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Intelligence Report

June 2024

healthwatch
North East Lincolnshire

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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 **June 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 **June** we attended 26 engagement events, where we gathered experiences from the public.

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

- Adult Social Care

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

Locations we have visited during June:

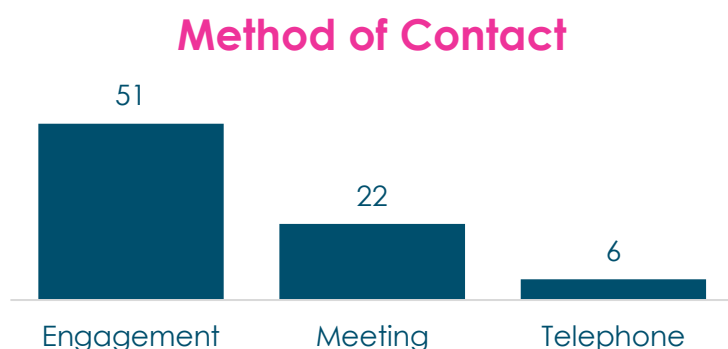
<ul style="list-style-type: none"> • Centre 4 • Grimsby Institute • Care leavers Group • St Marks Youth Centre • Grimsby Institute • Queensway Family Hub • The Anchorage Care Home • Strand Court • Gingerbread Library • Canopy Community Centre • Gingerbread community Hub • Queensway Family Hub 	<ul style="list-style-type: none"> • Oasis Hub • Lindsey Hall Care Ho • me • Learning Disability Event • Food bank – St Peters Church Hall • Food Pantry – Generations Church • Food bank – Oasis Hub • Templecroft care Home • Clarendon Hall Care Home
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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 **126** 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 **118**.

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 June, looking at both positive and negative comments.

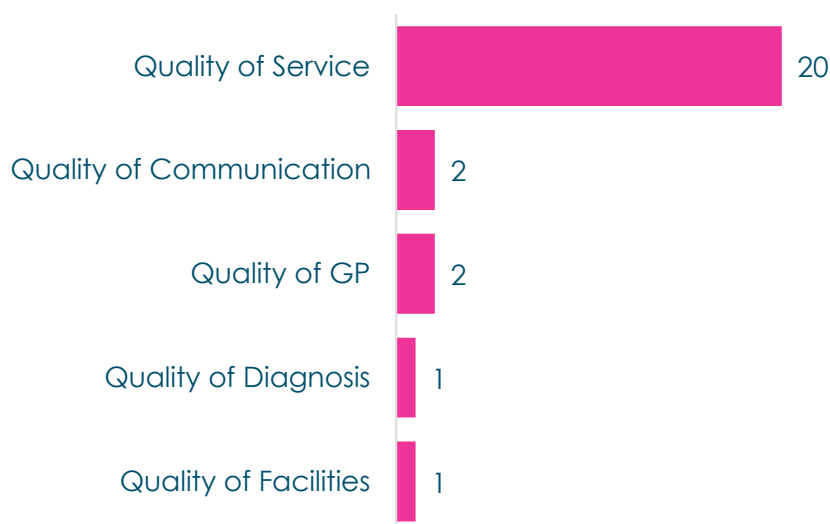
Please note: these figures differ from the amount of experiences gathered, because one experience can result in multiple negative and positive comments.

We recorded **82** negative comments and **26** compliments in total across all healthcare services from **79** experiences.

