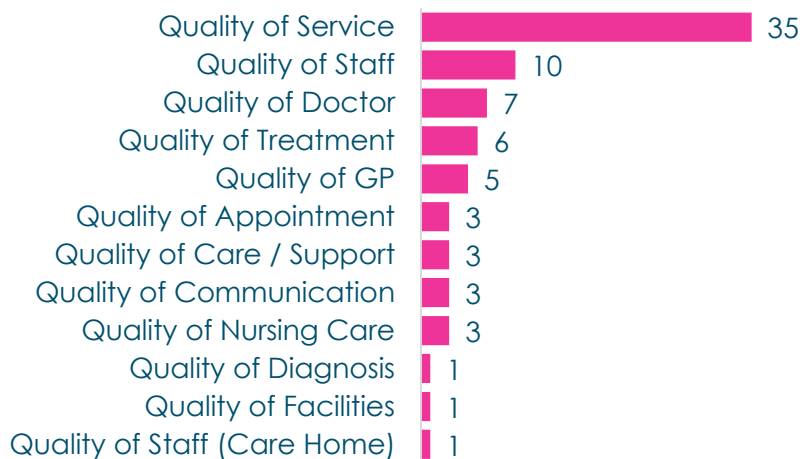
Please note: these figures differ from the amount of experiences gathered, because one experience can result in multiple negative and positive comments.

We recorded **134** negative comments and **78** compliments in total across all healthcare services from **167** experiences.

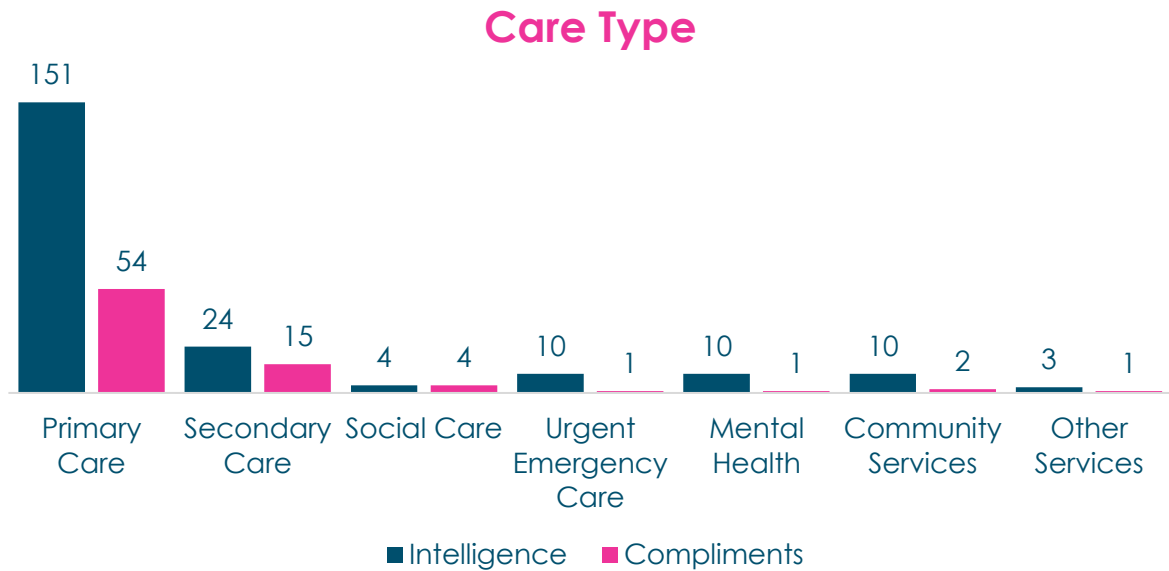
Theme - Intelligence



Theme - Compliment



Booking Appointments, Access to Services and Communication between Staff/Providers and Patients, were highlighted as the main concerns for the month of June

