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# Intelligence Report

## January 2026

**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 January 2026 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 January Healthwatch North East Lincolnshire attended **19** engagements and events, where we gathered experiences from the public.

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

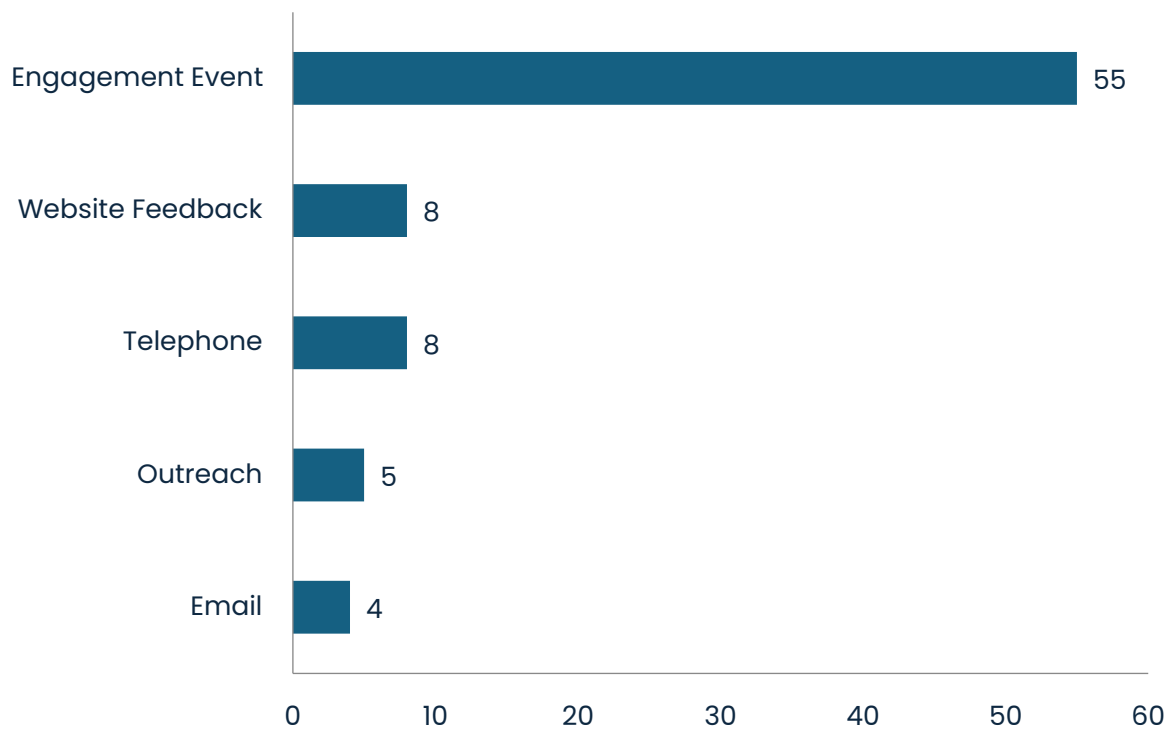
Diana, Princess of Wales Hospital (DPOW) x 5
Centre4 x 4
The Health Gospel
Grimsby Leisure Centre
Val Waterhouse centre
Assisted Living -Kingsley grove
CARE Grimsby Access Point
Franklin College
Carers Support Centre
The Rock Foundation
Strand Court
Burchester Court

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.

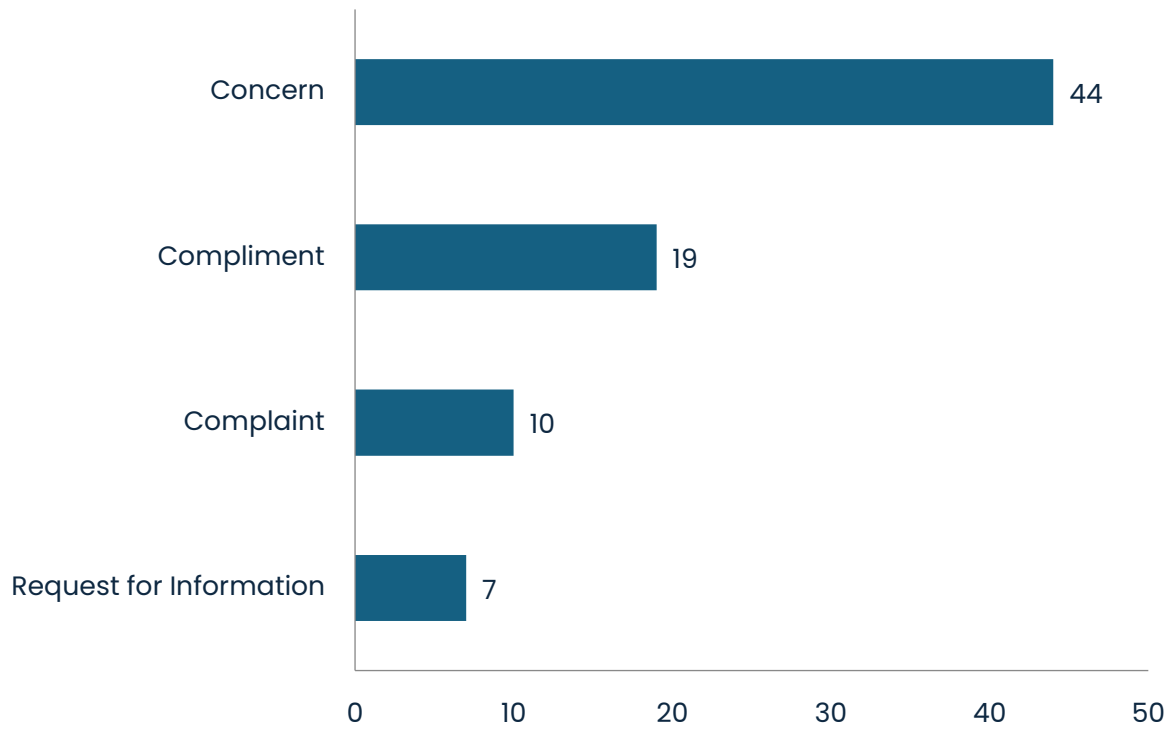
Healthwatch North East Lincolnshire are aware that residents will use services which crossover into other areas of the Humber boundaries due to the need to travel to Grimsby and Hull Hospitals for care.

### 3. Contact Statistics

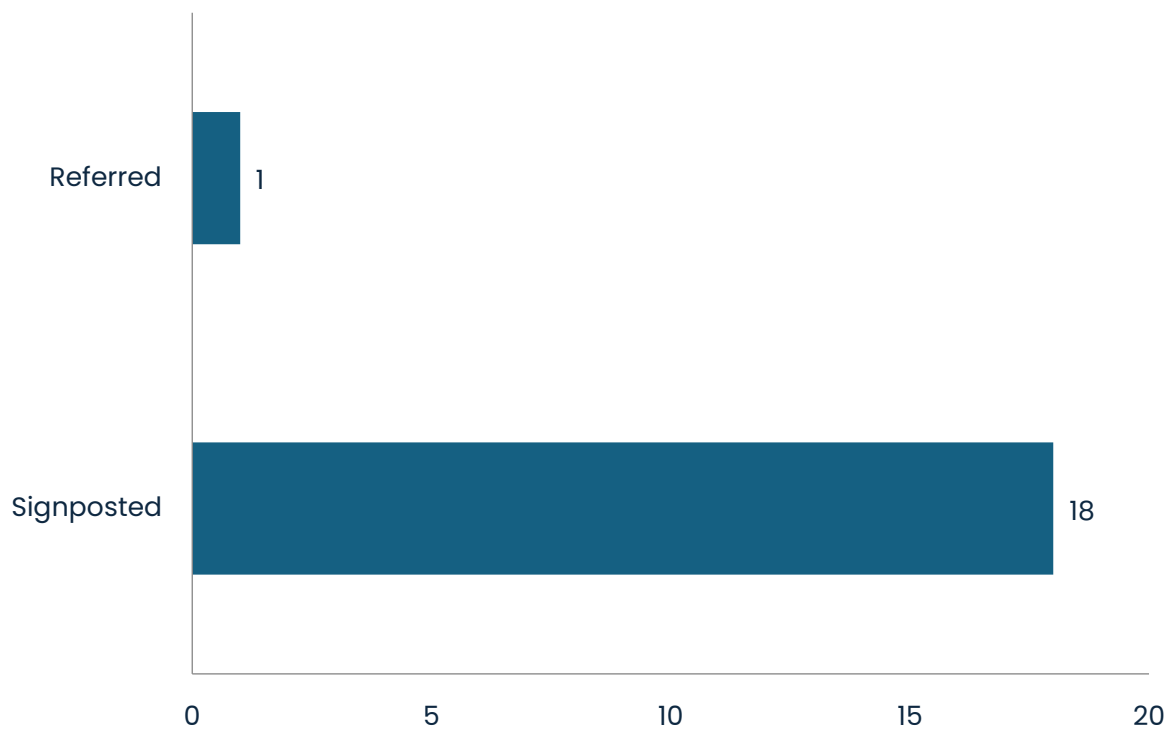
In total, **80** people contacted Healthwatch North East Lincolnshire. The figures below show that Engagement Event is the most popular method for people to contact us. These figures do not take into account surveys that have been completed.