Theme - Intelligence

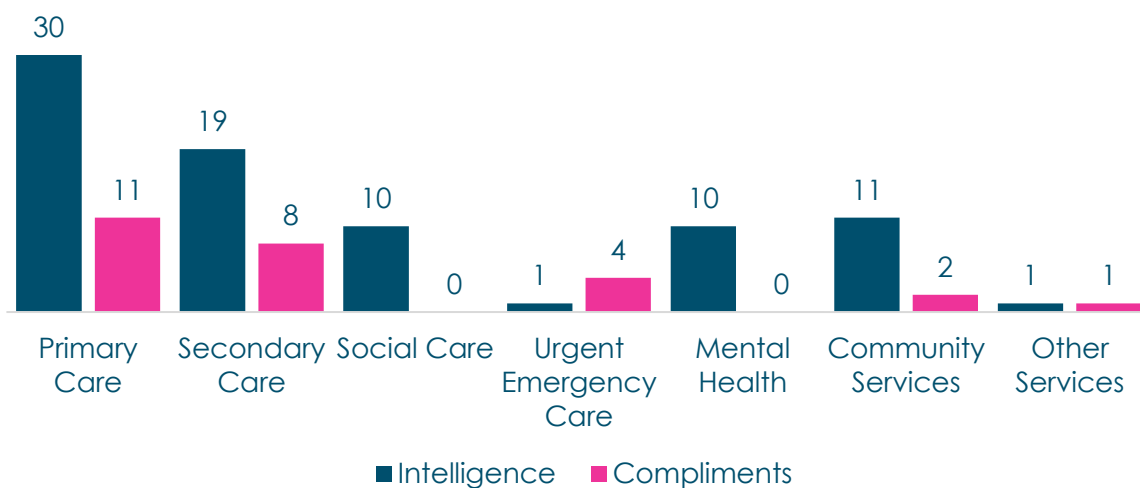


Theme - Compliment



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

Care Type

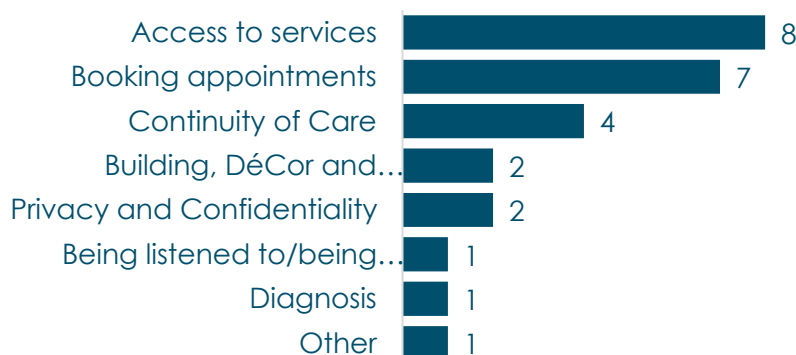


Primary Care received the most comments for the month of **June** followed by Secondary Care.

5. GP Practices – Experiences Breakdown

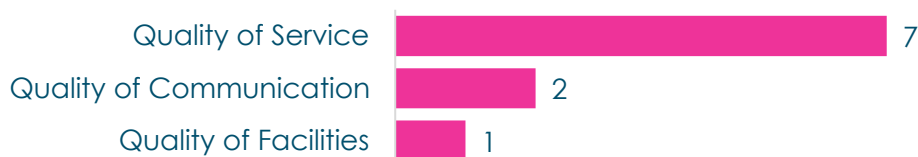
This month, Healthwatch recorded a total of **26** negative comments for GP’s and **10** compliments from **30** experiences.

GP Practice - Intelligence



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

GP Surgery - Compliments



In June 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:	24 June 2024
Experience:	I sometimes struggle to hear people on the phone and in the waiting room. I wish people could speak more clearly.		
Actions Taken: (Healthwatch)	None		

Service Name:	Beacon Medical Practice	PCN:	Apollo
Identified By:	Engagement	Date Recorded:	25 June 2024
Experience:	The phone message is too long, please make it shorter. There is no need to tell us about covid and masks any more. I don't want to speak to a receptionist about my illness.		
Actions Taken: (Healthwatch)	None		

Service Name:	Beacon Medical Practice	PCN:	Apollo
Identified By:	Engagement	Date Recorded:	18 June 2024
Experience:	A Patient has raised an issue about not always being able to book an appointment at the GP Practice, they are often told to go to the hospital.		
Actions Taken: (Healthwatch)	N/A		

Raj Medical Practice

Service Name:	Raj Medical Practice	PCN:	Apollo
Identified By:	Engagement	Date Recorded:	25 June 2024
Experience:	A Patient of Raj Medical expressed that she couldn't always get an appointment with the GP, it is always with the Nurse.		
Actions Taken: (Healthwatch)	It was explained to the Patient that appointments are usually with the best person who is able to treat you.		

