
Intelligence Report

December 2025

healthwatch
North East Lincolnshire

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1. Introduction

What we do

Healthwatch North East Lincolnshire is the health and social care champion for local people. We make sure that NHS leaders and other decision makers hear the voices of local people and use their feedback to improve care.

The Health and Social Care Act 2012 says that “The aim of local Healthwatch will be to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality”.

In essence, we capture the views of local people on their lived experiences of health and social care services. These views can be positive to demonstrate the high standards of practice being delivered by providers or indeed be comments about services that need to improve.

We also serve to provide advice and information and help people navigate through a range of services. We support people who need it, by advising and supporting people to make a complaint about a specific service or helping them find a local service that best meets their needs.

On a month-by-month basis we capture intelligence (comments) from the public about their experiences of health and social care services and develop monthly intelligence reports.

The reports are shared with Humber Health Partnership, The Integrated Care Board, the local authority and the CICs.

This way of working makes sure there are no surprises in the system and provides commissioners with the opportunity to address any issues raised as early as possible, to prevent escalation. Most importantly of all, it demonstrates to the public that their voice is heard, and their feedback is acted upon.

This report

The details in this report relate to December 2025 and refers to all intelligence that Healthwatch North East Lincolnshire received from the public during this period.

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

The report identifies the number of contacts received by Healthwatch North East Lincolnshire. It also provides a breakdown of the chosen method of contact and their reason for contact. Please note that the number of contacts differs from the number of comments made about a service, due to people making multiple comments about a service during one contact.

The report also provides details of the types of services and the nature of the concerns and compliments, which members of the public reported to Healthwatch North East Lincolnshire during this month. Some experiences may relate to multiple services and / or have multiple themes so may be reported in whole or part in multiple sections. We also include information gathered through research using the following websites:

- [Carehomes.co.uk](https://www.carehomes.co.uk)
- [nhs.uk](https://www.nhs.uk)

The services highlighted in the report are as follows:

- GP Practices
- Care/nursing homes
- Hospital Services
- Dental Services
- Community Services
- Pharmacies

Please note, the experiences quoted within this report have been recorded as said and written to ensure that we capture the authenticity of the service users' experience. As such, Healthwatch apologises as there may be grammar and / or spelling errors.

In addition to this, not all the issues can be re-visited by Healthwatch as we do not always receive the contact details of the individual, unless they want us to contact them regarding their experience.

Finally, all experiences in this report have been received and researched in good faith. Healthwatch North East Lincolnshire have not investigated any of the concerns raised and have acted in accordance with the role and responsibility of a local Healthwatch.

2. Engagement Activity

During December Healthwatch North East Lincolnshire attended **10** engagements and events, where we gathered experiences from the public.

The service area's locations we visited during December are outlined below.

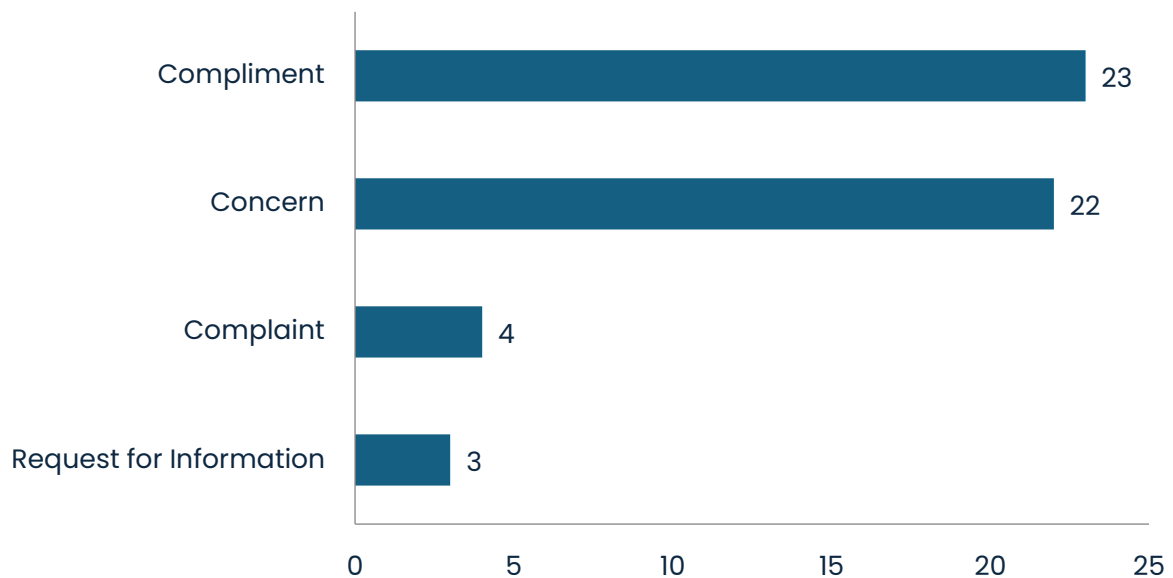
Diana, Princess of Wales Hospital (DPOW) x3
Strand Court
Central Hall
Carers Support Centre x2
Assisted living centre
Cleethorpes Library
Burchester Court

The focus of our engagement programme is to find out what people in the local community feel and think about the health and social care 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 Grimsby and Hull Hospitals for care.

3. Contact Statistics

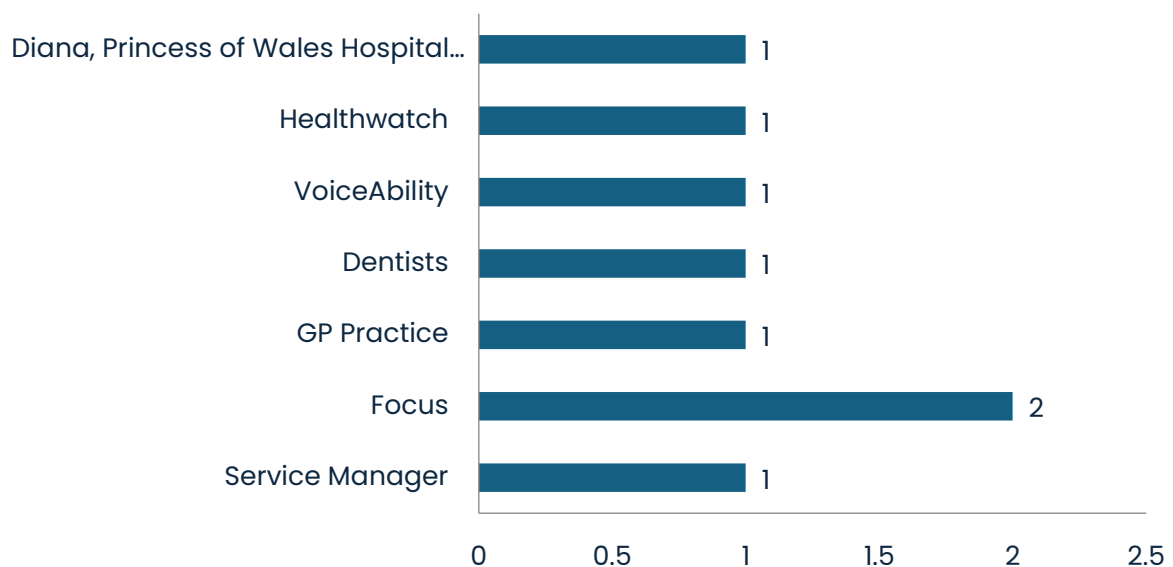
In total, **52** people contacted Healthwatch North East Lincolnshire. The figures below show that Engagement Event is the most popular method for people to contact us. These figures do not take into account surveys that have been completed.