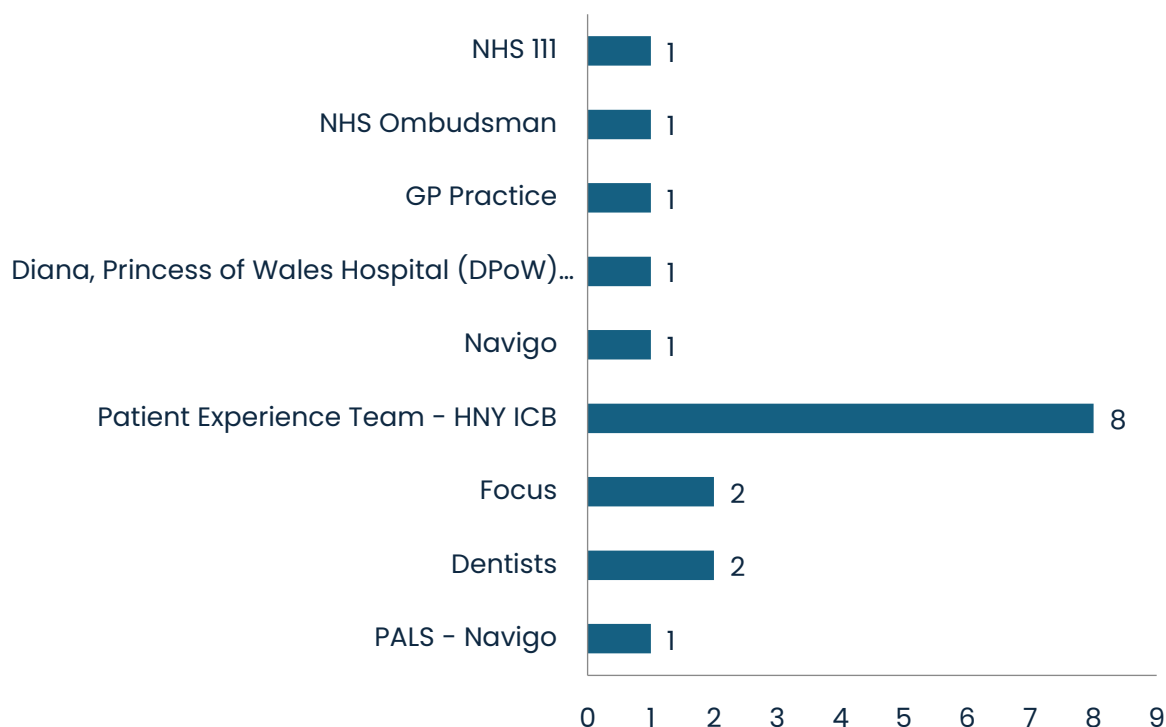
The highest number of contacts made where to raise a **concern**



This month, Healthwatch took **19** actions from the experiences received



Out of these actions, we Signposted **18** people to the following services:



Out of these actions, we Referred 1 person to Diana Princess of Wales Hospital.

## 4. Experiences Breakdown

### Overall experiences breakdown

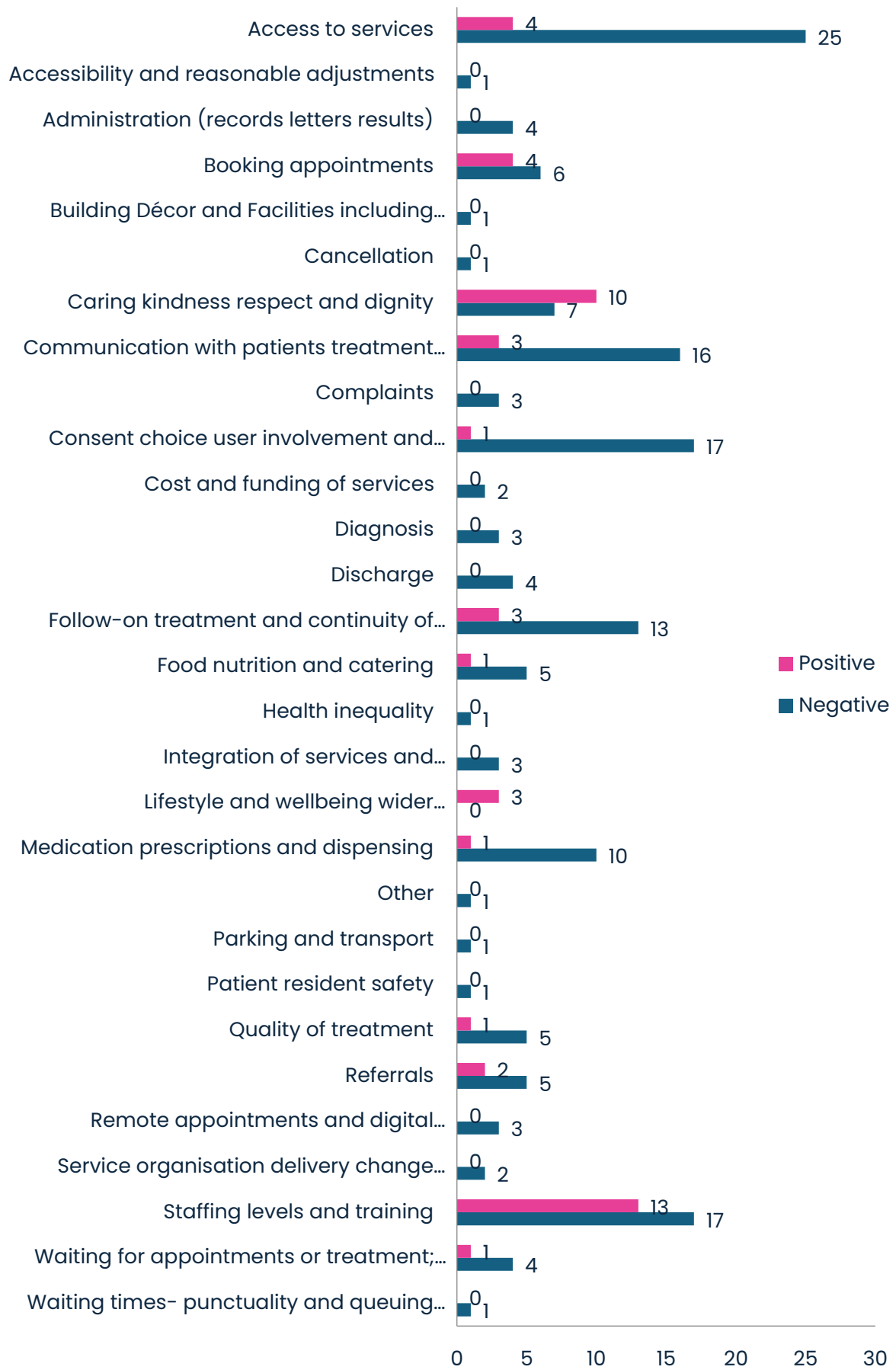
The charts below detail the breakdown of what the public have been saying about health and social care services in North East Lincolnshire this month, looking at both positive and negative comments.

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

We recorded **162** negative comments and **47** compliments in total across all healthcare services from **85** experiences.

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

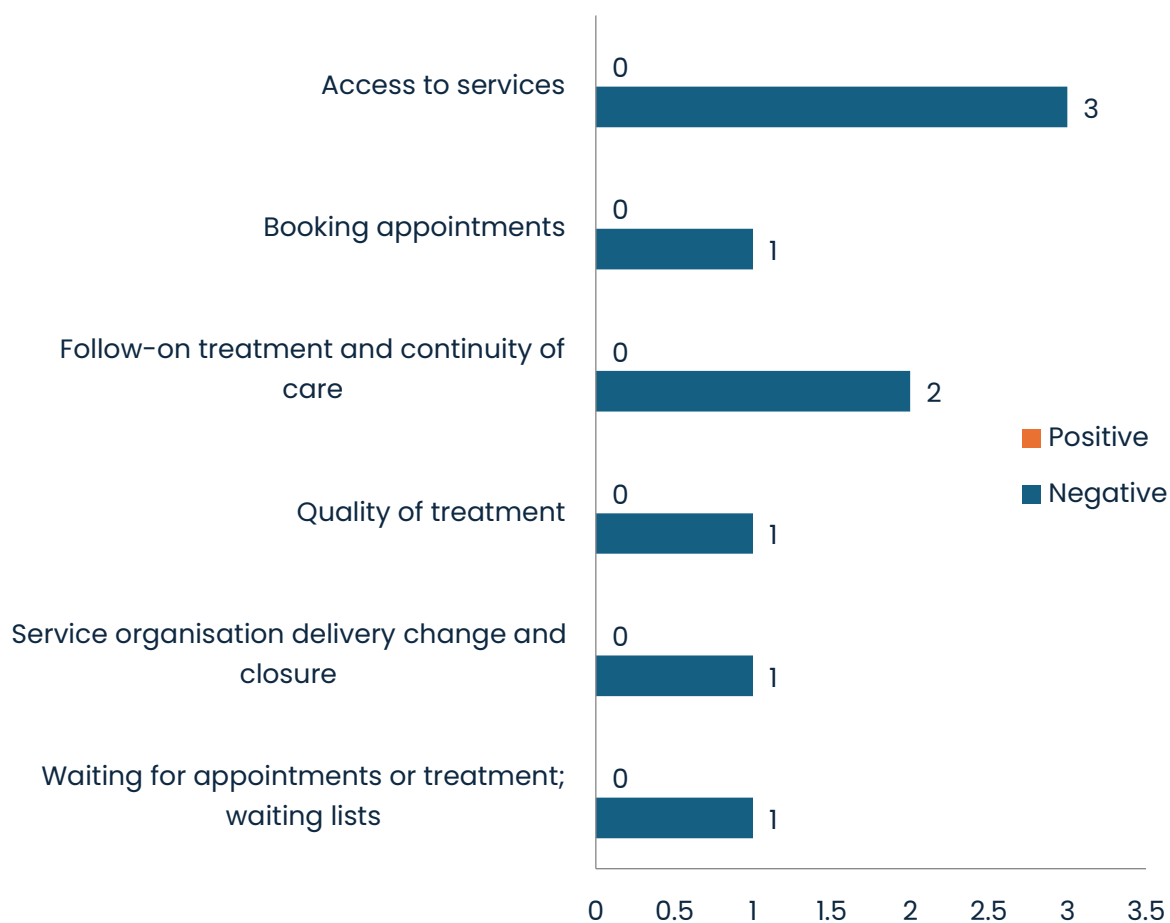
Staffing levels and training are the areas which have received the most compliments this month.



## 4.1 Dentist – Experiences Breakdown

This month, from **6** experiences, Healthwatch recorded a total of 9 negative comments for Dentist.