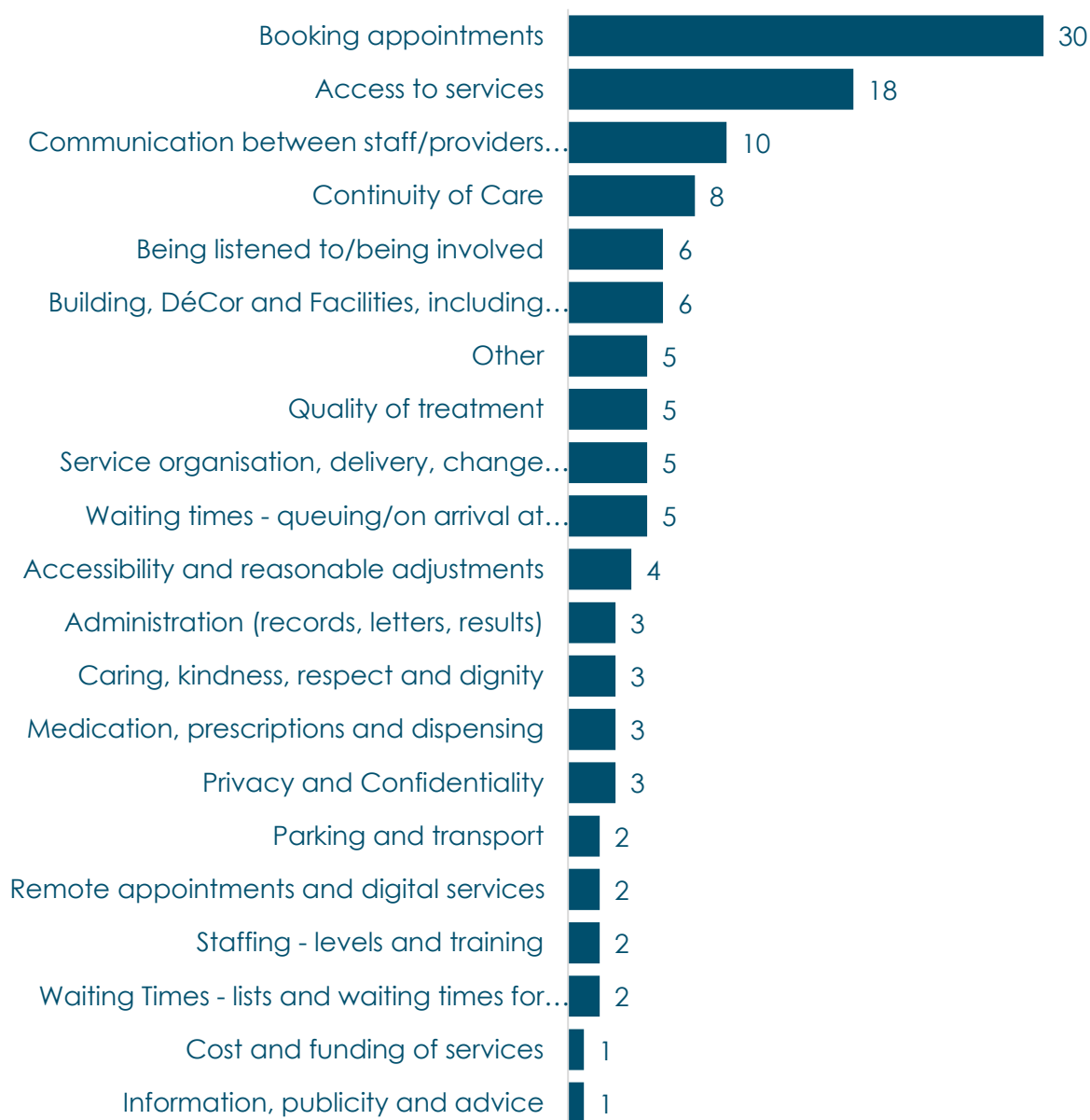


Primary Care received the most comments for the month of **July** followed by Secondary Care.

5. GP Practices - Experiences Breakdown

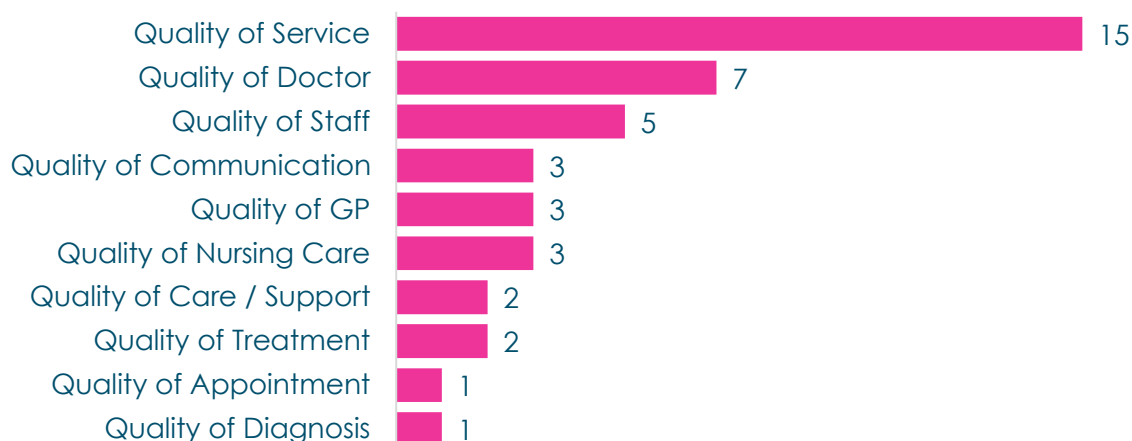
This month, Healthwatch recorded a total of **124** negative comments for GP Practices and **42** compliments from **81** experiences.

GP Surgery - Intelligence



During **July** booking appointments and access to services were the most negative comments we received.

GP Surgery - Compliments



In July quality of service were highlighted as the most positive experience the public were having with their GP Practices.

This shows that although people are having difficulties booking appointments and accessing services, the quality of staff and quality of care/support they are receiving once they have an appointment is good.

GP Practices – Experiences Breakdown into PCN

Apollo PCN

Beacon Medical

Service Name:	Beacon Medical Practice	PCN:	Apollo
Identified By:	Engagement	Date Recorded:	30 July 2024
Experience:	A Resident at Burchester Court has had issues booking appointments at Beacon Medical. All appointments appear to have been taken when they finally get through.		
Actions Taken: (Healthwatch)	Signposted back to GP Practice for advice and support.		

Service Name:	Beacon Medical Practice	PCN:	Apollo
Identified By:	Meeting	Date Recorded:	29 July 2024

Experience:	A Staff member of Bradley House Care Home has expressed that it is difficult to get an appointment at Beacon Medical when phoning them between 8-10am, all appointments are usually taken.		
Actions Taken: (Healthwatch)	Signposted back to GP Practice for advice and support.		

Service Name:	Beacon Medical Practice	PCN:	Apollo
Identified By:	Engagement	Date Recorded:	11 July 2024
Experience:	Tried to make an appointment for an annual health check (she was an older person), and was told by receptionist that she could no longer have one as there are too many patients now registered at Beacon. She thought it was a shame that she wasn't being encouraged to take preventative measures.		
Actions Taken: (Healthwatch)	Advised her of Healthwatch and what we do. Explained that she could contact practice manager if she had a concern.		

Service Name:	Beacon Medical Practice	PCN:	Apollo
Identified By:	Engagement	Date Recorded:	2 July 2024
Experience:	A Patient has that the Nurses do not always come out and see you from Beacon Medical. The Patient has issues with her legs and needs a Nurse to visit her Burchester Court. She is also having issues accessing GP appointments from the same Practice.		
Actions Taken: (Healthwatch)	Signposted back to Beacon Medical Centre to discuss issues around appointments.		

Raj Medical Practice

Service Name:	Raj Medical Practice	PCN:	Apollo
Identified By:	Meeting	Date Recorded:	29 July 2024
Experience:	A Staff member of Bradley House Care Home has stated that she would like Raj Medical to have weekly calls with the Home to check on the Residents wellbeing.		
Actions Taken: (Healthwatch)	Signposted back to GP Practice for advice and support.		

Service Name:	Raj Medical Practice	PCN:	Apollo
Identified By:	Engagement	Date Recorded:	25 July 2024

Experience:	A Patient has expressed that there is a waiting time for prescriptions at Raj Medical. The GP's are lovely, but under a lot of pressure.		
Actions Taken: (Healthwatch)	Signposted back to GP Practice for advice and support.		

Service Name:	Raj Medical Practice	PCN:	Apollo
Identified By:	Engagement	Date Recorded:	25 July 2024
Experience:	A Patient has said that they have issues booking appointments with a GP at Raj Medical and are often referred to a Nurse.		
Actions Taken: (Healthwatch)	Signposted back to GP Practice for advice and support.		

Freshney Pelham PCN

Pelham Medical Group

Service Name:	Pelham Medical Group	PCN:	Freshney Pelham
Identified By:	Engagement	Date Recorded:	30 July 2024
Experience:	If you are going to have a telly in the waiting room at least have it where you can see it, otherwise what's the point, I don't know if there are important messages on it or not.		
Actions Taken: (Healthwatch)	None. But gave a Healthwatch leaflet and explained our role.		