The highest number of contacts made where to make a compliment

This month, Healthwatch took **8** actions from the experiences received

Out of these actions, we Signposted **8** people to the following services:



4. Experiences Breakdown

Overall experiences breakdown

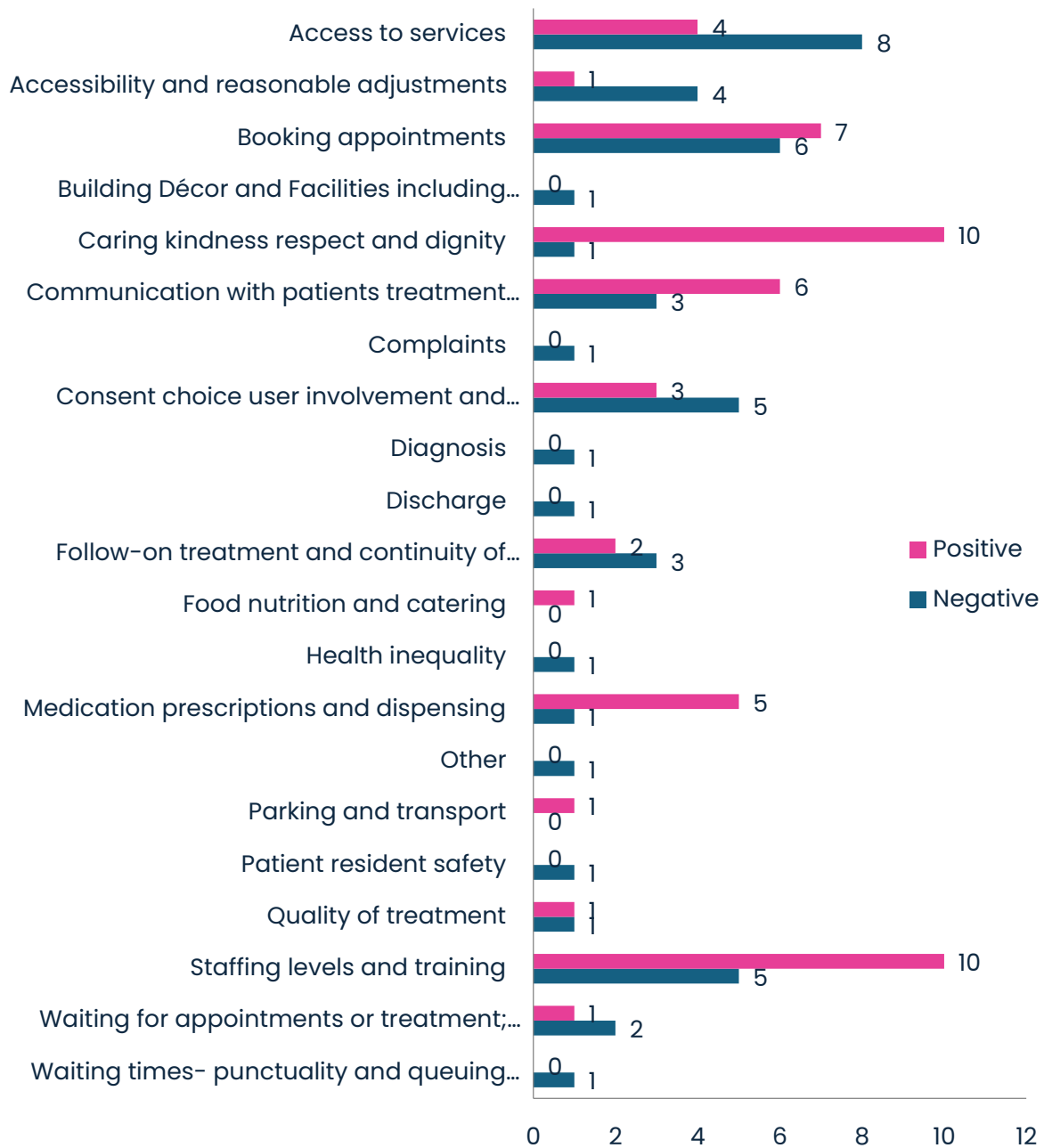
The charts below detail the breakdown of what the public have been saying about health and social care services in North East Lincolnshire this month, looking at both positive and negative comments.

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

We recorded **47** negative comments and **52** compliments in total across all healthcare services from **49** experiences.

Access to services were highlighted as the main concerns for this month.

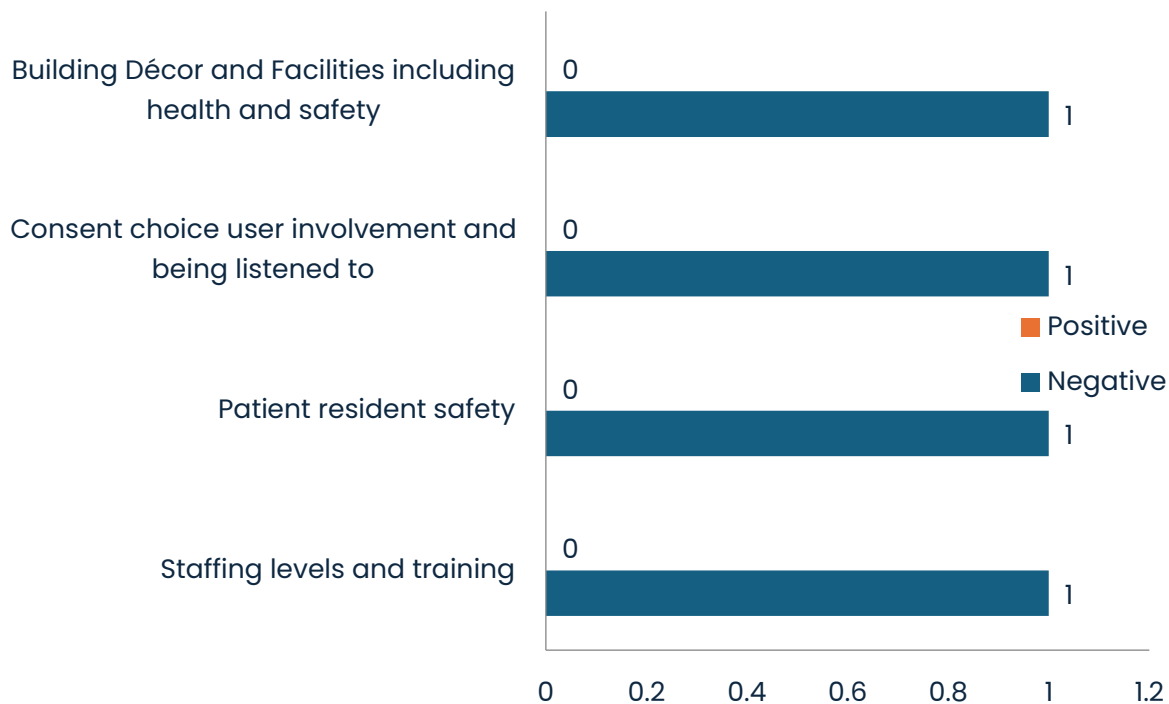
Caring kindness respect and dignity are the areas which have received the most compliments this month.



4.1 Assisted living- Experiences Breakdown

This month, from 2 experiences, Healthwatch recorded a total of 4 negative / mixed / unclear comments for Assisted living/Extra care housing services/Supported housing.

This month, Building Décor and Facilities including health and safety were the most negative comments received for Assisted living/Extra care housing services/Supported housing.



Examples of experiences received:

Healthwatch Reference:	113628
Service Name:	Strand Court
Sentiment:	Negative
Experience Summary:	A tenant has expressed their concerns over the inadequate heating at Strand Court. She said it had been insufficient for nearly two years. The main heating issues are within the communal areas, such as the main lounge. She said that most of the tenants are older people and they will feel the cold a lot more.