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



Examples of experiences received:

Healthwatch Reference:	114098
Service Name:	Community Dental- Cromwell Primary Care Centre
Sentiment:	Neutral

Experience Summary:	My wife is housebound and hasn't seen a Dentist for a number of years. Is there a Dentist I can contact regarding this.
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Healthwatch Reference:	114043
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Sentiment:	Negative
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Experience Summary:	Lady attends a dentist in Barton. She needs a tooth extraction but her dentist is unable to do this (she was unsure why). She was informed that she would have to go a dentist at Selby for the procedure. as she doesn't drive she explained it would be difficult to get to Selby as she didn't think she could catch the bus there and a taxi would be very expensive. So now she is waiting for a dentist on Anlaby Road in Hull to contact her, as she doesn't mind catching the bus to Hull. She thinks it won't be until march though.
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Healthwatch Reference:	113954
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Service Name:	Rejuvudent
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Sentiment:	Negative
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Experience Summary:	<p>If you go to a NHS dentist and your teeth you have got do not fit recided gums and you can't eat properly. One side of the false teeth is higher then the other, bottom and top teeth. He says you have to keep the teeth you've got, because NHS can't help you, you have to go private, when private and NHS use the same lab, false teeth. Phone call made to patient who advised he was made to feel like a second class citizen and advised to pay privately if he wanted the teeth he wanted. Patient advised he just wants to be able to eat properly and comfortably with others without his teeth clanking</p>
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Healthwatch Reference:	113872
Service Name:	Freshney Green
Sentiment:	Negative
Experience Summary:	<p>I turned 70 this last year. Mr Samuel Keay on Dudley Street used to be my dentist approx. 15 years ago. I was then advised to see a dentist that took over his practise. All they were interested in was cosmetic. I then moved to MI dentist at Freshney Green. I have ended up this last year having 2 abcesses. I have come to the conclusion this is due to decay being seen but not acted upon is it due to lack of time or basically dentists not being well trained. I was constantly told we will see to that next time.</p>

Healthwatch Reference:	113725
Service Name:	Dentology

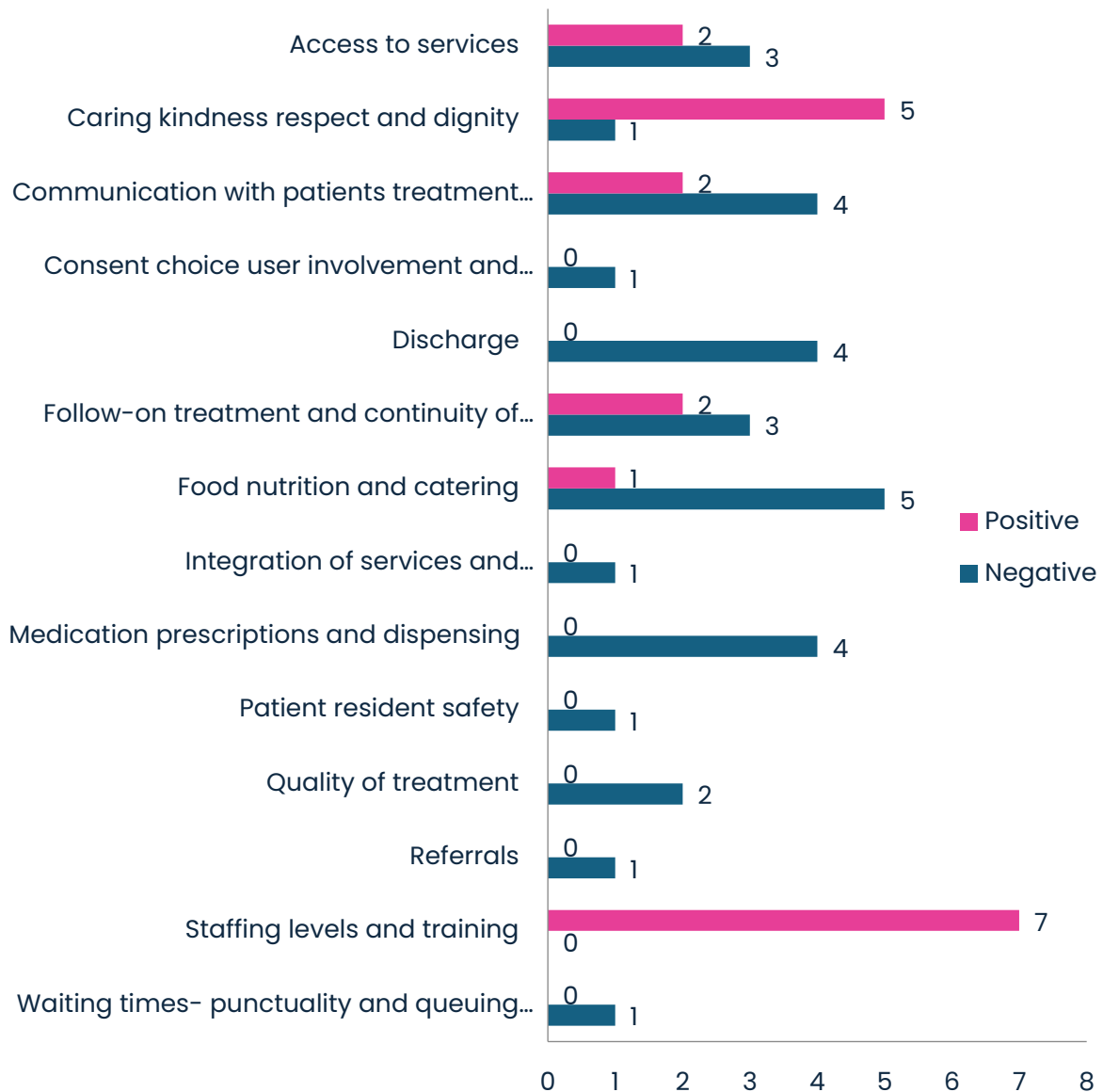
Sentiment:	Negative
Experience Summary:	A patient has had treatment at her dental practice to extract some of her teeth. She was supposed to be going back to have some of her bottom teeth removed, however she has not heard from the practice for two years.

Healthwatch Reference:	113688
Sentiment:	Negative
Experience Summary:	A patient phoned to request information regarding registering with an NHS dentist. She had tried dentists in the local area, but some were not taking on for over 5 years. She had managed to get an appointment at one dentist, but would need to go private.

### 4.3 Hospitals

This month, from **20** experiences, Healthwatch recorded a total of **31** negative / mixed / unclear comments and **19** compliments for Hospital Services.

This month, Food nutrition and catering 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:	114104
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Outpatients)

Sentiment:	Positive
Experience Summary:	I have a condition called Lupus and sticky blood. My balance isn't very good. The Rheumatology Department have been really good and have taken good care of me.

Healthwatch Reference:	114067
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Gynaecology)
Sentiment:	Negative

#### Experience Summary:

I have been sitting mulling over what to do next as I tried to call Pals at Princess Di but had no reply and feel a little deflated. The consultant at Princess Di sent my GP a letter last Dec regarding my Ovarian Cyst as said it was to be kept as WATCH AND WAIT where he asked my GP to follow up in mid summer to arrange new scan and bloods. This was never done and I was concerned and chased this myself with Scartho in the Autumn. I have just been onto the Scartho site and found my report from Freshey has appeared in greater depth. However how could Fresney said no previous scans had been done? The report has now appeared on my tests since I contacted the surgery. An interesting factor is with the comparison of size as looking at my 2024 Scan info in the letter from Gynaecology to the surgery that I had a copy of it shows changes in sizes- odd? This is something I would like explained to me however as I had my scan delayed for 6 months due to an error at my surgery and therefore my open ended date re self referral with my Consultant at Grimsby has expired at end of December as he had told me to contact with ANY concern so what's the best step? Sadly it seems my records of letters, consults etc seems to be lacking on the Scartho record and I don't know if I should try and speak to my consultants secretary and see if they can get me an appointment because I don't know what to do about Scartho as they are not very approachable about follow ups. Previously I had such an accurate file of all results sent to me but that does not seem to happen here which is worrying because if I dont keep appts up to date

	<p>and GP does not how do I tread with my health? For both my health concerns issues I was under consultants before we moved - I would have scans then I would be called for appts at the hospitals where I lived to discuss the scans and any issues, pains, concerns etc .If you have any ideas of what I can do next I would appreciate as I have never had such erratic healthcare with some important issues ever and its really creating problems with my mental wellbeing and other health issues. Thank You.</p>
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Healthwatch Reference:	114034
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Ward B4)
Sentiment:	Positive
Experience Summary:	The staff were very thorough and caring. The health care assistants were very professional in my opinion. They put me at ease on both occasions I attended the department. They had that kind of 'bustling thoroughness.' I guess it's just getting on with the job, but still, I was very appreciative.

Healthwatch Reference:	114020
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Outpatients)
Sentiment:	Positive

Experience Summary:	The Neurology Department is lovely and they have solved problems that Lincoln Hospital didn't. I have a condition called Myasthenia Gravis which affects my muscles, causing issues with eating, speaking, and sometimes with bright lights.
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Healthwatch Reference:	114017
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Outpatients)
Sentiment:	Positive
Experience Summary:	I have just been for an injection in my eye. The staff were wonderful. The Volunteers helped me to find the Department.

Healthwatch Reference:	114011
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Discharge Lounge)
Sentiment:	Negative
Experience Summary:	I have been on the Discharge Lounge since 10am waiting for my medication. I'm still here at 2pm. I have the same medication at home that I could take. They won't let me go home until I have received the medication from the hospital.

Healthwatch Reference:	114008
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Ward C1)
Sentiment:	Positive

Experience Summary:	Ward C1 staff deserve a medal. They are really efficient. I have had a pacemaker fitted and could have gone home soon after the operation, however I stayed overnight as I live alone.
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Healthwatch Reference:	114002
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Discharge Lounge)
Sentiment:	Mixed
Experience Summary:	Its the only place that I have a grumble with, its like the 1950's. The staff can only deal with what they have got.

Healthwatch Reference:	113999
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Discharge Lounge)
Sentiment:	Negative
Experience Summary:	The sandwiches are disgusting. Thin pieces of bread and a thin piece of ham that you could see through.

Healthwatch Reference:	113996
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Ward C1)
Sentiment:	Mixed
Experience Summary:	The food is acceptable and palatable, with plenty of choice. They did lose my food one day though.

