
Intelligence Report

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

The service area's locations we visited or engagement with during the month are outlined below.

Diana, Princess of Wales Hospital (DPOW) x 4
Lindsey Hall Care Home
Sussex House
Rivelin Care Home
The Anchorage
Eastwood House
The Chestnuts
The Rock Foundation
Cranwell Court
Burchester Court
Lady Smith care Home
Assisted Living Centre
Centre 4
Carers Support Service
Strand Court x2

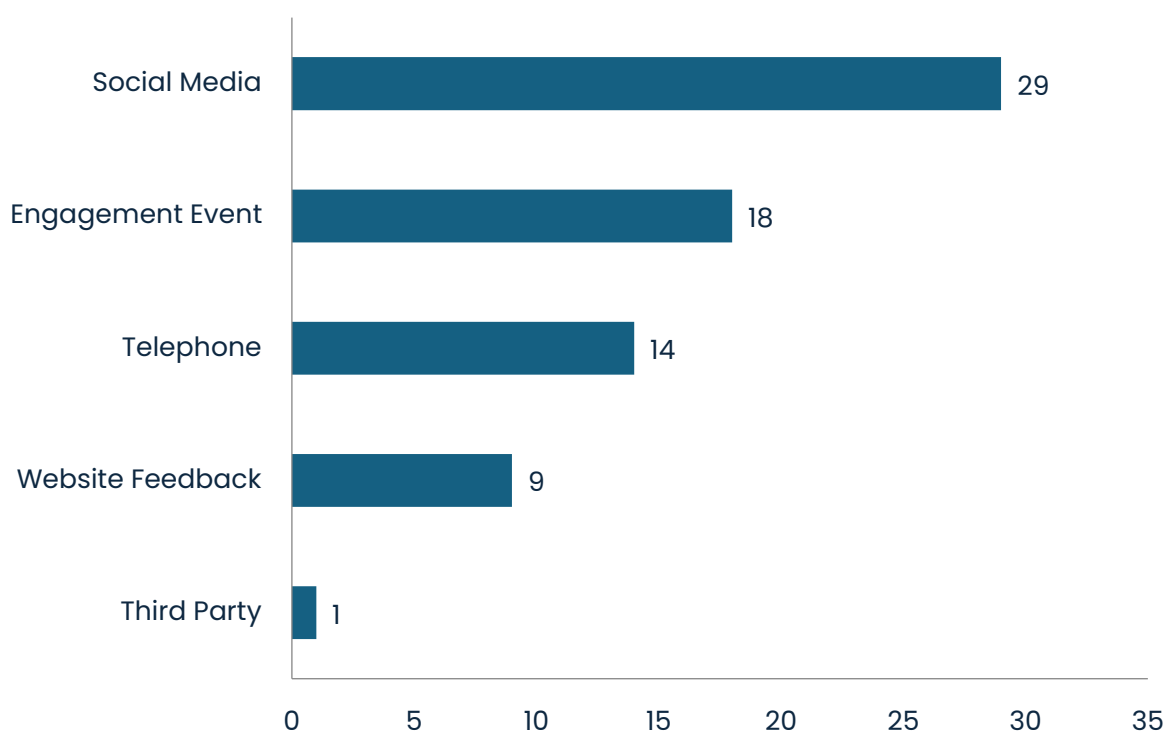
The focus of our engagement programme is to find out what people in the local community feel and think about the health and social care services they use. Each month we look to build a picture of the landscape of health

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.

