

---

# Intelligence Report

## October 2025

**healthwatch**  
North East Lincolnshire

# Table of Contents

---

<b>2. Engagement Activity</b>	<b>5</b>
<b>3. Contact Statistics</b>	<b>6</b>
<b>4. Experiences Breakdown</b>	<b>9</b>
Assisted Living/Extra Care	11
Dentist	12
Hospitals	17
G.P Practices	35
Mental Health	62
Adult Social Care	63
Pharmacy	73
PALS	76
Patient transport and NEPT	78
Optometry	79
Gender Identity	85
Services -other	88
<b>5. Independent advocacy service</b>	<b>94</b>
<b>6. Why Intelligence is Important</b>	<b>94</b>
<b>7. Feedback Form</b>	<b>95</b>

# 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 October 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 October Healthwatch North East Lincolnshire attended **20** engagements and events, where we gathered experiences from the public.

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

Diana, Princess of Wales Hospital (DPOW) x3
Goole Hospital
St Hughs Community Centre -Warrior Women
Centre4 x2
Strand Court
Care homes poster and leaflet drop
Café Aspire
Friendship later in life
Carers Support Centre
Grimsby Town Football Club -Nothing about us
Assisted living centre
Grimsby Institute
The Rock Foundation x2
Nurtrio
Cromwell Road Day Centre
Burchester Court

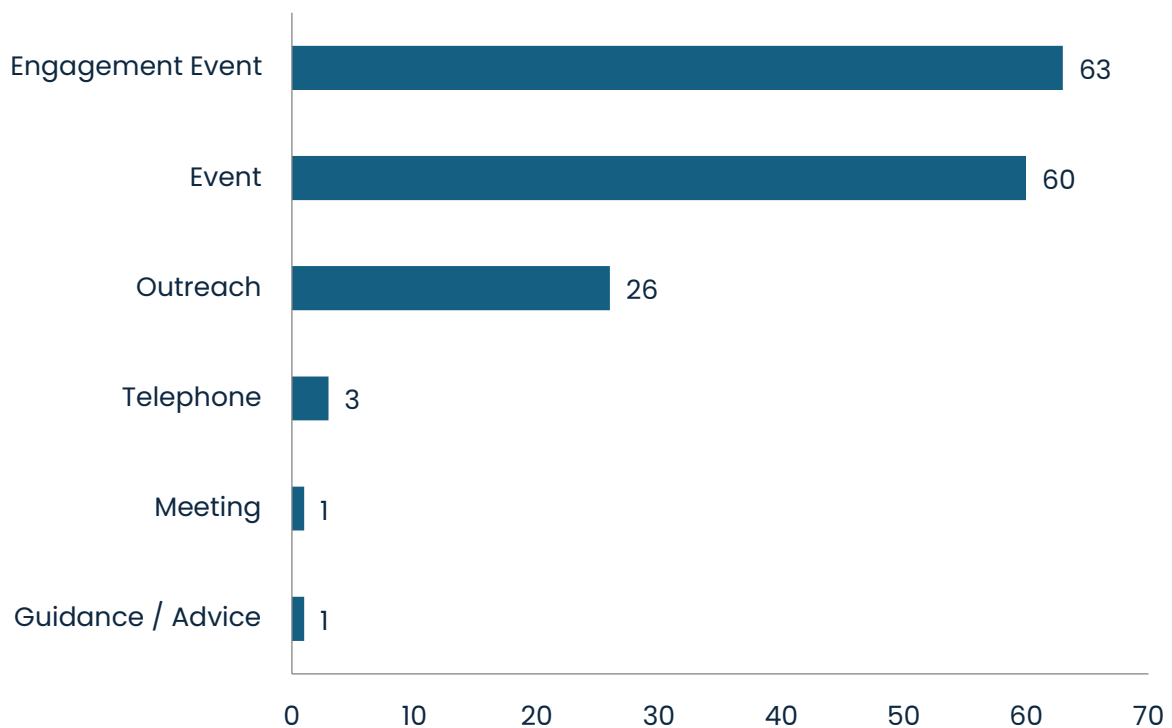
The focus of our engagement programme is to find out what people in the local community feel and think about the health and social care services they use. Each month we look to build a picture of the landscape of health and social care in the area and highlight what is working well, what

challenges people are facing and, where possible, how can we work together with healthcare providers to overcome those challenges.

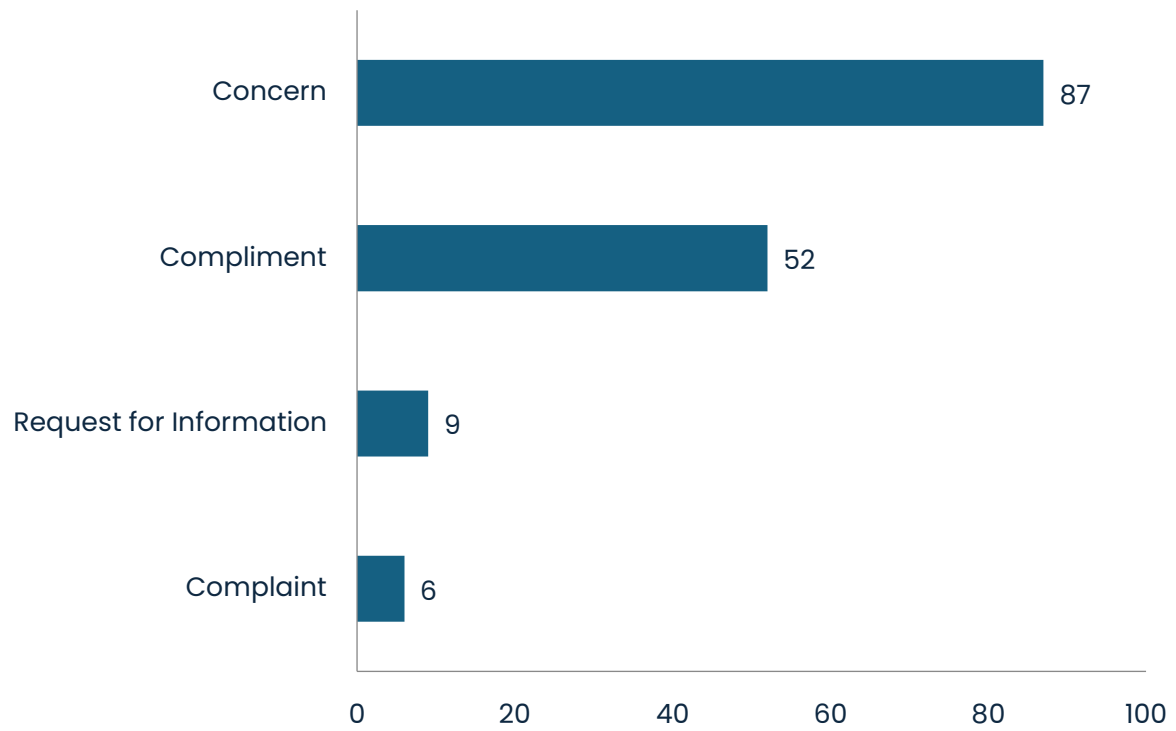
Healthwatch North East Lincolnshire are aware that residents will use services which crossover into other areas of the Humber boundaries due to the need to travel to Grimsby and Hull Hospitals for care.

### 3. Contact Statistics

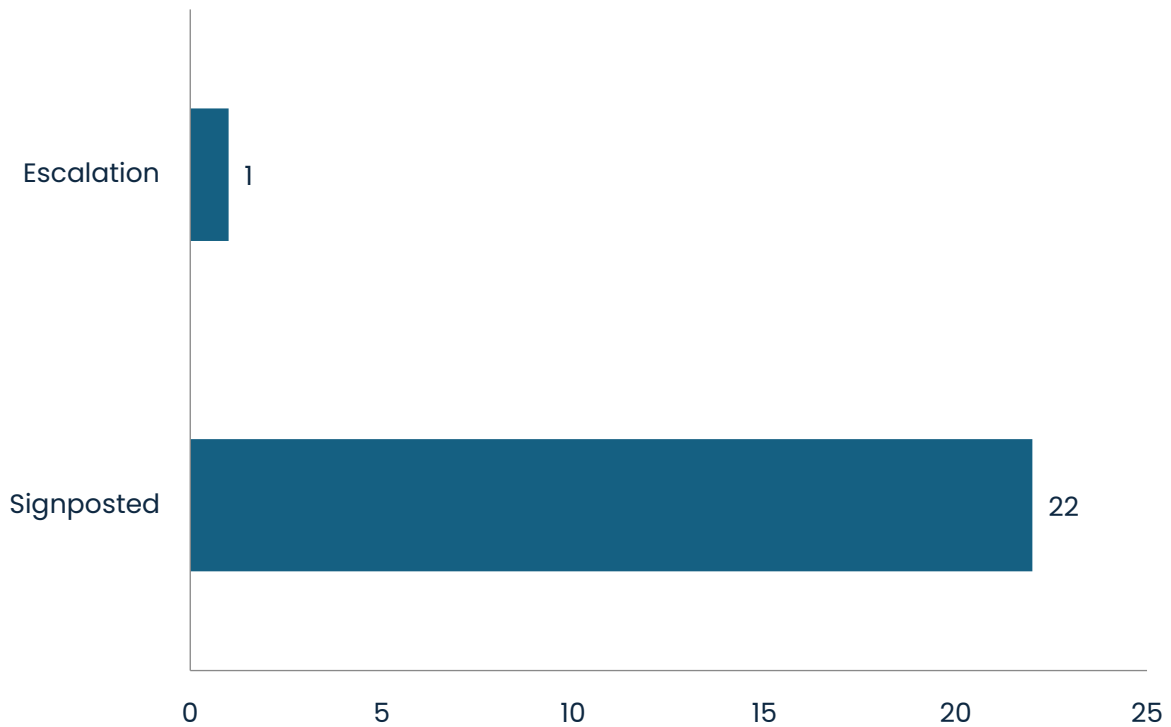
In total, **154** people contacted Healthwatch North East Lincolnshire. The figures below show that Engagement Event is the most popular method for people to contact us. These figures do not take into account surveys that have been completed.



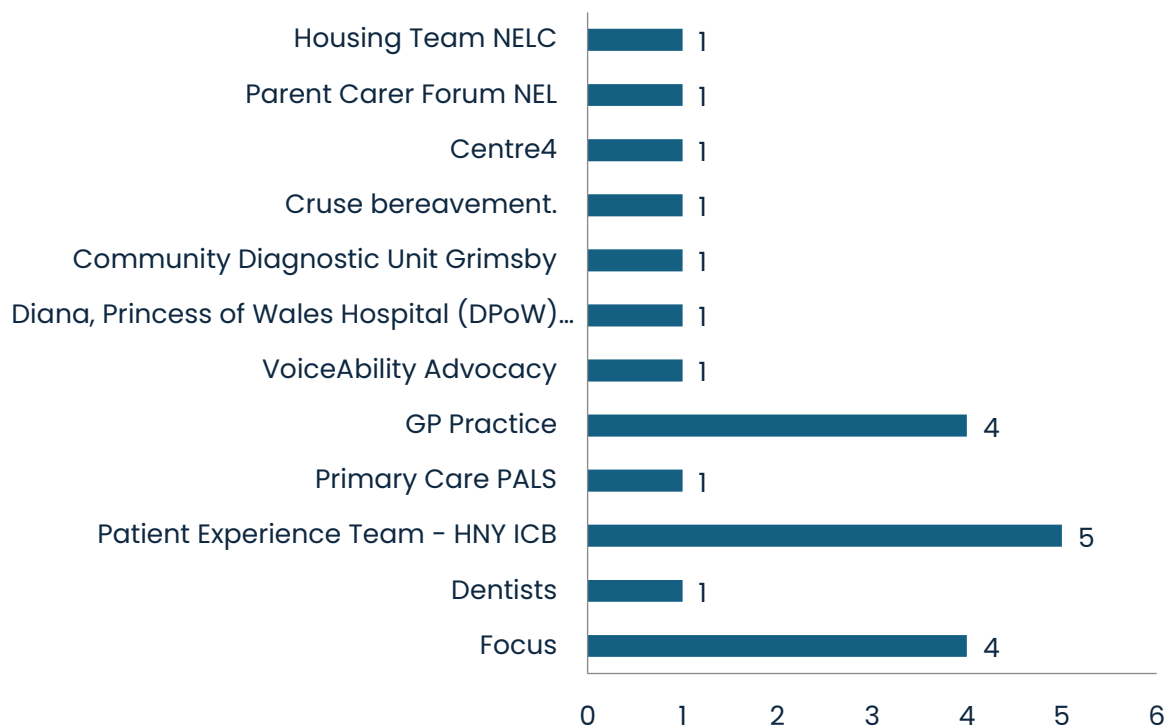
The highest number of contacts made where to raise a **concern**



This month, Healthwatch took **23** actions from the experiences received



Out of these actions, we Signposted 22 people to the following services:



## 4. Experiences Breakdown

### Overall experiences breakdown

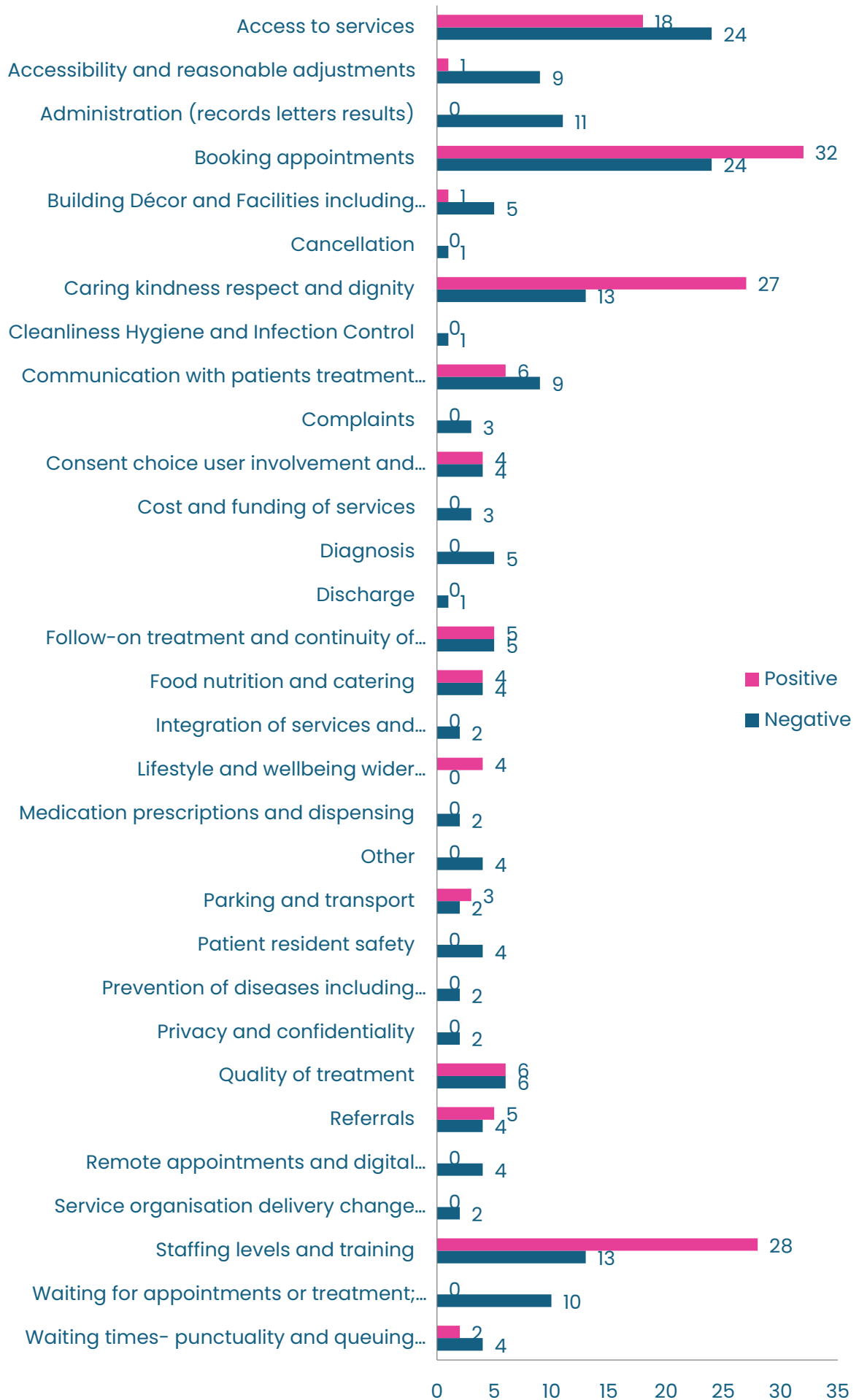
The charts below detail the breakdown of what the public have been saying about health and social care services in North East Lincolnshire this month, looking at both positive and negative comments.

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

We recorded **183** negative comments and **146** compliments in total across all healthcare services from **160** experiences.

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

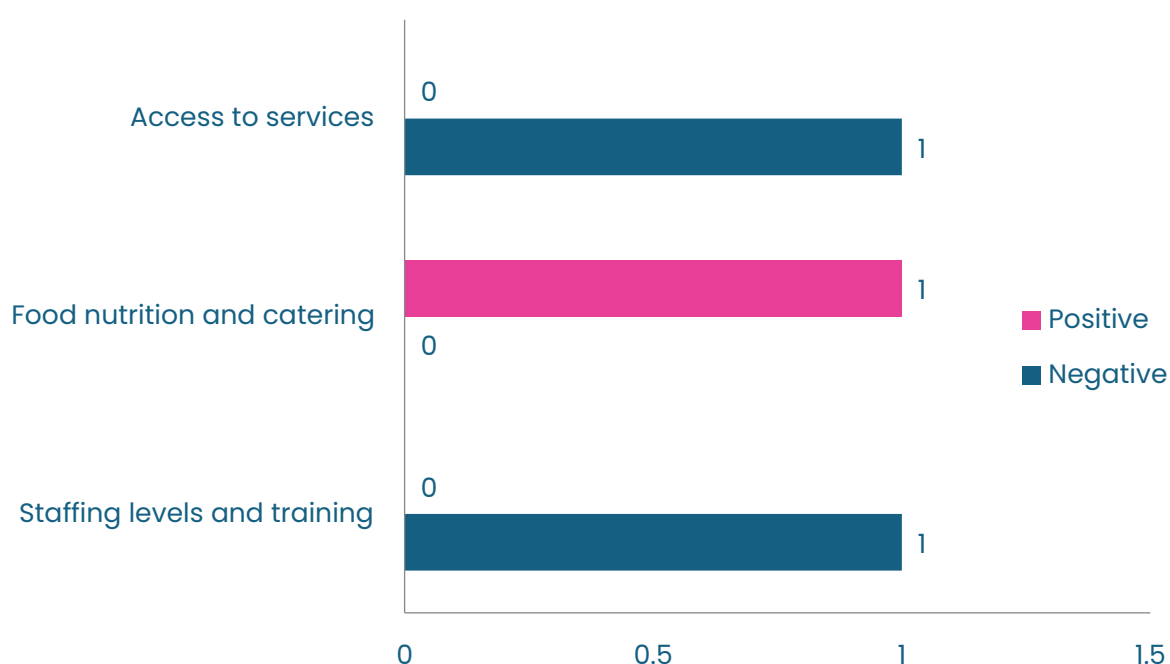
'Booking appointments' is the area which has received the most compliments this month.



## 4.1 Assisted living- Experiences Breakdown

This month, from **2** experiences, Healthwatch recorded a total of **2** negative / mixed / unclear comments and 1 compliment for Assisted living/Extra care housing services/Supported housing.

This month, Access to services were the most negative comments received and Food nutrition and catering were the positive comments received for Assisted living/Extra care housing services/Supported housing.



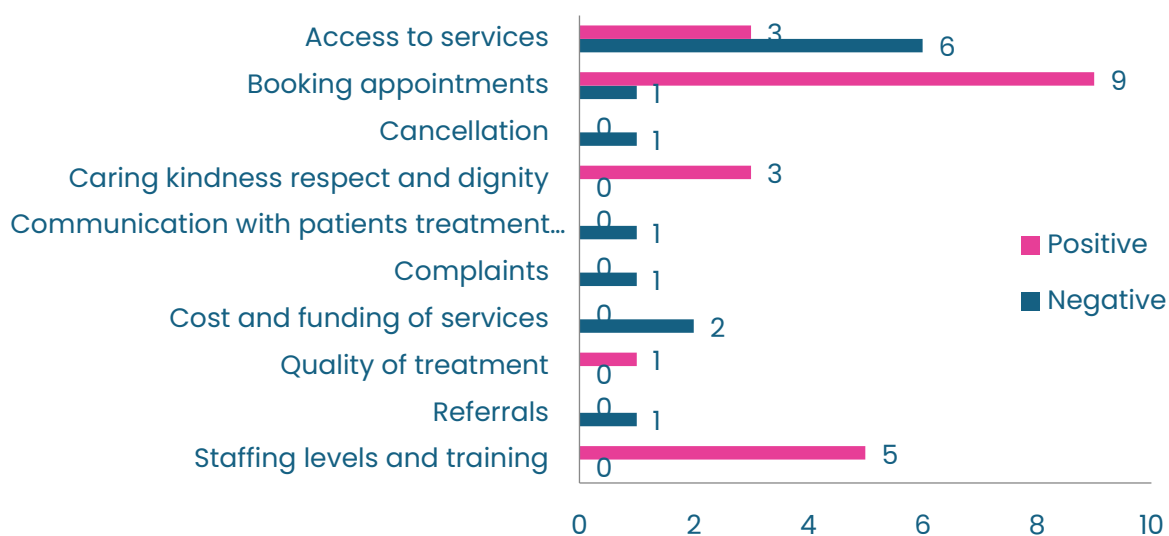
Healthwatch Reference:	112850
Service Name:	Burchester Court
Sentiment:	Positive
Experience Summary:	Burchester Court has a great choice of meals in the cafe. You can also get cake and coffee for £1.50 at the Coffee Morning. We are having a Halloween Party and Bingo tomorrow.

Healthwatch Reference:	112515
Service Name:	Strand Court
Sentiment:	Negative
Experience Summary:	A tenant has said that the extra care facility where she lives is like a 'graveyard'. The same people are coming out of their flats and most tenants are bedbound. She said it is supposed to be Assisted Living, but is more like a care home. The housing provider also don't provide support when the manager is on holiday. They ask for support from the Home Care provider but they don't understand them.

## 4.2 Dentist - Experiences Breakdown

This month, from **16** experiences, Healthwatch recorded a total of **13** negative / mixed / unclear comments and **21** 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:	112800
Sentiment:	Negative
Experience Summary:	Since Covid, lady is unable to get an NHS dentist for her children aged 11 and 16.

Healthwatch Reference:	112717
Service Name:	Community Dentist
Sentiment:	Negative
Experience Summary:	A patient has had two cancellations for dental appointments this year, and his mum is now wondering if the next scheduled one is going to be cancelled for her son. He has issues with his teeth and has bone loss. Simple check ups appear to be fine, but her sons issues need to be checked on. Her son has seen an Orthodontist and she was informed that he should have been referred to them a lot earlier.

Healthwatch Reference:	112609
Sentiment:	Negative

Experience Summary:	Person advised that their front tooth had fallen out. They have recently moved to the area from London and cannot get a dentist. They have managed to get onto two waiting lists but one has a wait of 3 years and the other 2 years. Person was asking where they could go for treatment other than private as they cannot afford to pay privately.
---------------------	--

Healthwatch Reference:	112454
Service Name:	Mr Osman
Sentiment:	Positive
Experience Summary:	Mr Osman is really good. My family have been going to him for years.

Healthwatch Reference:	112339
Service Name:	Mydentist
Sentiment:	Positive
Experience Summary:	Cleethorpes - excellent service, no problem getting appointments. Seen as NHS patient. Both dentists very friendly.

Healthwatch Reference:	112329
Sentiment:	Negative

Experience Summary:	Grimsby Dental Care - lady unable to access NHS dental treatment as the practice is only taking NHS patients who are under 16. She has paid privately for an initial examination of a tooth that she has a problem with, this was £70 but she does not know how much the actual treatment will be.
---------------------	--

Healthwatch Reference:	112322
Sentiment:	Positive
Experience Summary:	Dental practice at Immingham - lady unsure of name of practice. Excellent service - she is very scared of attending the dentist but this has improved as they are so understanding and helpful.

Healthwatch Reference:	112292
Service Name:	Mydentist
Sentiment:	Positive
Experience Summary:	Mydentist, Cleethorpes - excellent dental practice, is an NHS patient, no problem obtaining appointments. Both dentists are very friendly, would recommend.

Healthwatch Reference:	112045
Service Name:	Bupa Hainton Avenue
Sentiment:	Positive
Experience Summary:	Dentist is very good. Has an NHS Dentist.

Healthwatch Reference:	112042
Service Name:	Harris Dental Practice
Sentiment:	Positive
Experience Summary:	The Dental Practice is very good. Has an NHS Dentist.

Healthwatch Reference:	112036
Service Name:	Mydentist
Sentiment:	Positive
Experience Summary:	The NHS Dentist is very good.

Healthwatch Reference:	112027
Service Name:	Dentology
Sentiment:	Positive
Experience Summary:	Got an NHS appointment straight away.

Healthwatch Reference:	112011
Sentiment:	Negative
Experience Summary:	Family advised they have moved to Grimsby from Bedfordshire. They have had to keep their dentist in Bedfordshire which is a 3.5 hour drive away as there isn't any NHS Dentists available in the Humberside area.

Healthwatch Reference:	111967
Service Name:	Mydentist
Sentiment:	Mixed
Experience Summary:	A patient had missed an appointment with his NHS Dentist and now has to pay to see a private Dentist at his practice. He said the difference in price for just a check up is quite high.