Service Name:	Raj Medical Practice	PCN:	Apollo
Identified By:	Engagement	Date Recorded:	18 June 2024
Experience:	A Patient from Raj Medical Centre expressed her concerns about not being able to make an appointment with her GP, the appointments always seem to be with a Nurse Practitioner. The Patient would like to move to a different Medical Practice but is having issues being accepted anywhere. Most of the practices are asking her to stay with the practice she is with at the moment.		
Actions Taken: (Healthwatch)	Signposted back to GP Practice.		

Core Care Family Practice

Service Name:	Core Care Family Practice	PCN:	Apollo
Identified By:	Engagement	Date Recorded:	13 June 2024
Experience:	The phone line kept going quiet and he struggled to hear the message. He waited and tried again the next day and it was OK. He just wanted to mention that he found it a bit stressful. I have categorised at 'raise a concern' but tbh it wasn't even that, he was just chatting and mention that it had happened.		

Actions Taken: (Healthwatch)	No action required. I gave him a leaflet and advised if it happened again to use our service if he can't get hold of the practice manager.
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Freshney Pelham PCN

Fieldhouse

Service Name:	Fieldhouse Medical Group	PCN:	Freshney Pelham
Identified By:	Engagement	Date Recorded:	25 June 2024
Experience:	Very pleased with the service at this practice. Easy to see the right health professional, appointment system is efficient. Would not want to change practice.		
Actions Taken: (Healthwatch)	None		

Service Name:	Fieldhouse Medical Group	PCN:	Freshney Pelham
Identified By:	Engagement	Date Recorded:	25 June 2024
Experience:	Really happy with the service received at Littlefield/Freshney Green. Easy to get appointment with the correct health professional.		
Actions Taken: (Healthwatch)	None		

Service Name:	Fieldhouse Medical Group	PCN:	Freshney Pelham
Identified By:	Engagement	Date Recorded:	25 June 2024
Experience:	A Relative of a Patient has said that there was no collaboration between the Hospital and GP following her mothers Diagnosis with Cancer. The Hospital had said they still didnt know what type of Cancer her Mother had, and would need more tests, but the GP said it was Lung Cancer..		
Actions Taken: (Healthwatch)	Signposted back to GP for further information. Also signposted to the PALS Service if required.		

Meridian PCN

Roxton Practice

Service Name:	Roxton at Weelsby View	PCN:	Meridian Health Group
Identified By:	Engagement	Date Recorded:	2 June 2024
Experience:	The surgery is very gloomy and poorly decorated. It is a depressing place to come to see anyone. The waiting room is crowded quite often, and you can overhear other people's conversations with the reception woman. I don't want to know about other people's health problems, and I don't want them to know about mine. I find it embarrassing. I don't want to give out 'the first line of my address' and my date of birth so everyone can hear.		
Actions Taken: (Healthwatch)	None, other than I advised of complaints procedure and that I would take this feedback back to Healthwatch		

Service Name:	The Roxton Practice	PCN:	Meridian Health Group
Identified By:	Engagement	Date Recorded:	18 June 2024
Experience:	A member of the Community Learning Disability Team has complimented the Roxton Practice for their Good Practice, following the uptake of Annual Health checks for people with Learning Disabilities.		
Actions Taken: (Healthwatch)	N/A		

Service Name:	GP Surgery		
Identified By:	Engagement	Date Recorded:	1 June 2024
Experience:	Wasn't happy with the wait to get through on phone system at Roxton Immingham. She didn't seem sure as to whether this was before or after the phones were updated. Her friend thought that it was before the phones changed, but this particular woman was fairly certain it was after. I advised that if she continued to experience problems going forward that she could either speak to the practice manager. I explained about the primary care complaints procedure too.		
Actions Taken: (Healthwatch)	Advised to speak to practice manager and about the complaints procedure. Gave her a Healthwatch leaflet and comment card.		

Quayside

Service Name:	Quayside Practice	PCN:	Meridian Health Group
Identified By:	Meeting	Date Recorded:	26 June 2024
Experience:	A Patient has said that Quayside don't have any Covid Vaccinations.		
Actions Taken: (Healthwatch)	Signposted back to the surgery.		

Open Door Practice

Service Name:	Open Door Surgery	PCN:	Meridian Health Group
Identified By:	Meeting	Date Recorded:	26 June 2024
Experience:	A Patient has said that they cannot book an appointment at Open Door. She rings at 8am and by the time that she gets through all the appointments have gone.		
Actions Taken: (Healthwatch)	Signposted back to GP.		

