
Intelligence Report

November 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 November 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 November Healthwatch North East Lincolnshire attended **21** engagements and events, where we gathered experiences from the public.

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

Diana, Princess of Wales Hospital (DPOW) x 5
Kirklees Residential Home
St Hughs Community Centre -Warrior Women
Horizon Youth Zone
Strand Court
Val Waterhouse
Voice ability
Carers Support Centre x3
St Hughs Equality Practice Warrior Women Group
Assisted living centre
DPOW- PLACE Assessment
The Rock Foundation
Headway
The Grove
Cleethorpes Library

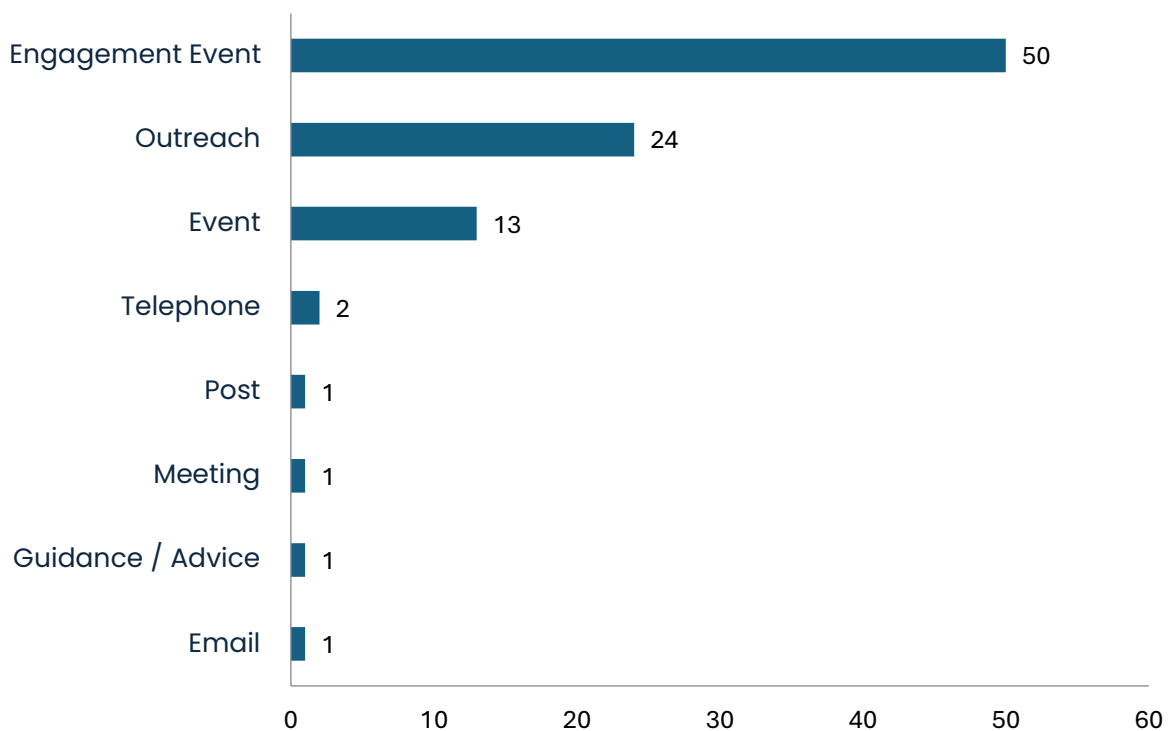
The focus of our engagement programme is to find out what people in the local community feel and think about the health and social care services they use. Each month we look to build a picture of the landscape of health

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.

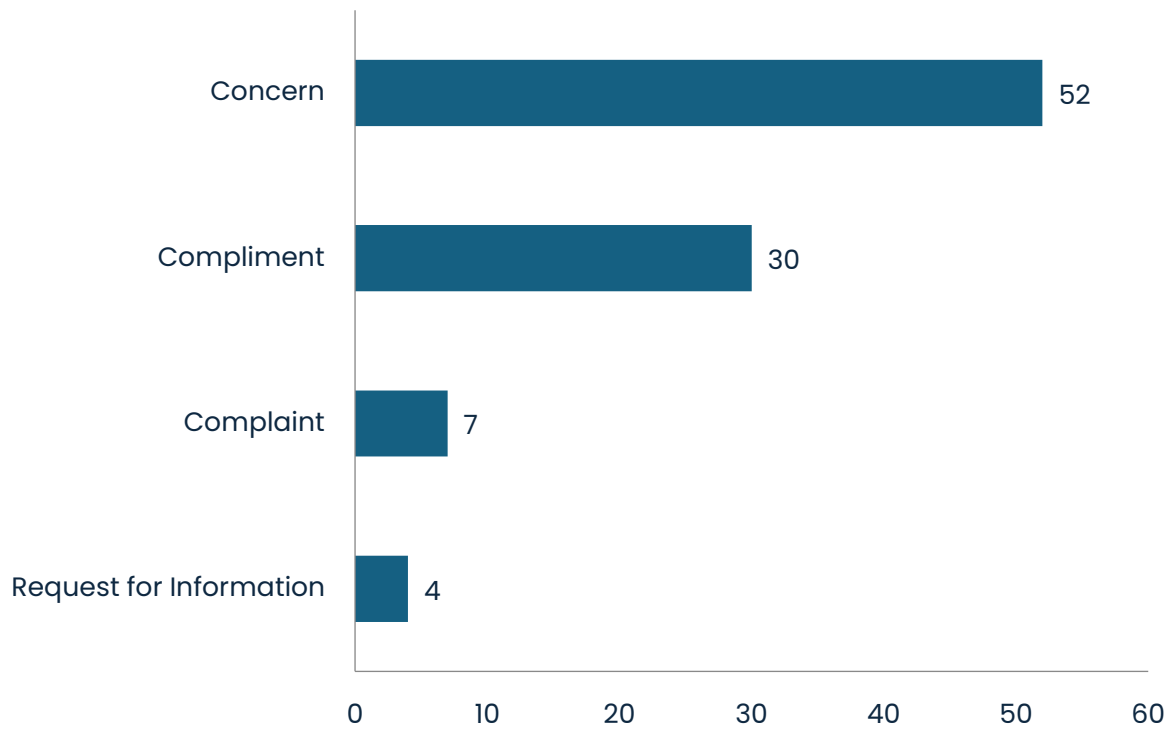
Healthwatch North East Lincolnshire are aware that residents will use services which crossover into other areas of the Humber boundaries due to the need to travel to Grimsby and Hull Hospitals for care.

3. Contact Statistics

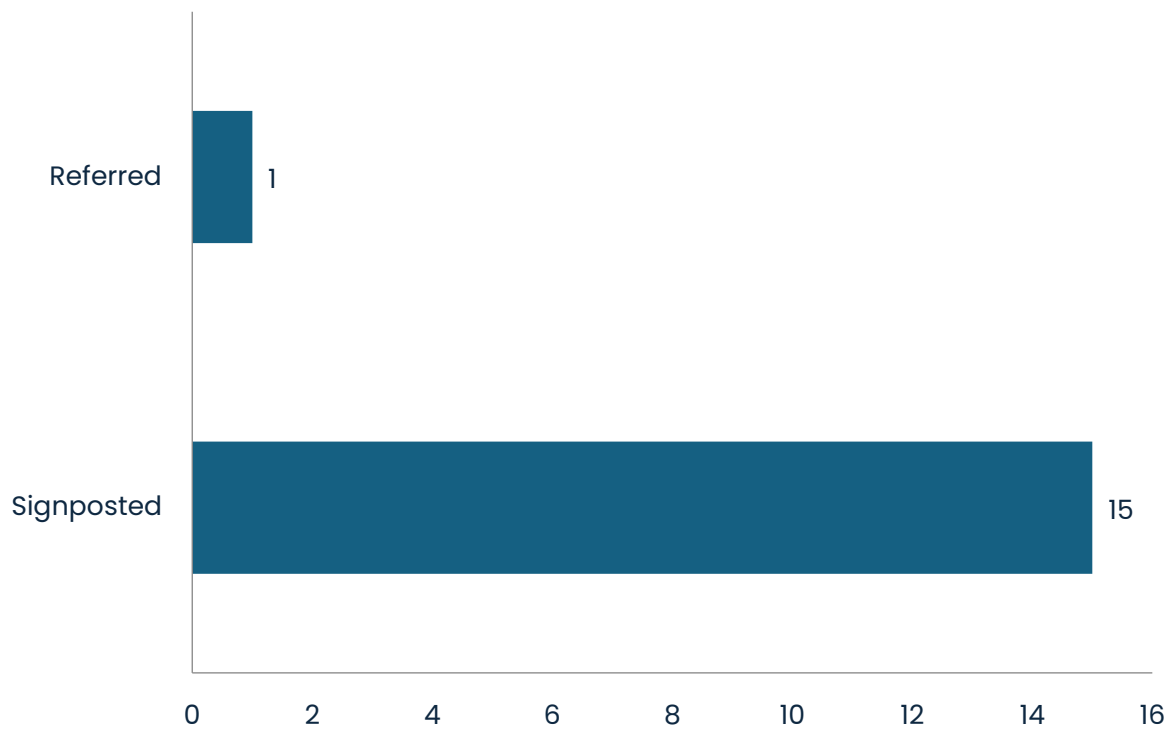
In total, **93** people contacted Healthwatch North East Lincolnshire. The figures below show that Engagement Event is the most popular method for people to contact us. These figures do not take into account surveys that have been completed.