Service Name:	Pelham Medical Group	PCN:	Freshney Pelham
Identified By:	Telephone	Date Recorded:	30 July 2024
Experience:	A Patient called to say that her prescription did not have her up to date medication listed and also had the wrong date on, which appeared to be three years out of date. The Patient also needed the updated information for her Emergency Green Bottle that she keeps in her fridge in case this is needed for the Emergency Services.		
Actions Taken: (Healthwatch)	Signposted back to GP Practice to get an up-to-date list of Medication.		

Service Name:	Pelham Medical Group	PCN:	Freshney Pelham
Identified By:	Engagement	Date Recorded:	23 July 2024
Experience:	Nothing in waiting area for kids to play with.		
Actions Taken: (Healthwatch)	None. Advised her I would add it to Healthwatch's database and that she could speak with the practice manager if she wanted to raise this.		

Service Name:	Pelham Medical Group	PCN:	Freshney Pelham
Identified By:	Engagement	Date Recorded:	23 July 2024
Experience:	Mother of two under-fives. Said she wished there was a safe place to put buggies and prams when it gets more crowded as it can feel like they are in the way.		
Actions Taken: (Healthwatch)	None taken, just advised I'd record her feedback. Gave her a Healthwatch leaflet.		

Service Name:	Pelham Medical Group	PCN:	Freshney Pelham
Identified By:	Engagement	Date Recorded:	23 July 2024
Experience:	Sometimes I would prefer to see a doctor, someone who knows us better. Me and my wife.		
Actions Taken: (Healthwatch)	None taken, I did say he could take any concerns to the practice manager, but otherwise it was just a conversation about his, and his wife's, preferences.		

Service Name:	Pelham Medical Group	PCN:	Freshney Pelham
Identified By:	Engagement	Date Recorded:	23 July 2024
Experience:	Sometimes I don't hear the nurse or doctor calling my name and I am worried I will miss my appointment.		
Actions Taken: (Healthwatch)	Advised of practice complaints procedure.		

Service Name:	Pelham Medical Group	PCN:	Freshney Pelham
Identified By:	Engagement	Date Recorded:	23 July 2024

Experience:	A lady came up to me to tell me that she just heard a doctor (*possibly a audiologist?) had just called out a patients name, not very loudly, for her appointment. He then called it again, but not very loudly or clearly. Then he said 'is anyone here for a hearing test'. Nobody answered. So he went back down the corridor. He didn't come into or walk around the waiting area to double check. She felt this wasn't very appropriate for someone who may have hearing impairment.
Actions Taken: (Healthwatch)	None, other than advising that I would add this to our feedback database. I advised her of the practice's complaints procedure.

Fieldhouse

Service Name:	Fieldhouse Medical Group	PCN:	Freshney Pelham
Identified By:	Engagement	Date Recorded:	11 July 2024
Experience:	Was told by the practice nurse that his asthma was 'all in his mind'. He told me that this was upsetting as he was a pensioner who had been diagnosed when he was 5.		
Actions Taken: (Healthwatch)	Advised he could raise this with the practice manager - explained complaints procedure and gave him one of our leaflets. Explained what we provide.		

Service Name:	Fieldhouse Medical Group	PCN:	Freshney Pelham
Identified By:	Engagement	Date Recorded:	11 July 2024
Experience:	Concerned about his son's treatment for pancreatic cancer. Sometimes he can can enough pain relief and other times morphine isn't being prescribed. There is a confusion between care received at the hospital and in the GP practice.		
Actions Taken: (Healthwatch)	I advised of complaints procedure for GP and for hospital. Gave leaflet for Healthwatch explaining what we do.		

Service Name:	Fieldhouse Medical Group	PCN:	Freshney Pelham
Identified By:	Engagement	Date Recorded:	11 July 2024
Experience:	Really unhappy with the service from the merged practices, it has become more impersonal and feels that older people are put to the bottom of the queue and not listened to. When I explained his options he said 'there is no point, nothing will change, I'm 77 and I'm being ignored'. I		

	went through some options with him (moving practice, speaking to practice manager, Healthwatch).
Actions Taken: (Healthwatch)	Advised of Healthwatch's role and gave him a leaflet. Explained GP complaints procedure.

Woodford Medical

Service Name:	Woodford Medical Practice	PCN:	Freshney Pelham
Identified By:	Engagement	Date Recorded:	23 July 2024
Experience:	A Patient has expressed that they are finding it difficult to make appointments at Woodford Medical Practice. When they call, they are told that they have a 6-8 week wait for an appointment. The Patient said that they tell the Receptionist that they will need to go to A+E instead. The Receptionist will then put them through to a Triage Nurse who will assess if they need an appointment that day, they usually get an appointment with a GP.		
Actions Taken: (Healthwatch)	Signposted back to GP Practice for Advice and Support.		

Meridian PCN

Roxton Practice

Service Name:	Roxton at Weelsby View	PCN:	Meridian Health Group
Identified By:	Engagement	Date Recorded:	30 July 2024
Experience:	A Resident at Burchester Court has said that he has issues booking appointments at the Roxton Practice at Weelsby View, he is often number 48 in a queue.		
Actions Taken: (Healthwatch)	Signposted back to the GP Practice for advice and support.		

Service Name:	Roxton at Weelsby View	PCN:	Meridian Health Group
Identified By:	Engagement	Date Recorded:	2 July 2024
Experience:	Parking is always difficult and stressful. Never enough spaces.		

Actions Taken: (Healthwatch)	None, other that advised of complaints procedure
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Service Name:	Roxton at Weelsby View	PCN:	Meridian Health Group
Identified By:	Engagement	Date Recorded:	2 July 2024
Experience:	I struggle to get a GP appointment and I can't use the app because of my disability i can't use a computer. There is always a long wait on the phone and it is difficult for me to get to the practice in person to make an appointment.		
Actions Taken: (Healthwatch)	Advised I would feed this information back and advised of complaints procedure.		