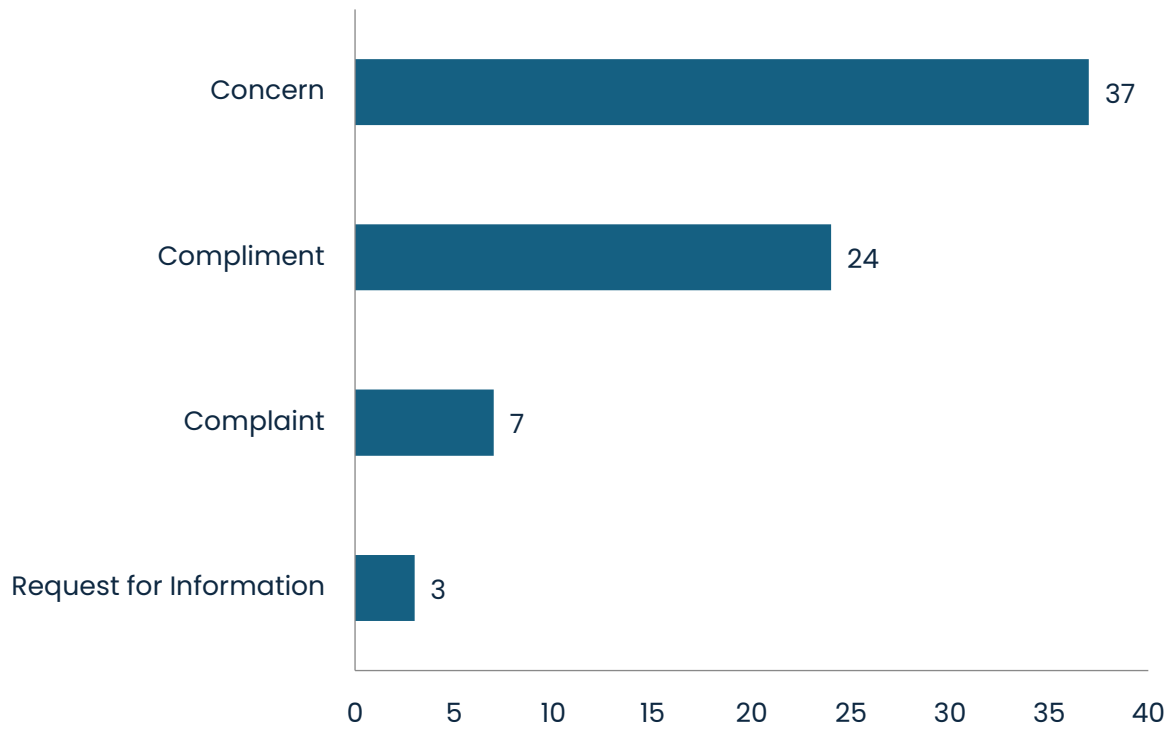
Healthwatch North East Lincolnshire are aware that residents will use services which crossover into other areas of the Humber boundaries due to the need to travel to Grimsby and Hull Hospitals for care.

3. Contact Statistics

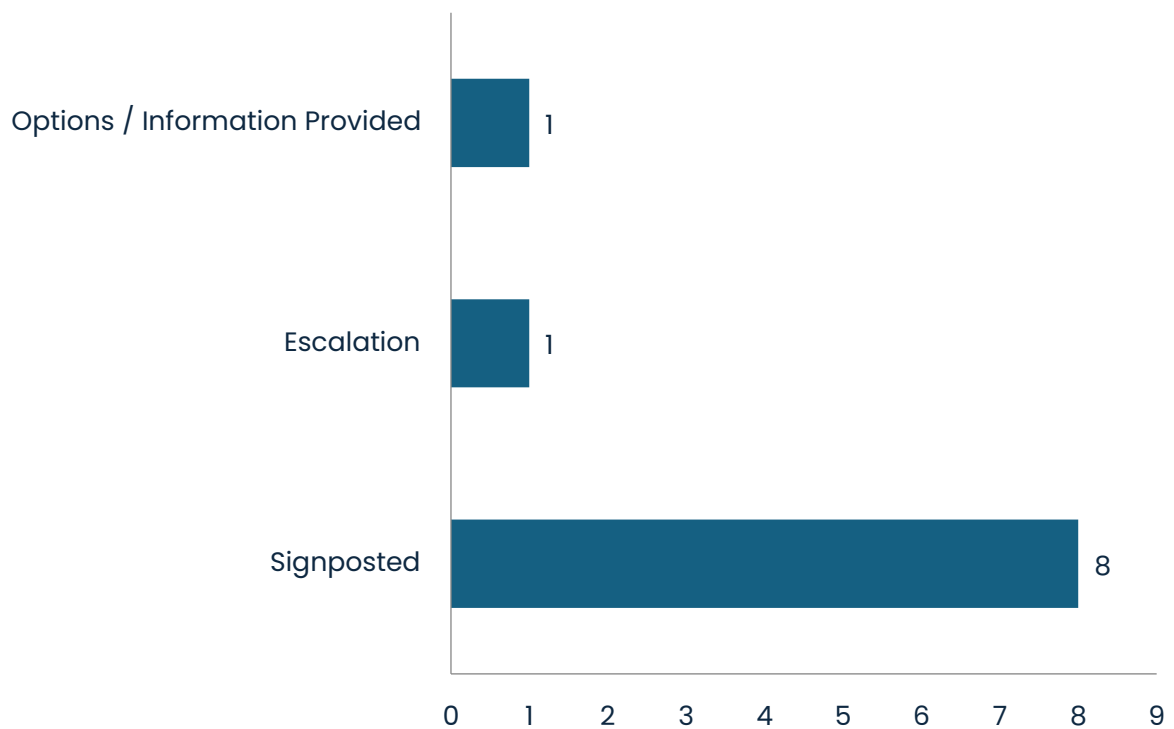
In total, **71** people contacted Healthwatch North East Lincolnshire. The figures below show that social media was the most popular method for people to contact us. These figures do not take into account surveys that have been completed.