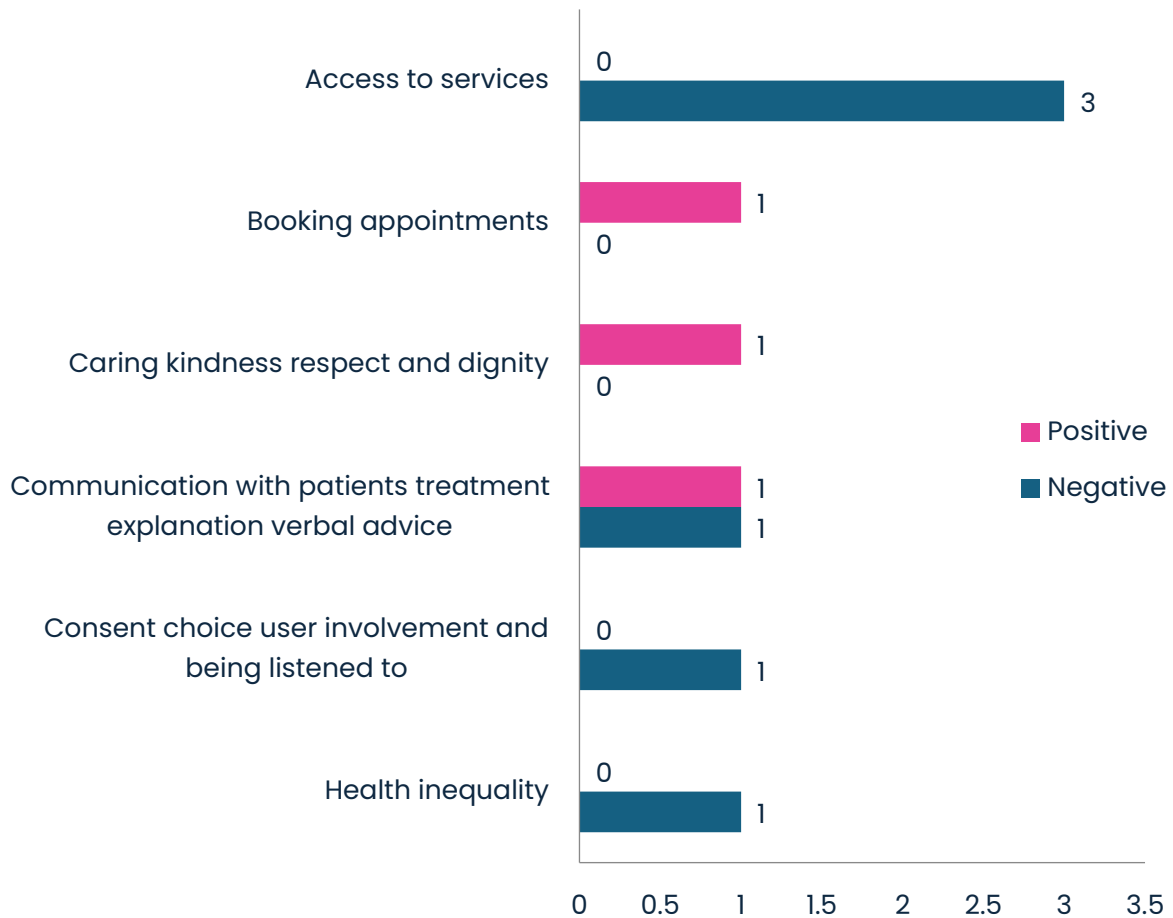
Healthwatch Reference:	113552
Service Name:	Mencap

Sentiment:	Mixed
Experience Summary:	<p>A lady is moving to Cleethorpes in January from Caistor, however this will only be a one bedroomed flat. Her daughter who has learning disabilities is living in accommodation in Caistor run by the Rock Foundation, however she is unsure if she will be able to stay there permanently. She has been trying to find support for her daughter in North East Lincolnshire. One of these services was run by Mencap. She said she went to have a look at the service and said it was lovely, however she has not heard anything back. She went to the service and asked to speak to the manager but was told she was not available. She doesn't understand why she hasn't heard anything back from them. Her daughter has a social worker in Lincoln, however she said she is not very good.</p>

4.2 Dentist - Experiences Breakdown

This month, from **5** experiences, Healthwatch recorded a total of **6** negative / mixed / unclear comments and **3** compliments for Dentist.

This month, 'Access to services' were the most negative comments received and 'Booking appointments' were the positive comments received for Dentist.



Examples of experiences received:

Healthwatch Reference:	113561
Service Name:	Rejuvudent
Sentiment:	Positive
Experience Summary:	A patient said he can always get an appointment at his Dental Practice with no issues.

Healthwatch Reference:	113518
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Sentiment:	Neutral
Experience Summary:	A lady called asking for information regarding registering with an NHS dentist. She has moved to the area recently with her husband, however she has stayed with the dentist she was registered with in her previous town, but her husband has not been to see a dentist for a number of years. Her husband has a number of loose teeth that need attending to and she has phoned numerous practices that are not taking on patients.

Healthwatch Reference:	113458
Service Name:	Mydentist
Sentiment:	Positive
Experience Summary:	The team are fantastic. I am very nervous about going to the dentist but they were so reassuring and patient which really helped me to calm down. They took time to explain what they were going to do so I didn't feel rushed at all.

Healthwatch Reference:	113444
Sentiment:	Negative

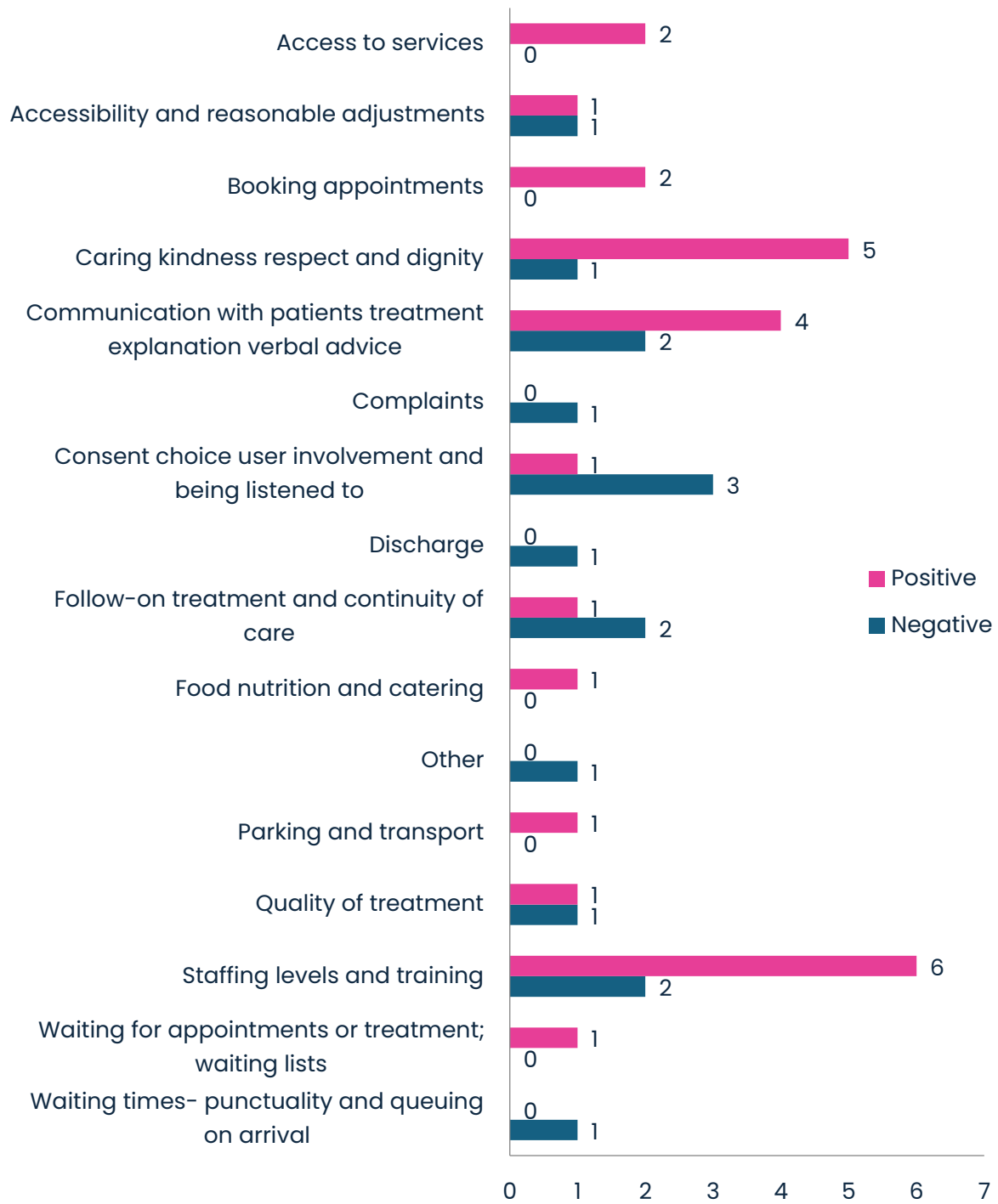
Experience Summary:	I have two broken teeth and my partial denture is also broken. My dentist just shut without any notice and i cant get another one. I've been on a waiting list for over three years without any movement. I did get offered an emergency appointment but it was in Scunthorpe, I'm 76 I don't drive and cant get there. Its disgusting they want us all to go private, well i cant afford it.
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Healthwatch Reference:	113441
Sentiment:	Negative
Experience Summary:	A support worker asked if it was a requirement for NHS services to provide translators? Do they not have a contract with language line ? She explained she had supported a refugee with terrible toothache and dental concerns to book an emergency dentist appointment. He does not speak English. On the phone the call taker advised that the patient should bring a friend to translate and if not they could use google translate. A friend was not able to support the appointment so the patient went alone. When they arrived they cancelled the appointment saying they would not use google translate and gave the person paperwork to fill in which he couldn't read. They advised the translator has to be in person.