Service Name:	Open Door Surgery	PCN:	Meridian Health Group
Identified By:	Meeting	Date Recorded:	26 June 2024
Experience:	A Patient has expressed the Paramedic based at Open Door is very helpful.		
Actions Taken: (Healthwatch)	N/A		

Panacea PCN

Birkwood Medical Centre

Service Name:	Birkwood Medical Centre	PCN:	Panacea
Identified By:	Engagement	Date Recorded:	25 June 2024

Experience:	A Patient has said they have issues booking appointments at Birkwood Surgery. They stated 'You have to get passed the Receptionist first'.		
Actions Taken: (Healthwatch)	N/A		

Service Name:	Birkwood Medical Centre	PCN:	Panacea
Identified By:	Engagement	Date Recorded:	25 June 2024
Experience:	A Patient has said the service is fabulous at Birkwood Surgery. The Doctors are really good.		
Actions Taken: (Healthwatch)	N/A		

SLC PCN

Service Name:	Chantry Health Group	PCN:	SLC
Identified By:	Meeting	Date Recorded:	26 June 2024
Experience:	A Patient has stated that he has issues accessing the building at his GP Practice, as he uses a motorised wheelchair. People often get in the way, and he has to press the emergency button to gain access.		
Actions Taken: (Healthwatch)	Signposted back to GP Practice.		

Unspecified GP Practices

Service Name:	GP Surgery		
Identified By:	Meeting	Date Recorded:	27 June 2024
Experience:	Wanted information on how to change GPs. I explained how this could be done and gave her a Healthwatch leaflet to let them know what we could do to support her. I explained that her medical record could take up to 28 days to be transferred.		
Actions Taken: (Healthwatch)	None		

Service Name:		PCN:	
Identified By:	Meeting	Date Recorded:	26 June 2024

Experience:	A Patient has lost confidence in her GP after he prescribed the wrong dosage of medication to her, and she had to go to hospital. She would like to change GP Practice.	
Actions Taken: (Healthwatch)	Signposted to the Complaints Procedure at the GP Practice.	

Service Name:	GP Surgery	
Identified By:	Engagement	Date Recorded: 25 June 2024
Experience:	A text message system for appointments is good. A reminder a day or two before with the option to reply if the appointment needs to be cancelled.	
Actions Taken: (Healthwatch)	None	

Service Name:	GP Surgery	
Identified By:	Engagement	Date Recorded: 24 June 2024
Experience:	A patient of Freshney Green has complimented the surgery for being a good Practice.	
Actions Taken: (Healthwatch)	N/A	

Service Name:	GP Surgery	
Identified By:	Engagement	Date Recorded: 18 June 2024
Experience:	A parent of a child with Learning Disabilities has complimented their GP Practice, saying that they feel listened to and can easily talk to a Doctor or Nurse.	
Actions Taken: (Healthwatch)	N/A	

Service Name:	GP Surgery	
Identified By:	Engagement	Date Recorded: 10 June 2024
Experience:	Female user of Friendship at Home wanted to express that she was pleased with the GP practice, that it was easy to get through on the phone now there was a new phone system. She did add that she wished it was easier to see a GP, but when I	

	chatted some more to her, she did elaborate by saying that she was always seen by someone - a nurse or other healthcare provider.
Actions Taken: (Healthwatch)	No outcomes as such. I left her with a leaflet.

Service Name:	GP Surgery		
Identified By:	Engagement	Date Recorded:	18 June 2024
Experience:	A parent of a child with a Learning Disability has stated that it is not always easy talking to a Doctor or Nurse at their GP Practice.		
Actions Taken: (Healthwatch)	N/A		

Service Name:	GP Surgery		
Identified By:	Engagement	Date Recorded:	18 June 2024
Experience:	An adult with Learning Disabilities told us at a SEND Event that he often has issues booking appointments with his GP.		
Actions Taken: (Healthwatch)	N/A		

Service Name:	GP Surgery		
Identified By:	Engagement	Date Recorded:	25 June 2024
Experience:	I don't like telling receptionists what is wrong with me. I don't mind if it's a nurse, but not an unqualified person.		
Actions Taken: (Healthwatch)	No actions to be taken.		