Service Name:	Roxton at Weelsby View	PCN:	Meridian Health Group
Identified By:	Engagement	Date Recorded:	2 July 2024
Experience:	The person I spoke to was a patient but was talking about his friend, another patient who was charged £20 by the GP for writing a list of prescriptions and what they are for, for the patient's insurance. He was subsequently told that the pharmacist could do it for free.		
Actions Taken: (Healthwatch)	none taken, but said I would feed this information back to Healthwatch. Advised could speak to the practice manager if wanted to take this further		

Service Name:	Roxton at Weelsby View	PCN:	Meridian Health Group
Identified By:	Engagement	Date Recorded:	2 July 2024
Experience:	I don't like the layout of the surgery. There is a lot of space, and lots of corridors, but we all all squashed up in one room to wait. It's very crowded at times and also we can hear people who are talking to receptionists. We can hear everything about their health conditions and also information like their address and date of birth. The receptionist has a loud voice and isn't very happy looking. Why can't they space things out more and put in a radio so we can't hear things we don't want to hear. This is what happens at the doctors my friend uses.		
Actions Taken: (Healthwatch)	I advised I would feed this information back to the practice. They didn't want their name mentioned as worried about being 'struck off'		

Service Name:	Roxton at Weelsby View	PCN:	Meridian Health Group
Identified By:	Engagement	Date Recorded:	2 July 2024
Experience:	Arrived for an appointment today, left waiting in waiting room for 40 minutes after a blood test with nurse. The following appointment was cancelled, but she didn't know about this until she went up to the receptionist to ask how much longer she would have to wait. it was for a mental health assesement with someone called Debbie, but the patient was advised by the receptionist that this person no longer worked for the practice.		
Actions Taken: (Healthwatch)	She would like the practice manager to be made aware. I will speak to the PM when I next see her. Advised patient can make a complaint to the practice manager.		

Service Name:	Roxton at Weelsby View	PCN:	Meridian Health Group
Identified By:	Engagement	Date Recorded:	2 July 2024
Experience:	Was charged £30 for a GP letter for a blue badge renewal, to say his wife had a stroke and can't drive and not very mobile.		
Actions Taken: (Healthwatch)	Advised I would feed this information back. Also explained about how to go about making a complaint if that's something they wished to do.		

Service Name:	Roxton at Weelsby View	PCN:	Meridian Health Group
Identified By:	Engagement	Date Recorded:	2 July 2024
Experience:	GP appointment system does not work and is not fit for purpose.		
Actions Taken: (Healthwatch)	None, other than advising would be		

Service Name:	Roxton at Weelsby View	PCN:	Meridian Health Group
Identified By:	Engagement	Date Recorded:	2 July 2024
Experience:	Not able to speak to anyone quite often. Also the care navigators are quite rude on occasion, and unhelpful.		
Actions Taken: (Healthwatch)	None, other than advising we would use the feedback.		

Service Name:	Roxton at Weelsby View	PCN:	Meridian Health Group
Identified By:	Engagement	Date Recorded:	2 July 2024
Experience:	I am fed up of always being about 26 in the queue to speak to someone.		
Actions Taken: (Healthwatch)	Advised I would take the comments back for feedback, as per Healthwatch's role		

Service Name:	Roxton at Weelsby View	PCN:	Meridian Health Group
Identified By:	Engagement	Date Recorded:	2 July 2024
Experience:	I would like more face to face consultations. There is too much done online now, and especially since covid.		
Actions Taken: (Healthwatch)	Advised I had made a note of comments to use as feedback, as per how Healthwatch works.		

Service Name:	The Roxton Practice	PCN:	Meridian Health Group
Identified By:	Engagement	Date Recorded:	2 July 2024
Experience:	Not able to access GP appointment as once at capacity the Ask My GP app closes.		
Actions Taken: (Healthwatch)	None, other than stating that her comments would be fed back.		

Service Name:	The Roxton Practice	PCN:	Meridian Health Group
Identified By:	Engagement	Date Recorded:	11 July 2024
Experience:	Prefers contacting the practice by email as it is difficult to phone as at work during the day and not allowed to make phone calls outside of break. Expressed concern for anyone in this situation as to how they would manage getting an appointment.		
Actions Taken: (Healthwatch)	No action but advised I would add this feedback to the information Healthwatch collects.		

Service Name:	The Roxton Practice	PCN:	Meridian Health Group
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Identified By:	Engagement	Date Recorded:	10 July 2024
Experience:	Person is moving and wants to know how they go about changing GP surgery and reassurance that their medical records wouldn't be lost.		
Actions Taken: (Healthwatch)	I explained how to move GPs. Gave out a leaflet about Healthwatch in case they needed further support.		
Actions Taken: (Provider)	Showed how to move practice. Gave out Healthwatch leaflet		

Service Name:	The Roxton Practice	PCN:	Meridian Health Group
Identified By:	Engagement	Date Recorded:	10 July 2024
Experience:	Whenever I called there was a long wait to get through. I have heard things have changed now, so hopefully this isn't the case any more.' (I showed him the NHS app and how to use it. We also looked at the practice website to go through the different ways he can contact the practice.)		
Actions Taken: (Healthwatch)	Gave him a leaflet about Healthwatch and explained what we do.		

Service Name:	The Roxton Practice	PCN:	Meridian Health Group
Identified By:	Engagement	Date Recorded:	2 July 2024
Experience:	This person was accompanying her friend who was the patient, but she was also a patient at the practice. Have logged as 'the patient'. She was critical of the way that patients were spoken to in reception, that it was a bit of a 'cattle market' and that she didn't like giving her name out loud because it could be easily overheard.		
Actions Taken: (Healthwatch)	I advised of complaints procedure and that I would feed back her comments (as per Healthwatch procedures) Gave her Healthwatch leaflet.		

Quayside

Service Name:	Quayside Practice	PCN:	Meridian Health Group
Identified By:	Engagement	Date Recorded:	5 July 2024

Experience:	A Patient has expressed how difficult it is to book a GP appointment at Quayside Medical Centre. When you do get through to someone they don't listen to you.		
Actions Taken: (Healthwatch)	Signposted back to GP Practice to raise concerns.		

Open Door Practice

Service Name:	Open Door Surgery	PCN:	Meridian Health Group
Identified By:	Engagement	Date Recorded:	24 July 2024
Experience:	A Patient has said that Open Door uses a lot of Locum Doctors at the Practice and you are often referred to a Nurse.		
Actions Taken: (Healthwatch)	Signposted back to the Practice for Advice and Support.		

Panacea PCN

Dr Kumar

Service Name:	Dr A Kumar	PCN:	Panacea
Identified By:	Meeting	Date Recorded:	3 July 2024
Experience:	She was concerned that sometimes the noise from the younger children who are in the waiting room.		
Actions Taken: (Healthwatch)	None taken other than she could raise this with the practice manager, and I would make a note of her feedback.		

Service Name:	Dr A Kumar	PCN:	Panacea
Identified By:	Meeting	Date Recorded:	3 July 2024
Experience:	An older man spoke with me as I was leaving the building as I handed him a leaflet. He wanted to know how long it should take to wait for an appointment for a doctor, because sometimes the wait is longer than others. I explained that this could be for a variety of reasons including staff sickness, or some patients needing longer time than expected. I advised him to contact the practice manager if he wanted to take this comment any further.		
Actions Taken: (Healthwatch)	I advised him of complaints procedure and that I would make a record of the issue he raised.		