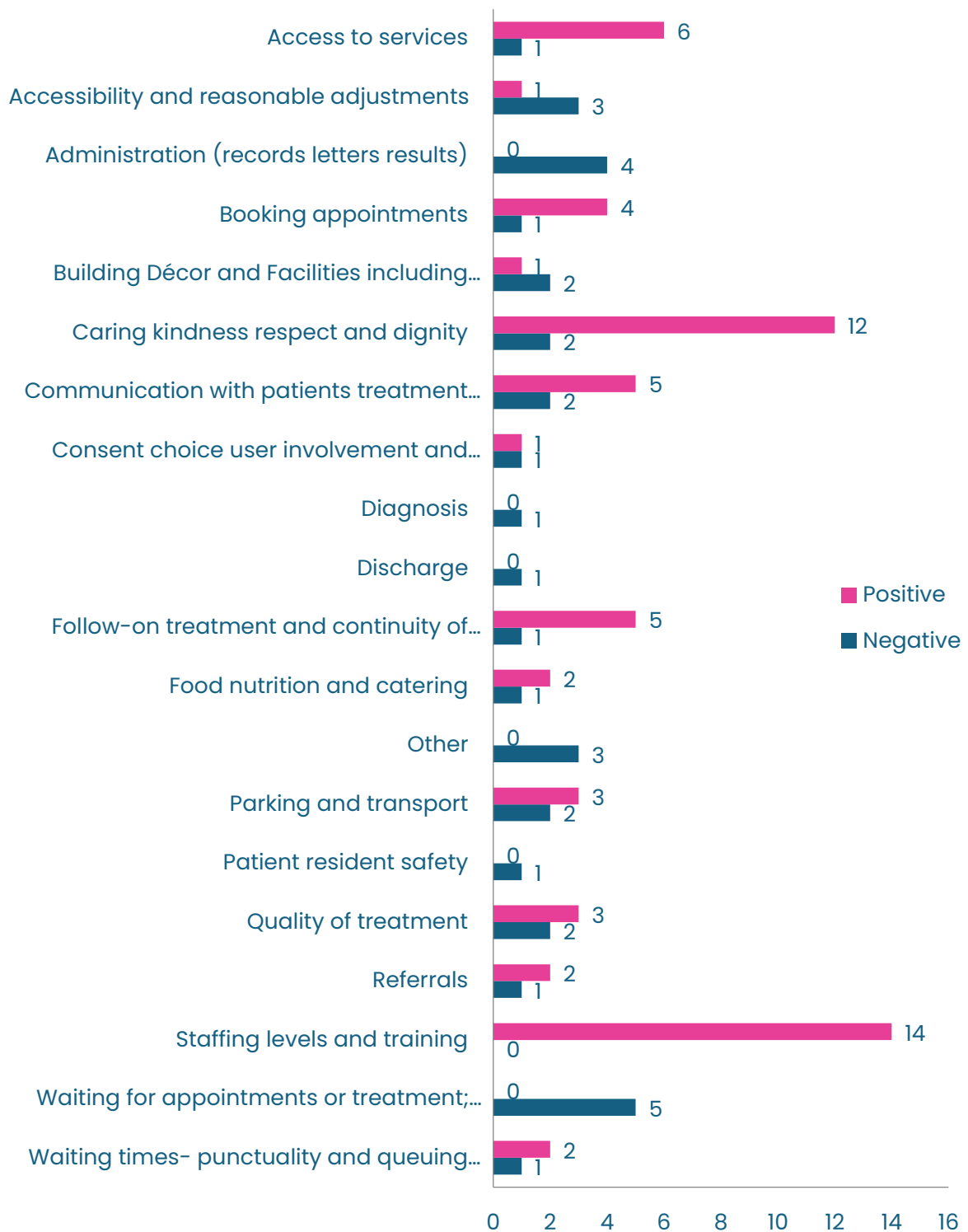
Healthwatch Reference:	111911
Sentiment:	Positive
Experience Summary:	The corner dental clinic Immingham is excellent and is NHS patient.

Healthwatch Reference:	111903
Service Name:	Pure Dental
Sentiment:	Positive
Experience Summary:	Pure practice dental clinic Immingham is amazing and is NHS patient but has been with the practice for 40 years.

### 4.3 Hospitals

This month, from **34** experiences, Healthwatch recorded a total of **35** negative / mixed / unclear comments and **61** compliments for Hospital Services.

This month, waiting for appointments or treatment; waiting lists 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:	112838
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Emergency Department)
Sentiment:	Positive
Experience Summary:	A patient has described their recent visit to the Emergency Dept as brilliant, and was seen very quickly.

Healthwatch Reference:	112803
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Negative

Experience Summary:	<p>Gentleman who is visually impaired attends the eye clinic every 6 months. He is not able to read the signage for the eye clinic. 'Guiding' (physical guidance around the department) is not routinely offered and when a staff member does do it it's not done properly as he doesn't feel safe. Also, he may be guided to the consultation room, has eye drops for dilating pupils so has to return to the waiting area, but not guided back. He has been told to 'go and sit in that chair,' but can't see the chair. He doesn't have the same consultant for appointments so there is no continuity. The consultant doesn't explain what they're doing or what they've found, they just write in the notes. He has asked for his appointment letters to be in large print but he's always told it 'can't be done,' he finds this very frustrating and annoying. Therefore, when he receives an appointment letter he has to scan it into his ipad which then reads it aloud.</p>
---------------------	--

Healthwatch Reference:	112797
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Negative
Experience Summary:	<p>Visually impaired lady says all hospital appointment letters she receives are in standard small print format - there is never an offer of receiving appointments by text or telephone which would be much more useful.</p>

Healthwatch Reference:	112783
------------------------	--------

Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Negative
Experience Summary:	Blind gentleman described the appointment letters he receives from the eye clinic are always in small print. Never offered any other options, for example, braille.

Healthwatch Reference:	112699
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Mixed
Experience Summary:	A patient had been waiting on the Discharge Lounge for over two hours to go home. They had contacted the Ward that she had been on and couldn't get hold of the Doctor who was completing her Discharge paperwork, it was found that this had not even been started. She has been offered drinks and food whilst waiting on the Discharge Lounge.

Healthwatch Reference:	112696
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Mixed
Experience Summary:	The Stroke Ward at the hospital is very old fashioned, however the Nurses were great and the Doctors listened to you.

Healthwatch Reference:	112693
------------------------	--------

Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Negative
Experience Summary:	When visiting mother in Grimsby hospital, who was very ill, was upset with the noise in ward of people on tablets, computers and mobile phone. When ask if there was any policy about the times these devices could be used was told no policy on this.

Healthwatch Reference:	112669
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Positive
Experience Summary:	A patient has just spent a week in hospital, after being referred by her GP in Louth. She couldn't remember which ward she had been on, but found the staff to be good and the food was fine. She was waiting on the Discharge Lounge for her daughter to take her home.

Healthwatch Reference:	112613
Sentiment:	Mixed
Experience Summary:	I had surgery which has worked really well and I have no complaints about my treatment. However waiting for my follow up and a letter that I need has been a difficult and long process.

Healthwatch Reference:	112594
Service Name:	Diana, Princess of Wales Hospital (DPOW)

Sentiment:	Mixed
Experience Summary:	A patient has said the parking at DPoW is excellent and can easily find a parking spot. Unlike other hospitals in the region. He also uses Scunthorpe Hospital which is 'horrendous'. His wife goes to Doncaster Royal Infirmary and she can attend her appointment and come back out and he could still be driving around trying to park somewhere.

Healthwatch Reference:	112591
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Positive
Experience Summary:	A patient has had a good experience of the Cardiology Clinic. He described it as clean, well presented and was 'well impressed' with the department. He had travelled from Scunthorpe for the appointment. He had, had an operation at Castle Hill quite a few years ago and was there for a routine 5 year check up. He said he had not been waiting long at his appointment time and had already had an ECG before seeing the Doctor.

Healthwatch Reference:	112588
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Mixed

Experience Summary:	<p>A gentleman had brought his wife for an appointment at the Cardiology Clinic and had travelled from Winterton. His wife had been referred the day before from Scunthorpe Hospital for a procedure that had not worked, but had managed to get another appointment the following day. He said the department had been really good. He also said the parking was amazing at DPoW, unlike Scunthorpe Hospital, where he has to park outside of the grounds. He described the parking at Scunthorpe Hospital as horrendous.</p>
---------------------	--

Healthwatch Reference:	112585
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Positive
Experience Summary:	<p>A patient was waiting to go back to the ward after visiting the Cardiology Clinic. He said the staff were lovely.</p>

Healthwatch Reference:	112524
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Positive
Experience Summary:	<p>A patient was taken to hospital due to high potassium levels. She had previously had a blood test but this hadn't been sent in time and had 'gelled'. The patient has kidney failure and usually has a blood test once a week. She said the care she received was out of this world.</p>

Healthwatch Reference:	112471
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Negative
Experience Summary:	A gentleman had brought his wife who is living with Dementia to an appointment at the Orthopaedic Clinic. He was a little concerned about the long wait to be seen, as they have carers that go to his house to support at lunch time. He was concerned that he would have to rearrange their visit, or cancel them altogether for that day.

Healthwatch Reference:	112465
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Positive
Experience Summary:	A patient has said the Orthopaedic Clinic is 'spot on' and cannot fault them.

Healthwatch Reference:	112459
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Positive
Experience Summary:	A patient has had a good experience of the emergency department. He went to hospital with his wife after initially being treated by a First Responder at home, following an injury to his finger. He said he did have to wait around an hour to be seen, but said that you expect that. Once he was seen they were very helpful.

Healthwatch Reference:	112451
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Ward B7)
Sentiment:	Positive
Experience Summary:	A patient has recently been an inpatient on Ward B7. She said the ward was clean and the staff were very attentive.

Healthwatch Reference:	112443
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Positive
Experience Summary:	A patient has had a good experience of the Fracture Clinic after injuring her shoulder following a fall. She said that she is not waiting long to be seen at her appointment and knows that she will need to have x-rays before seeing the Consultant.

Healthwatch Reference:	112413
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Negative

Experience Summary:	Person advised they are awaiting an operation but have to be assessed by the anaesthetist prior to the op. They have been waiting since June and still don't have an appointment and don't know if the op can go ahead. Person cannot eat and has lost a lot of weight. Despite chasing this up they still have not been offered an appointment. This is affecting their mental and physical health.
---------------------	--

Healthwatch Reference:	112391
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Mixed
Experience Summary:	A patient needed to attend the Day Care Unit at the hospital. She said it was not clearly signposted and had to ask someone to direct her there.

Healthwatch Reference:	112380
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Positive
Experience Summary:	A patient went to the emergency department on a Sunday evening and she was seen straight away. She was referred for x-rays, and given pain relief. The service was excellent.

Healthwatch Reference:	112375
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Mixed

Experience Summary:	A patient recently used SDEC and found it to be very good, however she said the department felt like she was in a submarine under water. She also said that there were 2 separate areas for male and female patients, however there were no showering facilities on the female side, but 2 showers in the male side.
---------------------	--

Healthwatch Reference:	112348
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Negative
Experience Summary:	Has been referred to ophthalmology but has been informed that there is an 8 month waiting list.

Healthwatch Reference:	112336
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Audiology)
Sentiment:	Mixed
Experience Summary:	A patient has got to wait 4 months for an Audiology appointment, however he thinks this is very excessive. He has tried to email the department regarding this, but had used the wrong email address. He said he will try getting in contact with them again.

Healthwatch Reference:	112304
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Mixed

Experience Summary:	A patient was recently admitted to Ward C3. He said the food got better, when he got better. The cornflakes were like cardboard and the mashed potato didn't look like mashed potato.
---------------------	---

Healthwatch Reference:	112289
------------------------	--------

Service Name:	Diana, Princess of Wales Hospital (DPOW)
---------------	--

Sentiment:	Negative
------------	----------

Experience Summary:

Patient has had frequent ( 8 or 9) episodes of anaphylaxis during the last 13 weeks. No triggers identified. She has looked at food, drinks, wash powder, toiletries and other potential triggers but as yet has been unable to identify any common factors. Basic allergy testing performed by GP but all normal. The episodes are unpredictable, it starts with a rash/hives then she develops swollen lips then she struggles to breathe. She has been issued with an EpiPen which she uses but then she has to attend A&E every episode. Her husband takes her as when they called an ambulance as advised they were informed it would be an hour's wait. She is extremely concerned that as yet she has no working diagnosis so therefore no management plan. Following the most recent episode she was informed that an immunology referral would be expedited but as yet has not received any communication. The lady had a baby 8 months ago and also has another young child, therefore she is extremely afraid of being on her own with them in case she has another anaphylactic episode. In view of this, her husband, who is a police officer, has to take a lot of time off work to support her. She herself is now 'off sick' (she is a teacher). She contacted PALS in view of her concerns and was informed that due to their workload it would be a week before they would be able to look at her case.

Healthwatch  
Reference:

112008

Service Name:

Diana Princess of Wales Hospital (DPOW)

Sentiment:	Negative
Experience Summary:	<p>Patient advised they had a trapped nerve in their back and had been sent for an MRI scan. Patient walks with a stick and finds walking without it difficult. They had a long wait before being rushed in and told "get on there" meaning the bed. Patient advised they thought they would need a gown as they had a wired bra on. They were told take it off then. Patient felt extremely uncomfortable in front of two males. They managed to remove the bra under the clothing. They then struggled to get onto the bed which was too high for them. There was no warning given about the noise of the machine. After the scan was finished the patient advised they had become really stiff due to lying in one position for a while and asked for help to get off the bed. The staff then grabbed the sheet that was underneath the patient and "catapulted" them off the bed. Due to this the patient was left in immense pain and couldn't walk for three and a half weeks. At the end of the appointment the patient then had to walk out into the waiting room with their bra in their hand. They said the whole experience was demoralising.</p>

Healthwatch Reference:	112005
Sentiment:	Positive

Experience Summary:	Patient advised they receive excellent care from the NHS Neurology teams. Person receives treatment via Queens Square Hospital in London every six weeks. They are transported each time from Grimsby to London via patient transport and returned following treatment. Patient advised they have no complaints.
---------------------	--

Healthwatch Reference:	111955
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Mixed
Experience Summary:	Long wait in orthopaedics department but overall treatment good.
Healthwatch Reference:	111887
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Negative

Experience Summary:

Caller advised they had taken their child to A&E after she had fallen off the sofa and bumped her head. They were at the hospital for 4/5 hours and the child was seen and examined by a general practitioner . The child recovered well and was discharged without any concerns. Three days later the family received a phone call from the hospital asking them to return to A&E as proper procedure hadn't been followed and that they needed to make sure that the fall was an "accident" Parent advised that the child was well and there were no concerns and that they didn't feel that they needed to take the child back to hospital where there are currently high risks of infection. They then received 24hrs of what the parents described as bullying tactics where they were advised that it was in their best interests to bring the child back to hospital otherwise the hospital would ring social services. The parents also received a firm voice mail from Rainforest Ward manager saying that an appointment had been made for them at 5.30pm that evening and that they needed to attend. Parent spoke to thier Health visitor who advised that they would speak to the ward on the parents behalf , no further communication has happened since. Family contacted social services ahead of time to make them aware of the current situation. Next family received a phone call from social services at 20.22 to inform them they had received a referral due to the family failing to attend a follow up appointment. Family advised that the referral had missed out most of the information and had put the blame back onto them as parents despite the fact the hospital had asked them to