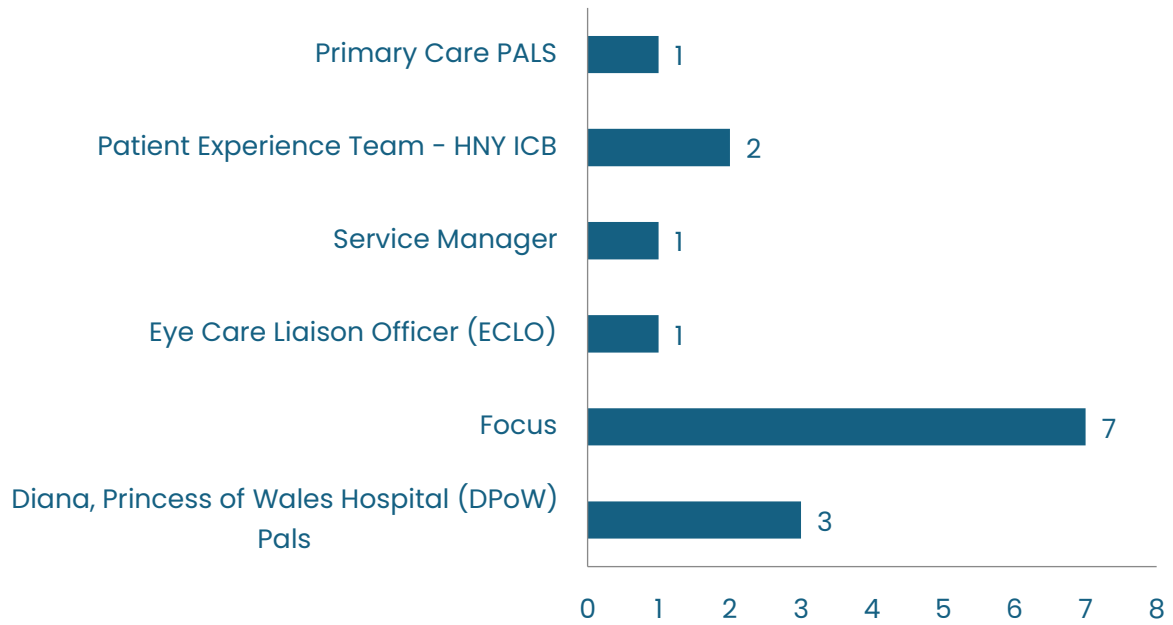
The highest number of contacts made where to raise a **concern**



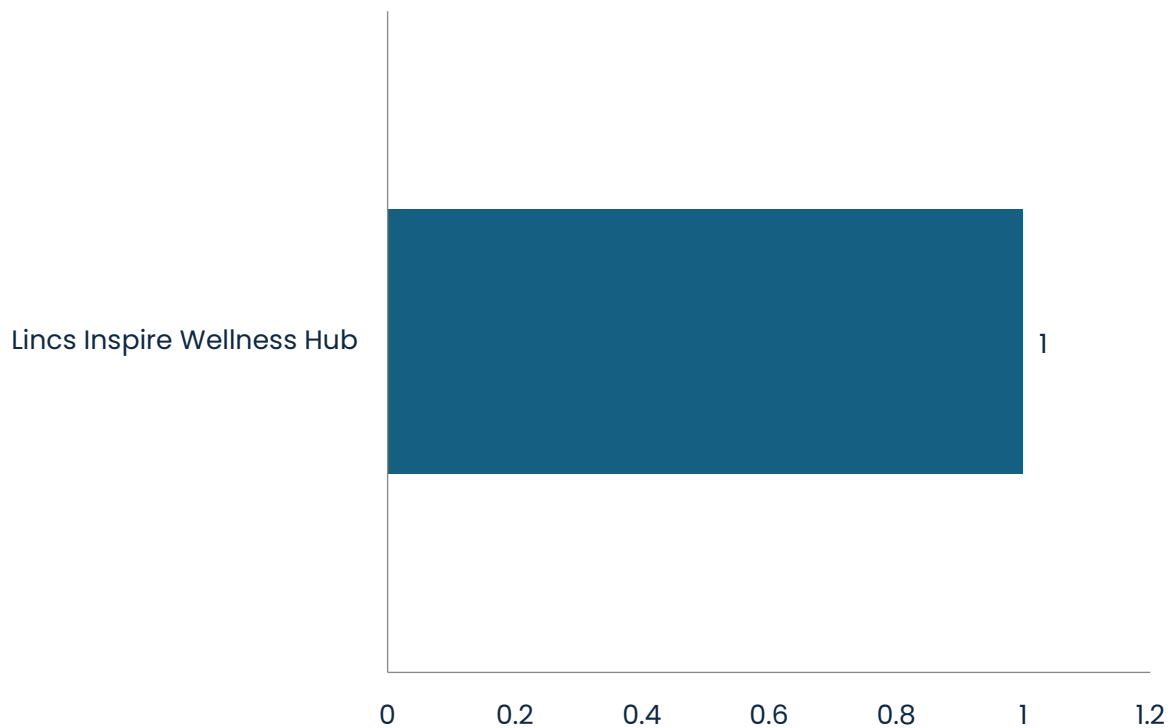
This month, Healthwatch took **16** actions from the experiences received



Out of these actions, we Signposted 15 people to the following services:



Out of these actions, we Referred 1 person to the following services:



4. Experiences Breakdown

Overall experiences breakdown

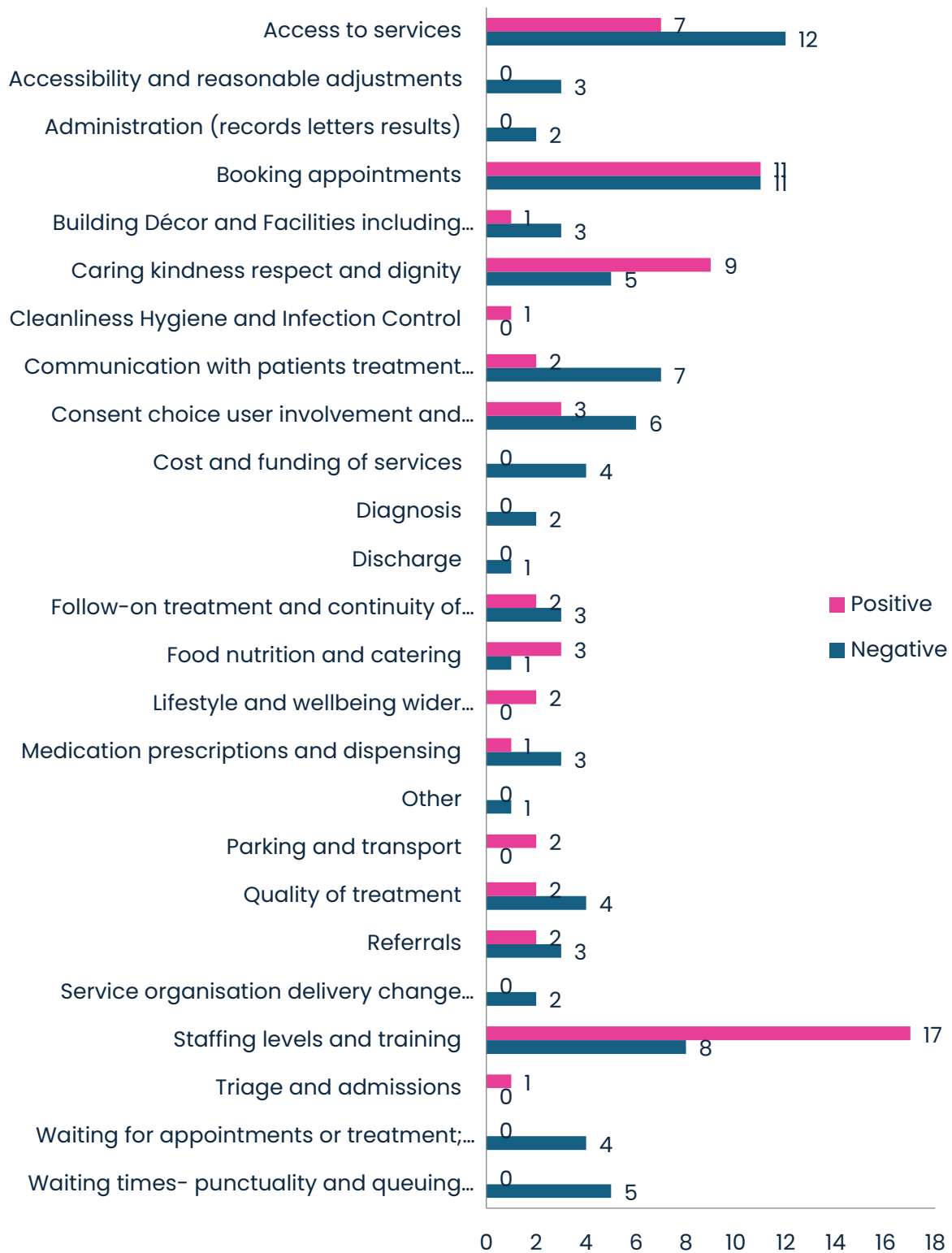
The charts below detail the breakdown of what the public have been saying about health and social care services in North East Lincolnshire this month, looking at both positive and negative comments.

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

We recorded **90** negative comments and **66** compliments in total across all healthcare services from **92** experiences.