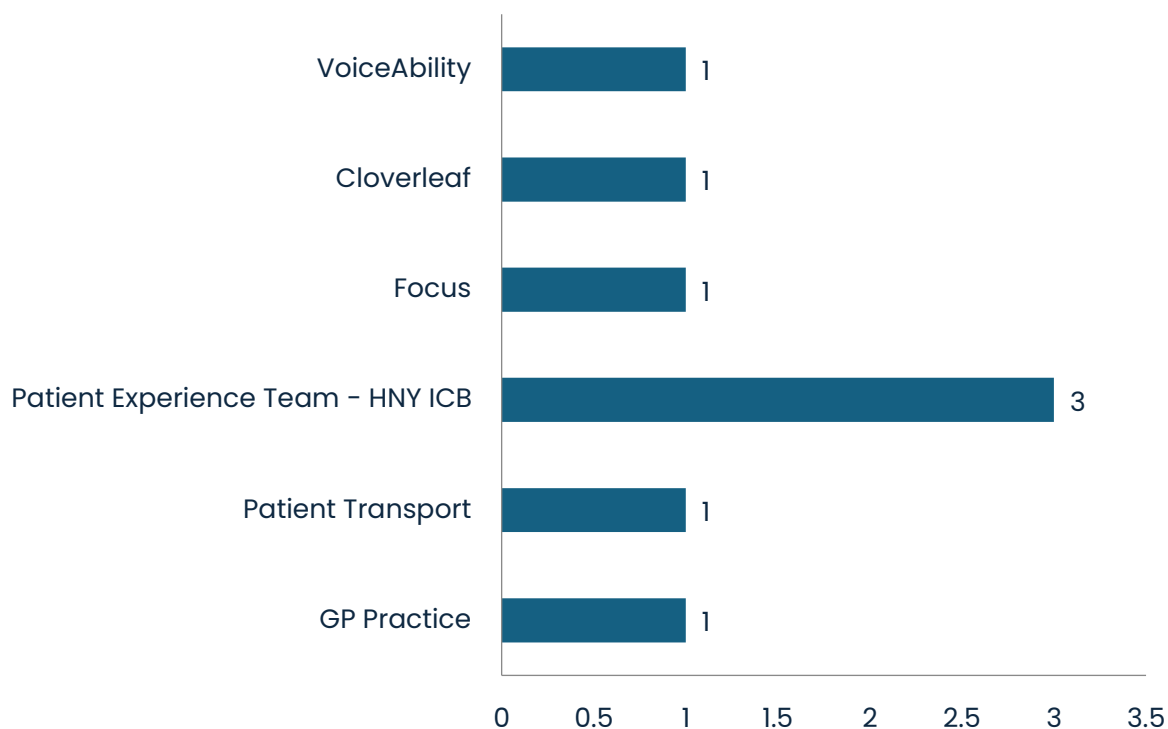
The highest number of contacts made where to raise a **concern**