4.3 Hospitals

This month, from **14** experiences, Healthwatch recorded a total of **16** negative / mixed / unclear comments and **26** compliments for Hospital Services.

This month, Consent choice user involvement and being listened to were the most negative comments received, and Staffing levels and training were the positive comments received for Hospital Services.



Diana, Princess of Wales Hospital (DPOW) – Experiences Breakdown

Examples of experiences received:

Healthwatch Reference:	113646
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Endoscopy)
Sentiment:	Positive
Experience Summary:	The Endoscopy Team are really good, its not a pleasant procedure, however they are very efficient and explain everything.

Healthwatch Reference:	113643
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Ward C1)
Sentiment:	Positive
Experience Summary:	Ward C1 was really good. I had my own room and bathroom. The food was okay, although I didn't always get everything I ordered from the menu. The staff were good.

Healthwatch Reference:	113640
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Negative

Experience Summary:	<p>A patient had been discharged from the ward to the Discharge Lounge to go home. However, he felt that he wasn't well enough to go home yet, as his hands, feet and face were still swollen. He has Diabetes and had been admitted due to low blood sugars. He said he was 'frogmarched' from the ward to the Discharge Lounge and feels that they wanted him out due to the doctors strike.</p> <p>The ward also hadn't checked his sugars before he left the ward, which he feels they should have done. The staff on the Discharge Lounge asked the Diabetes Nurse to come and see him before he left.</p>
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Healthwatch Reference:	113634
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Ward B7)
Sentiment:	Positive
Experience Summary:	B7 was one of the best wards I have been on. The Nurses were lovely and it was better than previous wards I have been in.

Healthwatch Reference:	113631
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Discharge Lounge)
Sentiment:	Mixed
Experience Summary:	<p>A patient has recently been in hospital and had been discharged from the ward to the Discharge Lounge to go home. He was on the Discharge Lounge for 5 hours and had to tell staff that he was Diabetic to ensure he had something to eat.</p>

Healthwatch Reference:	113596
Service Name:	NLAG Patient Portal
Sentiment:	Negative
Experience Summary:	Visually impaired lady explained how the NLAG patient portal is not accessible on the phone she needs to use.

Healthwatch Reference:	113574
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Negative
Experience Summary:	Anonymous caller advised they were concerned about the safe recruitment process at the hospital . They have found out that a current consultant has previously been suspended for 9 months for inappropriate behaviour . They queried how can it be that following this concern and suspension the consultant (male) is now working in the hospital and seeing women on his own.

Healthwatch Reference:	113571
Service Name:	Endocrinology
Sentiment:	Negative

Experience Summary:	Saw Endocrinologist in July. My notes weren't there, he didn't have my scan images(said secretary was busy) but knew he needed scans for the appointment. He advised my symptoms wouldn't be to do with my pituitary gland tumour and instead asked if I had mental health issues or bi-polar which I was really upset about. I went back in October for a further appointment again there was an issue with not having blood results and to find my tumour had doubled in size. I advised I was upset by the whole experience, the consultant did apologise.
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Healthwatch Reference:	113538
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Emergency Department)
Sentiment:	Mixed
Experience Summary:	A patient went to the Emergency Department with chest pain. He waited for and a half hours before he was seen properly, and spent a total of twelve and a half hours in the Department. He was supposed to have had an angiogram, but this was broken. He was admitted to Ward C1 Glover where he had a cardiac arrest. He said the nurses were amazing on the ward and brought him back. He was 'blue lighted' to Castle Hill where he received tests forty five minutes later. He said the NHS is great and world beating, however the system, not the people, are failing. He has contacted PALS to complain about his experience.

Healthwatch Reference:	113535
Service Name:	New Medica
Sentiment:	Positive
Experience Summary:	Lady was referred to Newmedica by GP as not happy with appointments at Scunthorpe. She received a telephone call within a week with an offer of an appointment the next day at Cromwell Rd Primary Care Centre which she accepted. She arrived early for the appointment but was called through to be seen almost straightaway. The staff were very professional (including reception staff) and knowledgeable. They explained everything thoroughly and said she didn't need to be seen there again, but if she did have any concerns they would happily accept a re-referral.

Healthwatch Reference:	113498
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Outpatients)
Sentiment:	Positive
Experience Summary:	A patient has driven from Selby to Grimsby for an appointment in the Orthopaedic Department. He usually goes to Goole Hospital, however the Consultant has retired, and has been referred to Grimsby. He said the parking was very good and the hospital was signposted well from the A180.

Healthwatch Reference:	113491
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Service Name:	Diana, Princess of Wales Hospital (DPOW) (Outpatients)
Sentiment:	Positive
Experience Summary:	I have an appointment every 6 months for injections. The appointments come through quickly and on time.

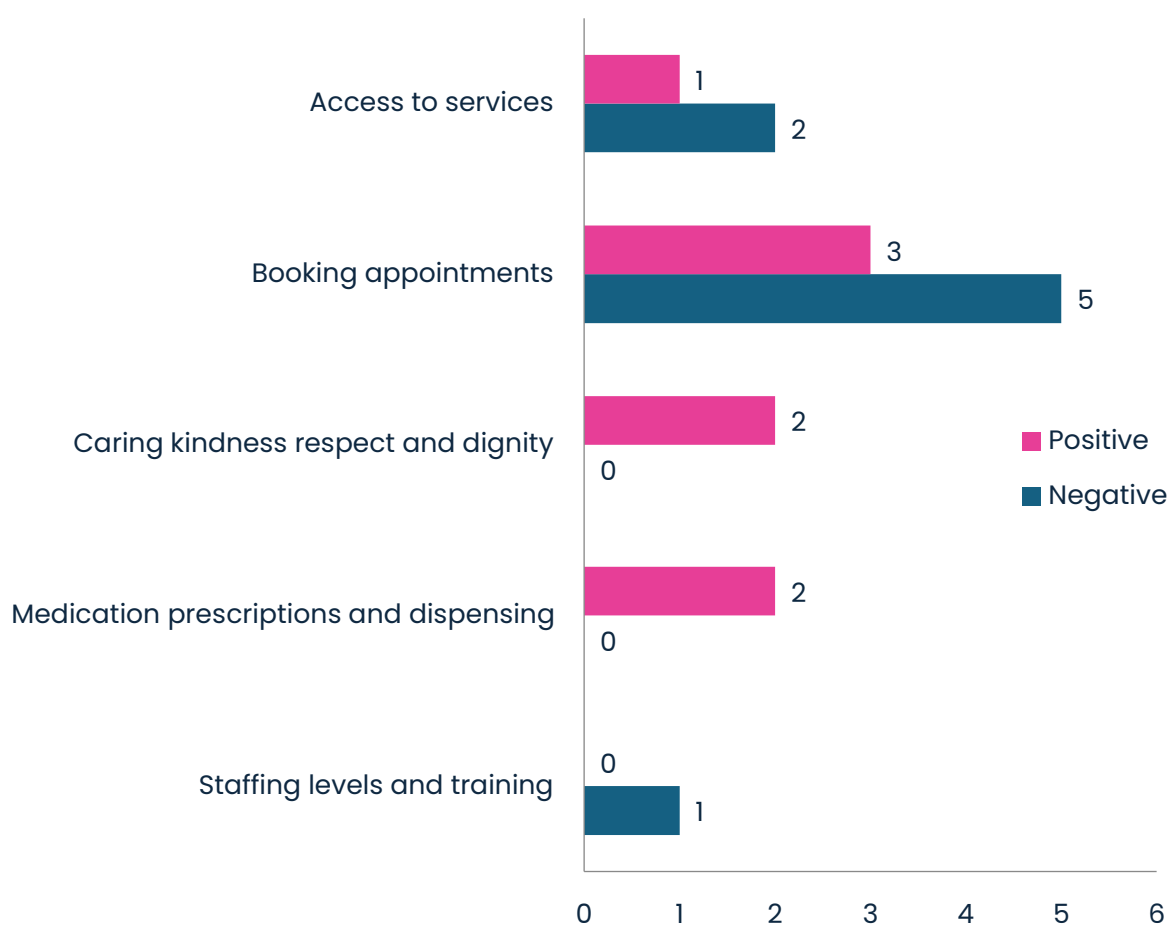
Healthwatch Reference:	113488
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Outpatients)
Sentiment:	Positive
Experience Summary:	The signs are really good in the hospital, and I found the clinic quite quickly. The volunteers are really helpful in the reception area as well.