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

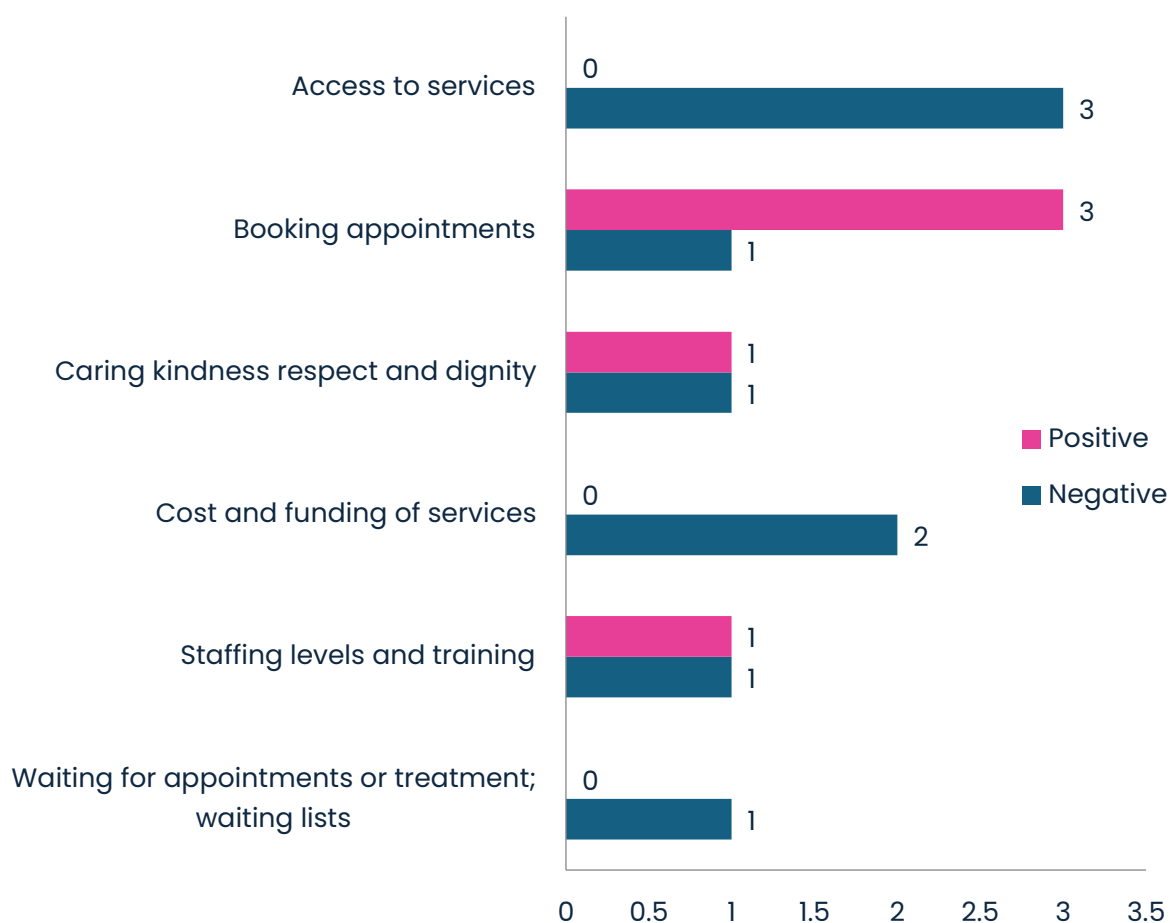
Staffing levels and training are the areas which have received the most compliments this month.



4.1 Dentist – Experiences Breakdown

This month, from **11** experiences, Healthwatch recorded a total of **9** negative / mixed / unclear comments and **5** 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:	113424
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Service Name:	Rejuvadent
Sentiment:	Positive
Experience Summary:	I have anxiety, but the Dentist is very supportive regarding this at appointments.

Healthwatch Reference:	113354
Service Name:	Harris Dental Practice
Sentiment:	Positive
Experience Summary:	A patient has had a good experience of her Dental Practice. She has been going a long time and can always get an appointment if needed.

Healthwatch Reference:	113327
Service Name:	Rejuvadent
Sentiment:	Negative
Experience Summary:	I find them a little impatient, as I don't like needles.

Healthwatch Reference:	113178
Service Name:	Pure Dental
Sentiment:	Negative
Experience Summary:	Immingham - lady said she does not have a dentist as she was 'kicked off' the list because she didn't go during lockdown. She had been on the practice list (previously Mr Dobbs practice) for the last 35 years.

Healthwatch Reference:	113121
Service Name:	Harris Dental Practice
Sentiment:	Positive
Experience Summary:	Harris Dental Practice is very good, and I always get an appointment.

Healthwatch Reference:	113118
Service Name:	Shakespeare House Dental Practice
Sentiment:	Positive
Experience Summary:	A patient always gets an appointment at her dental practice.

Healthwatch Reference:	113073
Service Name:	Rejuvudent
Sentiment:	Negative
Experience Summary:	Lady's sister is currently going through chemotherapy. Has twice been to the emergency dentist for a recurring abscess. Has been given painkillers/antibiotics and quoted several thousand pounds for the treatment required. Abscess has gone for the time being but don't know what to do going forward.

Healthwatch Reference:	113037
Service Name:	Rejuvudent

Sentiment:	Negative
Experience Summary:	A lady could not believe how much she had been charged for a filling at her dental practice. The charge was £75.

Healthwatch Reference:	113001
Service Name:	Dental Design
Sentiment:	Negative
Experience Summary:	Lady expressed how it seems unnecessary to have 2 appointments at the dentist now for a check-up and an appointment with the hygienist. Previously, the dentist did the clean as well as the check up. Now she is paying twice.

Healthwatch Reference:	112985
Service Name:	Unspecified
Sentiment:	Negative

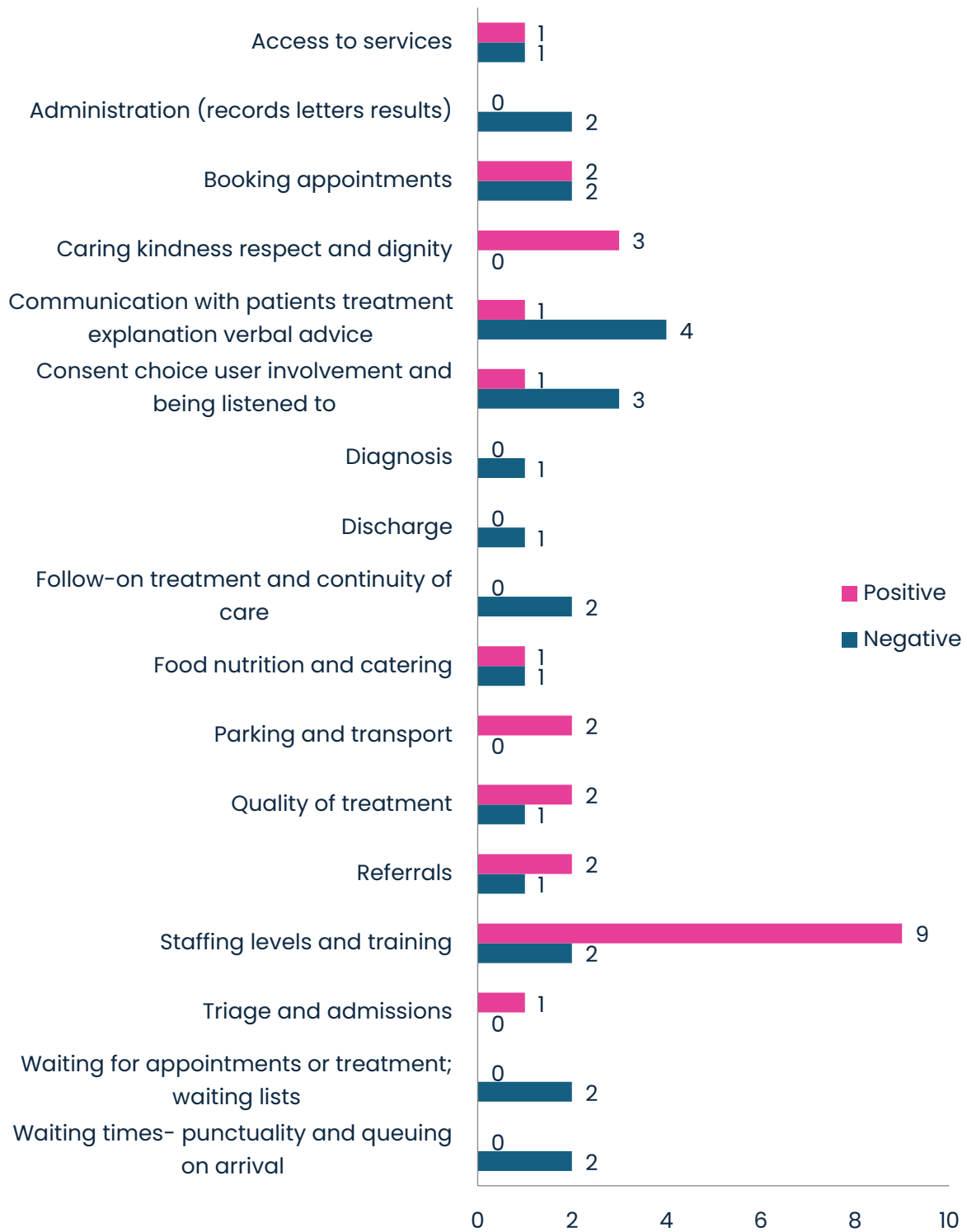
Experience Summary:	<p>Grimsby Dental Studio, Hainton Avenue - lady has had the same NHS dentist all her life and he has now retired. This occurred when she was on maternity leave, her appointments were cancelled at a time when she would have received free dental treatment. She was informed by the practice that they currently do not have an NHS dentist (only private). Her children also no longer have an NHS dentist. Recently, she developed a problem with one of her wisdom teeth and managed to pay for an appointment to be seen (£75) at a different practice, she thought she may need antibiotics but was told they weren't necessary but it was impacted. 3 days later she had to ring NHS 111 as her symptoms were worsening. She was seen at Rejuvudent as an emergency, had to pay a further £30 as she did require antibiotics. Rejuvudent are unable to take her as an NHS patient though.</p>
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Healthwatch Reference:	112933
Service Name:	Rejuvudent
Sentiment:	Mixed
Experience Summary:	<p>Lady explained that her son is a patient at the practice. After the Covid issue his check up appointments were cancelled several times then he was apparently removed from the list. He has now been informed that it is a 2 year waiting list, he can be seen for an emergency appointment but he would then have to return to the waiting list.</p>

4.3 Hospitals

This month, from **25** experiences, Healthwatch recorded a total of **25** negative / mixed / unclear comments and **25** compliments for Hospital Services.