Dr Sinha

Service Name:	Dr Sinha	PCN:	Panacea
Identified By:	Engagement	Date Recorded:	9 July 2024
Experience:	I don't like being referred to Cromwell Road, please keep services at Laceby. It is small but you never have to wait long for our appointments.		
Actions Taken: (Healthwatch)	Advised about complaints procedure.		

Clee Medical Centre

Service Name:	Clee Medical Centre	PCN:	Panacea
Identified By:	Engagement	Date Recorded:	11 July 2024
Experience:	A patient has said that she is having issues booking an appointment at Clee Medical Centre. They never see the same GP and they also seem to use a lot of Locum Doctors.		
Actions Taken: (Healthwatch)	Signposted back to GP for Advice.		

Service Name:	Clee Medical Centre	PCN:	Panacea
Identified By:	Engagement	Date Recorded:	11 July 2024
Experience:	I have been put off calling the GP because when I phoned them last I didn't think they listened to me and told me to go to the pharmacy. My friend and I are both at this practice and never see the same doctor more than once when we have been in the last 6-12 months. The nurses are always very good. Worried that if she complains she will be taken off GP list.		
Actions Taken: (Healthwatch)	I explained about the role of Healthwatch, and also if there was a complaint or concern that she wanted to raise that she could approach the practice manager.		

Greenlands

Service Name:	Greenlands Surgery	PCN:	Panacea
Identified By:	Engagement	Date Recorded:	24 July 2024
Experience:	I find the car park difficult to park in and often there isn't a space, it is very crowded.		

Actions Taken: (Healthwatch)	Advised of complaints procedure, or just raising issue with GP. Chatted for a few minutes about what Healthwatch does. Gave him HW leaflet.
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Service Name:	Greenlands Surgery	PCN:	Panacea
Identified By:	Engagement	Date Recorded:	24 July 2024
Experience:	Chatted to the husband/partner of a patient who was in her appointment. He just wanted to know what Healthwatch did, so I explained and gave him a leaflet.		
Actions Taken: (Healthwatch)	None		

Dr Mathews

Service Name:	Dr Mathews	PCN:	Panacea
Identified By:	Engagement	Date Recorded:	24 July 2024
Experience:	Had an appointment to see her GP. She was worried about her weight gain, and also her mental health. Both of these have got worse since cancer treatment last year.		
Actions Taken: (Healthwatch)	Advised her about social prescribing, in addition to anything else the GP may offer her. We talked for a bit as she was very anxious about her visit. When she came out, she let HWNEL know that she was getting the support she'd hoped for.		

Service Name:	Dr Mathews	PCN:	Panacea
Identified By:	Engagement	Date Recorded:	24 July 2024
Experience:	Patient would like a check in screen like her friend's surgery has so she doesn't have to say her details to the receptionist.		
Actions Taken: (Healthwatch)	Advised her of practice complaints procedure, and also the role of the practice manager. Gave her a Healthwatch leaflet.		

SLC PCN

Service Name:	The Lynton Practice	PCN:	SLC
Identified By:	Engagement	Date Recorded:	26 July 2024
Experience:	A Patient has expressed that it is difficult to get an appointment at The Lynton Practice when calling at 8am in the morning.		

Actions Taken: (Healthwatch)	Referred back to the GP Practice for advice and support.
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Service Name:	Scartho Medical Practice	PCN:	SLC
Identified By:	Meeting	Date Recorded:	17 July 2024
Experience:	A staff member at Rivelin has said they sometimes have issues getting through to Scartho Medical, you can be number 59 in a queue.		
Actions Taken: (Healthwatch)	Signposted back to GP Practice.		

Service Name:	Scartho Medical Practice	PCN:	SLC
Identified By:	Engagement	Date Recorded:	11 July 2024
Experience:	A patient has said that they have issues booking appointments at Scartho Medical, if you don't get through at 8am, all of the appointments have gone.		
Actions Taken: (Healthwatch)	Signposted back to GP Practice.		

Service Name:	Scartho Medical Practice	PCN:	SLC
Identified By:	Engagement	Date Recorded:	9 July 2024
Experience:	"I don't know when I last saw a GP, and now I only ever see a practice nurse or assistant" I asked her if she thought that her health care needs were being dealt with appropriately, and she said "I hope so, but how would I know if they weren't?"		
Actions Taken: (Healthwatch)	I advised of the complaints procedure (in house complaints procedure in the first instance etc)		

Service Name:	Chantry Health Group	PCN:	SLC
Identified By:	Engagement	Date Recorded:	2 July 2024
Experience:	A Patient has had issues booking appointments at Chantry Medical Practice. She said it is really difficult to get an appointment, even if you ring early in the morning.		
Actions Taken: (Healthwatch)	Signposted back to the GP Practice to discuss this issue.		

Unspecified GP Practices

Service Name:	GP Surgery		
Identified By:	Meeting	Date Recorded:	31 July 2024
Experience:	The carer of the patient says the patient gets very anxious going to the GP surgery because of sight loss and there aren't enough ways to navigate through the surgery, for example to get to the reception desk. The patient, who was there, didn't want to mention the name of the practice.		
Actions Taken: (Healthwatch)	None apart from talking to them about the role of Healthwatch, and the complaints procedures in practices and hospitals.		

Service Name:	GP Surgery		
Identified By:	Meeting	Date Recorded:	31 July 2024
Experience:	Letters aren't always in the correct size or style font. I would rather be able to read things myself than to depend on others to do this for me.		
Actions Taken: (Healthwatch)	Advised of Healthwatch role and also PALs/practice complaints procedure.		

Service Name:	GP Surgery		
Identified By:	Telephone	Date Recorded:	30 July 2024
Experience:	A Parent of a Patient has telephoned to say that her Son has recently had a heart operation at Castle Hill Hospital. Her Son is having issues obtaining a 'Sicknote' for work. The Hospital have told her that this needs to go through her Son's GP, but the GP's are telling her it needs to go through the Hospital where he had his treatment. Her Son does not have an appointment at Castle Hill until 4th September and will need the 'Sicknote' before that appointment.		
Actions Taken: (Healthwatch)	Signposted to PALS for both Primary Care and Secondary Care.		

Service Name:	GP Surgery		
Identified By:	Meeting	Date Recorded:	29 July 2024
Experience:	A Staff member at Bradley House Care Home has said there have been issues relating to calling GP Practices later on in the day. She had phoned for an appointment for a Resident at 2.30pm in the afternoon, however the Practice wouldn't 'entertain' it. She was told to ring NHS 111, who in turn told her to phone the GP, the GP told her to phone the Urgent Care		

	Team, who in turn told her to phone an Ambulance. The Staff member concluded that they could have sent Rapid Response out the Resident.	
Actions Taken: (Healthwatch)	Signposted back to the GP Practice for advice and support.	