	<p>come back due to not following proper procedure. This experience has left the family having a complete lack of trust in the hospital for what they thought was doing the right thing by thier child. They are emotionally distressed by the whole situation and want to make people aware so that this doesn't happen again.</p>
--	---

### Scunthorpe General Hospital Experiences Breakdown

Healthwatch Reference:	111943
Sentiment:	Negative
Experience Summary:	<p>Person explained that they had been seen for an appointment at Scunthorpe General Hospital outpatients dept. She felt that the communication was poor as she felt that they did not listen to her concerns about her legs and mobility (currently using a wheelchair) but focussed on the fact that she is overweight. They did not offer any investigations in to her mobility problems.</p>

### St. Hughs Hospital Experiences Breakdown

Healthwatch Reference:	112462
Service Name:	St. Hugh's Hospital
Sentiment:	Positive

Experience Summary:	A patient cannot fault the care and support of St. Hugh's after having his hip replacement. The referral only took a few weeks and the staff were brilliant.
---------------------	--

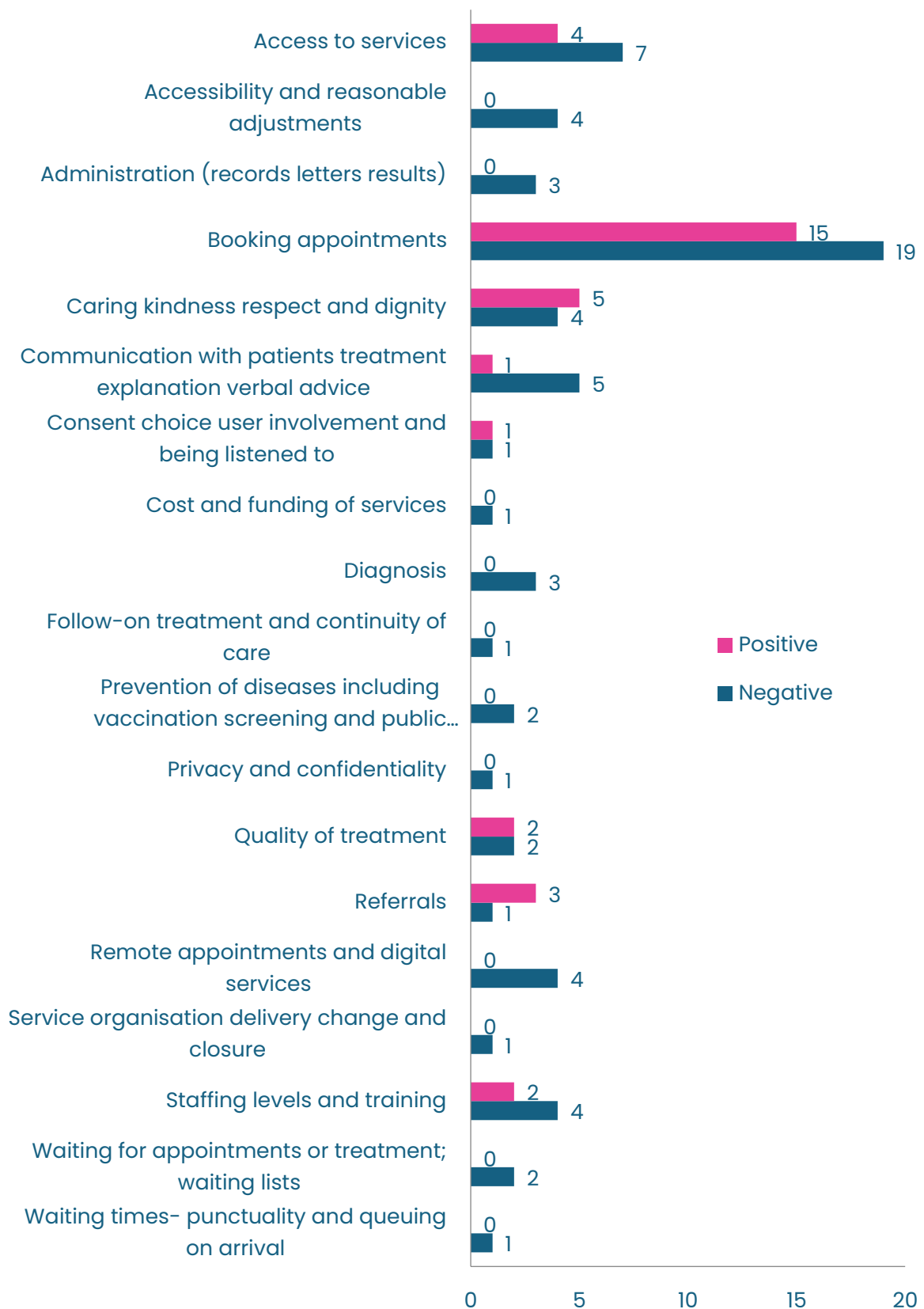
## Castle Hill Experiences Breakdown

Healthwatch Reference:	112313
Service Name:	Castle Hill Hospital
Sentiment:	Positive
Experience Summary:	Adult Cystic Fibrosis Centre - the gentleman explained that the service is excellent. He sees all the relevant professionals at one appointment. Never has to wait to be seen, always seen as soon as he arrives for the appointment.

## 4.4 General Practice (GP) - Experiences Breakdown

This month, from **57** experiences, Healthwatch recorded a total of **66** negative / mixed / unclear comments and **33** 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:	112835
Service Name:	Clee Medical Centre
Primary Care Network:	Panacea
Sentiment:	Negative
Experience Summary:	A lady phoned her GP practice last week at 8.02 and was number 14 in a queue. She tried again at 8.30 and she was number 9 in the queue. She finally got through at 8.55 and was told all the appointments had gone and to ring the next day. She said they used to be a good practice, but since covid they have gone downhill.

Healthwatch Reference:	112806
Service Name:	Clee Medical Centre
Primary Care Network:	Panacea
Sentiment:	Negative
Experience Summary:	Blind gentleman explained that when he attends the GP surgery he is unable to see the screens that alert patients to their appointment and which room to go to and there is no vocal announcement. The receptionists don't always remember to tell him when his name has been on the screen.

Healthwatch Reference:	112794
Service Name:	Weelsby View- Roxton Practice
Primary Care Network:	Meridian
Sentiment:	Negative
Experience Summary:	Visually impaired lady - surgery has screens in the waiting room to alert you to your appointment and which room to go to but she cannot see them and there's no vocal announcement. Has to rely on the receptionists or GP to call her in which doesn't always happen.

Healthwatch Reference:	112786
Service Name:	Clee Medical Centre
Primary Care Network:	Panacea
Sentiment:	Negative
Experience Summary:	Lady's son has an annual medical at work and was found to have raised blood pressure and a high heart rate. He was advised to make an appointment to see his GP. He contacted the surgery and was told he could be seen at the pharmacy. He attended the pharmacy then was re-referred back to the GP as his heart rate was still raised and he required an ECG. She felt that it would have made more sense if he had been seen at the surgery in the first place then any tests that were required could have been done there and then.

Healthwatch Reference:	112780
Service Name:	Weelsby View- Roxton Practice
Primary Care Network:	Meridian
Sentiment:	Negative
Experience Summary:	Lady telephoned the surgery as she had an infection on her leg. She was asked 'how do you know it's an infection?' She explained that the area was hot to touch, painful and swollen - the receptionist then accepted she needed an appointment.

Healthwatch Reference:	112777
Service Name:	Weelsby View- Roxton Practice
Primary Care Network:	Meridian
Sentiment:	Negative
Experience Summary:	Very difficult to get an appointment with a doctor. Lady stated that she does not like having to explain to a receptionist why she needs an appointment. Feels pressurised in to it as the receptionists always say that they can't decide what sort of appointment she needs or who she needs to see.

Healthwatch Reference:	112774
Service Name:	Pelham Medical Group

Primary Care Network:	
Sentiment:	Negative
Experience Summary:	Visually impaired gentleman cannot see the screen in surgery waiting room that alerts patients to their appointment and which room to go to. He has to rely on the doctor coming out to call his name which can be 'hit and miss.'

Healthwatch Reference:	112771
Service Name:	Clee Medical Centre
Primary Care Network:	Panacea
Sentiment:	Negative
Experience Summary:	Blind gentleman (with cane) attended surgery for an appointment, was told to go and wait in the area 'over there' (receptionist pointed) which he obviously couldn't see.

Healthwatch Reference:	112768
Service Name:	Clee Medical Centre
Primary Care Network:	Panacea
Sentiment:	Negative

Experience Summary:

Lady has 6 monthly blood tests, requested a cholesterol test to be added but the surgery initially refused this. After requesting this several more times they finally agreed to do it. She then received a text to say her cholesterol result was raised and there was a link to a letter. The letter explained the options of either going on statins or contacting the surgery to make an appointment to discuss her diet. As she is reluctant to take statins she rang the surgery to make an appointment and was told to 'do what it says in the letter.' She explained that was the reason for her call as stated in the letter! She has finally got an appointment to discuss her diet next week. She explained how impersonal it feels to get worrying results and options by text with no-one to discuss them with.

Healthwatch  
Reference:

112762

Service Name:

Chantry Health Group

Primary Care  
Network:

SLC

Sentiment:

Negative

Experience Summary:

Never get to see a doctor. Lady's Mum (age 86) sounded like she had a chest infection so she rang (on the Monday morning) to book a GP appointment for her. Was told there weren't any available appointments until the following week. The lady explained that her Mum was unwell so the receptionist said she would speak to a doctor and see what could be done. One of the GPs rang and prescribed antibiotics. It was a course of 4 tablets but they didn't work so the lady made another appointment for her Mum who saw a nurse practitioner the following week. She was prescribed some more antibiotics, this time a weeks course. She also had an appointment (Weds) for a blood test which was cancelled. On the Friday morning, the lady's husband went to pick her Mum up as she finally had a GP appointment. When he got to the house, all the curtains were closed and the doors were locked so he couldn't get in. He had to call the fire brigade to 'break in' and found his mother in law sat on the floor, wearing the same clothes as the day before and very disoriented. She was admitted to hospital that day and was found to have double pneumonia, sepsis, pancreatitis and an infection on the brain. She sadly died on the Monday (after admission on the Friday). This was 5 weeks ago. The lady expressed that she keeps wondering if her Mum had been seen by a doctor when she was initially unwell then she might still be alive.

Healthwatch

Reference:

112727

Service Name:	Weelsby View- Roxton Practice
Primary Care Network:	Meridian
Sentiment:	Negative
Experience Summary:	Lady had booked an appointment for a covid vaccine but when she arrived was informed the practice had run out of the vaccines. As she had booked an appointment she presumed that the vaccines were in stock as she was not contacted to rearrange the appointment.

Healthwatch Reference:	112724
Service Name:	Scartho Medical Centre
Primary Care Network:	SLC
Sentiment:	Negative
Experience Summary:	Husband booked an appointment to have flu and covid vaccinations as he was concerned about his immune system as recovering from a serious illness. When he attended the appointment the nurse said he would only be receiving the flu vaccine as he was no longer eligible for the covid vaccine as he's under 75. He had no idea the eligibility criteria had changed.

Healthwatch Reference:	112714
Service Name:	Dr. Sinha- Cromwell Road Primary Care Centre (Panacea)

Primary Care Network:	
Sentiment:	Negative
Experience Summary:	A patient does not go to her GP practice very often, however when she phones them she is waiting a while for someone to answer the phone.

Healthwatch Reference:	112688
Service Name:	Scartho Medical Centre
Primary Care Network:	SLC
Sentiment:	Negative
Experience Summary:	Lady was informed that she needed open heart surgery and when she asked Dr Ray at Scartho medical for some information about this he was dismissive and rude. Was told at A@E that she would be referred to the cardiologist but the referral was sent to her GP by mistake. It took her 3 months to finally get through to the right person but was then given appointment within two weeks.

Healthwatch Reference:	112672
Service Name:	Raj Medical Practice
Primary Care Network:	Apollo
Sentiment:	Mixed

Experience Summary:	A patient has said she can usually get through quite quickly when phoning her GP practice, but she can never get an appointment with a GP, its usually with a Nurse Practitioner.
---------------------	---

Healthwatch Reference:	112657
Service Name:	Raj Medical Practice
Primary Care Network:	Apollo
Sentiment:	Negative
Experience Summary:	A patient has said that it is difficult to get an appointment at her GP practice and is often in a queue.

Healthwatch Reference:	112652
Service Name:	Chantry Health Group
Primary Care Network:	SLC
Sentiment:	Negative
Experience Summary:	A parent has raised an issue regarding her daughters GP practice. She said she has been visiting her GP for three separate issues; however she has been passed from pillar to post for a diagnosis and on one occasion notes hadn't been written up for a previous appointment. She is currently putting together a complaint, but doesn't know who to complain to. She is also thinking of changing GP practices.

Healthwatch Reference:	112643
Service Name:	Roxton Practice Immingham
Primary Care Network:	Meridian
Sentiment:	Mixed
Experience Summary:	A carer for a lady with complex needs finds her GP practice frustrating as they do not have a hoist in place, but they do come to the house to see her. However her carer said she doesn't want her to be last on the list to be seen. She is invited for Annual Health checks, but as she is a regular patient at the surgery, this is not usually taken up.

Healthwatch Reference:	112616
Service Name:	Raj Medical Practice
Primary Care Network:	Apollo
Sentiment:	Negative
Experience Summary:	I moved from Raj medical practice as it was really hard to get an appointment.

Healthwatch Reference:	112581
Service Name:	Roxton Practice Immingham
Primary Care Network:	Meridian
Sentiment:	Positive

Experience Summary:	Lady explained how good the practice is - she can always get an appointment and the staff are very helpful.
---------------------	---

Healthwatch Reference:	112578
Service Name:	Weelsby View- Roxton Practice
Primary Care Network:	Meridian
Sentiment:	Negative
Experience Summary:	Lady explained that it's very difficult to get an appointment and when she does she feels 'fobbed off.' She says she's not listened to as the doctors just say any problem she has is because she's overweight.