This month, Communication with patients' treatment explanation verbal advice 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

Healthwatch Reference:	113430
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Ward B3)
Sentiment:	Mixed
Experience Summary:	A patient has recently been admitted to hospital following surgery. He said the ward has a people problem, as they do not communicate with each other, especially between the Emergency Department and the ward. He said the nurses circulate the ward, but the doctors are notoriously slow. There needs to be shop floor management, efficiency and more common sense in how things are co-ordinated.

Healthwatch Reference:	113416
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Ward B3)
Sentiment:	Mixed
Experience Summary:	Ward B3 were brilliant, I couldn't fault it. The care was good and staff were brilliant. I didn't have much food while I was there, just soup and sweets. There wasn't a lot of choice and as I was on a special diet they should offer more food choices for patients.

Healthwatch Reference:	113413
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Service Name:	Diana, Princess of Wales Hospital (DPOW) (Emergency Department)
Sentiment:	Negative
Experience Summary:	A patient called NHS 111 and an ambulance was sent to take her to hospital, after she had been vomiting for over 5 hours. When she arrived at the emergency department she was asked to self present by the ambulance staff. After being checked by hospital staff they were going to discharge her as they said she had food poisoning or gastroenteritis. However she knew there was something wrong and she was checked again. It was found she had a distended bowel and she spent two weeks in hospital following surgery.

Healthwatch Reference:	113406
Service Name:	HCRG Care Group (Cromwell Primary Care Centre)
Sentiment:	Positive
Experience Summary:	I have found them okay, they're easy to get hold of, and I have a clear treatment plan.

Healthwatch Reference:	113398
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Negative

Experience Summary:	A patient had a fall at home and was brought to hospital after an 8 hour wait for an Ambulance. He had only been in over night and was discharged to the Discharge Lounge. He said he was still in a lot of pain and didn't think it was the right decision to discharge him so quickly.
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Healthwatch Reference:	113345
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Outpatients)
Sentiment:	Mixed
Experience Summary:	A lady couldn't find the Cardiology Department at the hospital, she said the letter she received stated the department was on the ground floor. She didn't realise she had passed the department on the way in.

Healthwatch Reference:	113339
Service Name:	Scunthorpe Hospital (Stroke Unit)
Sentiment:	Positive
Experience Summary:	A patient had a stroke in 2022, he found the staff to be fantastic and the physiotherapy amazing.

Healthwatch Reference:	113336
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Ward C5)
Sentiment:	Unclear

Experience Summary:	A lady has not had a good experience with DPoW. Her husband passed away in September, but she is unsure what he passed away from. He was constantly having scans and they didn't appear to know what was wrong with him. He was vomiting quite a lot. She is unsure if her husband did know what was wrong with him, but didn't want her know.
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Healthwatch Reference:	113330
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Outpatients)
Sentiment:	Negative
Experience Summary:	They are not that good. I have had to do all the ringing for appointments, as they don't contact you.

Healthwatch Reference:	113324
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Colonoscopy)
Sentiment:	Negative
Experience Summary:	A patient had a colonoscopy in February this year and she was found to have polyps. She is still waiting for an appointment regarding this, however when she rings the department they have told her that there are no appointments at the moment.

Healthwatch Reference:	113309
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Service Name:	Diana, Princess of Wales Hospital (DPOW) (Orthotics)
Sentiment:	Positive
Experience Summary:	My son receives insoles from the Orthotics Clinic, they are a really good department and very helpful.

Healthwatch Reference:	113150
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Ward C3)
Sentiment:	Mixed
Experience Summary:	<p>A patient living with Dementia is currently on Ward C3 at DPoW. His daughter said that he has delirium and cannot communicate. He was becoming quite aggressive when moved on the ward, however this was because he wasn't getting adequate pain relief. She also feels the night staff on the ward do not appear to know anything that is happening and she said the handovers don't appear to be well managed.</p> <p>Due to his agitation he had been given medication and slept for 30 hours, he was given fluids during this time, but had not eaten. When he woke up a specialist Dementia Menu and booklet was given to them and he was able to have food that he could pick up with his fingers. She said the Memory Team had been involved and she thinks Focus had been involved at some point. She is concerned what will happen if he comes home from hospital as he was quite mobile and now his needs have changed.</p>

Healthwatch Reference:	113124
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Outpatients)
Sentiment:	Mixed
Experience Summary:	A patient said she had been waiting a while for her appointment as there was only one Doctor in the department instead of three.

Healthwatch Reference:	113100
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Emergency Department)
Sentiment:	Mixed
Experience Summary:	A patient has had a really good experience in the Emergency Department, she found the staff really good and was seen quickly. However, the department referred her for an appointment at the Orthopaedic Clinic, but when she got there the appointment hadn't been made and she had to arrange another one.

Healthwatch Reference:	113097
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Outpatients)
Sentiment:	Positive

Experience Summary:	A patient was referred to Grimsby Hospital from Goole as the appointment and referral time was quicker. She found the department and staff to be good and could easily find a parking space prior to her appointment.
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Healthwatch Reference:	113093
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Service Name:	Diana, Princess of Wales Hospital (DPOW) (Emergency Department)
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Sentiment:	Negative
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Experience Summary:

Received via post Case -study 49 year old male (incidentally with Downs Syndrome) Doctors-Oversight-Overwork-Overkill 1st-5th April Midge bites, mainly lowers legs to abdomen on Scottish Holiday. Scratching produced multiple septic lesions , mainly on legs and feet. 11th April seen Nurse @ G.Ps surgery nurse asked a doctors to prescribe, and Fluoxacillin 500mg qds x7days resulted. 13th April no sign of sepsis remained, and no itching. Course religiously completed on 18th April. 21st April patient revealed a mass mid left upper arm. Not itching but painful if touched. A red hard mass at least 3 inches across and very tender. There is a small hole with yellow pus. Its Sunday , no walk in, and out of hours G.P in the hospital has gone. So at 1pm , carer dialled 111 and was offered a call back within 4 hours". After 4hrs 30 mins a Nurse rang and said a Doctor would respond . Half an hour at 5.30pm another nurse rang had noticed still outstanding and recommended to "attend GP out of hours " (which has a new address in another GPs practice suite) Clerked in at 6pm. - at 7pm saw Doctor Number 1 (duty GP) advised had to refer to A&E . Form said Abscess A&E was busy we sat under a diagram showing a long wait , to see the nurse and then a wait to see a doctor. In fact 2 hours to see the nurse and one hour to see Doctor Number 2. He squeezed out the pus but said he could not treat advised we must see the orthopaedic team. Half an hour later we met another young doctor Doctor Number 3 patient will have to see my consultant , but a pus sample was taken and an x ray arranged to exclude bony involvement. X ray was completed

within 10 mins . But it was 1am before the consultant arrived. Doctor Number 4 he had to take in the whole story (and no doubt we were bad at key details of a history repeated to so many professionals during the 12 hours so far. He drew a line around the inflamed areas and prescribed a doubled dose of Fluoxacillin for 7 days review review 8th day in fracture clinic. At the fracture clinic we met Doctor Number 5 Now reduced area of induration, and not tender, leaking pus, but pus sample had not grown any live bacteria. Was told if it flares up-and it may - call us in Orthopaedic Department- fracture clinic. 3rd May - Unfortunately deteriorated tender and red again. As instructed -rang orthopaedics even so , cannot attend clinic direct- you have to go to A&E first. Doctor Number 6 referred us to Orthopaedics "not the clinic they will come to you here" 3hours later told to go to the room next door , so less tender "wait for my boss" 20 minutes later Doctor Number 8 who brought Doctor Number 3 with him. Doctor Number 8 took history in brief and said pus culture grew no organism. No need to take off dressing just wait wait for treatment (doubled dose of same antibiotic) " ten minutes" After 2 hours waiting for treatment and a letter by Doctor Number 3 allowed us to go home. 13th May reviewed in fracture clinic by Doctor Number 9(slow progress) 20th May dressing clinic 24th May fracture clinic Doctor Number 10 (continued slow progress) 3rd June dressing clinic Doctor Number 11 10th June clinic review Doctor Number 9 again (though continuing slow progress never worse. Patient discharged.

Comment - Once upon a time one Doctor saw the problem and got the story - treated and reviewed -if going in the right direction discharged -welcome back if stuck or relapsed, of course. Note Doc was only told the story once, with least chance of error or omission and augmented by perceptive questions from the doctor who knows you. I aim to highlight the ELEVEN DOCTORS who had to try and get to grips with one patient . If SEEING ONCE ONLY every patient that day , that is an enormous amount of stressful work, presumably every working day, whilst this case is a light job for one doctor ! The unnecessary workload here for 11 (plus one on April 11th) doctors with stress compounded for each unattached patient that the doctor must see, assess-and treat(with no reassuring feedback either) -is mind boggling. Politicians say we need more doctors, and they may be right . But if mis-used, on this massive scale , we shall never ever have enough. Moreover they will leave or be invalidated out in droves.

Healthwatch Reference:	113076
Service Name:	Pink Rose Suite Grimsby
Sentiment:	Positive
Experience Summary:	Lady received excellent care, second to none

Healthwatch Reference:	113070
Service Name:	Diana, Princess of Wales Hospital (DPOW)

Sentiment:	Positive
Experience Summary:	Lady burnt herself with hot coffee. Was seen, treated and prescribed medication within 30 minutes of arriving at A&E. She was triaged very efficiently.