Healthwatch Reference:	113990
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Emergency Department)
Sentiment:	Mixed
Experience Summary:	I was left in a corridor in A+E overnight and the next day I was sent to the Discharge Lounge. I am supposed to be going to Cambridge Park, but there were not enough beds. I am going to Bradley Care Home until they have a bed for me. The staff were very helpful

Healthwatch Reference:	113987
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Discharge Lounge)
Sentiment:	Negative
Experience Summary:	I have been on the Discharge Lounge since 11am waiting for medication, its now 2pm. I need to have a CT and MRI but I'm coming back another day.

Healthwatch Reference:	113984
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Ward B3)
Sentiment:	Mixed
Experience Summary:	The ward was busy, but the staff were really helpful. The NHS is so stressed. Food, some okay, some not okay.

Healthwatch Reference:	113981
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Ward C3)
Sentiment:	Mixed
Experience Summary:	Rang 111 as was having trouble breathing .Ambulance arrived in one hour and taken to accident and emergency transferred to sdec overnight.Transferred to C3 for 10 days with heart and kidney problems. Was given two choices a camera to see if they could find the problem or go home and be accessed three months.The patient said would go home. Food was not good and small portions said he wouldn't want to come back again.

Healthwatch Reference:	113978
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Emergency Department)
Sentiment:	Mixed
Experience Summary:	Had trouble breathing at home suffers from COPD. Daughter rang ambulance and told it would be two hours. Daughter took her in car then went into accident and emergency to get help. Team came out to car straight away and were excellent and was taken to sdec were she stayed overnight.Doctor said problem not COPD but need to do further test so was in discharge ward awaiting bed on a ward.Patient said treatment was excellent but felt that she was not getting enough updates about her progress.

Healthwatch Reference:	113975
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Discharge Lounge)
Sentiment:	Mixed
Experience Summary:	<p>Was told by doctor to go to accident and emergency as had trouble breathing on Monday morning. Took taxi to hospital and spent two and half hours in a@e and was then transferred to sdec. She was told that she needed stent fitted. Spent Monday and Tuesday in sdec then moved to c1 for four days. In this time she got a taxi home for clean clothes and shower and returned back in taxi. At one point was told they were awaiting results from camera which she informed them that she hadn't had and then given someone else's medication which she had to tell them about. Was told that they wouldn't be fitting stent but would be referred back to clinic in six months. Waiting for new medication on discharge ward for three hours.</p>

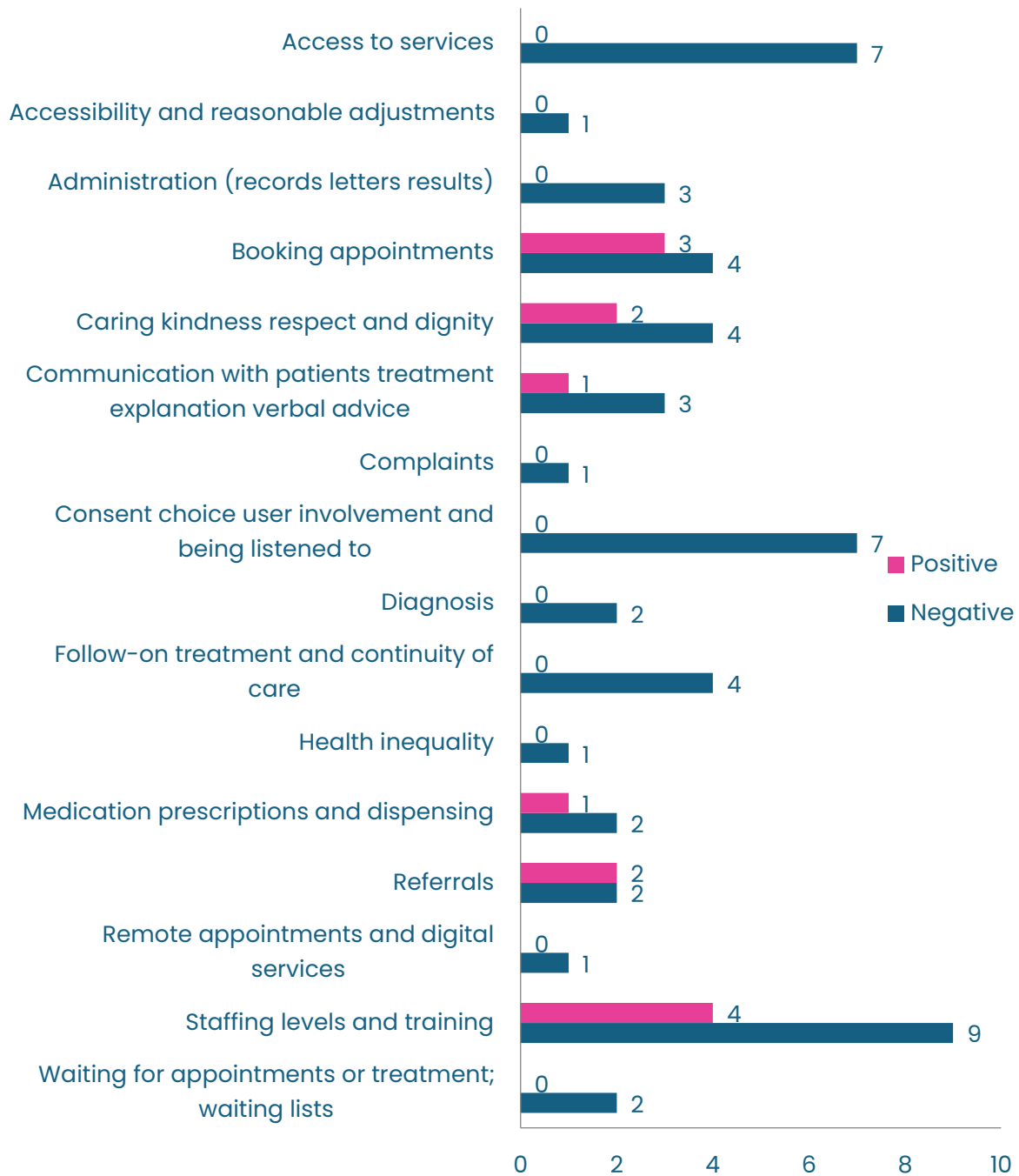
Healthwatch Reference:	113856
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Orthopaedics)
Sentiment:	Negative

Experience Summary:

A patient has recently had surgery on her foot, however she feels that the surgery has not worked. She has spoken to the department regarding this and told them that her foot didn't feel right. They told her to wait a while, however she said her foot still doesn't feel right.

#### 4.4 General Practice (GP) - Experiences Breakdown

This month, from **23** experiences, Healthwatch recorded a total of **53** negative / mixed / unclear comments and **13** compliments for general practitioner.



This month, Staffing levels and training were the most negative comments received and Staffing levels and training were the positive comments received for General Practice (GP).

Examples of experiences received:

Healthwatch Reference:	114110
Service Name:	Beacon Medical
Primary Care Network:	Apollo
Sentiment:	Negative
Experience Summary:	You never actually see a GP, it's always the nurse.

Healthwatch Reference:	114101
Service Name:	Woodfield Freshney Green
Primary Care Network:	
Sentiment:	Mixed
Experience Summary:	I have never seen the same GP. The GP's I see are always nice, but I feel better seeing the same face.

Healthwatch Reference:	114076
Service Name:	Scartho Medical Centre
Primary Care Network:	SLC
Sentiment:	Positive
Experience Summary:	The practice is always really good and they answer the phones quickly. I'm waiting for a scan, its all good.

Healthwatch Reference:	114067
Service Name:	Scartho Medical Centre
Primary Care Network:	SLC
Sentiment:	Negative

#### Experience Summary:

I have been sitting mulling over what to do next as I tried to call Pals at Princess Di but had no reply and feel a little deflated. The consultant at Princess Di sent my GP a letter last Dec regarding my Ovarian Cyst as said it was to be kept as WATCH AND WAIT where he asked my GP to follow up in mid summer to arrange new scan and bloods. This was never done and I was concerned and chased this myself with Scartho in the Autumn. I have just been onto the Scartho site and found my report from Freshey has appeared in greater depth. However how could Fresney said no previous scans had been done? The report has now appeared on my tests since I contacted the surgery. An interesting factor is with the comparison of size as looking at my 2024 Scan info in the letter from Gynaecology to the surgery that I had a copy of it shows changes in sizes- odd? This is something I would like explained to me however as I had my scan delayed for 6 months due to an error at my surgery and therefore my open ended date re self referral with my Consultant at Grimsby has expired at end of December as he had told me to contact with ANY concern so what's the best step? Sadly it seems my records of letters, consults etc seems to be lacking on the Scartho record and I don't know if I should try and speak to my consultants secretary and see if they can get me an appointment because I don't know what to do about Scartho as they are not very approachable about follow ups. Previously I had such an accurate file of all results sent to me but that does not seem to happen here which is worrying because if I dont keep appts up to date

	<p>and GP does not how do I tread with my health? For both my health concerns issues I was under consultants before we moved - I would have scans then I would be called for appts at the hospitals where I lived to discuss the scans and any issues, pains, concerns etc .If you have any ideas of what I can do next I would appreciate as I have never had such erratic healthcare with some important issues ever and its really creating problems with my mental wellbeing and other health issues. Thank You.</p>
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Healthwatch Reference:	114037
Primary Care Network:	
Sentiment:	Positive
Experience Summary:	My doctor is very good with my wife and me as I have learning disabilities. They always ring me back.

Healthwatch Reference:	114029
Service Name:	Clee Medical Centre
Primary Care Network:	Panacea
Sentiment:	Positive
Experience Summary:	I have had issues with my legs since having an operation on my knees. I have been told to use E45 cream on them. However, after taking photo's of my legs they have referred me to have a scan today due to a cancellation.

Healthwatch Reference:	113993
Service Name:	Woodfield
Primary Care Network:	
Sentiment:	Negative
Experience Summary:	I see a different doctor every time I go.