Service Name:	GP Surgery		
Identified By:	Telephone	Date Recorded:	17 June 2024
Experience:	A gentleman called regarding a Prescription for his wife. His wife had been prescribed medication for Anxiety and the label on the box stated this medication should be taken ONCE DAILY AT NIGHT. The Gentleman wanted to know if this could be changed. He had already spoken to the G.P. Receptionist and		

	Pharmacy who had informed him that they couldn't change the labelling or dosage time.
Actions Taken: (Healthwatch)	The Gentleman was signposted back to his G.P. Practice for advice. He was also given the Single Point of Access number to call for advice.

6. Dentists - Experiences Breakdown

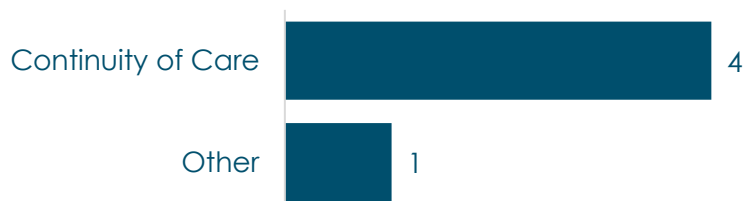
Healthwatch received **0** experiences in regard to dentistry from our engagement with the public during June.

7. Adult Social Care- experience breakdown

Healthwatch received **5** experiences from engagement for June compiled of **5** negative comments, with regards Care Homes. Healthwatch also received **4** experiences with regards Support at Home.

Care Homes

Care Home - Intelligence



Service Name:	Clarendon Hall		
Identified By:	Meeting	Date Recorded:	17 June 2024
Experience:	Clarendon Hall have raised an issue regarding obtaining certain medications, as they are continuously out of stock. The Nursing Team are spending a lot of time ringing around to obtain the medications. They are currently using 11 G.P. Practices within the Care Home and are trying to get this reduced to 3 Practices.		
Actions Taken: (Healthwatch)	Signposted back to G.P Practice.		

Service Name:	Templecroft		
Identified By:	Meeting	Date Recorded:	12 June 2024
Experience:	Temple Croft have expressed that sometimes the Red Bag doesn't come back from the hospital. They also have issues with Respect Forms not being returned and are having to contact the GP to obtain another form.		
Actions Taken: (Healthwatch)	N/A		

Service Name:	Yarborough House		
Identified By:	Meeting	Date Recorded:	12 June 2024
Experience:	Yarborough House are having issues with PRN medication not being clearly labelled, this is to ensure that it is being given at the correct time of day. Also, PRN medication that has not been ordered on the prescription is still being sent every month even when it has not been requested.		
Actions Taken: (Healthwatch)	Signposted back to GP'S and Pharmacy to report their issues with PRN medication.		

Service Name:	The Old Library		
Identified By:	Meeting	Date Recorded:	10 June 2024
Experience:	The Old Library has expressed that there is a long wait for an Ambulance when they have called them out to a Resident, and they can be left on the floor for up to 12 hours.		
Actions Taken: (Healthwatch)	The Old Library have been signposted to the Falls Service and to utilise them if needed.		

Support at Home

Support At Home - Intelligence

Access to services		1
Caring, kindness, respect and dignity		1
Quality of treatment		1
Staffing - levels and training		1

Service Name:	Hales Homecare		
Identified By:	Meeting	Date Recorded:	26 June 2024
Experience:	A Patient has expressed that Hales Home Care do not always turn up on time due to staffing issues.		
Actions Taken: (Healthwatch)	Signposted back to the Care At Home Service.		

Service Name:	Hales Homecare		
Identified By:	Engagement	Date Recorded:	25 June 2024
Experience:	A woman talked to me about her mother, who was diagnosed with dementia. She told me her mother (and her father who was caring for his wife) received an unsatisfactory service from Hales Care, ie carers not turning up at all and also arriving very late (not just half an hour or so). There was no communication to advise of this. She was told by the head office that there was 'no time' to let her know. There was also a lack of consistency of quality of care. Some were 'awful' such as standing and watching as her dad struggled to get her mum out of bed, or propping her mum up against the table for lunch while she was sleeping, and her dad was sleeping in the living room and not waking them both up. She felt that the attitude from Hales was that they were 'doing her a favour', not that she was the customer/service user. She took the decision to put her mum in a care home as she couldn't work around the sporadic nature of the service.		
Actions Taken: (Healthwatch)	I gave her one of Healthwatch's feedback forms and SAE.		