Healthwatch Reference:	113481
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Outpatients)
Sentiment:	Mixed
Experience Summary:	My husband currently sees the Consultant at both Grimsby and Hull for Parkinson's, they are both brilliant and communicate very well. However, he sees the Parkinson's Nurses at a hospice in Louth, and is also seen by his GP. The GP had upped his medication, but the Consultant said this did not need doing. Also some of the appointments he is attending could be undertaken by the nurses rather than the Consultant. The communication between the services is not that good.

4.4 General Practice (GP) – Experiences Breakdown

This month, from **13** experiences, Healthwatch recorded a total of **8** negative / mixed / unclear comments and 8 compliments for General Practice (GP).

This month, Booking appointments were the most negative comments received and Booking appointments were the positive comments received for General Practice (GP).



Examples of experiences received:

Healthwatch Reference:	113637
Service Name:	Scartho Medical Centre

Primary Care Network:	SLC
Sentiment:	Negative
Experience Summary:	Scartho Medical is not very good. If you ring at 8am you can be number 50 in a queue. You can be waiting over 20 minutes for someone to answer the phone.

Healthwatch Reference:	113616
Service Name:	Open Door
Primary Care Network:	Meridian
Sentiment:	Positive
Experience Summary:	I now have my medication in blister packs. It is a lot easier for me to remember to take all of the correct medication.

Healthwatch Reference:	113613
Service Name:	Roxton Practice- Weelsby View
Primary Care Network:	
Sentiment:	Positive
Experience Summary:	The Roxton Practice is really good, I always get an appointment if needed.

Healthwatch Reference:	113600
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Service Name:	Woodfield Medical Centre, Freshney Green
Primary Care Network:	
Sentiment:	Positive
Experience Summary:	Visually impaired lady attended the surgery and had to supply a urine sample. She stated that the staff were excellent in supporting her to do this.

Healthwatch Reference:	113558
Service Name:	Birkwood Practice
Primary Care Network:	Panacea
Sentiment:	Positive
Experience Summary:	A patient has had a good experience of his GP Practice. He can always get through and get an appointment if needed.

Healthwatch Reference:	113555
Service Name:	Clee Medical Centre
Primary Care Network:	Panacea
Sentiment:	Neutral
Experience Summary:	A patient is moving to the area and needed information regarding the closest GP Practice to register with.

Healthwatch Reference:	113532
Service Name:	Scartho Medical Centre
Primary Care Network:	SLC
Sentiment:	Mixed
Experience Summary:	The phone lines are always busy first thing in a morning. I'm 60 years old, but only go to the GP as a last resort. The staff do a great job, its the system that is failing.

Healthwatch Reference:	113494
Service Name:	Scartho Medical Centre
Primary Care Network:	SLC
Sentiment:	Negative
Experience Summary:	I can sometimes be waiting up to half an hour for someone to answer the phone, especially if I phone at 8am.

Healthwatch Reference:	113471
Service Name:	Dr. Qureshi- Lynton Practice
Primary Care Network:	Panacea
Sentiment:	Negative

Experience Summary:	Trying to get through on the phone to get an appointment is ridiculous. I was waiting for 45 minutes last week and just gave up in the end. Tried again the next day and waited for 15 minutes and finally got through. I don't understand how on earth it can take so long to answer a phone.
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Healthwatch Reference:	113467
Service Name:	Dr. Kumar Stirling Medical Centre
Primary Care Network:	Panacea
Sentiment:	Negative
Experience Summary:	I was contacted by text to ask me to send a blood pressure reading in to the surgery. I rang them to say I didn't have a machine at home to do this. The receptionist said I could come to their drop in clinic on Tuesday and I didn't need an appointment for this. I had to get a taxi to the surgery because my mobility isn't that good. When I got there the receptionist said no appointment had been made for me so I explained I was told it was a drop in clinic. The receptionist then said there wasn't a nurse available to check my blood pressure and I would need to make an appointment. It was a total waste of my time and money as the taxi cost £10.

Healthwatch Reference:	113468
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Service Name:	Raj Medical Practice
Primary Care Network:	Apollo
Sentiment:	Positive
Experience Summary:	I have arthritis and have recently had a stroke. My medication is in all different boxes, so my GP has had them put in blister packs to make it easier for me to take them.

Healthwatch Reference:	113455
Service Name:	Clee Medical Centre
Primary Care Network:	Panacea
Sentiment:	Negative
Experience Summary:	I have difficulty getting a face to face appointment at times. Most of the appointments with a GP are over the phone but when I do get a face to face one the waiting room is empty! I never get to see the same doctor which is frustrating as they never know my medical history.

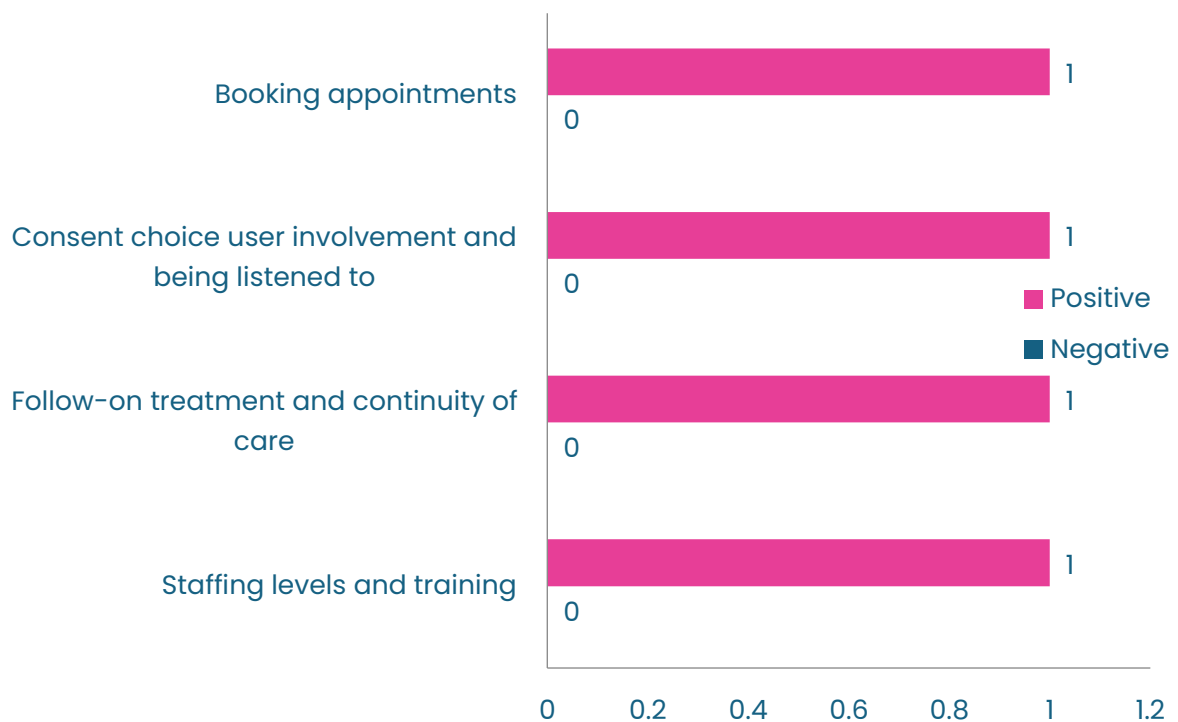
Healthwatch Reference:	113452
Service Name:	Beacon Medical
Primary Care Network:	Apollo
Sentiment:	Positive

Experience Summary:

I have been with the practice for about 2 years. They are excellent. I have never had to wait more than a couple of days for an appointment. All of the reception staff are efficient and communicate well. I recently had a blood test, I got the result the next day and contacted the surgery. A prescription was sent to my nominated pharmacy for collection the same day.