Healthwatch Reference:	113965
Service Name:	Scartho Medical Centre
Primary Care Network:	SLC
Sentiment:	Negative

Experience Summary:	<p>GP did ultrasound sent result to Consultant. No record of result of Ultrasound on my GP records but Consultant record thanked GP for copy of my test with size of cyst etc. GP ignored request for follow up tests to be asked for last June. I wrote and queried and got a test last week. Test result sent back to GP all I saw was "Abnormal as expected" Phone call from Surgery saying test was ok but they could not compare as no previous tests on record. I contacted GP saying well what happened to the letter from Consultant last year and the test result from Ultrasound taken at your surgery in 2024 and all others on my medical records. Text message from surgery saying nothing to do with them take queries up with Clinic. Phoned Clinic they said they had NO INFORMATION from GP with request for ultrasound and speak to GP????? SO what do I do?</p>
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Healthwatch Reference:	113961
Service Name:	Ladysmith Road
Primary Care Network:	
Sentiment:	Negative
Experience Summary:	<p>Dear Healthwatch, I received a letter on 23rd Jan 2026 informing me I had been removed from my GP practice following an Investigation. I believe this to be unfair, and I have not been contacted or had any involvement in that investigation. I would like to speak to someone who might be able to give me some advice on challenging the GP practice.</p>

Healthwatch Reference:	113897
Service Name:	Scartho Medical Centre
Primary Care Network:	SLC
Sentiment:	Negative
Experience Summary:	I feel criticised for having a disability. I have Tourette Syndrome and have quite strong ticks. GP appointments are quite stressful and during the appointments the ticking gets worse.

Healthwatch Reference:	113891
Service Name:	Scartho Medical Centre
Primary Care Network:	SLC
Sentiment:	Negative
Experience Summary:	Its hard to get an appointment. They don't understand what I'm saying. I have chronic migraines, amongst other conditions, and they've said there is nothing they can do.

Healthwatch Reference:	113859
Service Name:	Roxton Practice Immingham
Primary Care Network:	Meridian
Sentiment:	Negative

Experience Summary:	A patient has raised an issue regarding her GP practice bullying her as she cannot use Ask My GP. She said the practice are putting pressure on her to use it and have asked her why she can't use it. She hasn't made a complaint to the practice as she is too scared to do so. She has tried the Primary Care PALS, but is unable to get through to anyone.
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Healthwatch Reference:	113851
Service Name:	Woodfield Freshney Green
Primary Care Network:	
Sentiment:	Negative
Experience Summary:	Audiologist requested referral to audiology at hospital They rejected it and no one told me and GP didn't query it I phoned to ask what was happening and GP spoke with me and said it should refer again GP surgery didn't process it I queried again and another GP appointment and total confusion as audiology apparently said I needed ENT referral Gp finally wrote to ENT and audiology asking for an explanation Still waiting more than 18 months after original request.

Healthwatch Reference:	113839
Service Name:	Littlefield Freshney Green
Primary Care Network:	Freshney Pelham

Sentiment:	Negative
Experience Summary:	Over opinionated reception staff being allowed to put adverse comments on nhs file and also being awkward trying to get to see a medical professional. Also over opinionated doctors not prepared to refer to hospital/ consultant/ specialists Without an argument or over protracted time frame. Refusing medication that consultant advised because they don't believe in that form of treatment but don't list an alternative.

Healthwatch Reference:	113811
Service Name:	Scartho Medical Centre
Primary Care Network:	SLC
Sentiment:	Negative
Experience Summary:	I'm constantly being sent to various surgeries, I'd rather go to one. I go to see the nurse and then get referred to the GP. I'm constantly repeating my condition to different doctors.

Healthwatch Reference:	113805
Service Name:	Scartho Medical Centre
Primary Care Network:	SLC
Sentiment:	Negative

Experience Summary:	The nurses are fine, but I can't say the same about the doctors. I had an appointment at 10am and was called in at 10.04. I was told straight away the appointment was only for 10 minutes. I was more upset after I had left the appointment than when I arrived. They have always got different doctors.
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Healthwatch Reference:	113802
Service Name:	Dr. Kumar Stirling Medical Centre
Primary Care Network:	Panacea
Sentiment:	Positive
Experience Summary:	The practice is fantastic with our daughter who has a learning disability.

Healthwatch Reference:	113728
Service Name:	Chantry Health Group
Primary Care Network:	SLC
Sentiment:	Negative
Experience Summary:	My mum keeps getting letters from her doctor's asking her to go for a diabetic check, she is not diabetic.

Healthwatch Reference:	113716
Service Name:	Open Door

Primary Care Network:	Meridian
Sentiment:	Negative
Experience Summary:	<p>A patient went to her surgery to see the nurse regarding a red, itchy and inflamed leg. She initially saw the nurse who said she would get the GP to ring her later that day. The GP didn't ring. She tried calling again and they told her he would ring her the following day. Again, the GP didn't call back. She felt that she needed antibiotics as she had, had this before. When she finally saw the GP he examined her leg and the area had now become painful to touch. The GP told her he suspected it was a blood clot. She asked him if she needed to go straight to A+E. He told her she would need to wait for a letter to come through for an appointment. She has an appointment later today at the hospital, however she thought this was rather late due to the possibility of it being a blood clot.</p>

Healthwatch Reference:	113704
Service Name:	Clee Medical Centre
Primary Care Network:	Panacea
Sentiment:	Negative

Experience Summary:	A patient has recently been for an appointment at his GP practice, unfortunately he was a little late attending the appointment. Following this he said the practice have put a 'Did Not Attend' on his medical records. He is not happy with this as he did attend the appointment. He has tried complaining to the ICB, however they told him to complain to the practice, and were not very helpful.
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Healthwatch Reference:	113692
Service Name:	Clee Medical Centre
Primary Care Network:	Panacea
Sentiment:	Positive
Experience Summary:	I phoned my GP for a prescription at 10am and I received it by 4pm the same day.

Healthwatch Reference:	113681
Service Name:	Beacon Medical
Primary Care Network:	Apollo
Sentiment:	Negative

Experience Summary:

To whom it may concern: I am writing to formally challenge the recent decision to deny our son, ....., access to Semaglutide (Wegovy/Rybelsus) for the treatment of his obesity. The reason for the Semaglutide preference is because of ..... clinical issues it will be easier to administer medication orally as opposed to an injection pen, with the cost also being more favourable.

Exhaustion of Standard Care Pathways: ..... has already been referred to and attended weight management clinics. These were ineffective due to his cognitive impairment and his living situation in supported accommodation.

Expecting a person with complex learning disabilities to self-regulate calorie intake via "classes" is a failure to provide Reasonable Adjustments under the Equality Act 2010.

Clinical Eligibility: BMI is within the threshold required by NICE TA875.

Comorbidities: He suffers with comorbidities of which are exacerbated by his current weight.

Physical Disability: His titanium spinal bars make physical exercise as a primary weight-loss tool clinically unfeasible.

The Economic and Human Argument: Maintaining the status quo is the most expensive option for the North East Lincolnshire Health Care Trust. .... is at immediate risk of cardiovascular collapse.

The cost of a daily/weekly medication is negligible compared to the cost of treating a stroke, heart failure, or the increased social care requirements as his mobility declines.

Request for Action: We are requesting that a GP or Consultant specialist reviews .....case immediately. If the drug is not on the local primary care formulary, we request that the GP

	<p>submits an Individual Funding Request (IFR) based on exceptional clinical circumstances. We do not accept the summary dismissal provided by the practice nurse. We require a written response detailing why a potentially life-saving intervention is being withheld from a vulnerable adult who has met all the clinical criteria.</p>
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Healthwatch Reference:	113678
Service Name:	Beacon Medical
Primary Care Network:	Apollo
Sentiment:	Positive
Experience Summary:	<p>I had an excellent experience at this GP Surgery. The staff were very friendly and welcoming from the moment I arrived. The receptionist was helpful in scheduling my appointment at a convenient time. The doctor was thorough, listened carefully to my concerns, and explained everything clearly. The waiting time was minimal and the facilities were clean and comfortable. I felt well cared for throughout my visit. Overall, it was a very positive experience and I am grateful for the quality of care I received.</p>

## 4.5 Mental Health Services - Experiences Breakdown

This month, from 2 experiences, Healthwatch recorded a total of 3 negative / mixed / unclear comments and 4 compliments for Mental Health Services.



This month, Access to services were the most negative comments received and Access to services were the positive comments received for Mental Health Services

An example of experiences received:

Healthwatch Reference:	113894
Service Name:	Navigo (Neurodiversity Team)
Sentiment:	Neutral