Healthwatch Reference:	113004
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Outpatients)
Sentiment:	Positive
Experience Summary:	A patient was happy that she had been able to get a disabled parking space before her appointment in Cardiology today.

Healthwatch Reference:	112998
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Negative
Experience Summary:	Lady was booked to have a planned caesarian section. She attended the maternity unit on the date she was told but she stated it was obvious that the staff were not expecting her. They asked to wait in one of the wards while they sorted things out. She had gestational diabetes and was informed that due to not being able to eat since midnight she would be first to go down for her caesarian. Due to the confusion on the ward and delay, she ended up having to have a 'drip' put up to maintain her blood sugars.

Healthwatch Reference:	112979
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Outpatients)
Sentiment:	Positive
Experience Summary:	Cardiology has always been good and the staff are really good.

St. Hughs Hospital Experiences Breakdown

Healthwatch Reference:	113427
Service Name:	St. Hugh's
Sentiment:	Negative
Experience Summary:	A patient has recently had surgery for haemorrhoids at St. Hugh's Hospital. He said he was discharged after two hours, with no checks or consultation beforehand. The next day he was in tremendous pain, but thought this was due to the operation. The following day, the pain had got a lot worse and he had to go to the Emergency Department at DPoW and was given pain relief and later admitted.

Healthwatch Reference:	113106
Service Name:	S. Hugh's Hospital (Orthopaedics)
Sentiment:	Positive

Experience Summary:	A patient has had shoulder surgery and was an inpatient at St. Hugh's Hospital. She said it was brilliant.
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Healthwatch Reference:	113144
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Service Name:	St. Hugh's Hospital (Outpatients)
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Sentiment:	Negative
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Experience Summary:	A patient had an appointment at Urology. She said she didn't get the answers she was looking after having a water infection on and off for four years. She was told to go back to Diana, Princess of Wales if she had any issues. She is now infection free.
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Castle Hill Experiences Breakdown

Healthwatch Reference:	113395
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Service Name:	Castle Hill
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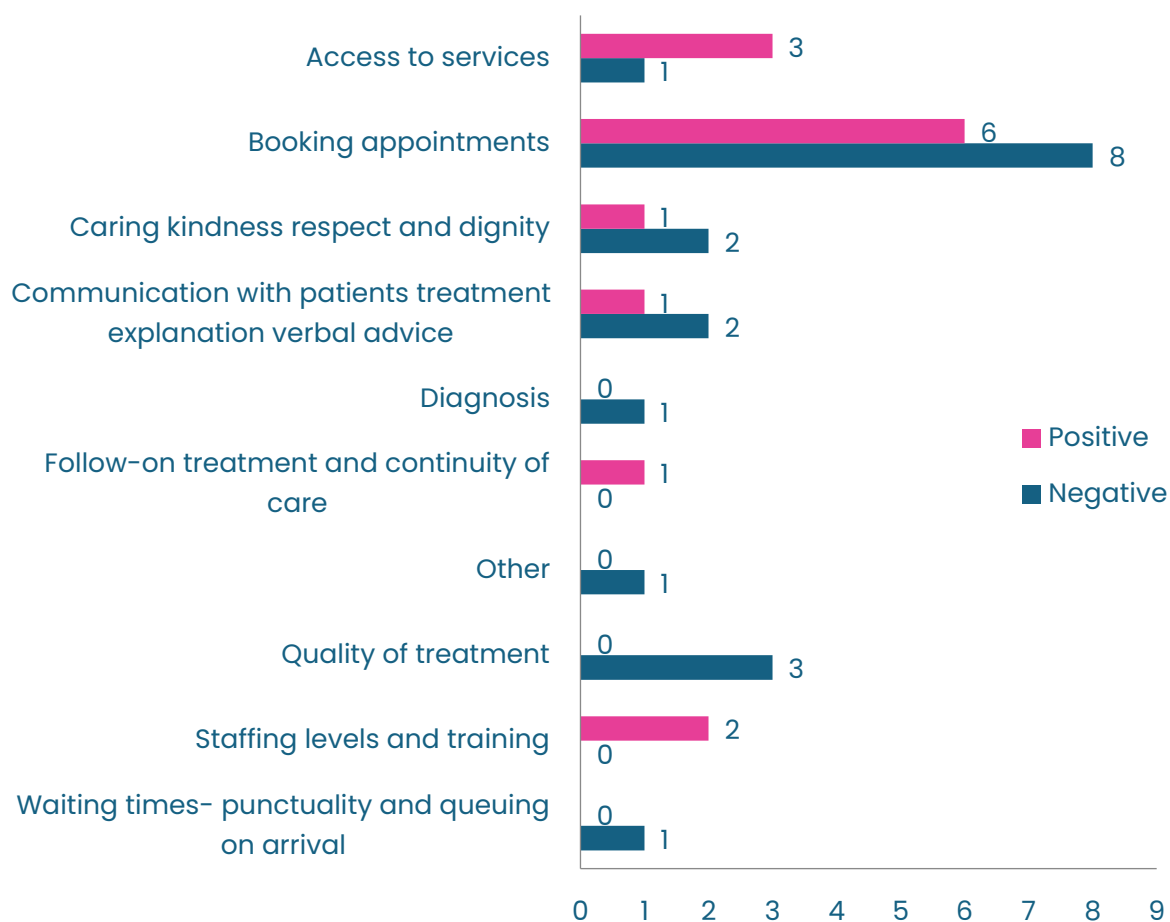
Sentiment:	Mixed
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Experience Summary:	A patient has had a triple heart bypass at Castle Hill Hospital, but has not had many follow up appointments since the operation. He was under the impression he would be seen at least once a year to keep a check on him.
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4.4 General Practice (GP) - Experiences Breakdown

This month, from **21** experiences, Healthwatch recorded a total of **19** negative / mixed / unclear comments and **14** compliments for General Practice (GP).

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



Examples of experiences received:

Healthwatch Reference:	113419
Service Name:	Scartho Medical Centre
Primary Care Network:	SLC
Sentiment:	Negative
Experience Summary:	A patient has tried to call Scartho Medical to make an appointment, and has been cut off on numerous occasions while making the call. She said when she gets through she can usually make an appointment with a GP if needed.

Healthwatch Reference:	113389
Service Name:	Dr. Kumar Stirling Medical Centre
Primary Care Network:	Panacea
Sentiment:	Negative
Experience Summary:	I haven't seen my GP for over four years, since before covid. I can ring at 8am and wait in a queue for over 20 minutes. I find it difficult to call the practice on occasions as I am at work.

Healthwatch Reference:	113348
Service Name:	Pelham Medical Group
Primary Care Network:	Freshney Pelham

Sentiment:	Positive
Experience Summary:	A patient has had a good experience of his GP practice. He rarely has to queue on the phone to get an appointment, and was referred to Cardiology by his GP, and it didn't take long for the appointment date and time to come through.

Healthwatch Reference:	113342
Service Name:	Roxton Practice Immingham
Primary Care Network:	Meridian
Sentiment:	Positive
Experience Summary:	I make my appointments using Ask My GP, its easier than ringing the practice.

Healthwatch Reference:	113318
Service Name:	Beacon Medical
Primary Care Network:	Apollo
Sentiment:	Negative
Experience Summary:	It depends on the time of day, but you can be waiting in a queue for someone to answer the phone.

Healthwatch Reference:	113312
Service Name:	Raj Medical Practice

Primary Care Network:	Apollo
Sentiment:	Negative
Experience Summary:	Its very 'hit and miss' at the practice, one day I wasn't booked in properly at reception.

Healthwatch Reference:	113306
Service Name:	Clee Medical Centre
Primary Care Network:	Panacea
Sentiment:	Positive
Experience Summary:	Clee Medical are lovely and really helpful.

Healthwatch Reference:	113303
Service Name:	Scartho Medical Centre
Primary Care Network:	SLC
Sentiment:	Positive
Experience Summary:	A patient finds their GP surgery to be really good, and they can always get an appointment.

Healthwatch Reference:	113295
Service Name:	Birkwood Practice
Primary Care Network:	Panacea

Sentiment:	Mixed
Experience Summary:	A patient went for an eye test at his GP surgery and had waited a long time to be called in. He went to the reception and found that they had already called him in, but he hadn't heard them call his name. He had been sat in a different part of the waiting room, as there was no room for the Eye Clinic waiting room.

Healthwatch Reference:	113268
Service Name:	Clee Medical Centre
Primary Care Network:	Panacea
Sentiment:	Negative

Experience Summary:

Lady had been to donate blood but was told she couldn't because her iron count was too low and she needed to contact her GP to have her bloods done. She sent a request online to the surgery that evening and was contacted by them the following morning with an appointment that day. A blood sample was taken and a few days later she was told that the result was normal. After a few weeks she contacted the surgery (as she had been thinking about the result) to ask if it was possible for the result to be normal when 24 hours previously she had been told (at the blood donation centre) that her iron count was low. She was informed that her iron count had not been checked, she thinks they maybe did not check the reason for the blood sample and just presumed it was her usual diabetic check as the sample for that is called an HbA1C, when she needed her Hb checking.

Healthwatch Reference:	113258
Service Name:	Clee Medical Centre
Primary Care Network:	Panacea
Sentiment:	Negative

Experience Summary:	Lady is diabetic and had problems with side effects from one of her medications. She contacted the surgery and was informed a doctor or nurse would ring her back. She did not receive a phone call but received a text stating that the side effects were normal. She felt using a text message in this way was inappropriate as she would have liked to discuss the issue with a doctor/nurse as this would have been more reassuring.
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Healthwatch Reference:	113250
Service Name:	Clee Medical Centre
Primary Care Network:	Panacea
Sentiment:	Negative
Experience Summary:	Lady has been diabetic since 2004 and also has high blood pressure. She has not seen a doctor for 10 years, has only seen the 'clinician,' who takes blood samples and checks her blood pressure. Despite being diabetic she has never received any dietary advice. When she was unwell with a throat infection she was seen by a nurse practitioner on 3 occasions, was prescribed 3 different antibiotics but not referred to a doctor. Fortunately, she just gradually got better.