4.5 Chiropody/podiatry - Experiences Breakdown

This month, from 1 experience, Healthwatch recorded a total of 4 compliments for Chiropody/podiatry.



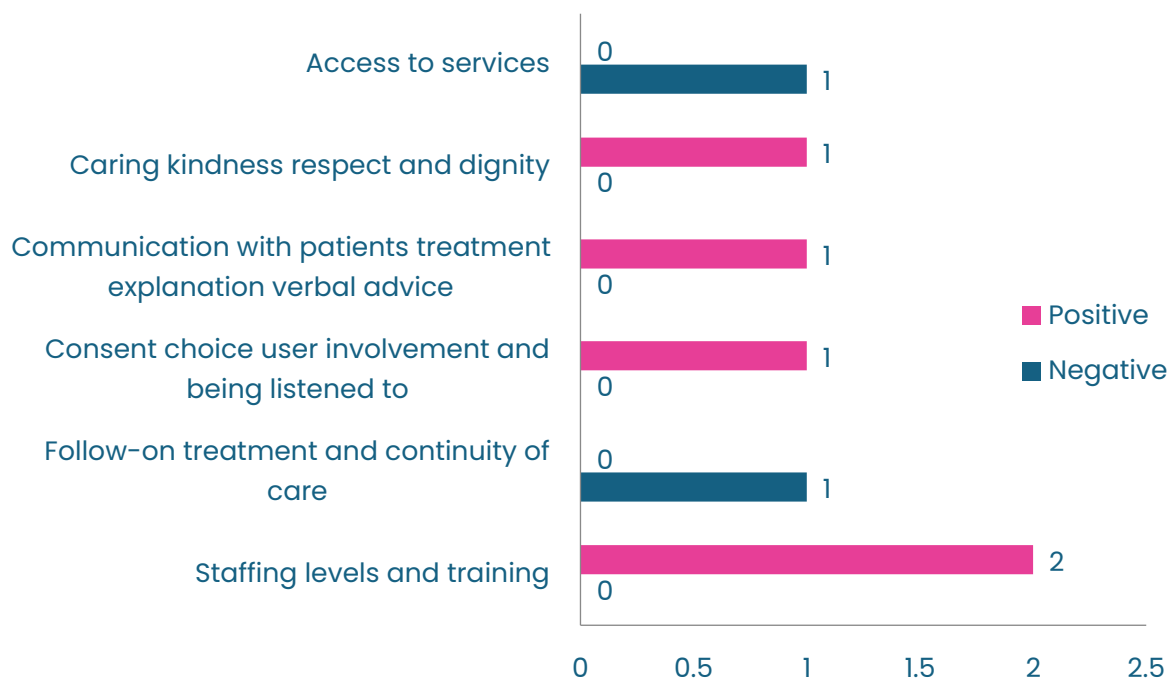
Booking appointments were the positive comments received for Chiropody/podiatry.

Examples of experiences received:

Healthwatch Reference:	113526
Service Name:	Assisted Living Centre (Assisted Living Centre)
Sentiment:	Positive
Experience Summary:	A patient has received insoles for his shoes after having back pain for a number of years. It was found that he had flat feet and this had been causing issues for a long time. He now has the insoles in place and has them checked regularly.

4.6 Adult Social Care Services - Experiences Breakdown

This month, from **4** experiences, Healthwatch recorded a total of **2** negative / mixed / unclear comments and **5** compliments for Adult Social Care Services.



This month, Access to services were the most negative comments received and Staffing levels and training were the positive comments received for Adult Social Care Services.

Examples of experiences received:

Healthwatch Reference:	113653
Service Name:	Focus Independent Adult Social Work (Social Work Team)
Sentiment:	Positive
Experience Summary:	Focus have finally got back to me regarding support in my flat, after taking over a month.

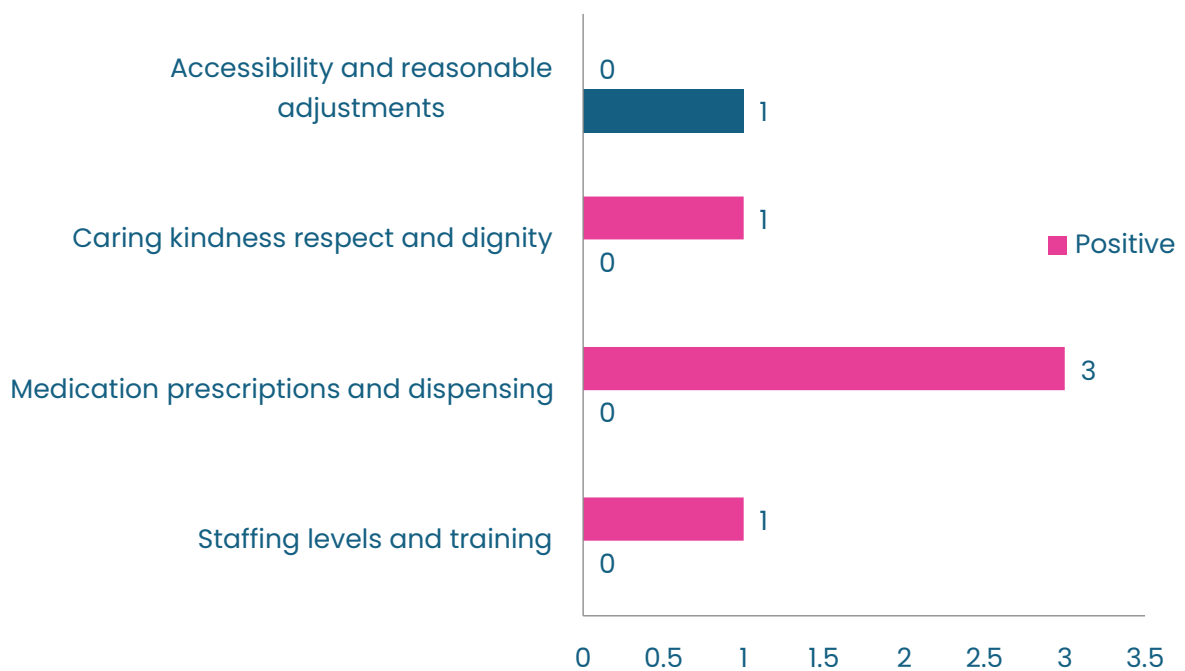
Healthwatch Reference:	113602
Service Name:	Cromwell Road Day Centre
Sentiment:	Positive
Experience Summary:	Cromwell Road Day Centre have a new member in the management team who is very pro active, and actually listens to the staff when they have any issues or queries. The issues are dealt with promptly. She seems to know what she is doing.

Healthwatch Reference:	113564
Service Name:	Meals on Wheels
Sentiment:	Mixed
Experience Summary:	A lady has moved back home after spending some time in respite. She would like reassurance that she will be receiving her meals at home.