Experience Summary:	A patient requested where she could get support for Autism.
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Healthwatch Reference:	113744
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Service Name:	Navigo
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Sentiment:	Mixed
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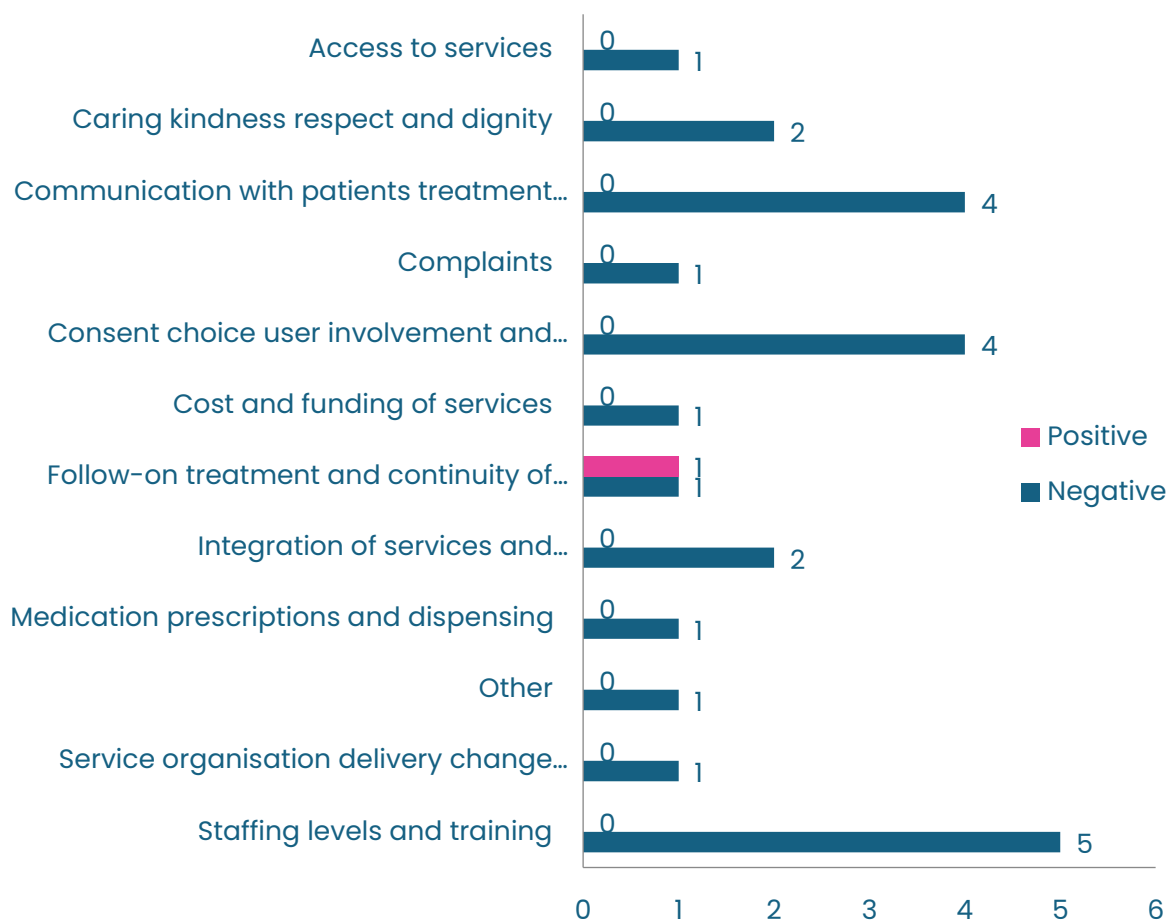
Experience Summary:

A patient called to see how she could make a complaint about Navigo. She has had various traumatic mental health episodes over the years, including attempts to end her life. She spent some time in Harrison House due to these episodes and was told most of the symptoms were in her head. She was prescribed medication and had many issues with it including a feeling she was losing her mind and sense of self. She told staff she wanted to come off the medication as it was also making her feel sick and had made numerous calls regarding this. In December she tried calling her Care Co-ordinator for emotional support but was told they were on a skeleton crew, she asked for a new Co-ordinator. The new Co-ordinator tried to up her medication and was also prescribed another medication, she said this took her hope away, affected her speech and has been left with a stutter. She said she ended up in A+E as they had changed the brand of medication she was on without telling her, she eventually went back on her usual medication. She said she has a good rapport with her GP and they understand her mental health issues. She also has many other health issues including an underactive thyroid, ENT and gastric problems. The patient has contacted Single Point of Access- Crisis Team and they were very supportive.

## 4.6 Adult Social Care Services - Experiences Breakdown

This month, from **9** experiences, Healthwatch recorded a total of **24** negative / mixed / unclear comments for adult social care services and **1** compliments for adult social care services.

This month, Staffing levels and training were the most negative comments received and Follow-on treatment and continuity of care were the positive comments received for Adult Social Care Services.



Examples of experiences received:

Healthwatch Reference:	114072
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Service Name:	Focus Independent Adult Social Work (Single Point of Access)
Sentiment:	Neutral
Experience Summary:	My friend's house is not fit for purpose and she sleeps in an armchair downstairs. She has a diagnosis of MS. She is refusing to get support and I feel she is neglecting herself. I called the 256256 number around a year ago and was told there is nothing they can do as she has capacity. Is there anyone who can help with this.

Healthwatch Reference:	113900
Service Name:	Focus Independent Adult Social Work
Sentiment:	Neutral
Experience Summary:	A request for support in regards to a friends relative going into a care home and needing support in her home due to hoarding.


Healthwatch Reference:	113822
Service Name:	Focus Independent Adult Social Work (Social Work Team)
Sentiment:	Negative

Experience Summary:	A parent of a person with a learning disability has raised concerns regarding coercive control and issues surrounding capacity. The parent has contacted adult social care and had one meeting with them regarding this, however nothing has happened since this meeting. They were supposed to have put a new social worker in place, this has not happened either.
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Healthwatch Reference:	113814
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Service Name:	Focus Independent Adult Social Work (Social Work Team)
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Sentiment:	Negative
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Experience Summary:	A senior member of staff and a social worker came to speak to us about our issues. They said they would look into it, however I had to email them again to see what was happening. They said they had forwarded the information to the people concerned, however we have not heard anything back.
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Healthwatch Reference:	113808
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Service Name:	Focus Independent Adult Social Work (Social Work Team)
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Sentiment:	Negative
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Experience Summary:	We have never met the social worker, there's no communication from them.
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Healthwatch Reference:	113860
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Service Name:	Focus Independent Adult Social Work
Sentiment:	Negative
Experience Summary:	<p>A family approached Healthwatch and asked if we could raise a concern. They have a daughter that currently lives at home with them they are both “getting on” (their words) they want to get her moved and settled before mum has surgery. They informed me that a placement has been agreed for their daughter at The Rock Caistor. They feel this is the correct place for her but due to a safeguarding issue this has all been put on hold. They advised the safeguarding concern is around CQC registration, but the issue can be worked around due to a registered agency going into to provide the regulated services required. The family advised that their social worker is good (much better than previous) but that there is a lack of transparency and constant barriers to the placement going ahead. They have been told they will have to wait and when they asked how long they were told “how long is a piece of string” They feel there is a lack of compassion with regards to a situation that is extremely difficult for the whole family.</p>

Healthwatch Reference:	113737
Service Name:	Hales Home Care (Strand Court)
Sentiment:	Mixed

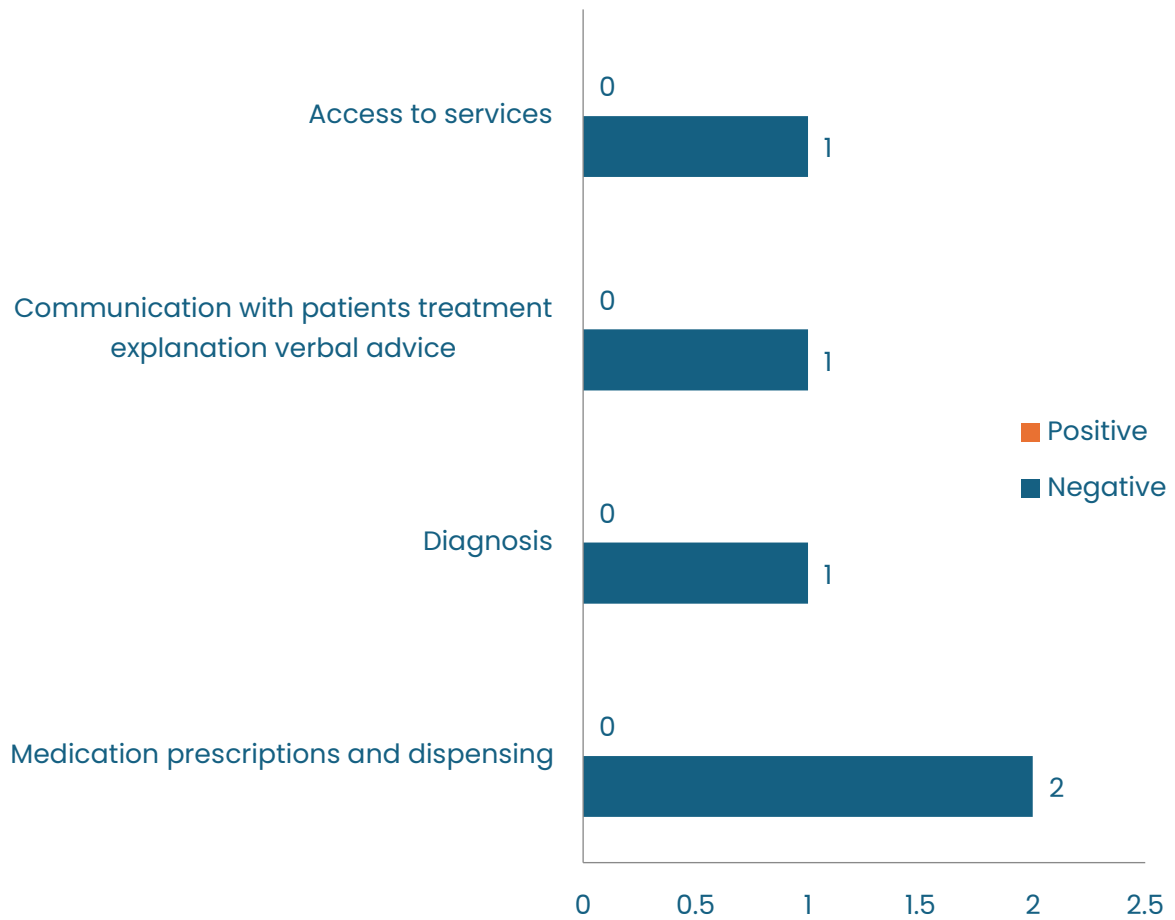
Experience Summary:	Timings can be a little off. The carer came at 10.30am one day and then at 7.10am another day. 7.10am is a little early for me as I was getting ready for the nurse to come at 8am. The carers support me to put cream on my legs as I cannot do it due to breathing difficulties and issues bending down.
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Healthwatch Reference:	113695
Service Name:	Comfort Call (Burchester Court)
Sentiment:	Negative
Experience Summary:	Reports have been received that night staff are not always available, and staff are often asleep with the blinds down in the office. Medication has been missed on occasions. Home care staff designated to take people out do not always take tenants out where they need to go, the previous home care team used to have drivers to take them out. There are a lot of the same staff working at the new company that worked at the previous company. Home care staff that work in the community are often coming in and sitting in the seating and dining area when they shouldn't be.

## 4.7 Pharmacy- Experiences Breakdown

This month, from 3 experiences, Healthwatch recorded a total of 5 negative comments for Pharmacy.