Healthwatch Reference:	112567
Service Name:	Dr. Kumar Stirling Medical Centre
Primary Care Network:	Panacea
Sentiment:	Positive

Experience Summary:	<p>Lady explained that Dr Kumar is fantastic and so caring. Had blood tests for rheumatoid arthritis and when she was at the airport, having just returned from holiday, Dr Kumar rang her to see how she was and that she needed a referral to rheumatology. She advised that it would be quicker to 'go private' initially. The following day the lady rang to make a private appointment and was informed that Dr Kumar had rung and made an urgent NHS appointment for her which was actually quicker than the private waiting list. The lady described that she feels valued and cared for. She is also a member of the practice's PPG.</p>
---------------------	--

Healthwatch Reference:	112549
Service Name:	Weelsby View- Roxton Practice
Primary Care Network:	Meridian
Sentiment:	Negative
Experience Summary:	<p>A lady called regarding an administrative issue with her GP practice. Her daughter had received a significant facial injury in 2023 in which she is currently taking legal advice. She needed a letter with medical information on for the legal process, however the GP had written the wrong information on numerous occasions and she had to keep taking it back to the surgery. She had paid £50 for him to construct the letter. She has tried complaining to Primary Care PALS and the ICB, but has had no reply.</p>

Healthwatch Reference:	112536
Primary Care Network:	
Sentiment:	Negative
Experience Summary:	A patient was sent an invite for a covid vaccination as he lives in an extra care facility. When he got to the surgery he was turned away as he didn't fit the criteria of being over 75. If he wanted to have the vaccination he would have needed to pay £99 for it.

Healthwatch Reference:	112533
Service Name:	Stirling Street Practice
Primary Care Network:	Panacea
Sentiment:	Negative
Experience Summary:	A patient has recently been sent an invite for a covid vaccination at her GP practice via the NHS App. She went to her practice, and they told her that they don't do the covid vaccination at that surgery.

Healthwatch Reference:	112468
Service Name:	Clee Medical Centre
Primary Care Network:	Panacea
Sentiment:	Mixed

Experience Summary:	A patient finds her GP brilliant. She said she can wait a while for someone to answer the phone, but when someone does answer they are really good.
---------------------	---

Healthwatch Reference:	112446
Service Name:	Clee Medical Centre
Primary Care Network:	Panacea
Sentiment:	Positive
Experience Summary:	A patient finds her GP practice very good. She always gets an appointment, and the GP will phone her back if he needs to see her.

Healthwatch Reference:	112417
Service Name:	Scartho Medical Centre
Primary Care Network:	SLC
Sentiment:	Negative

Experience Summary:	I want to raise a concern about my G.P practice. The receptionist wouldn't put me through to speak to the doctor. I want to complain because I was bedbound and needed my medication, they prescribed it and told me i have to take it so they should send a nurse out to give me it. Instead, I had to pay £1800 for a care agency to come and give me 5 tablets in a morning and 5 tablets at night time. There is a lack of consideration for basic care, people hide behind rules and regulations.
---------------------	--

Healthwatch Reference:	112387
Service Name:	Quayside Medical
Primary Care Network:	Meridian
Sentiment:	Positive
Experience Summary:	A patient has been supported with his acid reflux and issues with his hip. He has changed GP practice twice and finds Quayside have helped with his conditions.

Healthwatch Reference:	112372
Service Name:	Weelsby View- Roxton Practice
Primary Care Network:	Meridian
Sentiment:	Positive
Experience Summary:	Brilliant practice, I always get an appointment as I know how to use the computer system.

Healthwatch Reference:	112360
Service Name:	Roxton Practice Immingham
Primary Care Network:	Meridian
Sentiment:	Positive
Experience Summary:	A patient can always get an appointment, and has been referred to the Asthma Nurse at the practice.

Healthwatch Reference:	112357
Service Name:	Clee Medical Centre
Primary Care Network:	Panacea
Sentiment:	Negative
Experience Summary:	Lady expressed that she does not like trying to access online services as she does not feel confident with technology. She prefers to use the telephone to book appointments or go in to the surgery reception.

Healthwatch Reference:	112354
Service Name:	Dr. Qureshi- Lynton Practice
Primary Care Network:	Panacea
Sentiment:	Negative

Experience Summary:	Gentleman very concerned that he may have to access online services in the future, for example, to book appointments, as this makes him panic
---------------------	---

Healthwatch Reference:	112342
Service Name:	Raj Medical Practice
Primary Care Network:	Apollo
Sentiment:	Negative
Experience Summary:	Very difficult to get an appointment with a GP, only given appointments with a nurse. They do eventually do what you ask for but it feels like it 'has to be an emergency' before you can get an appointment with a doctor.

Healthwatch Reference:	112333
Service Name:	Woodfield Freshney Green
Primary Care Network:	Freshney Pelham
Sentiment:	Unclear
Experience Summary:	Gentleman explained that he lives 'around the corner' from the GP practice, therefore, if he requires an appointment he attends the reception face to face just before 8am as, he states, otherwise due to the telephone queuing system he would not be able to get an appointment when he needs one.

Healthwatch Reference:	112325
Service Name:	Weelsby View- Roxton Practice
Primary Care Network:	Meridian
Sentiment:	Mixed
Experience Summary:	The practice have not been too bad this year, but had a lot of problems last year following getting an insect bite. The bite had become infected and needed re-dressing quite a few times.

Healthwatch Reference:	112317
Service Name:	Clee Medical Centre
Primary Care Network:	Panacea
Sentiment:	Negative
Experience Summary:	Person explained that she has no idea who her assigned GP is as her previous GP left. Expressed that she finds it very difficult to get an appointment due to long waiting times on the telephone.

Healthwatch Reference:	112310
Service Name:	Clee Medical Centre
Primary Care Network:	Panacea
Sentiment:	Mixed

Experience Summary:	A patient cannot fault Clee Medical as he always gets an appointment when he calls. Sometimes there can be a wait to get through on the phone but gets an appointment when he gets through.
---------------------	---

Healthwatch Reference:	112308
Service Name:	Dr. Kumar Stirling Medical Centre
Primary Care Network:	
Sentiment:	Negative
Experience Summary:	Person stated that they never see their GP (Dr Kumar) - they are asked to send photographs of any issue to the surgery then a decision is made about diagnosis and treatment. The lady is also concerned that she does not own a computer and therefore cannot access online services.

Healthwatch Reference:	112301
Service Name:	Dr. Qureshi- Lynton Practice
Primary Care Network:	Panacea
Sentiment:	Mixed
Experience Summary:	A patient has said that he has never seen Dr Qureshi. Every time he goes there is a Locum GP and never sees the same GP twice.

Healthwatch Reference:	112298
------------------------	--------

Service Name:	Birkwood Practice
Primary Care Network:	Panacea
Sentiment:	Positive
Experience Summary:	Then lady recently suffered a stroke, Dr Hussain at Birkwood Medical Practice has provided excellent care. Has followed up any referrals and communicated very well with the hospital.

Healthwatch Reference:	112295
Service Name:	Woodfield Freshney Green
Primary Care Network:	Freshney Pelham
Sentiment:	Negative
Experience Summary:	When trying to obtain an appointment the telephone waiting time is ridiculous. Telephone appointments are offered inappropriately, for example, gentleman had a sore leg (uses a walking stick so mobility limited) and received a telephone appointment which then had to be rearranged to a physical appointment so his leg could be examined.

Healthwatch Reference:	112054
Service Name:	Woodfield Freshney Green
Primary Care Network:	Freshney Pelham
Sentiment:	Negative

Experience Summary:	Appointment system is shocking, always in a queue. Never see the same GP. If you ring at 8am for an appointment, don't bother.
---------------------	--

Healthwatch Reference:	112039
Service Name:	Woodfield Freshney Green
Primary Care Network:	Freshney Pelham
Sentiment:	Positive
Experience Summary:	Husband got an appointment within hours for lump on arm, referred straight away.

Healthwatch Reference:	112033
Service Name:	Dr. Babu- Weelsby View
Primary Care Network:	Panacea
Sentiment:	Positive
Experience Summary:	Totally amazing, from Nurses to front of house, everything is brilliant.

Healthwatch Reference:	112030
Service Name:	Clee Medical Centre
Primary Care Network:	Panacea
Sentiment:	Negative
Experience Summary:	Long wait for appointments.

Healthwatch Reference:	112024
Service Name:	Woodfield Freshney Green
Primary Care Network:	Freshney Pelham
Sentiment:	Positive
Experience Summary:	Good overall. Easy to get an appointment.

Healthwatch Reference:	112021
Service Name:	Woodfield Freshney Green
Primary Care Network:	Freshney Pelham
Sentiment:	Positive
Experience Summary:	All good. Easy to get an appointment.

Healthwatch Reference:	112018
Service Name:	Beacon Medical
Primary Care Network:	Apollo
Sentiment:	Positive
Experience Summary:	All good, no concerns can get an appointment when needed.

Healthwatch Reference:	112002
------------------------	--------

Service Name:	Beacon Medical
Primary Care Network:	Apollo
Sentiment:	Positive
Experience Summary:	No problem getting appointments, the pharmacy is good. They could do with a bigger carpark.

Healthwatch Reference:	111993
Service Name:	Scartho Medical Centre
Primary Care Network:	SLC
Sentiment:	Negative
Experience Summary:	Patient had been gardening and went to the G.P as had pain in shoulder/chest was advised to take paracetamol and ibuprofen. There was no improvement so went back for a 2nd time and was advised to double the dose of pain meds. Still no improvement. Booked a third appointment with different G.P who referred to the hospital for scans and bloods. This showed stage 4 Lymphoma.

Healthwatch Reference:	111990
Service Name:	Woodfield Freshney Green
Primary Care Network:	Freshney Pelham
Sentiment:	Negative

Experience Summary:	One doctor is rude and unprofessional. The reception area is busy and there is no privacy to discuss your private matters.
---------------------	--

Healthwatch Reference:	111979
Service Name:	Woodfield Freshney Green
Primary Care Network:	Freshney Pelham
Sentiment:	Mixed
Experience Summary:	A patient is very disillusioned with her GP Practice and doesn't rate them. She can never get an appointment, although her husband can due to his health conditions. She feels that GP's are getting very lazy, especially when conducting online appointments instead of face to face. She has not seen a GP at her practice for years and doesn't know who he or she is.

Healthwatch Reference:	111973
Service Name:	Roxton Practice Immingham
Primary Care Network:	Meridian
Sentiment:	Mixed
Experience Summary:	A patient finds calling his GP to make an appointment very frustrating, as he is usually waiting in a queue of between 20-30 people. However sometimes these can be answered quicker than being number 3 in a queue.

Healthwatch Reference:	111964
Service Name:	Clee Medical Centre
Primary Care Network:	Panacea
Sentiment:	Mixed
Experience Summary:	A patient has had difficulty making appointments at his GP Practice. He is often in a queue and when he does get an appointment it is usually with the Nurse, he would rather see the GP. If he uses the call back service and triaged he can usually be seen on the same day, however he can wait 3-4 days for an appointment.

Healthwatch Reference:	111946
Primary Care Network:	
Sentiment:	Negative
Experience Summary:	Lady's friend attended GP surgery on three occasions re: persistent cough. Was advised that her cough was caused by a virus. She then went on holiday and became very unwell and was admitted to hospital where unfortunately a scan revealed that she had lung cancer.

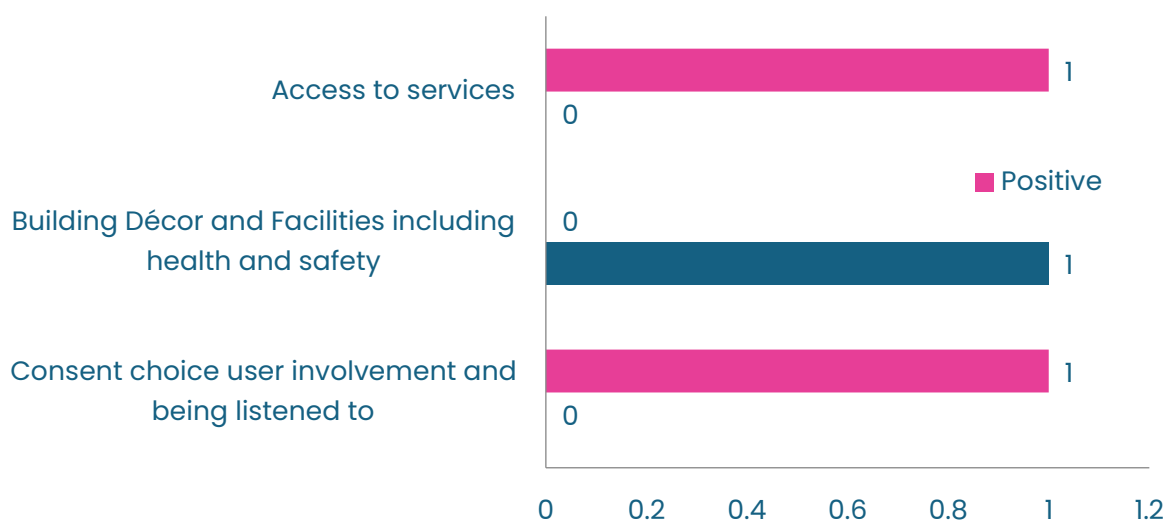
Healthwatch Reference:	111940
Primary Care Network:	

Sentiment:	Negative
Experience Summary:	Person explained that they were concerned about their sister who has a mole on her arm which has got bigger and become raised - she has contacted the GP several times and been advised that it appears benign. Has recently contacted the GP again as the mole has 'scabbed over.' Was told again that it appears benign. Advised to contact the GP to request a second opinion from Dermatology.