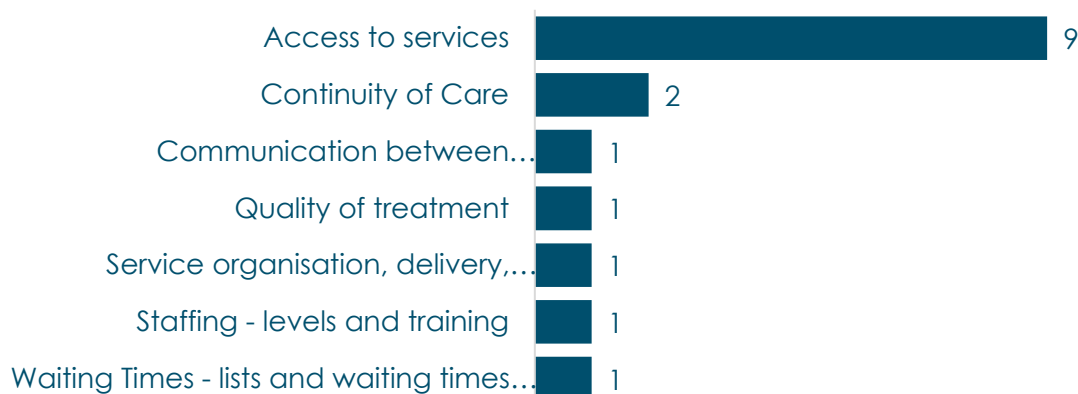
Service Name:	GP Surgery	
Identified By:	Meeting	Date Recorded: 22 July 2024
Experience:	A staff member of Eaton Court Care Home has said that they have issues speaking to a GP when they ring around many of the GP Practices that they use. They find it hard to get past the Receptionist and signposted to where they need to be. The staff member at Eaton Court is a trained Nurse and feels that she knows when it is appropriate to speak to a GP or not regarding concerns of the Residents. She said they very rarely have a GP visit the Home and have requested this on a number of occasions.	
Actions Taken: (Healthwatch)	Signposted back to the relevant GP Practice and PALS Primary Care number given if needed.	

Service Name:	GP Surgery	
Identified By:	Meeting	Date Recorded: 8 July 2024
Experience:	A staff member of St. Margarets Nursing Home has said that they are finding it hard to get a GP to visit the Nursing Home from the many GP Practices they use. They usually speak to a Nurse, who in turn will say they need to speak to the GP regarding the issue anyway.	
Actions Taken: (Healthwatch)	Signposted back to the relevant GP Practice for Advice.	

6. Dentists – Experiences Breakdown

Healthwatch received **16** experiences regarding dentistry from our engagement with the public during July. **4** compliments were received and **16** negative comments.

Dentist - Intelligence



Dentist - Compliments



7. Adult Social Care- experience breakdown

Care Homes

Healthwatch received **1** experience from engagement for July compiled of **0** negative comments and **1** compliment, with regards Care Homes.

The compliment received as regards Templecroft care Home

Service Name:	Templecroft		
Identified By:	Engagement	Date Recorded:	4 July 2024
Experience:	A Patient has expressed how impressed she is with the facilities at Temple Croft Care Home. She likes living there and loves her room.		
Actions Taken: (Healthwatch)	N/A		

Support at Home

Healthwatch also received **1** experience with regards Support at Home.

Service Name:	Hales Homecare		
Identified By:	Telephone	Date Recorded:	5 July 2024
Experience:	Phoned to find out Hales phone number as she didn't have it and need to contact them to find out why they had not visited her daughter with her medication.		
Actions Taken: (Healthwatch)	Advised her to phone back if she didn't have a response from the number HWNEL gave her.		

Focus Independent Social Work

Healthwatch also received **2** experiences with regards Adult Social Work.

Service Name:	Focus Independent Adult Social Work		
Identified By:	Meeting	Date Recorded:	17 July 2024
Experience:	Rivelin have said that the financial side of Focus is extremely poor. They take a long time to sort things out.		
Actions Taken: (Healthwatch)	Signposted back to Focus for Support and Advice.		

Service Name:	Focus Independent Adult Social Work		
Identified By:	Engagement	Date Recorded:	2 July 2024
Experience:	A Patient has expressed how unhappy she is with Focus after the Social Worker shut her case after she moved into Burchester Court without explaining this to her.		
Actions Taken: (Healthwatch)	The Patient has been signposted back to Focus to discuss this with them.		

8. CYP- Children and Young People

During July Healthwatch conducted a series of Hub engagements speaking to young people across North East Lincolnshire.

We spoke to students and CYP about health and social care and services they have used and what was helpful and what would like to change.

Over the course of these engagements, we spoke to young people.

Themes highlighted by young people:

- **Mental health support**
- **Not being able to get a Dentist**
- **Not being able to access GP Practices appointments**

This is to encourage children & young people to share their experiences. This piece of work works in tandem with the Core20Plus5 work we are part of across the ICS footprint of Humber & North Yorkshire. Young people are signing up to become community connectors and have conversations about health with their peers.

Healthwatch has received **1** experience with regards to Children and Young People's Services.

Service Name:	Children and Young Peoples Services		
Identified By:	Engagement	Date Recorded:	16 July 2024
Experience:	Parent of a 19yr old young person discussed with HWNEL at the NELPCF that there is no pathway for multiple neurodiverse conditions in NEL and one of these is desperately needed for young people with FASD and selective mutism. They are on the ICB as a parent representative and stated that she will get the funding needed for the North East Lincolnshire area that is needed and ensure that there is better pathways for the young people		
Actions Taken: (Healthwatch)	informed the parent that as Healthwatch we can pass her concerns on through our systems		

9. Grimsby Hospital

Healthwatch North East Lincolnshire received **30** experiences for Diana Princess of Wales Hospital during July. With **11** compliments received.

Diana Princess of Wales Hospital - Intelligence



Diana Princess of Wales Hospital - Compliments



Service Name:	Diana Princess of Wales Hospital		
Identified By:	Engagement	Date Recorded:	17 July 2024
Experience:	The chairs in the waiting room are for the old days when you waited for a few hours only. My son went to A&E at 8pm and came out at 4am. He was ill but made worse by waiting in a chair all that time. The seating was hell on his back and legs. He was in so much pain and discomfort. Waiting is so much longer now, and chairs are not fit for purpose. It made his condition worse.		