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



Examples of experiences received:

Healthwatch Reference:	113863
Service Name:	Allied Pharmacy
Sentiment:	Negative

Experience Summary:	Phoned 111, gave symptoms, told to go to pharmacy at 0900 next day, pharmacy did not open till 0920, explained symptoms to pharmacist also told to come here by 111, told to go to doctors for temp residency, did that, was informed I need to fill in form for temp residency but manager not there as yet and may not get appt today, I thought NHS was a caring service, apart from Lindsay at 111 this has been a useless service with no help and feeling of being fobbed off
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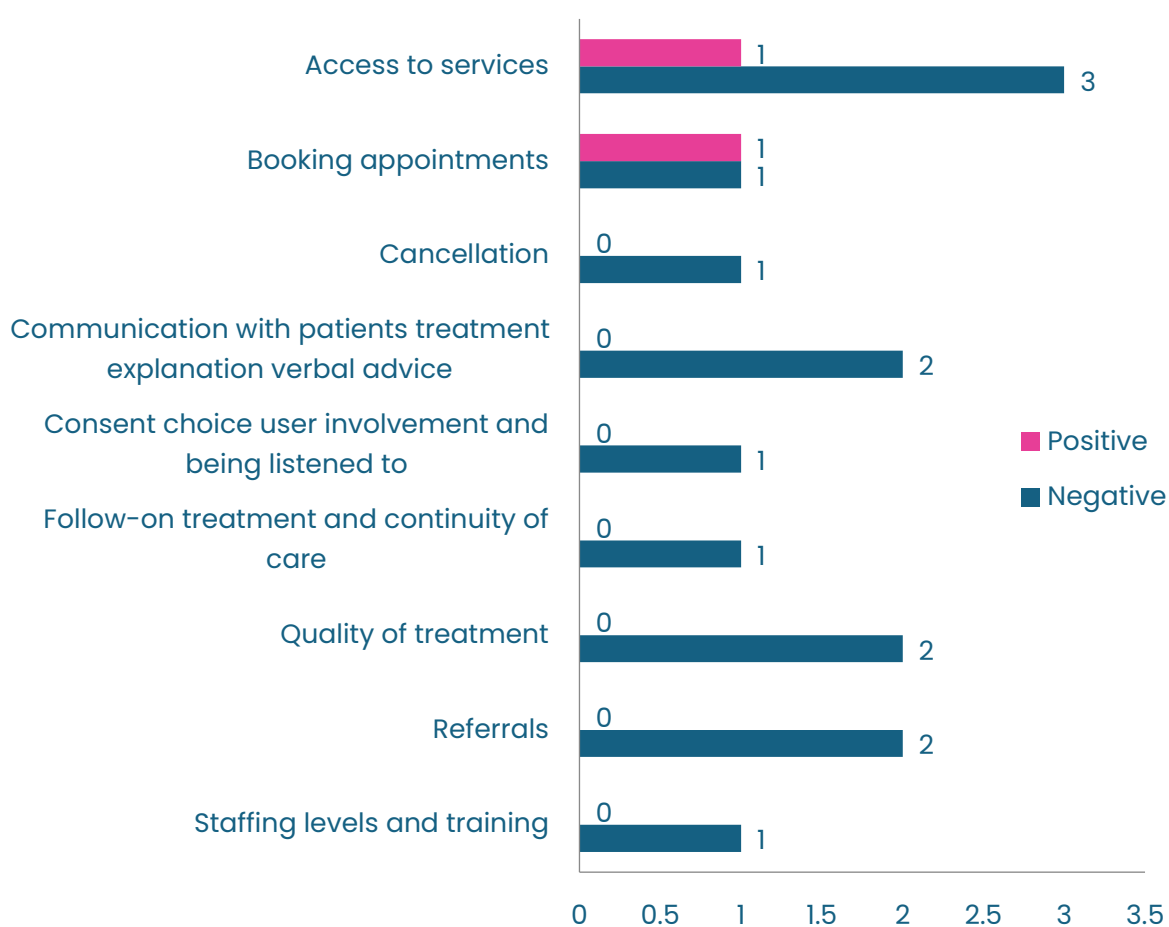
Healthwatch Reference:	113713
Service Name:	Cottingham Pharmacy
Sentiment:	Negative
Experience Summary:	I ordered my medication on the 15th December and was still waiting for it to arrive just before Christmas. I tried ringing but could not get through.

Healthwatch Reference:	113710
Service Name:	Cottingham Pharmacy
Sentiment:	Negative
Experience Summary:	Medication is not always available, I'm unsure if its a stock issue as the pharmacy do not communicate and there is a lack of information. I'm always waiting for my medication to come through.

## 4.8 Diagnostic Hub - Experiences Breakdown

This month, from 4 experiences, Healthwatch recorded a total of 14 negative / mixed / unclear comments and 2 compliments for Diagnostic centre/hub.

This month, Access to services were the most negative comments received and Access to services were the positive comments received for Diagnostic centre/hub.



Examples of experiences received:

Healthwatch Reference:	114067
Service Name:	Freshney Place Grimsby
Sentiment:	Negative

Experience Summary:	See entry in G.P section reference number ...
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Healthwatch Reference:	113965
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Service Name:	Community Diagnostic Centre- Grimsby
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Sentiment:	Negative
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Experience Summary:	<p>GP did ultrasound sent result to Consultant. No record of result of Ultrasound on my GP records but Consultant record thanked GP for copy of my test with size of cyst etc. GP ignored request for follow up tests to be asked for last June. I wrote and queried and got a test last week. Test result sent back to GP all I saw was "Abnormal as expected" Phone call from Surgery saying test was ok but they could not compare as no previous tests on record. I contacted GP saying well what happened to the letter from Consultant last year and the test result from Ultrasound taken at your surgery in 2924 and all others on my medical records. Text message from surgery saying nothing to do with them take queries up with Clinic. Phoned Clinic they said they had NO INFORMATION from GP with request for ultrasound and speak to GP????? SO what do I do?</p>
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Healthwatch Reference:	113734
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Service Name:	Community Diagnostic Centre- Grimsby
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Sentiment:	Negative
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Experience Summary:	I attended the Diagnostic Centre for an emergency appointment, however when I got there the fire alarm was going off and the staff were waiting outside. The doctor who was in the clinic I was attending said he was not working under those conditions and went. I was told to make another appointment.
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Healthwatch Reference:	113731
Service Name:	Community Diagnostic Centre- Grimsby
Sentiment:	Positive
Experience Summary:	I went for an appointment at the eye clinic at the Diagnostic Centre and was waiting for around an hour to be seen. It was a good service and preferred it to the hospital.

## 4.11 Assisted living – Experiences Breakdown

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

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

Healthwatch Reference:	113722
Service Name:	Strand Court
Sentiment:	Negative

Experience Summary:

A tenant has expressed her concerns over the lack of adequate heating at Strand Court which extended over Christmas and New Year, particularly in the communal areas. She also said that some of the flats didn't have heating and this affected the water making it very tepid and not warm enough for a shower. She feels that the housing provider can't be bothered to fix it.

### 4.13 NHS 111 - Experiences Breakdown

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

This month, Access to services were the most negative comments received, and Caring kindness respect and dignity were the positive comments received for NHS 111.

Examples of experiences received:

Healthwatch Reference:	113866
Sentiment:	Mixed
Experience Summary:	Phoned 111, gave symptoms, told to go to pharmacy at 0900 next day, pharmacy did not open till 0920, explained symptoms to pharmacist also told to come here by 111, told to go to doctors for temp residency, did that, was informed I need to fill in form for temp residency but manager not there as yet and may not get appt today, I thought NHS was a caring service, apart from Lindsay at 111 this has been a useless service with no help and feeling of being fobbed off

## 4.15 PALs – Experiences breakdown

This month, from 1 experience, Healthwatch recorded a total of 4 negative / mixed / unclear comments for PALs.

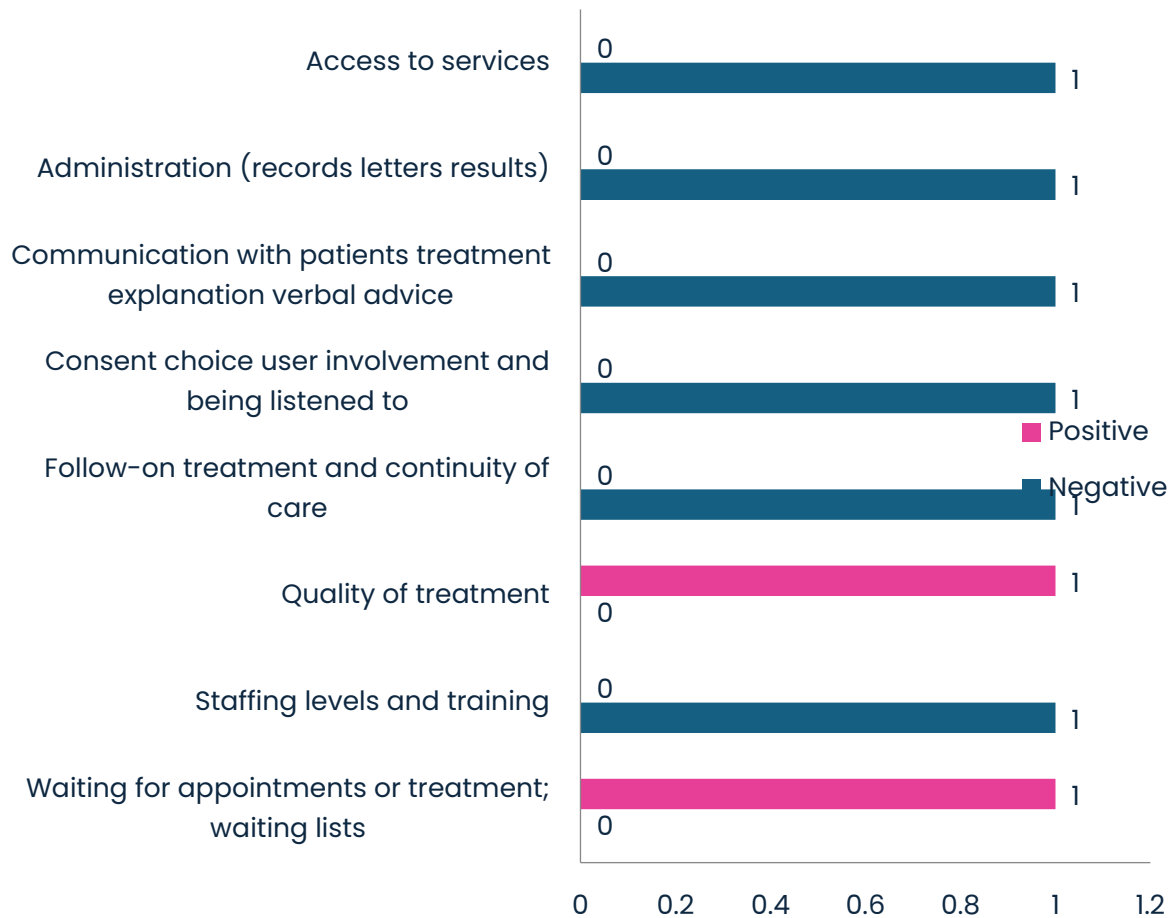
Healthwatch Reference:	113869
Sentiment:	Negative
Experience Summary:	Patient called to advice that they had surgery and been left with a hole in their nose. This information had been hidden from the patient. They had approached PALs to make a complaint and after one and a half years of backwards and forwarding PALs have closed the case without any further treatment. Patient was signpost to the ICB Experience Team.