Healthwatch Reference:	113182
Service Name:	Woodfield Medical Centre

Primary Care Network:	
Sentiment:	Mixed
Experience Summary:	Lady stated that she experiences very long waiting times when phoning the surgery for an appointment. Although when she does get through she is able to request a face to face appointment as she prefers this to a telephone appointment.

Healthwatch Reference:	113172
Service Name:	Roxton Practice Immingham
Primary Care Network:	Meridian
Sentiment:	Negative
Experience Summary:	Lady stated that it is very difficult to get an appointment at the surgery due to long telephone wait times. There are 520 new houses being built in Immingham so how on earth will the surgery cope if they are already struggling to fit patients in.

Healthwatch Reference:	113141
Service Name:	Roxton Practice- Weelsby View
Primary Care Network:	
Sentiment:	Negative

Experience Summary:	A patient finds it difficult to get through to the practice. She calls at 8am and can be up to 30 or 40 in a queue. Most appointments are with a nurse or via a phone call. She now requests a call back, but this leaves her housebound until someone calls back.
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Healthwatch Reference:	113115
Service Name:	Dr. Kumar Stirling Medical Centre
Primary Care Network:	Panacea
Sentiment:	Positive
Experience Summary:	A patient has had a good experience of her GP practice. She said it is very easy to make an appointment.

Healthwatch Reference:	113103
Service Name:	Beacon Medical
Primary Care Network:	Apollo
Sentiment:	Mixed
Experience Summary:	A patient has found it difficult to make an appointment at her GP practice when calling them. She now uses the App which is a lot easier.

Healthwatch Reference:	113041
Service Name:	Pelham Medical Group

Primary Care Network:	
Sentiment:	Mixed
Experience Summary:	A lady had been to see her GP and referred to Cardiology after making an appointment for something entirely different. She is sometimes waiting a while for someone to answer the phone.

Healthwatch Reference:	113056
Service Name:	Pelham Medical Group
Primary Care Network:	
Sentiment:	Negative
Experience Summary:	Lady attended the surgery for her 6 - 8 week postnatal check. The GP did the baby check then the lady thought she was going to do her postnatal check so she went to sit down at the doctor's desk whilst her partner dressed the baby. The doctor said 'is Dad the hands on one then?' and didn't do any of the postnatal check. The lady was really upset by this comment as she felt the doctor was implying that she wasn't interested in caring for her baby. The postnatal check was done by the nurse but she wasn't even asked if her caesarean section scar had healed ok.

Healthwatch Reference:	112991
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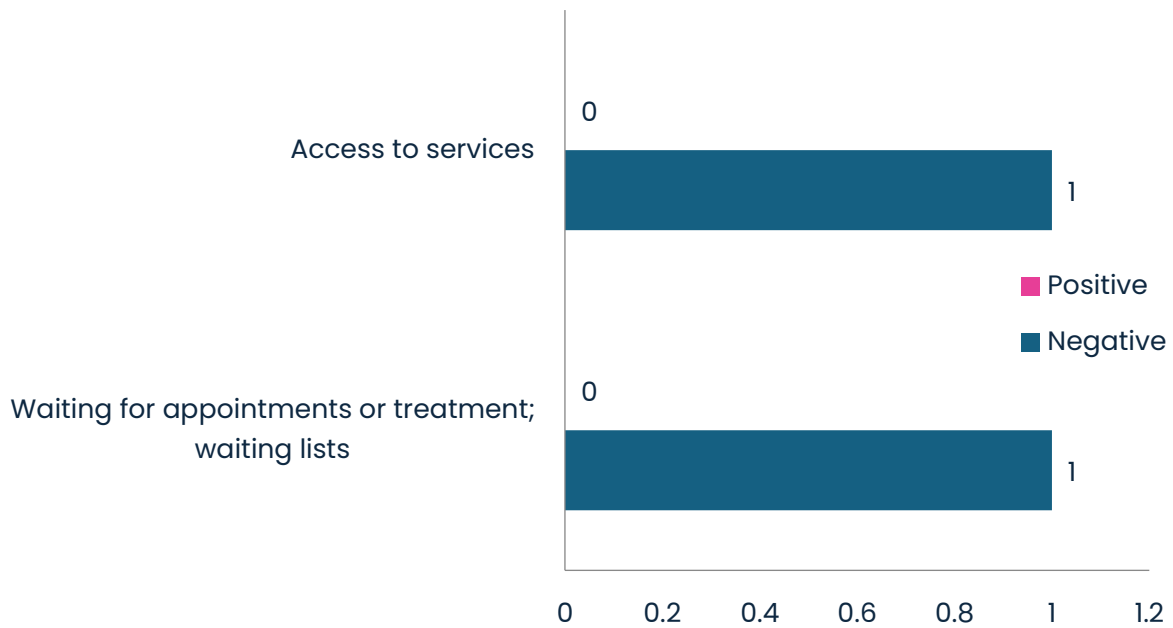
Service Name:	Chantry Health Group
Primary Care Network:	SLC
Sentiment:	Negative
Experience Summary:	Lady made an appointment with her GP as she felt she had postnatal depression. The GP, told her that how she was feeling was 'totally normal,' Over a year later she was still struggling and made another appointment to see the same GP. The GP prescribed her some medication and enquired how long she had been feeling like this. The lady explained what had happened at the previous appointment as she said it was obvious that the doctor had not read her notes.

Healthwatch Reference:	112982
Service Name:	Birkwood Practice
Primary Care Network:	Panacea
Sentiment:	Positive
Experience Summary:	They are so on the ball with everything. I always get an appointment and the staff are lovely.

4.5 Mental Health Services – Experiences Breakdown

This month, from 2 experiences, Healthwatch recorded a total of 2 negative / mixed / unclear comments for Mental Health Services.

This month, Access to services was the most negative comment received for Mental Health Services.



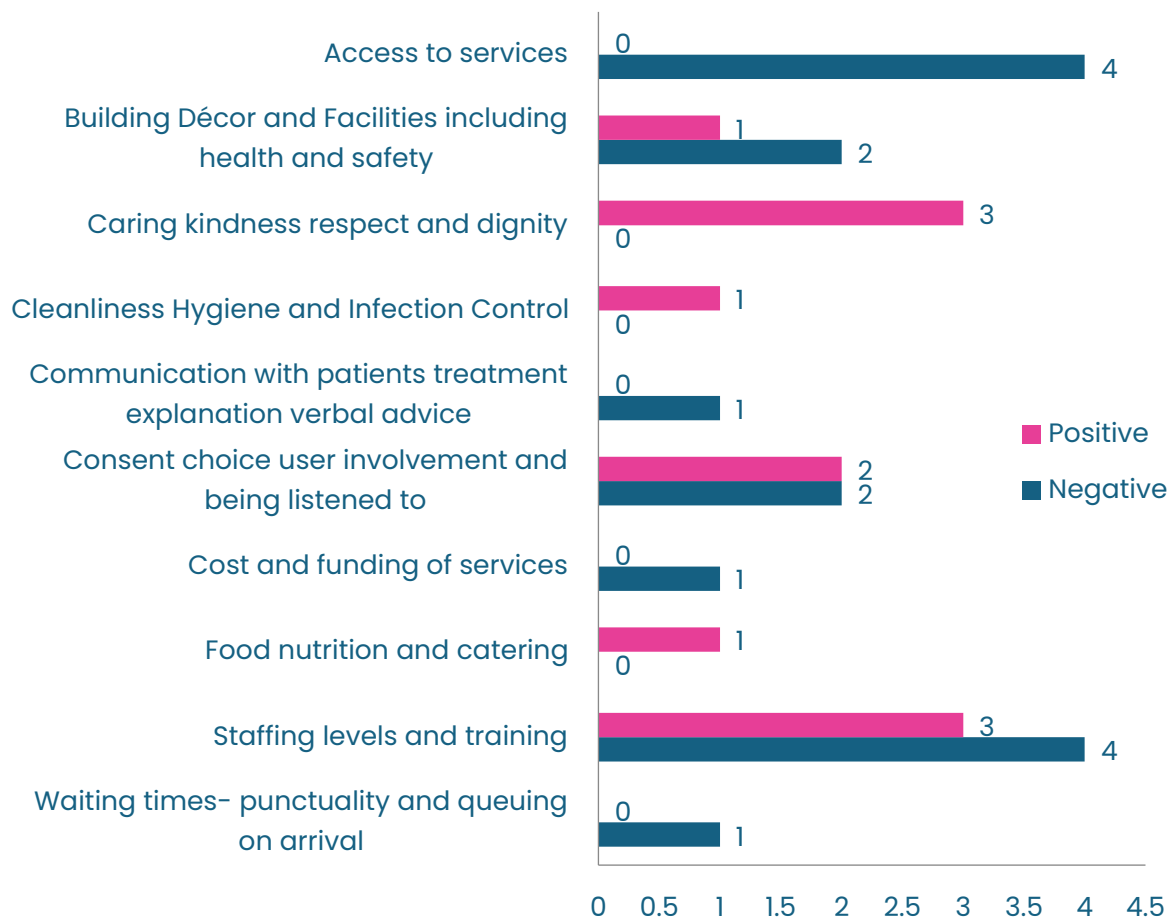
An example of experiences received:

Healthwatch Reference:	113165
Service Name:	Navigo
Sentiment:	Negative
Experience Summary:	Lady was referred by GP to Navigo approx 3 years ago, not heard anything from them. Re-referred yesterday by GP as struggling with stress.