## 4.5 Mental Health Services – Experiences Breakdown

This month, from **2** experiences, Healthwatch recorded a total of **1** negative / mixed / unclear comments and 2 compliments for Mental Health Services.

This month, Building Décor and Facilities including health and safety were the most negative comments received and Access to services were the positive comments received for Mental Health Services.



Examples of experiences received:

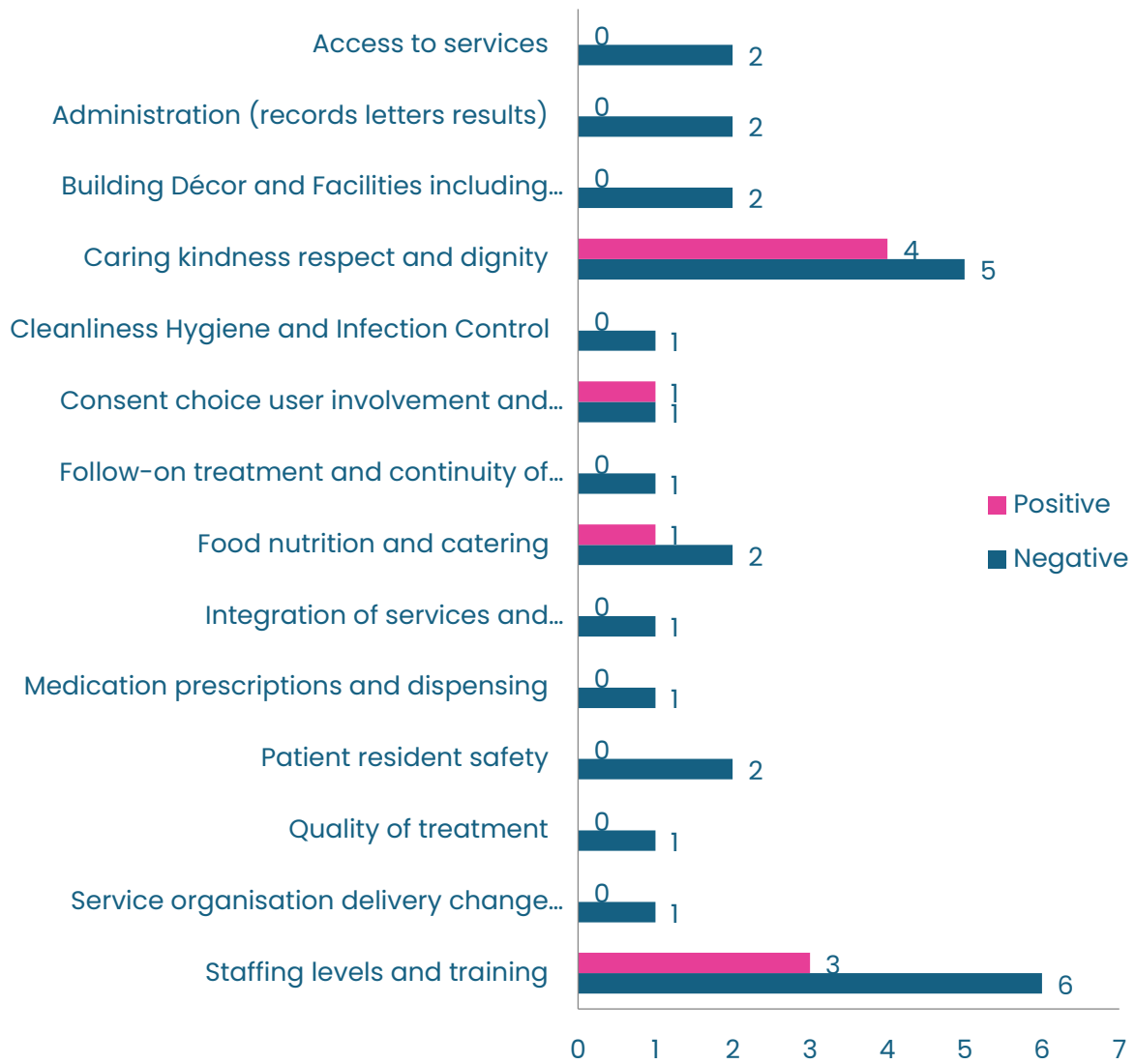
Healthwatch Reference:	112878
Service Name:	Navigo
Sentiment:	Positive
Experience Summary:	A young person has said that he likes that Mental Health services are all under one organisation.

Healthwatch Reference:	112394
Service Name:	Navigo
Sentiment:	Negative
Experience Summary:	A gentleman said the Navigo sign is not Dyslexia friendly. The sign for Safe Space is light green on dark green and could cause issues for people.

## 4.6 Adult Social Care Services – Experiences Breakdown

This month, from **17** experiences, Healthwatch recorded a total of **28** negative / mixed / unclear comments for adult social care services and **9** compliments for adult social care services.

This month, Staffing levels and training 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:	112895
Sentiment:	Negative

Experience Summary:	<p>Lady contacted the Healthwatch office via telephone. She explained that she was very angry about a survey she had received in the post regarding her role as a carer. She cares for her adult son and her husband but the survey did not include questions related to caring for more than one person. It was unclear who had provided the survey but she said it was from 'adult social care.' The lady also described that the accompanying letter explained that she'd been selected at random but her husband had also received a survey so she felt that their household had been selected intentionally. She also explained how she had raised the issue of including wording related to carers who care for more than one person many times in the past but the surveys remain unchanged. Several years ago she had attended a working group to design a carer's questionnaire/survey, and was able to express her ideas for the wording to include carers such as herself but the questionnaire the group created was never used. She intends to complain to the ICB.</p>
---------------------	--

Healthwatch Reference:	112847
Service Name:	Bradley House
Sentiment:	Positive
Experience Summary:	<p>I was in Bradley House for respite, I went in there after my husband died. I was well looked after and I got on well with the carers, they couldn't do enough for you. I was in there for two weeks before moving to extra care.</p>

Healthwatch Reference:	112844
Service Name:	Comfort Call (Burchester Court)
Sentiment:	Negative
Experience Summary:	They are only interested in money. They're always messing about with the carers. They are a big company and want the old carers out so they can put the new ones on their contract. They think we are stupid, they've caused havoc and the old system was much better. This company do what they want to do. I have asked the Area Manager for a meeting for all the able-bodied people who use them, but they haven't got back to me. If you don't speak up nothing gets changed.

Healthwatch Reference:	112841
Service Name:	Focus Independent Adult Social Work
Sentiment:	Positive
Experience Summary:	A lady said that the person who came to see her from Focus was brilliant and managed to put her carers in place.

Healthwatch Reference:	112702
Service Name:	Cromwell Road Day Centre
Sentiment:	Mixed

Experience Summary:	A carer who supports a service user with complex needs at the day centre, has said it would be better if any maintenance work could be completed when the service users are not there, as it can be an inconvenience to the groups.
---------------------	---

Healthwatch Reference:	112682
Service Name:	Ladysmith Care Home
Sentiment:	Positive
Experience Summary:	Ladysmith Care Home is first class with entertainment for residents, trips out and very caring staff. Meals excellent and even offer visitor food. When mother went to hospital member of staff went with her and stayed all night.

Healthwatch Reference:	112676
Service Name:	Rivelin
Sentiment:	Negative

Experience Summary:

Mother with dementia spend a year in Rivelin Care Home in Cleethorpes. Daughter was very upset about the treatment and care home in general. Mother was in room at the top of building and on many occasions when visiting found her soiled and wet. If ringing for assistance was often 40 minutes before anyone came. The family would always have to do personal care themselves. Alarm button was never within reach of the resident. In general the family felt the home was not good and transferred their mother to Ladysmith care home. Residents at Rivelin were left in chairs with no entertainment or stimulation. Them meals were small and no visuals. When entering said it smelt of urine and musty.

Healthwatch  
Reference:

112640

Service Name:

Cromwell Road Day Centre

Sentiment:

Positive

Experience Summary:

A Personal Assistant who supports a lady with complex needs at the day centre said the staff are wonderful, and she couldn't do her job without them.

Healthwatch  
Reference:

112636

Service Name:

Cromwell Road Day Centre

Sentiment:

Negative

Experience Summary:	<p>Staff feel that there is a lack of staff to support at the beginning and at the end of the day. This is due to staff supporting with the escorting of service users to and from the day centre. They feel that this takes a large proportion of the group time up. Some of the groups need two staff to enable them to make the service users drinks, but it can also take a while to get everyone settled in their groups due to the buses coming in at different times. Staff have also raised issues regarding the transition of service users from school settings into the service, this is particularly surrounding technology and equipment. A lot of the younger service users coming through have been using iPad's and touch screen technology, however when they transition to day services they are using out of date equipment that isn't keeping up with the times. Training has also been mentioned by staff, they feel that if they are expected to take a specific group, such as physio, they should have ongoing training for that group, especially if they haven't taken that group for a while.</p>
---------------------	--

Healthwatch Reference:	112521
Service Name:	Hales Home Care
Sentiment:	Negative
Experience Summary:	<p>A tenant had to tell carers from Hales Home Care to stop smoking outside her window. She has respiratory issues and often has her window open, however the carers were smoking outside her window. There is an allotted place for the carers to smoke on site.</p>

Healthwatch Reference:	112518
Service Name:	Hales Home Care (Strand Court)
Sentiment:	Negative
Experience Summary:	A tenant has expressed her concerns after she had requested support from Hales Home Care for another tenant. the tenant has Parkinson's and had become upset and needed support getting back to her flat. Hales Home Care refused to support as it wasn't the allotted time for her care call. The tenant is currently in hospital due to her Parkinson's.

Healthwatch Reference:	112503
Service Name:	Focus Independent Adult Social Work
Sentiment:	Neutral
Experience Summary:	A patient has contacted Adult Social Care as she feels that she now needs extra support, including personal care. She has respiratory issues and other medical conditions such as Diabetes and Kidney Failure. She has contacted Focus for support.

Healthwatch Reference:	112286
Sentiment:	Negative

Experience Summary:

Ladysmith Care Home, Grimsby - person stated that her Grandad had been resident there for approx 8 months but during this time has had eight falls. When he fell most recently, he sustained substantial bruising to his face including his eye (photograph shown). The staff were not aware of this fall as there was no-one close by, therefore another resident had to press their buzzer to alert them. The gentleman was taken to A&E where the Falls Team were contacted, the lady believes this is the first time he had been referred to the team. She also explained that most of his clothes have gone missing during his stay. They are moving him to another facility.

Healthwatch  
Reference:

112280

Service Name:

Focus Independent Adult Social Work

Sentiment:

Mixed

Experience Summary:

A relative of a patient has recently received an invoice for his care. She had been wrongly charged for the care that her relative had received and had contacted Adult Social Care to have this revised. They did amend the invoice, however she wanted to check that this was correct.

Healthwatch  
Reference:

112277

Service Name:

Fairways

Sentiment:

Negative

Experience Summary:	<p>A relative of a patient who has recently used respite care at Fairways describes the experience as horrendous. Her relative had fallen out of bed whilst there and the staff had not been checking on him. A used catheter had been left on the bathroom floor for 4 days. Her relative couldn't reach the nurse call alarm due to how his bed was positioned. She said all residents were locked in their rooms at night, which she wasn't aware of straight away. Her relative also didn't have a drink for 4 hours. She said the food was terrible and wouldn't have given it to her dog. Most of his clothes went missing and couldn't be found. Her relative also had sores in his groin and bruising. He had been prescribed medication for a heart condition that she wasn't aware of. She has complained to CQC regarding her concerns.</p>
---------------------	--

Healthwatch Reference:	112051
Service Name:	The Kensington
Sentiment:	Positive
Experience Summary:	<p>A relative moved their mother, who was living with Dementia, to The Kensington following bad practices at another unit. The care has been fabulous.</p>

Healthwatch Reference:	111961
Service Name:	Focus Independent Adult Social Work
Sentiment:	Neutral

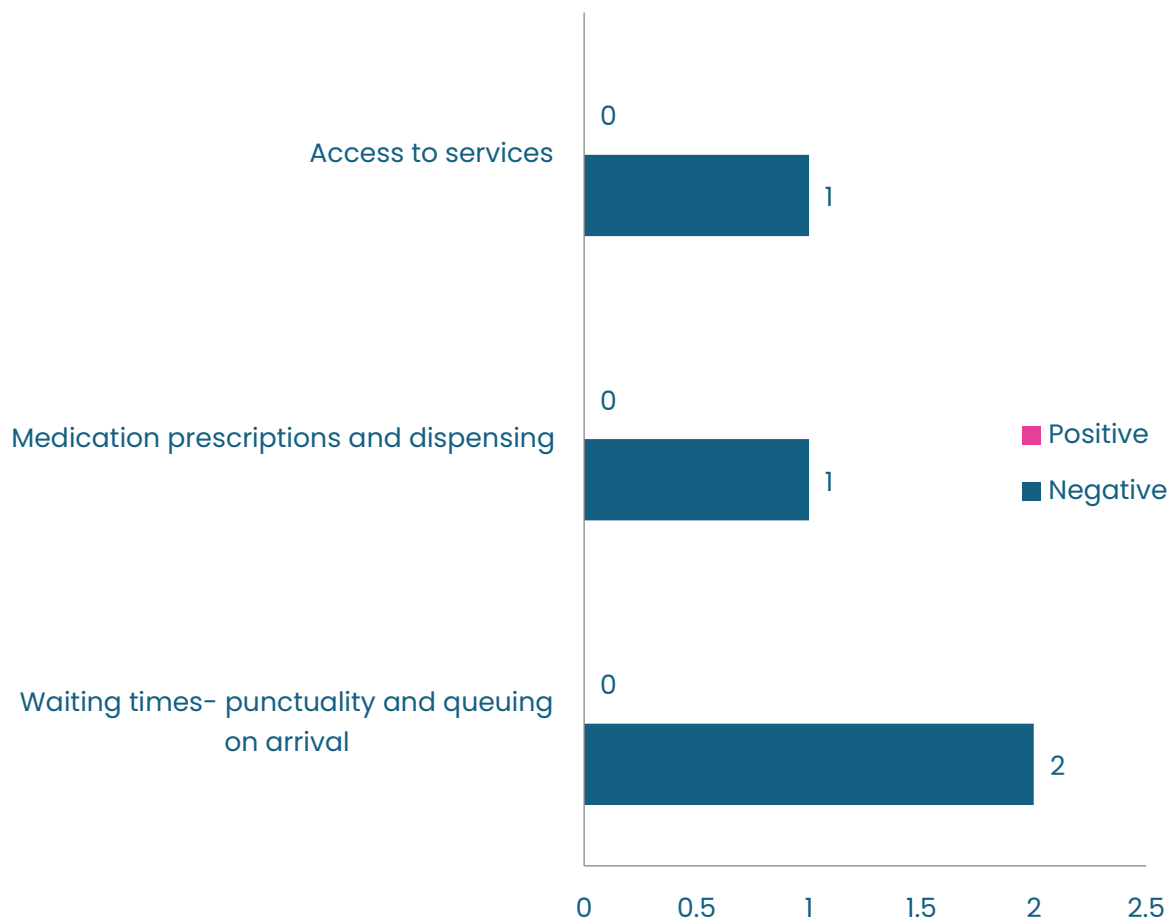
Experience Summary:

A carer asked for signposting to Adult Social Care services for support for someone she is caring for. She has tried contacting them before but they don't answer the phone. The person she is caring for is quite ill and needs a lot of support in his home.