## 4.16 Physiotherapy – Experiences Breakdown

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

This month, from 4 experiences, Healthwatch recorded a total of 6 negative / mixed / unclear comments and 2 compliments for Physiotherapy.

This month, Access to services were the most negative comments received and Quality of treatment were the positive comments received for Physiotherapy.



Examples of experiences received:

Healthwatch Reference:	114107
Service Name:	Cora Health
Sentiment:	Negative
Experience Summary:	Everything was done on an App. I was given an exercise plan and that was it. I haven't even spoken to anyone.

Healthwatch Reference:	114046
Sentiment:	Positive

Experience Summary:	<p>Lady attended a physiotherapy appointment last week for a 'bad back' and she was very impressed. When she entered the room the physiotherapist already had her notes on the computer screen and the results of a scan she had in 2019. She found this very reassuring as her already knew about her issue before she had gone in the room. She had been given the option of attending the hospital or Stirling St Medical Centre, she was happy to attend the medical centre as the appointment was sooner than the hospital one that was offered.</p>
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Healthwatch Reference:	113906
Service Name:	Diana, Princess of Wales Hospital (DPoW)
Sentiment:	Mixed
Experience Summary:	<p>A patient is currently receiving physiotherapy through children's services, however she feels that she needs to be having a lot more sessions. The patient has Cerebral Palsy and is hoping when she goes into adult services in a few months time this will change.</p>

Healthwatch Reference:	113817
Service Name:	Cora Health
Sentiment:	Negative
Experience Summary:	<p>If the NHS want to commission services out, such as physiotherapy, they need to allow services to see their systems.</p>

## 4.17 Public health (including healthy lifestyle services such as smoking cessation or weight management) - Experiences Breakdown

This month, from 1 experience, Healthwatch recorded a total of 1 negative / mixed / unclear comments for Public health (including healthy lifestyle services such as smoking cessation or weight management).

Examples of experiences received:

This month, Access to services were the most negative comments received for Public health (including healthy lifestyle services such as smoking cessation or weight management).

Examples of experiences received:

Healthwatch Reference:	114082
Sentiment:	Negative
Experience Summary:	There is no access to menopause services. There are so many things online talking about the menopause, but are they true. I can't shift the weight due to cortisol levels and it would be nice to have some support. The only thing I can do is Mounjaro, its driving me crazy. I think I have gone through it earlier, but its come back. I have had blood tests, but they have shown nothing. There is nothing out there.

## 4.18 Services for people with Autism/on the Autism spectrum – Experiences Breakdown

This month, from 1 experience, Healthwatch recorded a total of 1 negative / mixed / unclear comments for Services for people with Autism/on the Autism spectrum.

This month, waiting for appointments or treatment; waiting lists were the most negative comments received for Services for people with Autism/on the Autism spectrum.

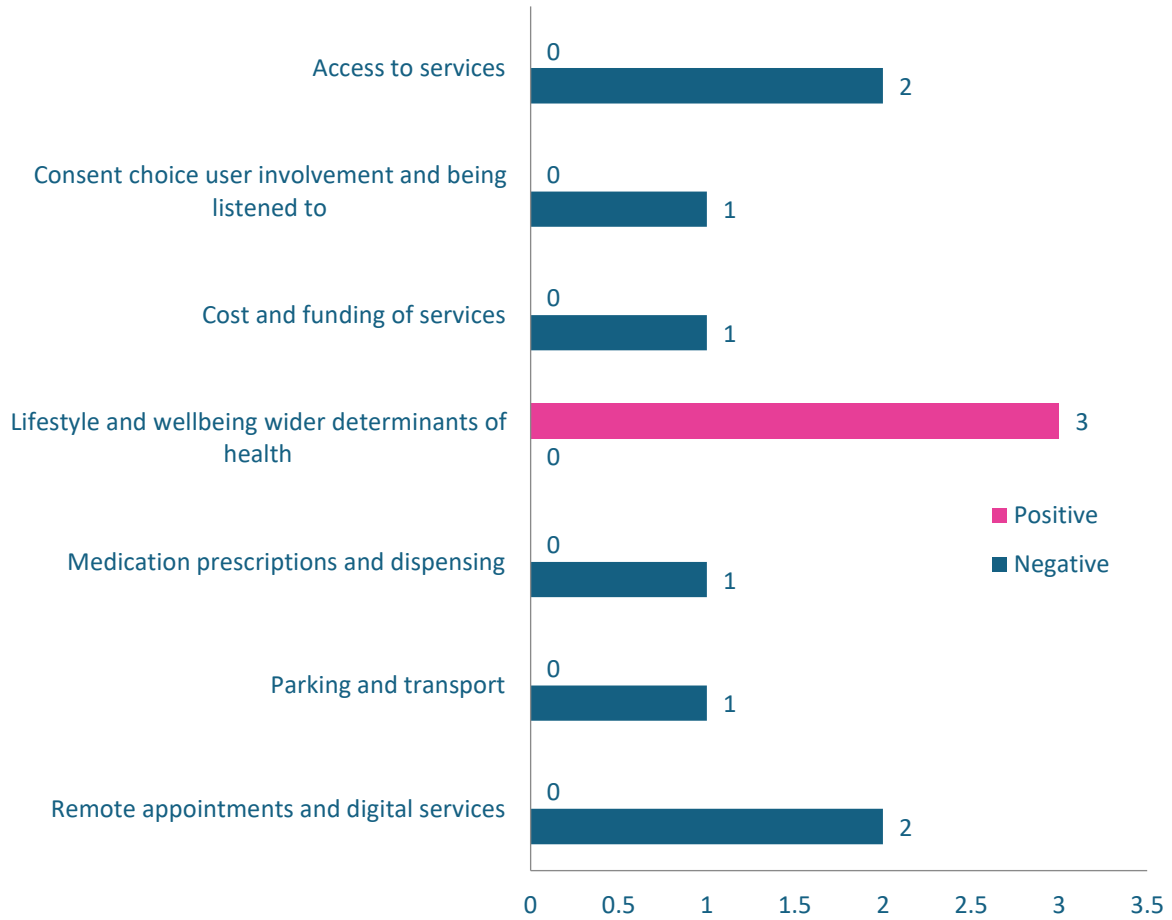
Examples of experiences received:

Healthwatch Reference:	114113
Service Name:	Navigo (Neurodiversity Team)
Sentiment:	Mixed
Experience Summary:	My son has been waiting over a year for an ADHD Assessment. I feel he needs therapy more than psychology intervention.

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

This month, from 7 experiences, Healthwatch recorded a total of 8 negative / mixed / unclear comments and 3 compliments for Services other than health or social care.

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.



Examples of experiences received:

Healthwatch Reference:	114058
Service Name:	Lincs Inspire Wellness Hub
Sentiment:	Positive
Experience Summary:	A lady says she was originally referred to the Wellness Hub by the pain clinic 5 years ago. She has remained a member as she has found using the chairs and beds has really helped with her back pain.

Healthwatch Reference:	114055
Service Name:	Lincs Inspire Wellness Hub
Sentiment:	Positive
Experience Summary:	Lady has been a member of LincsInspire for about 4 years, finds the chairs very beneficial as she has a problem with her right arm and has noticed it has improved.

Healthwatch Reference:	114040
Service Name:	Lincs Inspire Wellness Hub
Sentiment:	Positive
Experience Summary:	Lady stated she gets the bus from Barton three times a week to attend the Wellness Hub (the chairs). She's been coming for about 7 years and really enjoys it. It definitely helps with her rheumatoid arthritis and she feels the difference if she has to miss a session. She comes early for a cup of tea and to have a chat with the other users of the Hub.

Healthwatch Reference:	114025
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Negative
Experience Summary:	There needs to be more parking spaces for wheelchair users near the entrance, as the stop off time is only 10 minutes.

Healthwatch Reference:	113797
Service Name:	NHS App
Sentiment:	Negative
Experience Summary:	The NHS App is not always working for older people. I would like to have some training on how to use the App. Not all people who are expected to use it, know how to use it.

Healthwatch Reference:	113707
Service Name:	NHS App
Sentiment:	Negative
Experience Summary:	A patient has had issues ordering repeat prescriptions on the NHS App. She eventually had to go to the practice to order them face to face.

Healthwatch Reference:	113698
Service Name:	Continuing Health Care Assessments
Sentiment:	Negative

#### Experience Summary:

A lady had been referred to Healthwatch via Carers Support regarding issues with Continuing Health Care. Her husband has Alzheimer's Disease and she feels he is entitled to CHC care. She also has her own health needs and is being treated for cancer. The District Nurse who supported the CHC application for her husband had also been telling her about the treatment she would get for her cancer, when she didn't even know her medical details. She said some of the information was wrong and now she is thinking that the information that was initially given regarding her husband's CHC may also be wrong. She is also caring for two disabled daughters. She has not been happy with the CHC process.

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

Organisation	Responsible person	Comments / Actions



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