Healthwatch Reference:	113477
Service Name:	Bradley House
Sentiment:	Mixed
Experience Summary:	I have recently had a stroke and spent some time in respite at Bradley House. We only came out of our rooms for dinner, unless there was bingo or another activity taking place.

4.7 Pharmacy- Experiences Breakdown

This month, from **3** experiences, Healthwatch recorded a total of **1** negative / mixed / unclear comments and **5** compliments for Pharmacy.



This month, Accessibility and reasonable adjustments were the most negative comments received and Medication prescriptions and dispensing were the positive comments received for Pharmacy.

Examples of experiences received:

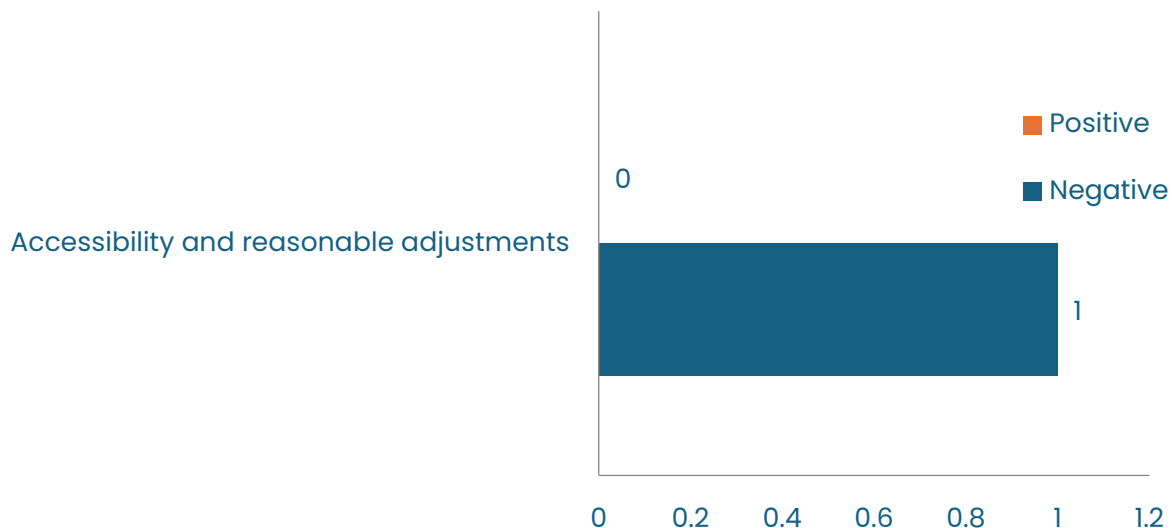
Healthwatch Reference:	113649
Service Name:	Humberston Pharmacy
Sentiment:	Positive
Experience Summary:	The pharmacy have a lot of time for you and you can get your Flu jab there.

Healthwatch Reference:	113625
Service Name:	Asda Pharmacy
Sentiment:	Mixed
Experience Summary:	The pharmacy is now right at the back of the supermarket, however the seating is better than it was before.

Healthwatch Reference:	113622
Service Name:	Cohen's Pharmacy (Freshney Green Medical Centre)
Sentiment:	Positive
Experience Summary:	I can order my prescription from the pharmacy and it will be delivered two days later, after receiving a text message to say it is ready for collection.

4.8 Phlebotomy/blood tests – Experiences Breakdown

This month, from 1 experience, Healthwatch recorded a total of 1 negative / mixed / unclear comments for Phlebotomy/blood tests.



Examples of experiences received:

This month, Accessibility and reasonable adjustments were the most negative comments received for Phlebotomy/blood tests.

Examples of experiences received:

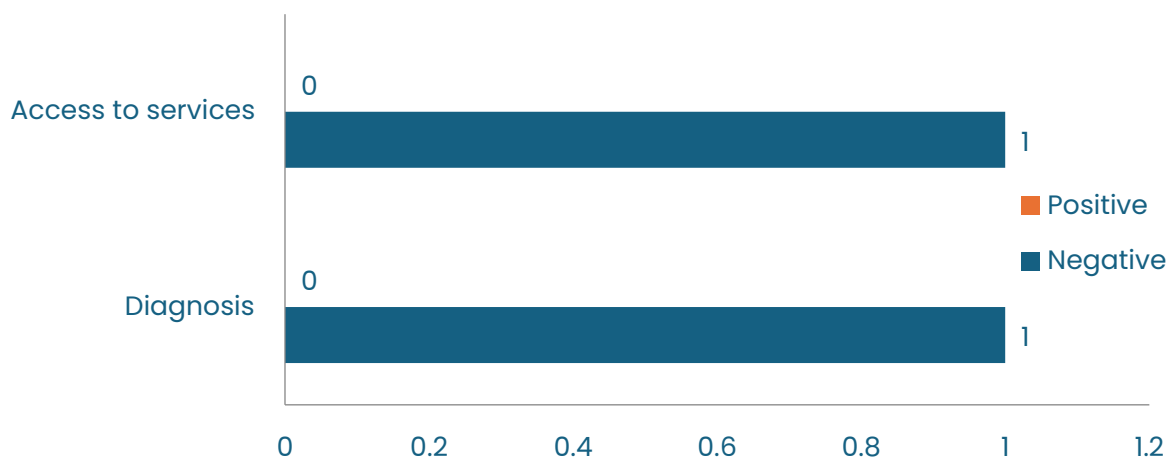
Healthwatch Reference:	113590
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Negative

Experience Summary:

Visually impaired gentleman attended path lab for blood tests. He was advised to take a raffle style ticket to wait his turn, this was number 61. After 2 and a half hours he enquired how much longer he would be waiting. The staff informed him that his number had already been displayed and they were now calling number 380 through. He could not see the display and at the time there was no verbal announcement of the numbers.

4.9 PALS - Experiences Breakdown

This month, from 1 experience, Healthwatch recorded a total of 2 negative / mixed / unclear comments for PALS.



Examples of experiences received:

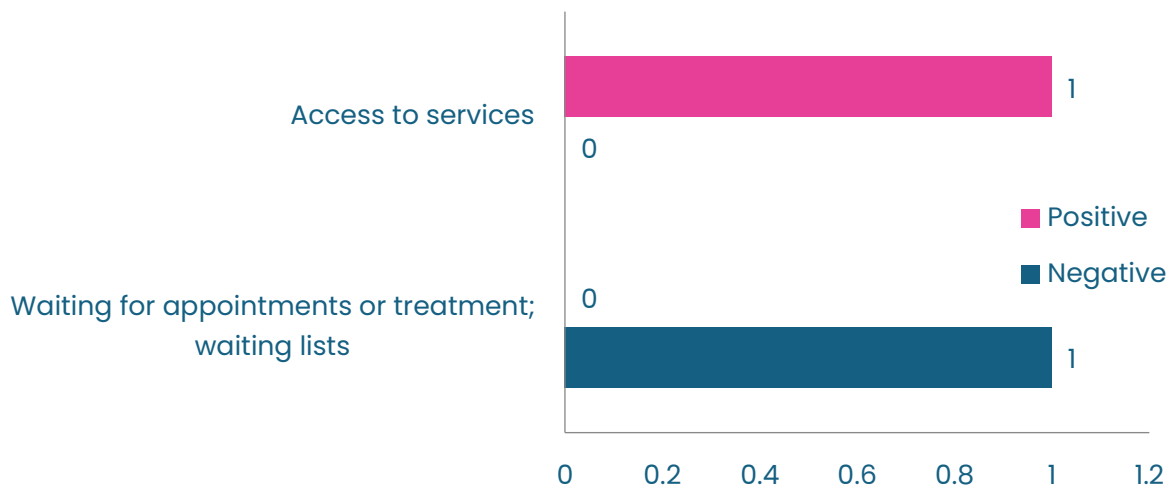
This month, Access to services were the most negative comments received for PALS.

Examples of experiences received:

Healthwatch Reference:	113438
Service Name:	Diana, Princess of Wales Hospital (DPoW)
Sentiment:	Negative
Experience Summary:	Daughter of a patient rang to ask if she could speak to PALs as she had tried many times without any response. The lady was in tears and explained that she wanted to speak to them about one her parents recent cancer diagnosis. I advised her to leave a voice mail and if they didn't respond then to contact Healthwatch again and that we could make enquiries for her. She advised it was a difficult time and she didn't want to speak to a machine she wanted to speak to a person.