### 4.7 Pharmacy- Experiences Breakdown

This month, from **3** experiences, Healthwatch recorded a total of **4** negative / mixed / unclear comments for Pharmacy.

This month, waiting times- punctuality and queuing on arrival were the most negative comments received for Pharmacy.



Healthwatch Reference:	112512
Service Name:	Asda Pharmacy
Sentiment:	Negative
Experience Summary:	A patient recently went to her local pharmacy to get her medication and was told it would be dispensed in 10 minutes. Nearly 40 minutes later she was still waiting and had to ask. The Pharmacy worker had forgotten she had spoken to her and hadn't dispensed her medication, she then had to wait again for her medication.

Healthwatch Reference:	112509
Service Name:	Cottingham Pharmacy
Sentiment:	Negative
Experience Summary:	A patient has had a long wait for her medication to be delivered from the pharmacy. She currently only has 2 days medication left. She is unsure if this is a GP issue or a pharmacy issue.

Healthwatch Reference:	112014
Service Name:	Pharmacy first
Sentiment:	Negative

Experience Summary:

Patient advised her and husband were booked in for flu jab and the appointment was for 9.27. There was lots of people waiting and the system was very unorganised. They only had half an hour parking on the car and had to move it as they still hadn't been seen by 10am. Another lady had been waiting much longer and they were called before the family so they offered for her to go first. Everything was double booked it was chaos. When they finally got seen they asked what the issue was and were advised that the system books a patient in every minute which is an unrealistic time to vaccinate a person.

## 4.8 Equipment services (including wheelchairs, incontinence, home adaptations) - Experiences Breakdown

This month, from 1 experience, Healthwatch recorded a total of 1 negative / mixed / unclear comments for Equipment services (including wheelchairs, incontinence, home adaptations).

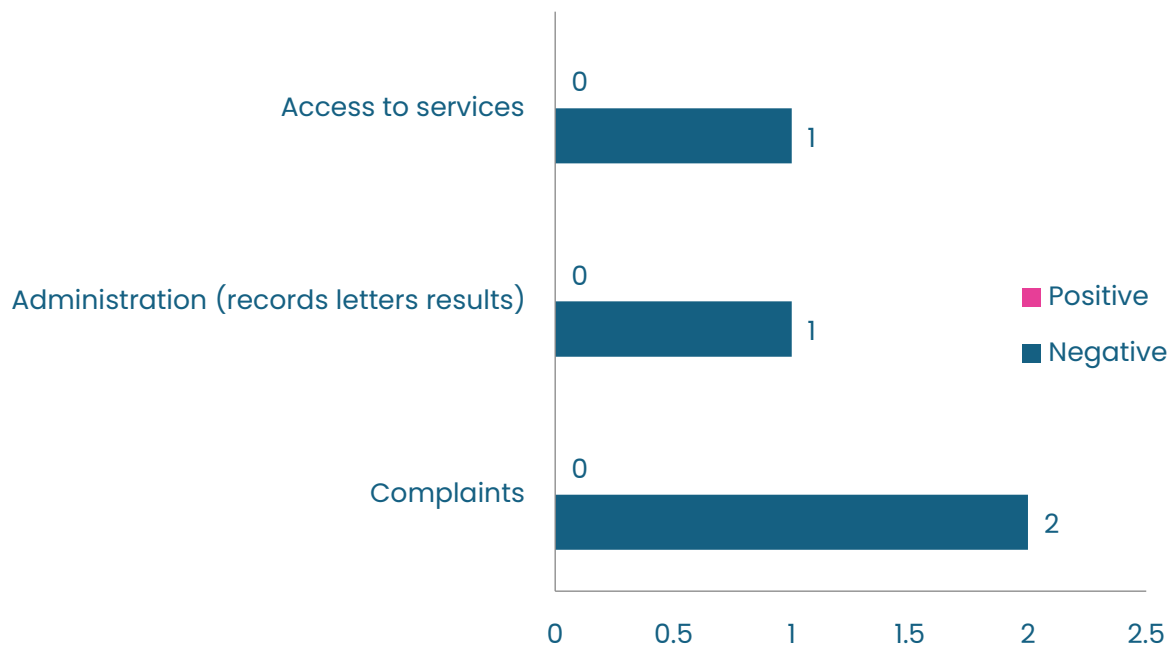
Examples of experiences received:

Healthwatch Reference:	112711
Service Name:	Assisted Living Centre
Sentiment:	Mixed
Experience Summary:	A relative of a patient said it needed to made a little clearer of the signing in process when visiting the Assisted Living Centre, as there was no one on the reception.

## 4.9 PALS – Experiences Breakdown

This month, from **2** experiences, Healthwatch recorded a total of **4** negative / mixed / unclear comments for PALS.

This month, Complaints were the most negative comments received for PALS.



Examples of experiences received:

Healthwatch Reference:	112684
Service Name:	Diana, Princess of Wales Hospital (DPoW)
Sentiment:	Negative

Experience Summary:

A patient has recently been in hospital after being brought in by ambulance. She spent some time in IAAU while they looked into a diagnosis and then on Ward C5. She should have had a lumbar puncture, however this was not completed for 14 days. She spent some time in ITU and had the procedure done under Anaesthetic. Her son has contacted PALS to complain about the procedure not being completed sooner and the Doctor has also complained about the length of time it took for it to be done. Her son has contacted PALS on numerous occasions and found that the complaint had been sat with the manager for 3 weeks as they didn't know what category to put the complaint under. He has not heard anything back from PALS for a number of weeks.

Healthwatch Reference:

112397

Service Name:

Diana, Princess of Wales Hospital (DPoW)

Sentiment:

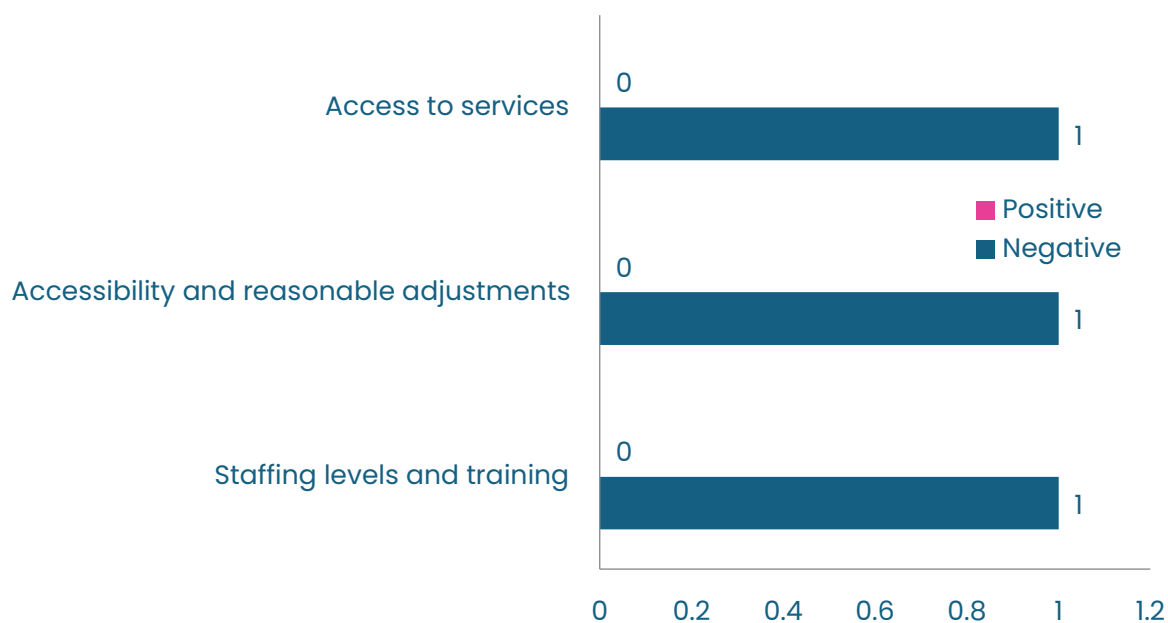
Negative

Experience Summary:

A patient has tried to contact PALS on a number of occasions to complain about an ear operation that has left her with a ear deformity. She contacted the Integrated Care Board (ICB) after not hearing from PALS. The ICB informed her that they could not access her Medical Records and she would need to contact PALS, however they could forward her email to them requesting a response. The patient said she hasn't heard anything from them, therefore contacted the ICB again. The ICB have forwarded her email again.

## 4.10 Patient transport and NEPTS – Experiences Breakdown

This month, from **1** experience, Healthwatch recorded a total of **3** negative / mixed / unclear comments. This month, Access to services were the most negative comments received for Patient Transport and NEPTS.



Examples of experiences received:

Healthwatch Reference:	112506
Service Name:	The Thames Group
Sentiment:	Negative

Experience Summary:

A patient had an appointment booked at the hospital and needed Patient Transport. Transport had been booked; however, he was contacted by them prior to his appointment to say that they couldn't pick him up due to not having enough drivers. He then had to cancel and rearrange his hospital appointment for another date and time.

## 4.11 Optometry services/opticians - Experiences Breakdown

This month, from **1** experience, Healthwatch recorded a total of **2** compliments for Optometry services/opticians.

Booking appointments were the positive comments received for Optometry services/opticians.

Examples of experiences received:

Healthwatch Reference:	112366
Service Name:	Vision Express Cleethorpes
Sentiment:	Positive
Experience Summary:	The opticians are really good. Has been there a while, the service is fine.

## 4.12 Counselling/Psychotherapy/ Improving Access to Psychological Therapies (IAPT) – Experiences Breakdown

This month, from 1 experience, Healthwatch recorded a total of 2 negative / mixed / unclear comments for Counselling/Psychotherapy/ Improving Access to Psychological Therapies (IAPT).

This month, Access to services were the most negative comments received for Counselling/Psychotherapy/ Improving Access to Psychological Therapies (IAPT).

Examples of experiences received:

Healthwatch Reference:	111999
Sentiment:	Negative
Experience Summary:	Person advised that their husband had died in April 2025, they had requested grief counselling and was advised it would be 26 weeks, they are still waiting for an appointment.

## 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 for appointments or treatment; waiting lists were the most negative comments received for Ambulances and paramedics.

Examples of experiences received:

Healthwatch Reference:	112474
Service Name:	EMAS

Sentiment:	Negative
Experience Summary:	A gentleman had, had a fall as he was coming out of his garage. He said he is a carer and is able bodied but has an awkward gait. He feels he may have had a mini hypo as he is a Diabetic. Subsequently he was waiting 16 hours for an ambulance to take him to Scunthorpe Hospital and was then admitted to hospital for 2 weeks.

## 4.14 Rehabilitation/enablement - Experiences

### Breakdown

This month, from 1 experience, Healthwatch recorded a total of 3 negative / mixed / unclear comments for Rehabilitation/enablement.

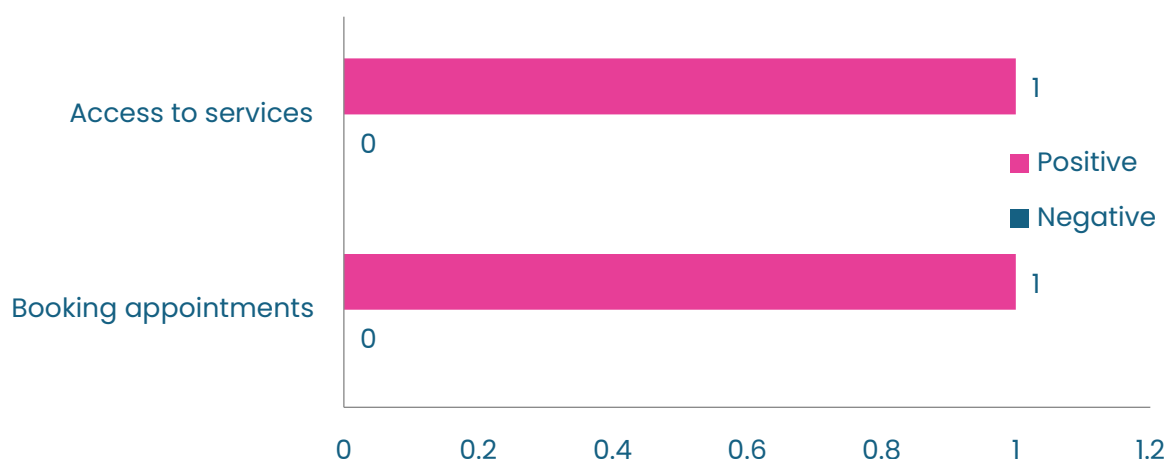
This month, Caring kindness respect and dignity were the most negative comments received for Rehabilitation/enablement.