4.6 Adult Social Care Services - Experiences Breakdown

This month, from **13** experiences, Healthwatch recorded a total of **15** negative / mixed / unclear comments for adult social care services and **11** compliments for adult social care services.

This month, Access to services were the most negative comments received and Caring kindness respect and dignity were the positive comments received for Adult Social Care Services.



Examples of experiences received:

Healthwatch Reference:	113351
Service Name:	Focus Independent Adult Social Work (Social Work Team)
Sentiment:	Negative
Experience Summary:	I am still waiting for Focus to call me back. I have tried calling them, but they don't answer the phone.

Healthwatch Reference:	113315
Service Name:	Lindsey Hall
Sentiment:	Positive
Experience Summary:	My mum has been a resident at Lindsey Hall for two and a half years. Its a really nice care home and they are very quick to address any issues. All relatives are welcomed and involved.

Healthwatch Reference:	113298
Service Name:	Focus Independent Adult Social Work (Single Point of Access)
Sentiment:	Neutral
Experience Summary:	A gentleman requested information in regards to getting support at home, especially with cleaning.

Healthwatch Reference:	113283
Service Name:	Focus Independent Adult Social Work (Single Point of Access)
Sentiment:	Negative
Experience Summary:	A lady has tried calling Focus- Single Point of Access, but gave up after so long as no one answered the phone.

Healthwatch Reference:	113280
Service Name:	Focus Independent Adult Social Work (Social Work Team)

Sentiment:	Negative
Experience Summary:	A lady has tried to contact Focus regarding extra help at home. She phoned over a month ago and spoke to someone who said they would be in touch. She has not heard from them since and that was over a month ago.

Healthwatch Reference:	113255
Service Name:	Hales Home Care
Sentiment:	Mixed
Experience Summary:	The staff do not always turn up at the correct times that they are supposed to do, or stay for the allotted time. Staff often come earlier than expected, especially in the evening.

Healthwatch Reference:	113185
Service Name:	Newgrove House Residential Home
Sentiment:	Negative
Experience Summary:	Relative of resident described the care home as dirty and smelling of urine. The resident's bedside call bell was not connected, there were just a couple of wires hanging out of the wall.

Healthwatch Reference:	113168
Service Name:	Yarborough House
Sentiment:	Negative

Experience Summary:	Lady visited resident of Yarborough House care home twice recently. On both occasions resident was cold, inappropriately dressed (thin t shirt) no heating on. Weather was cold and wet. Had to ask staff to put the heating on. Lady asked about number of staff on duty, was told there were 2 on duty to care for 17 residents.
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Healthwatch Reference:	113160
Service Name:	Focus Independent Adult Social Work (Single Point of Access)
Sentiment:	Neutral
Experience Summary:	A lady called asking who she should call regarding gaining help for a gentleman she supports. She said he is starting to struggle at home, and had struggled to get out of bed and with his mobility this morning.

Healthwatch Reference:	113138
Service Name:	HICA
Sentiment:	Mixed
Experience Summary:	The ladies are lovely, but the timings are very hit and miss. When you call and speak to someone they say they will get back to you, but they never do. The communication is not very good.

Healthwatch Reference:	113130
Service Name:	Alderlea Care Home

Sentiment:	Positive
Experience Summary:	Alderlea Care Home are really good, my husband has settled nicely, and I only have praise for them. The home is always clean and nice and warm, with lovely food.

Healthwatch Reference:	113085
Service Name:	Focus Independent Adult Social Work (Social Work Team)
Sentiment:	Mixed
Experience Summary:	They currently live in North East Lincolnshire, but their daughter would like to live in Caistor, which is just over the border into Lincolnshire. They feel that Focus are trying to block everything in regards to her moving there due to funding. They said Focus gave them a list of homes to look at in North East Lincolnshire, but most of them were for people living with Dementia and not suitable for their daughter. Their daughter had a different social worker previously to the one she has now and they said they had to start recording the phone calls as they were denying what had been said in conversations. They now communicate by email with a new social worker who is a bit more supportive and their daughter is having a new financial assessment. They asked who they could complain to regarding the situation. The process with Focus has made them feel ill.

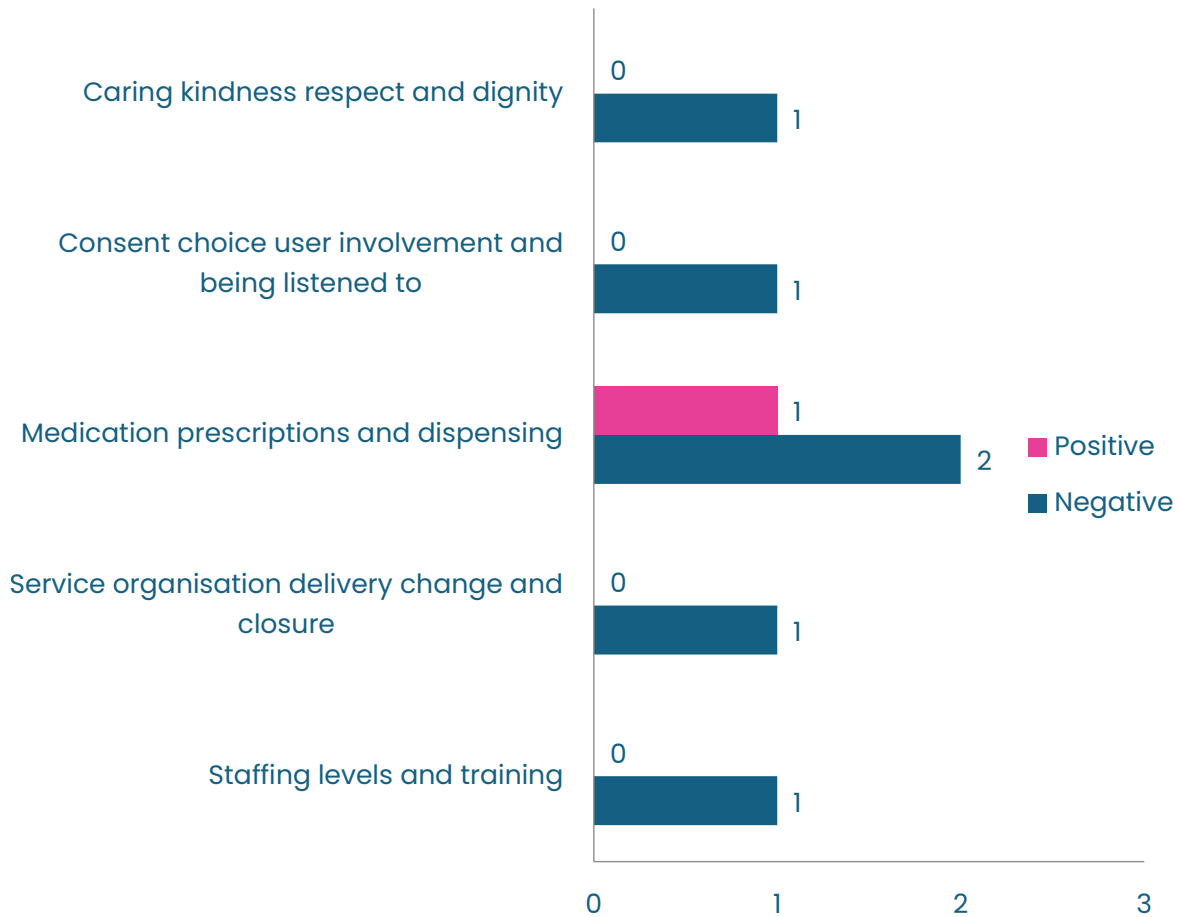
Healthwatch Reference:	112950
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Service Name:	Focus Independent Adult Social Work (Single Point of Access)
Sentiment:	Negative
Experience Summary:	A lady has raised an issue regarding communication with adult social care. She said they do not answer the phone and some of the social workers are okay, but others are not so good with their support.

4.7 Pharmacy- Experiences Breakdown

This month, from 2 experiences, Healthwatch recorded a total of 6 negative / mixed / unclear comments and 1 compliment for Pharmacy.

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



Healthwatch Reference:	113227
Service Name:	Cottingham Pharmacy (Wellington Street)
Sentiment:	Mixed
Experience Summary:	Cottingham's took over a week to send my medication, but they've now transferred these to a blister pack. They seem to have taken on more work from pharmacies that have shut in the area and they can't cope.

Healthwatch Reference:	113224
Service Name:	Cottingham Pharmacy (Wellington Street)
Sentiment:	Negative

Experience Summary:	A lady has had issues with her pharmacy. She now has blister packs for her medication, but the pharmacy are not sending all of her medication together, and she doesn't want to forget to take something. She has tried phoning the pharmacy on numerous occasions to complain however, she has said that she often gets spoken to like a child and gets attitude from a particular member of staff that works there. The lady has breathing problems and is often left exhausted after phoning them.
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4.8 Diagnostic Hub - Experiences Breakdown

This month, from 1 experience, Healthwatch recorded a total of 1 negative / mixed / unclear comments for Diagnostic centre/hub.

This month, Accessibility and reasonable adjustments were the most negative comments received for Diagnostic centre/hub.

Examples of experiences received:

Healthwatch Reference:	113321
Service Name:	Community Diagnostic Centre- Grimsby
Sentiment:	Negative
Experience Summary:	My mum attends the Diagnostic Centre for Eye Clinic appointments. She needs a wheelchair for the appointment, but they don't appear to have any in the centre.