4.10 NHS 111- Experiences Breakdown

This month, from 1 experience, Healthwatch recorded a total of 1 negative / mixed / unclear comments and 1 compliment for NHS 111.



Examples of experiences received:

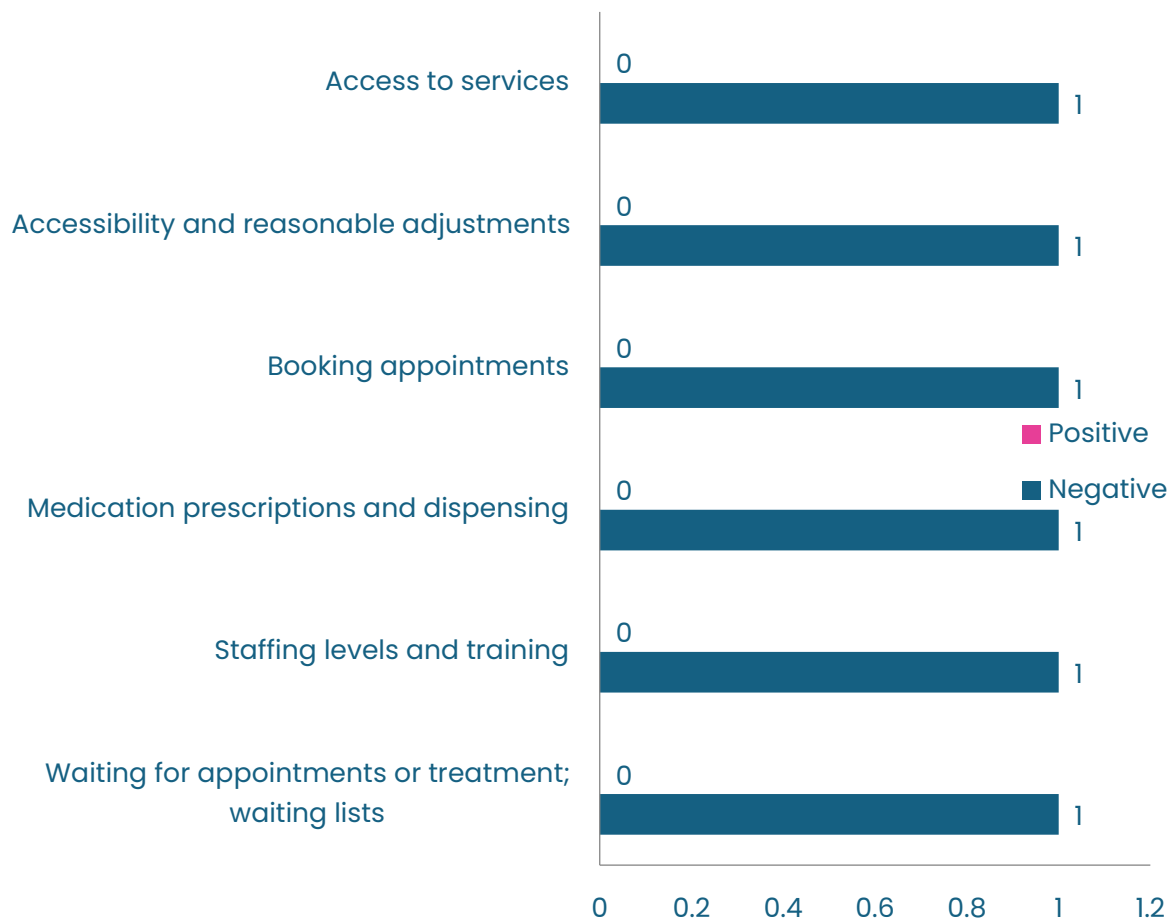
This month, Waiting for appointments or treatment; waiting lists were the most negative comments received and Access to services were the positive comments received for NHS 111.

Examples of experiences received:

Healthwatch Reference:	113544
Sentiment:	Mixed
Experience Summary:	A patient had injured her chest whilst on a bus, after the bus had to stop abruptly. She was sat at the back of the bus and had hit her chest area on a metal bar. After a week or so she started having pain in her chest and phoned NHS 111 for advice. She made the initial call at 8.10 pm, however NHS 111 did not call back until 4.15 am. At this point she said she had fallen asleep and had missed the call, however they called again at 6 am. She was told to go to the Emergency Department where she waited for two hours to be seen. She was told that she had tissue damage and there wasn't much they could do, apart from take painkillers.

4.11 Services other – health or social care – Experiences Breakdown

This month, from 4 experiences, Healthwatch recorded a total of 6 negative / mixed / unclear comments for Services other than health or social care.



Examples of experiences received:

This month, Access to services were the most negative comments received for Services other than health or social care.

Examples of experiences received:

Healthwatch Reference:	113619
Service Name:	NHS App

Sentiment:	Negative
Experience Summary:	A patient ordered her medication via the NHS App, however this took a long time to be approved and she had to go to the GP practice to ensure that it had been ordered on time.

Healthwatch Reference:	113593
Service Name:	NHS App
Sentiment:	Negative
Experience Summary:	Visually impaired lady explained that she has difficulties with the accessibility of the NHS app.

Healthwatch Reference:	113549
Service Name:	NHS App
Sentiment:	Neutral
Experience Summary:	A patient has lost her log in details for the NHS App and needed to know how to retrieve it.

Healthwatch Reference:	113484
Service Name:	Cloverleaf Advocacy (North East Lincolnshire)
Sentiment:	Negative

Experience Summary:

I have been trying to get an advocate for an Adult Social Care issue for over 5 months, without success. I initially phoned them and they told me it would take a couple of weeks and if I didn't hear anything I should phone them back. I called them again about 3 weeks later and they told me I had been assigned a named Advocate. I have been trying to get hold of the Advocate for over 3 months, but every time I call or are transferred to them it goes straight to voicemail. I have left constant messages, but have not had a single reply.

5. Independent NHS Complaints Advocacy Service

The Independent NHS Complaints Advocacy Service is a free, independent, statutory advocacy service, funded and commissioned by local authorities. This service is delivered by our partner organisation Voiceability who supports residents who want to make a complaint about NHS commissioned services.

Through the support it provides, the Independent NHS Complaints Advocacy Service ensures local people have their voice and concerns heard by providers and commissioners of local services.

By allocating an advocate who will speak confidentially to them about their concerns and help them to understand the different options available at each stage of the complaint's procedure.

This month, the Independent NHS Complaints Advocacy Service was asked for assistance with 0 new cases and are supporting on a further 0 ongoing cases with 0 cases being closed. The new cases for the Independent NHS Complaints Advocacy Service are outlined below.

6. Why Intelligence is Important

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 Council
- Public Health
- Primary Care Networks
- Care Quality Commission (CQC)
- Navigo
- Care Plus Group
- NELSAB (North East Lincolnshire Adults Safeguarding Board)
- Cloverleaf Advocacy
- Carers Support Centre

Healthwatch North Lincolnshire also attends regular meetings to discuss our intelligence report with those who have the power to influence health and social care now and in the future.

Some of the meetings we attend are:

- Health and Wellbeing Board
- VCSE Forum
- Developing and Living Well Board
- Safeguarding Adults Board
- Northern Lincolnshire Joint Place Quality Group
- Primary Care Quality and Performance Sub-Committee
- Carers Partnership
- Children and Young Peoples strategic board
- The information provided in our intelligence reports also contribute to our rationale to use the Healthwatch statutory power to 'Enter and View' and our decision-making in future project work.

7. Feedback Form

We request that the feedback form below is completed by commissioners and/or providers responsible for the service to enable members of the public to be assured that their feedback is recognised and acted upon and contributes to ongoing service development.

Please complete the form and return to:

lwilkinson@healthwatchnortheastlincolnshire.co.uk

Organisation	Responsible person	Comments / Actions



www.healthwatchnortheastlincolnshire.co.uk

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