Examples of experiences received:

Healthwatch Reference:	112048
Service Name:	Community Inpatient Unit (CIU) - Cambridge Park
Sentiment:	Negative
Experience Summary:	The unit had bad practice. Mother had Dementia and found three patients in her bed. Moved her to a care home in Immingham.

## 4.15 Phlebotomy blood testing – Experiences Breakdown

This month, from 1 experience, Healthwatch recorded a total of 2 compliments for Phlebotomy/blood tests.



Examples of experiences received:

Healthwatch Reference:	112319
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Positive
Experience Summary:	A patient books his appointments online for his blood tests, he has these every 3 months. He also asked how to make an appointment at the Community Diagnostic Unit for his blood tests.

## 4.16 Physiotherapy – Experiences breakdown

This month, from 2 experiences, Healthwatch recorded a total of 3 negative / mixed / unclear comments for Physiotherapy.

This month, Booking appointments were the most negative comments received for Physiotherapy.

Healthwatch Reference:	112564
------------------------	--------

Service Name:	Connect Health
Sentiment:	Negative
Experience Summary:	<p>Cora Health (previously Connect Health) - gentleman connected Healthwatch to express his concerns about his experience with Cora Health following referral to them for physiotherapy. He explained how he'd received a notification that he had missed an appointment when he hadn't received the appointment date/time. He then received an appointment for 1:04am which was obviously incorrect. He stated that it had been a very confusing process for something that should be so simple. He is 76 years old and is happy to use technology and is also proactive in resolving health issues due a previous misdiagnosis. He also explained that he has been informed that the system used by GPs for obtaining diagnostic reports cannot be accessed by Castle Hill Hospital, the GP has to 'copy and paste' reports and include then in an email. He has now been seen by a physiotherapist and is awaiting a hospital appointment.</p>

Healthwatch Reference:	112369
Service Name:	Diana, Princess of Wales Hospital (DPoW)
Sentiment:	Mixed

Experience Summary:

A patient was referred to Physiotherapy by his GP practice following a sports injury. He received an online appointment to discuss his symptoms, but then a face to face appointment was made for over a month later. He said by the time he went to the actual appointment his injury would have healed.

## 4.17 Screening services and testing - Experiences Breakdown

This month, from **2** experiences, Healthwatch recorded a total of **1** negative / mixed / unclear comments and **4** compliments for Screening services and testing.



This month, Administration (records letters results) were the most negative comments received and Access to services were the positive comments received for Screening services and testing.

Examples of experiences received:

Healthwatch Reference:	112530
Service Name:	Breast Screening Service
Sentiment:	Positive
Experience Summary:	A patient has recently had a breast screening. The experience was very positive and the staff were lovely. She was in the mobile unit for around 10 minutes and received the results within 5 days.

Healthwatch Reference:	112527
Sentiment:	Mixed
Experience Summary:	A patient had been sent a letter inviting her for a smear test, however a few days later she was told the letter had been sent in error and she did not need to be seen until 2027.

## 4.18 Gender identity clinics/services - Experiences Breakdown

This month, from 1 experience, Healthwatch recorded a total of 1 negative / mixed / unclear comments for Gender identity clinics/services.

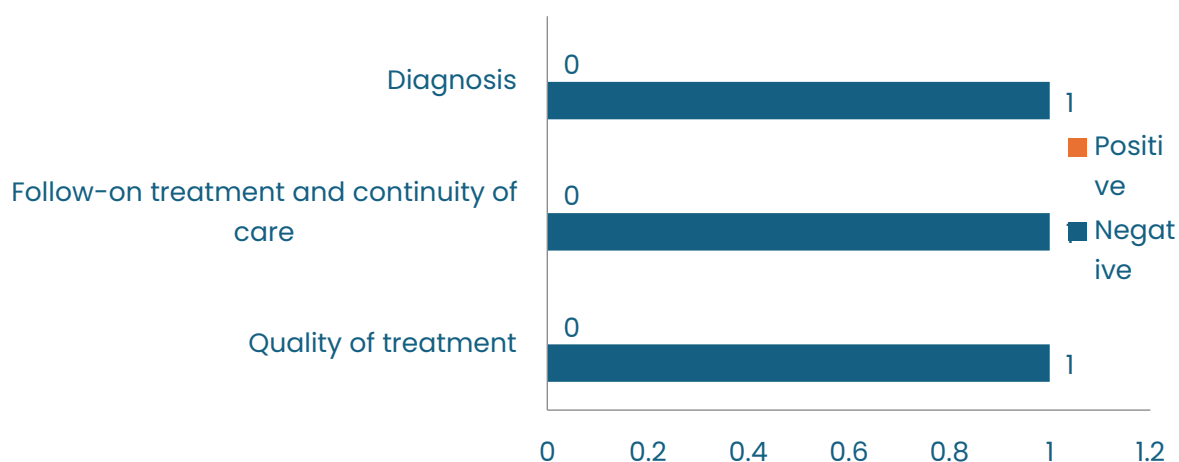
This month, Waiting for appointments or treatment; waiting lists were the most negative comments received for Gender identity clinics/services.

Examples of experiences received:

Healthwatch Reference:	111937
Sentiment:	Negative
Experience Summary:	Person explained that they had been referred to a gender clinic (unsure which one) and had been waiting for more than 4 years to be seen, Is soon to turn 18 years of age therefore advised to contact referring GP to enquire if the original referral need amending to reflect the need for an adult service.

## 4.19 Long Covid clinics or treatment - Experiences Breakdown

This month, from **1** experience, Healthwatch recorded a total of **3** negative / mixed / unclear comments for Long Covid clinics or treatment.



This month, Diagnosis were the most negative comments received for Long Covid clinics or treatment.

Examples of experiences received:

Healthwatch Reference:	111996
------------------------	--------

Sentiment:	Negative
Experience Summary:	<p>Patient advised after having their covid jabs they have been really unwell. Having shingles 47 times on the forehead, the pain was unbearable and they were hospitalised several times. The brain began to swell and they were diagnosed with early onset dementia. At one appointment they saw a dermatologist who advised they had been misdiagnosed and it wasn't shingles. They have since been on some new medication and began to feel better within 3 days. The memory is back to how it was previously and they are beginning to get their life back. The patient felt that the G.P didn't listen to them throughout and that their medical notes aren't a true reflection of the experience and would like to have some of it changed.</p>

## 4.20 Oncology – Experiences Breakdown

This month, from **1** experience, Healthwatch recorded a total of **3** negative / mixed / unclear comments for Oncology.



This month, Caring kindness respect and dignity were the most negative comments received for Oncology.

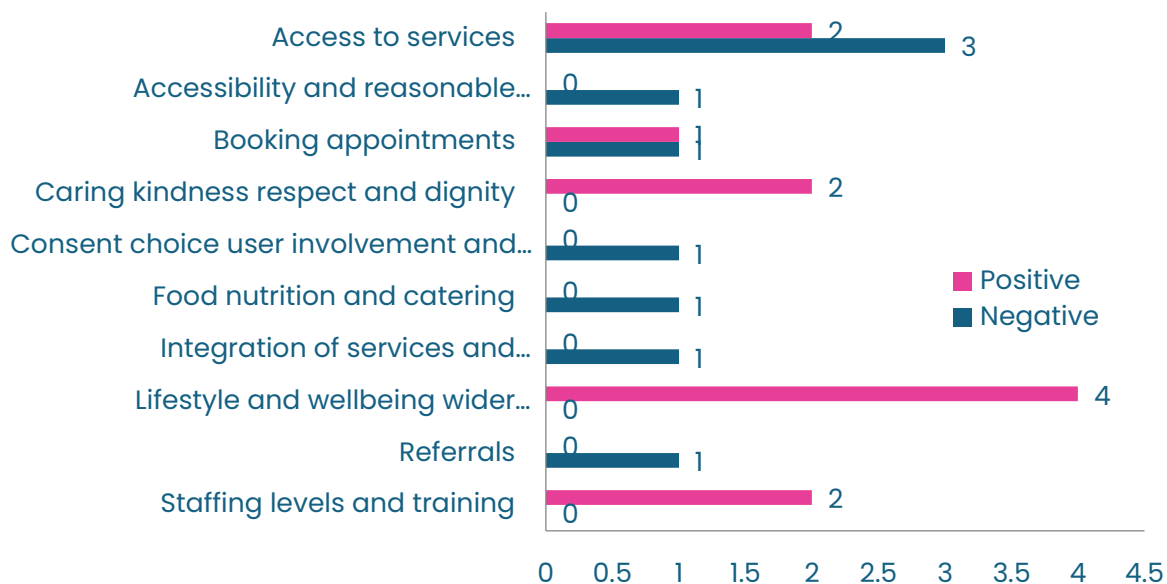
Examples of experiences received:

Healthwatch Reference:	111982
Service Name:	Diana, Princess of Wales Hospital (Outpatients)
Sentiment:	Negative
Experience Summary:	A patient has recently been to an oncology appointment at DPoW. The patients wife said that the Doctor was an hour late for the appointment and had no idea or understanding about their situation. The Doctor told her that she should be grateful she had kept her husband alive for their daughters wedding.

## 4.18 Services other – health or social care – Experiences Breakdown

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

This month, from **12** experiences, Healthwatch recorded a total of **9** negative / mixed / unclear comments and 11 compliments for Services other than health or social care



Examples of experiences received:

Healthwatch Reference:	112649
Sentiment:	Mixed
Experience Summary:	A carer has said her father is currently receiving Palliative care at home. She feels that services are having a lot of input, however they are not communicating with each other and have different ideas. She has had great support from the McMillan Nurses.

Healthwatch Reference:	112575
Service Name:	Lincs Inspire Wellness Hub

Sentiment:	Positive
Experience Summary:	Lady explained how she has been attending the Wellness Hub every day since May and how it had improved her health, both physical and mental. She travels from Immingham to attend. She really enjoys the socialising part of it too.

Healthwatch Reference:	112570
Service Name:	Lincs Inspire Wellness Hub
Sentiment:	Positive
Experience Summary:	Lady attends the Wellness Hub 3 times a week and explains how much she enjoys it and how brilliant it is for socialising.

Healthwatch Reference:	112564
Service Name:	Lincs Inspire Wellness Hub
Sentiment:	Positive
Experience Summary:	Lady explained how much she enjoyed attending the Wellness Hub to use the 'chairs' (power assisted exercise equipment). She comes from Cleethorpes to use the facility 4 times a week and has been doing this for 4 years. She really enjoys the social side of it as she has made a lot of friends.

Healthwatch Reference:	112440
Sentiment:	Negative

Experience Summary:	<p>A parent carer has said that she feels that services are not working together to support her adult children. They have a condition that causes learning disabilities, but can be deemed to have capacity. They have been seen by many services including, Navigo and Focus Independent Adult Social Work, amongst others. She feels that they get support for so long and then that support ends, and then need re-assessing. She feels like she is constantly battling the system for support and referrals. She is getting support from the Carers Support service, but again they do not understand the complexity of their condition.</p>
---------------------	--

Healthwatch Reference:	112421
Sentiment:	Negative
Experience Summary:	<p>A parent feels that she is being constantly passed from 'pillar to post' for access to services and support for her son. He is currently at Learning4Life, however he is not really getting on very well there and is masking. She is also having issues attending appointments and needs to have earlier times and longer appointments. She said her son will sometimes not want to attend these appointments.</p>

Healthwatch Reference:	112383
Service Name:	Connect NEL
Sentiment:	Neutral

Experience Summary:	A gentleman requested information on Stop Smoking services in North East Lincolnshire.
---------------------	--

Healthwatch Reference:	112351
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Negative
Experience Summary:	The restaurant no longer has fresh salads, these are all brought in boxed up ready made.

Healthwatch Reference:	112345
Service Name:	Connect NEL
Sentiment:	Neutral
Experience Summary:	A gentleman asked for advice and support regarding Housing in North East Lincolnshire.

Healthwatch Reference:	111976
Service Name:	Carers Support (Carers Support Centre- Town Hall Street)
Sentiment:	Positive
Experience Summary:	A carer has said that the Carers Support Centre has been a great help to him since the passing of his wife 5 years ago. He still uses some of the services and has completed quite a few of the courses that are available. He is having issues with his sight at the moment and would like support filling in forms to check that he is doing this correctly.

Healthwatch Reference:	111970
Service Name:	Parent Carer Forum NEL
Sentiment:	Neutral
Experience Summary:	parent who has a daughter with Learning Disabilities has been signposted to the Parent Carer Forum.

Healthwatch Reference:	111896
Sentiment:	Neutral
Experience Summary:	A Health and Social Care professional is currently supporting a gentleman with Dementia and he is going to be evicted from his flat. She was asking around all of the stands at an event Healthwatch were attending, for support for the gentleman. She had already spoken to Focus Independent Adult Social Work and a few other services. Healthwatch signposted her to the Housing Team that were also attending the event.

## 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](mailto:lwilkinson@healthwatchnortheastlincolnshire.co.uk)

Organisation	Responsible person	Comments / Actions



[www.healthwatchnortheastlincolnshire.co.uk](http://www.healthwatchnortheastlincolnshire.co.uk)

t: 01472 361459

e: [enquiries@healthwatchnortheastlincolnshire.co.uk](mailto:enquiries@healthwatchnortheastlincolnshire.co.uk)

f: @HealthwatchNortheastLincolnshire