Actions Taken: (Healthwatch)	Advised about PALS. Gave her our leaflet and explained about Healthwatch.	
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Service Name:	Cardiology	
Identified By:	Engagement	Date Recorded: 30 July 2024
Experience:	A Resident at Burchester Court was in Hospital around three years ago to have a Pacemaker fitted. During his stay he was given Warfarin injections by an Agency Nurse, however he was given it before, during and after his procedure. This resulted in excessive bruising to his body and a further stay in Hospital.	
Actions Taken: (Healthwatch)	Signposted to PALS for Secondary Care for advice and support.	

Service Name:	General Medicine	
Identified By:	Engagement	Date Recorded: 30 July 2024
Experience:	A Resident at Burchester Court has stated that he has had to wait over a year for a Lung Function Test. He has recently had to go back to his GP to be referred back again.	
Actions Taken: (Healthwatch)	Signposted back to GP Practice for advice and support.	

Service Name:	Diana Princess of Wales Hospital	
Identified By:	Meeting	Date Recorded: 29 July 2024
Experience:	A Staff member from Bradley House Care Home has said that the Red Bag System does not always come back with the Resident, the Respect Form can be missing and medication for other Patients has been found in the bag.	
Actions Taken: (Healthwatch)	Signposted to the Hospital for advice and support.	

Service Name:	Diana Princess of Wales Hospital	
Identified By:	Engagement	Date Recorded: 26 July 2024
Experience:	A Relative of a Patient has said that her Aunt was not treated very well on Ward B5 in 2019, whilst being treated for Cancer. She has expressed that the staff were 'Terrible'. Her Aunt's bed was wet through and the Nurses were 'snappy' when she complained to them. Also, her Aunt's Pain	

	Management was not dealt with properly until two days before going into a Nursing Home.
Actions Taken: (Healthwatch)	Although the Relative of the Patient does not want to make a complaint, she was signposted to PALS at Diana, Princess of Wales Hospital.

Service Name:	Rheumatology		
Identified By:	Engagement	Date Recorded:	26 July 2024
Experience:	A Patient has said that she has been waiting over 6 months for an appointment in Rheumatology. The appointments should be every 3 months.		
Actions Taken: (Healthwatch)	Referred back to the Outpatients Department at the Hospital and PALS if required.		

Service Name:	Diana Princess of Wales Hospital		
Identified By:	Engagement	Date Recorded:	26 July 2024
Experience:	A Patient has stated that the Car Parking charges at the Hospital are not very good. She was charged £3.00 for a 20 minute stay.		
Actions Taken: (Healthwatch)	Referred to the Estates Team at the Hospital.		

Service Name:	Accident and Emergency		
Identified By:	Engagement	Date Recorded:	24 July 2024
Experience:	A Patient has been to A+E recently and she found the Doctor that treated her was very obnoxious. He also caused bruising to her side following a procedure.		
Actions Taken: (Healthwatch)	Signposted to PALS at the Hospital.		

Service Name:	Diana Princess of Wales Hospital		
Identified By:	Engagement	Date Recorded:	24 July 2024
Experience:	A Patient has said that all doors at the Hospital need to be automatic, as she is a wheelchair user and has trouble getting to the lifts. The Patient also said that there needs to be more Disabled Parking Bays.		
Actions Taken: (Healthwatch)	N/A		

Service Name:	Diana Princess of Wales Hospital		
Identified By:	Engagement	Date Recorded:	24 July 2024
Experience:	A Patient has found the signage confusing at the Hospital, especially surrounding where to go for an Outpatients appointment. The area is divided into zones and not the speciality area they need to attend.		
Actions Taken: (Healthwatch)	N/A		

Service Name:	Diana Princess of Wales Hospital		
Identified By:	Engagement	Date Recorded:	23 July 2024
Experience:	A Patient has said that they are unhappy having to travel from Louth to Grimsby for appointments, when they have a perfectly reasonable Hospital in Louth.		
Actions Taken: (Healthwatch)	N/A		

Service Name:	Diana Princess of Wales Hospital		
Identified By:	Meeting	Date Recorded:	22 July 2024
Experience:	A staff member of Eaton Court Care Home has said that the Red Bag System does not always come back from the hospital with the Resident. They now only send the Red Bag with Permanent Residents. This is mainly an issue with Residents going to Scunthorpe or Hull Hospitals.		
Actions Taken: (Healthwatch)	Signposted back to the relevant Hospital for Advice or Support.		

Service Name:	Diana Princess of Wales Hospital		
Identified By:	Meeting	Date Recorded:	22 July 2024
Experience:	A staff member of Eaton Court Care Home has said that the Catheter Passports do not always come back from the hospital when a Resident is Discharged.		
Actions Taken: (Healthwatch)	Signposted back to Discharge Lounge.		

Service Name:	Ophthalmology		
Identified By:	Telephone	Date Recorded:	18 July 2024

Experience:	A gentleman phoned to say his 83 year old Mother had attended an appointment at 7.30am in the morning at Diana, Princess of Wales Hospital. He had driven his Mother from Scunthorpe for this appointment which was for a Cataract operation. After waiting for two hours his Mother was told the operation had been cancelled and they should have been informed the day before, however this did not happen. The Gentleman had spent over £20 on this journey from Scunthorpe to Grimsby.		
Actions Taken: (Healthwatch)	Signposted to PALS Secondary Care and Cloverleaf Advocacy.		

Service Name:	Diana Princess of Wales Hospital		
Identified By:	Meeting	Date Recorded:	17 July 2024
Experience:	A staff member of Rivelin has said they have issues with Residents being discharged from Hospital in the early hours of the morning. This makes the Resident disorientated.		
Actions Taken: (Healthwatch)	N/A		

Service Name:	Ophthalmology		
Identified By:	Engagement	Date Recorded:	11 July 2024
Experience:	A patient has said that the signage to the Eye Clinic at the hospital is very unclear.		
Actions Taken: (Healthwatch)	N/A		

Service Name:	Accident and Emergency		
Identified By:	Engagement	Date Recorded:	11 July 2024
Experience:	A staff member has said that there are never enough wheelchairs near A+E for patients when they arrive and are unable to walk into the Department.		
Actions Taken: (Healthwatch)	Signposted back to Department.		

Service Name:	Diana Princess of Wales Hospital		
Identified By:	Engagement	Date Recorded:	9 July 2024
Experience:	Middle-aged man had to sit in A&E for over 8 hours with a painful lower leg due to veins. The lack of ability to lie down meant his slipped		

	disc/lower back pain was exacerbated, and then needed treatment for this too.	
Actions Taken: (Healthwatch)	I advised of PALS service at the hospital and gave info on this. Gave her (mother of patient) one of our leaflets and advised of the service we provide.	