4.11 Optometry services/opticians - Experiences Breakdown

This month, from 1 experiences, Healthwatch recorded a total of 1 negative / mixed / unclear comments for Optometry services/opticians.

This month, Cost and funding of services were the most negative comments received for Optometry services/opticians.

Examples of experiences received:

Healthwatch Reference:	113044
Service Name:	Specsavers Grimsby
Sentiment:	Mixed
Experience Summary:	A lady said her new bifocals were a bit expensive, she paid £600 for them. She said she could look online, however didn't know if they would be as good.

4.13 Ambulance and paramedics - Experiences Breakdown

This month, from 1 experience, Healthwatch recorded a total of 1 negative / mixed / unclear comments for Ambulances and paramedics.

This month, Waiting times- punctuality and queuing on arrival were the most negative comments received for Ambulances and paramedics.

Examples of experiences received:

Healthwatch Reference:	113064
Sentiment:	Negative

Experience Summary:

Elderly lady fell over on pavement outside library, nose bleeding profusely and swollen bruise to forehead. Ambulance requested by member of staff - informed it would take between 10 minutes and 2 hours for an ambulance to attend. Advised not to move the lady to avoid worsening any injuries, she was sat on the pavement at this point. Fortunately the ambulance arrived in 20 - 30 minutes.

4.15 Physiotherapy – Experiences breakdown

This month, from 1 experience, Healthwatch recorded a total of 1 negative / mixed / unclear comments for Physiotherapy. This month, Caring kindness respect and dignity were the most negative comments received for Physiotherapy.

Healthwatch Reference:	113067
Sentiment:	Negative
Experience Summary:	Lady self referred for physiotherapy - provider not known: 'I had a self referral for physio for a few complaints. They said they would see me for these complaints together. Shortly after listening to me the male physio told me a story of his patient that put himself on a ventilator. He couldn't breathe and 'thought' he was ill. Turns out he was anxious and didn't need the ventilator. I asked him why did he just tell me that story and I didn't appreciate it as he hadn't even examined me. He did then backtrack a bit. I was very upset after this.'

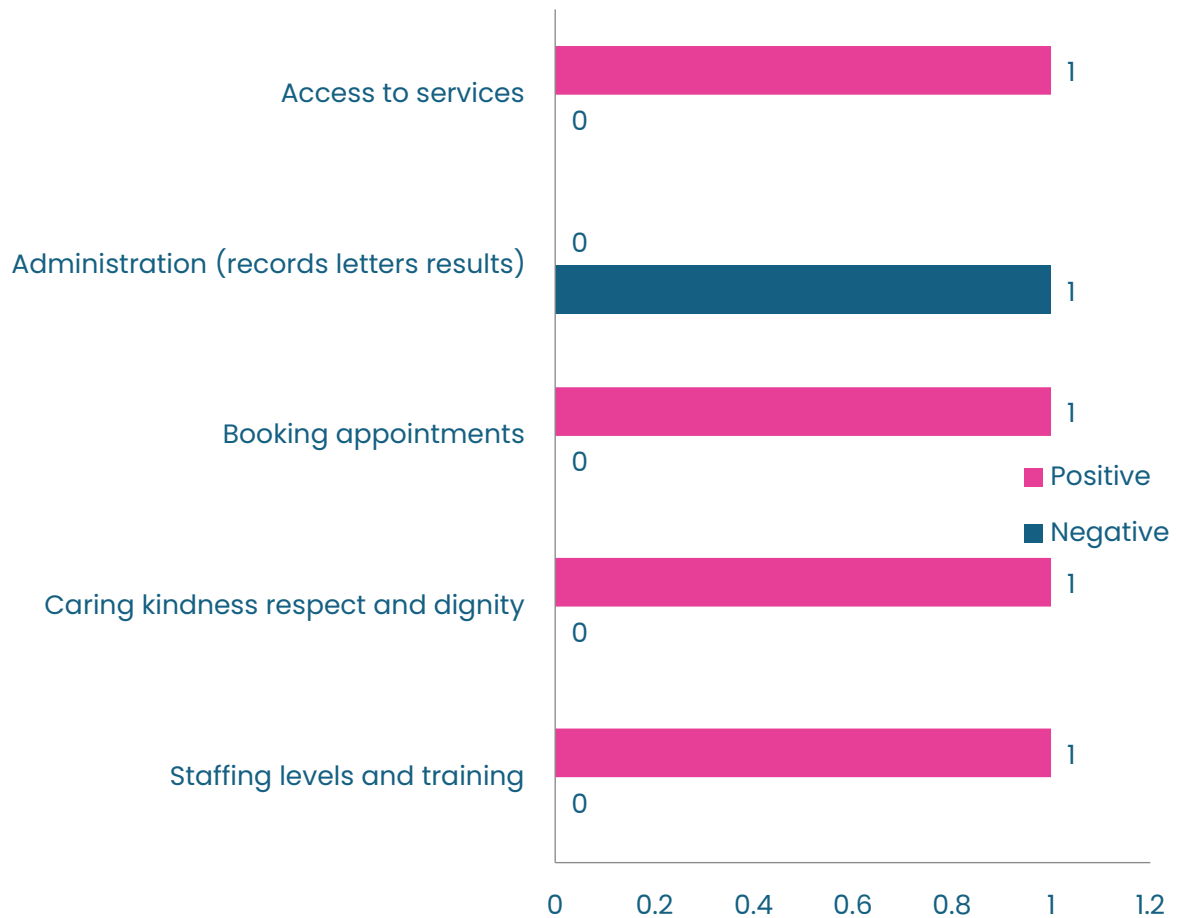
4.16 Screening services and testing – Experiences Breakdown

This month, from 1 experience, Healthwatch recorded a total of 1 negative / mixed / unclear comments for Screening services and testing.

This month, Referrals were the most negative comments received for Screening services and testing.

Examples of experiences received:

Healthwatch Reference:	113109
Service Name:	Cervical Screening
Sentiment:	Negative
Experience Summary:	A patient has had a smear test at Scartho Medical. The test results showed abnormal cells; however, nothing was done about it. She has recently had another smear test and was asked if she had had a biopsy regarding the abnormal cells. The initial test was undertaken over a year ago.



4.17 Pain services – Experiences Breakdown

This month, from 1 experience, Healthwatch recorded a total of 5 negative / mixed / unclear comments for Pain management.

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

Examples of experiences received:

Healthwatch Reference:	113051
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Pain Management)
Sentiment:	Negative

Experience Summary:

A patient has recently had a telephone appointment with the Pain Management Clinic, which has now been contracted out by the NHS. She would like to know how a back pain assessment can be done accurately over the phone, and also she was having 6 monthly injections which helped, but this service has now been stopped by the NHS and DPoW. She said it had taken months to get a referral to a new clinic to the point where they have agreed to do a nerve blocking injection again. She asked if she would be going back to the hospital to have these injections, however was told that they would be undertaken in a mobile unit in a supermarket car park. She feels this is a worry as she doesn't really want a long needle putting in her spine in a wobbly mobile unit, and feels it is very risky. What has happened to the NHS.

4.18 Oncology – Experiences Breakdown

This month, from 1 experience, Healthwatch recorded a total of 2 compliments for Oncology.

This month, Follow-on treatment and continuity of care were the positive comments received for Oncology.

Examples of experiences received:

Healthwatch Reference:	112995
Service Name:	Diana, Princess of Wales Hospital (Pink Rose Suite)
Sentiment:	Positive

Experience Summary:

A lady has had a positive experience of the Pink Rose Suite. She said she has regular checks and that the team there saved her.

4.19 Services other - health or social care - Experiences Breakdown

This month, from 7 experiences, Healthwatch recorded a total of 3 negative / mixed / unclear comments and 7 compliments for Services other than health or social care.

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



Examples of experiences received:

Healthwatch Reference:	113333
Service Name:	St. Andrews Hospice
Sentiment:	Positive
Experience Summary:	The hospice have been excellent. I have had complimentary therapies, physiotherapy and breathing exercises. They are the best in the world.

Healthwatch Reference:	113244
Service Name:	Lincs Inspire Wellness Hub
Sentiment:	Positive
Experience Summary:	Lady had been a member at the hub for 1 year, goes 3 times a week and 'absolutely loves it.' She lives on her own so the social side of it has been really good, as well as the physical benefits.

Healthwatch Reference:	113240
Service Name:	Lincs Inspire Wellness Hub
Sentiment:	Positive
Experience Summary:	Lady age 83 became a member of the wellness hub following the death of her husband. She has been a member now for 3 years and finds it very beneficial. Not only physically but for meeting people. She attends 4 times a week and has got to know the other people that go at the same time

Healthwatch Reference:	113234
Service Name:	NHS App
Sentiment:	Mixed
Experience Summary:	A patient uses the NHS App to re-order her medication, however the date that the App states she can order is not always correct, and has to ring the GP or pharmacy instead.

Healthwatch Reference:	113230
Service Name:	NHS App
Sentiment:	Negative
Experience Summary:	A patient had received a letter from the hospital on her NHS App, but didn't know how to access it. She couldn't see an arrow that needed to be clicked on to gain access, as it was very faint and needed to be in a bolder print.

Healthwatch Reference:	113199
Service Name:	Lincs Inspire Wellness Hub
Sentiment:	Positive
Experience Summary:	Wheelchair user with many health issues has been attending the Wellness Hub for approx 3 months using the power assisted exercise equipment. Has made brilliant progress and is now able to stand for a couple of minutes.

Healthwatch Reference:	113196
Service Name:	Lincs Inspire Wellness Hub
Sentiment:	Positive
Experience Summary:	Lady struggling with stress - has seen GP recently and referred to Navigo. Discussed how exercise can help with mental wellbeing and different options. Referred to Lincs Inspire 'Active Forever Wellness Scheme.'

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)
- Voice ability
- 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



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