Service Name:	Hales Homecare		
Identified By:	Telephone	Date Recorded:	21 June 2024
Experience:	A lady called to ask when the Bath Nurse would be arriving from Hales Home care.		
Actions Taken: (Healthwatch)	The lady was signposted back to Hales Home Care to ask when this would be happening.		

8. CYP- Children and Young People

During June 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 14 young people.

Themes highlighted by young people:

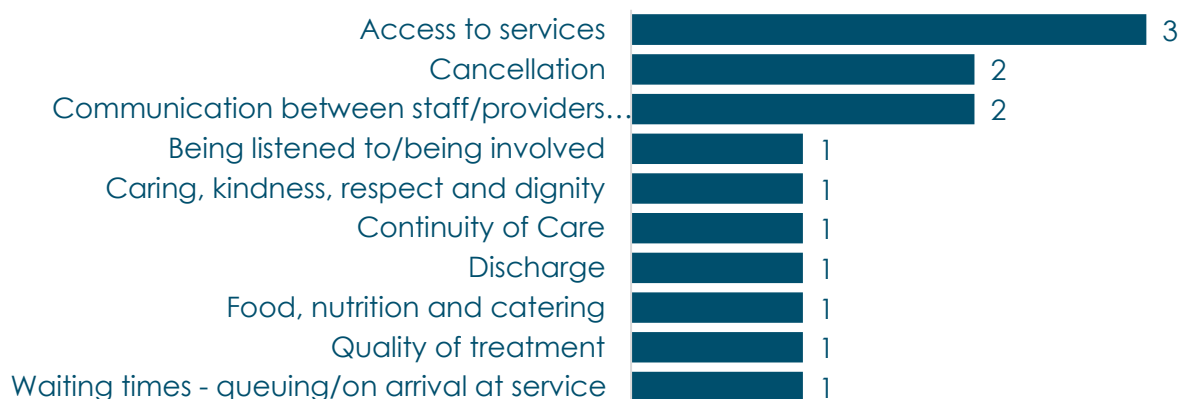
- ***Mental health support***
- ***Not being able to get a Dentist***
- ***Not being able to access GP Practices appointments***

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.

9. Grimsby Hospital

Healthwatch North East Lincolnshire received **21** experiences for Diana Princess of Wales Hospital during June.

Diana Princess of Wales Hospital - Intelligence



10. Mental Health Services

Healthwatch North East Lincolnshire received **1** experience for Navigo during June 2024.

Service Name:	Mental Health Liasion Team		
Identified By:	Telephone	Date Recorded:	10 June 2024
Experience:	<p>Mother phoned to ask for support/advice regarding her son. He is currently in a flat in Burchester Court. He has multiple mental and physical health issues: he is bi-polar, has Type 2 diabetes, has been treated (successfully) for prostate cancer. There is a lack of self-care in terms of personal hygiene (washing etc), not getting haircuts, teeth falling out etc. Has a gambling problem. His mum manages his money. She has been physically attacked by him twice. He receives ESA and PIP. Mum is a retired mental health nurse. What she wants is for her son to move to Wellholme or similar as he is currently deteriorating mentally and physically. Mum doesn't have any other support to help her other than family who live in Huddersfield. She has been in touch with Advocacy for Mental Health and her MP but this hasn't got her any further forward. There hasn't been a medication review for over a year. She has also been in touch with Navigo and has been advised that there is no bed at Hope Court.</p> <p>Her complaint/concerns are around the input from Navigo. The social worker, and mum says that the social worker isn't doing anything to support her son in that she doesn't visit, doesn't return phone calls. When mum speaks to the manager and carers at Burchester Court they tell her that the social worker has not been to visit. Apparently, the place at Welholme, which the social worker was arranging fell through.</p>		

Actions Taken: (Healthwatch)	Phone call came when line manager out of office. I advised mum I would seek advice and call her back later today (Tuesday 11th)
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11. 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.