Service Name:	Neurology	
Identified By:	Engagement	Date Recorded: 5 July 2024
Experience:	A Patient has said that they are still on the Waiting List for a Neurology appointment. There is only one Consultant based at Diana, Princess of Wales Hospital and this is adding to the waiting times.	
Actions Taken: (Healthwatch)	Signposted back to the hospital for advice.	

Service Name:	Audiology	
Identified By:	Engagement	Date Recorded: 4 July 2024
Experience:	A Relative of a Patient has said that her mother is still waiting for an Audiology appointment to come through from the hospital. She feels this is impacting on her mother's quality of life.	
Actions Taken: (Healthwatch)	Signposted back to the Audiology Outpatients Department at the Hospital.	

Compliments

Service Name:	Diana Princess of Wales Hospital	
Identified By:	Engagement	Date Recorded: 26 July 2024
Experience:	A Patient has said that the Assisted Living Centre is a really good service and that the staff are really friendly.	
Actions Taken: (Healthwatch)	N/A	

Service Name:	Diana Princess of Wales Hospital	
Identified By:	Engagement	Date Recorded: 26 July 2024
Experience:	A Patient has expressed that the Assisted Living Centre has helped him walk again. They have been fantastic.	

Actions Taken: (Healthwatch)	N/A
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Service Name:	Oncology	
Identified By:	Engagement	Date Recorded: 26 July 2024
Experience:	A Patient has said that he received excellent treatment and a quality service from staff when he was diagnosed with Prostate Cancer.	
Actions Taken: (Healthwatch)	N/A	

Service Name:	Ophthalmology	
Identified By:	Engagement	Date Recorded: 24 July 2024
Experience:	A Patient has said that they had a good experience when attending an Outpatients Department appointment in Ophthalmology.	
Actions Taken: (Healthwatch)	N/A	

Service Name:	Diana Princess of Wales Hospital	
Identified By:	Engagement	Date Recorded: 23 July 2024
Experience:	A Patient has expressed that the decor is lovely around the Hospital and the Restaurant has nice food.	
Actions Taken: (Healthwatch)	N/A	

Service Name:	Diana Princess of Wales Hospital	
Identified By:	Engagement	Date Recorded: 23 July 2024
Experience:	A Patient has said that the transport links to the Hospital are very good.	
Actions Taken: (Healthwatch)	N/A	

Service Name:	Diana Princess of Wales Hospital	
Identified By:	Engagement	Date Recorded: 11 July 2024
Experience:	A patient has said that the hospital is amazing and everything has been well thought out, even the bus routes and taxi service.	

Actions Taken: (Healthwatch)	N/A
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Service Name:	Diana Princess of Wales Hospital	
Identified By:	Engagement	Date Recorded: 11 July 2024
Experience:	A patient has said how helpful the Volunteers are at the hospital. They help direct us where we need to be.	
Actions Taken: (Healthwatch)	N/A	

Service Name:	Audiology	
Identified By:	Engagement	Date Recorded: 11 July 2024
Experience:	A patient has expressed how happy she is with the service she received in Audiology. She was very nervous before attending the appointment, but the staff put her at ease straight away.	
Actions Taken: (Healthwatch)	N/A	

Service Name:	Accident and Emergency	
Identified By:	Engagement	Date Recorded: 11 July 2024
Experience:	A patient has said that she has had a good experience of A+E at Diana, Princess of Wales hospital. She had previously had an operation and had suffered complications and had to come back to A+E. She said the whole process was well thought out and all staff were excellent.	
Actions Taken: (Healthwatch)	N/A	

10. Mental Health Services

Healthwatch North East Lincolnshire received **2** experience for Navigo during July 2024.

Mental Health Services - Intelligence

Access to services	[REDACTED]	2
Continuity of Care	[REDACTED]	1

Service Name:	Mental Health Services		
Identified By:	Meeting	Date Recorded:	22 July 2024
Experience:	A staff member at Eaton Court has expressed that the Crisis Team at Navigo are not very supportive. They have had a number of issues with them over the years.		
Actions Taken: (Healthwatch)	Signposted to Navigo PALS for Advice and Support when required.		

Service Name:	Mental Health Services		
Identified By:	Engagement	Date Recorded:	11 July 2024
Experience:	Recently moved to area and was concerned about his partner's ongoing mental health issues (anxiety, depression). Wanted to find out what services she could access in Grimsby. I asked him if she was registered with a GP yet, he said no.		
Actions Taken: (Healthwatch)	Advised how to register with a GP. Also explained about Single Point of Access service - and gave him their contact details (postcard).		

Service Name:	Mental Health Services		
Identified By:	Engagement	Date Recorded:	10 July 2024
Experience:	Wants to know how friend who seems to have severe depression gets help, but he doesn't want to go via GP. I explained about the Single Point of Access service and gave a leaflet to her. Advised to get back in touch with us if needed and gave her our leaflet as well.		
Actions Taken: (Healthwatch)	Gave out info on Single Point of Access, and also our leaflet, explaining what both services provide.		

11. Community Services

Healthwatch North East Lincolnshire received **3** experiences of community services. All 3 experiences were signposted to appropriate providers who could support them to deal with the issues raised.

Service Name:	Community Support Services		
Identified By:	Meeting	Date Recorded:	17 July 2024
Experience:	A staff member of Rivelin Care Home has said that they have struggled with their Residents being able to vote, due to needing photo ID.		
Actions Taken: (Healthwatch)	Signposted to Age UK and the Local Authority for Advice and Support.		

Service Name:	Assisted Living Centre		
Identified By:	Meeting	Date Recorded:	15 July 2024
Experience:	A staff member of the Assisted Living Service has said that they are struggling with the lack of space for equipment within the centre. This is due to equipment being returned when it is no longer needed.		
Actions Taken: (Healthwatch)	N/A		

Service Name:	Community Support Services		
Identified By:	Engagement	Date Recorded:	4 July 2024
Experience:	A Parent of a Patient has expressed there are no services for her son, following him going from Children's Services to Adult Services, for High Functioning Autism.		
Actions Taken: (Healthwatch)	Signposted to Single Point of Access Adult Social Care for further support and Information		

12. Who we share this report with

Following our experience gathering each month, Healthwatch develops this monthly intelligence report to assist local service providers and commissioners to understand the public's perceptions; with a view for their experiences to highlight possible areas of change.

When published, this report is sent to:

- North East Lincolnshire Health and Care Partnership (formerly, NHS Hull Clinical Commissioning Group)
- North East Lincolnshire Quality Nursing Team
- Care Quality Commission (CQC)
- NHS England and NHS Improvement (NHSE/I)
- Navigo
- Focus

If you would like a copy of this report in the future, please let us know.