This month, Healthwatch took **10** actions from the experiences received



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



4. Experiences Breakdown

Overall experiences breakdown

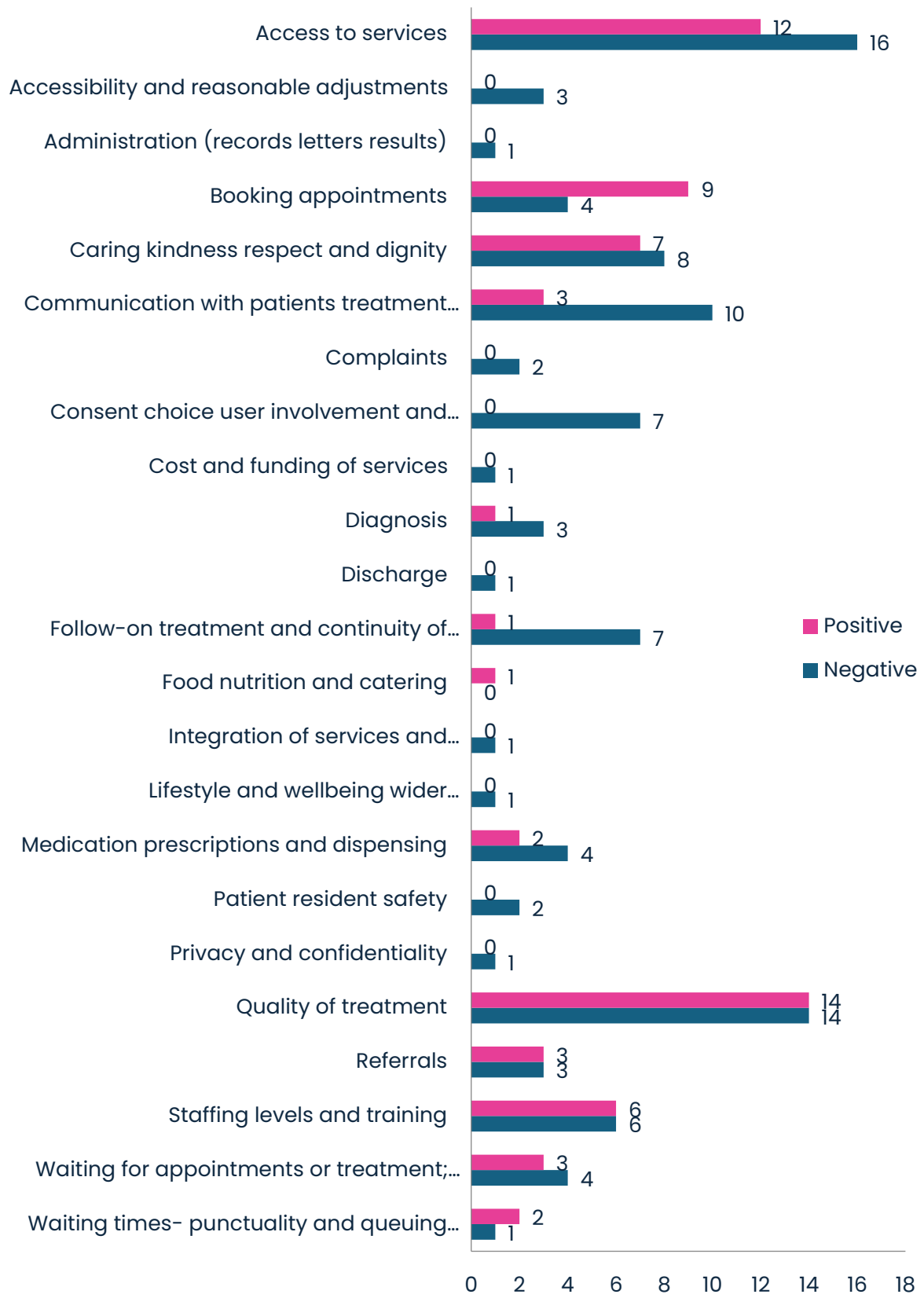
The charts below detail the breakdown of what the public have been saying about health and social care services in North East Lincolnshire this month, looking at both positive and negative comments.

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

We recorded **100** negative comments and **64** compliments in total across all healthcare services from **72** experiences.

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

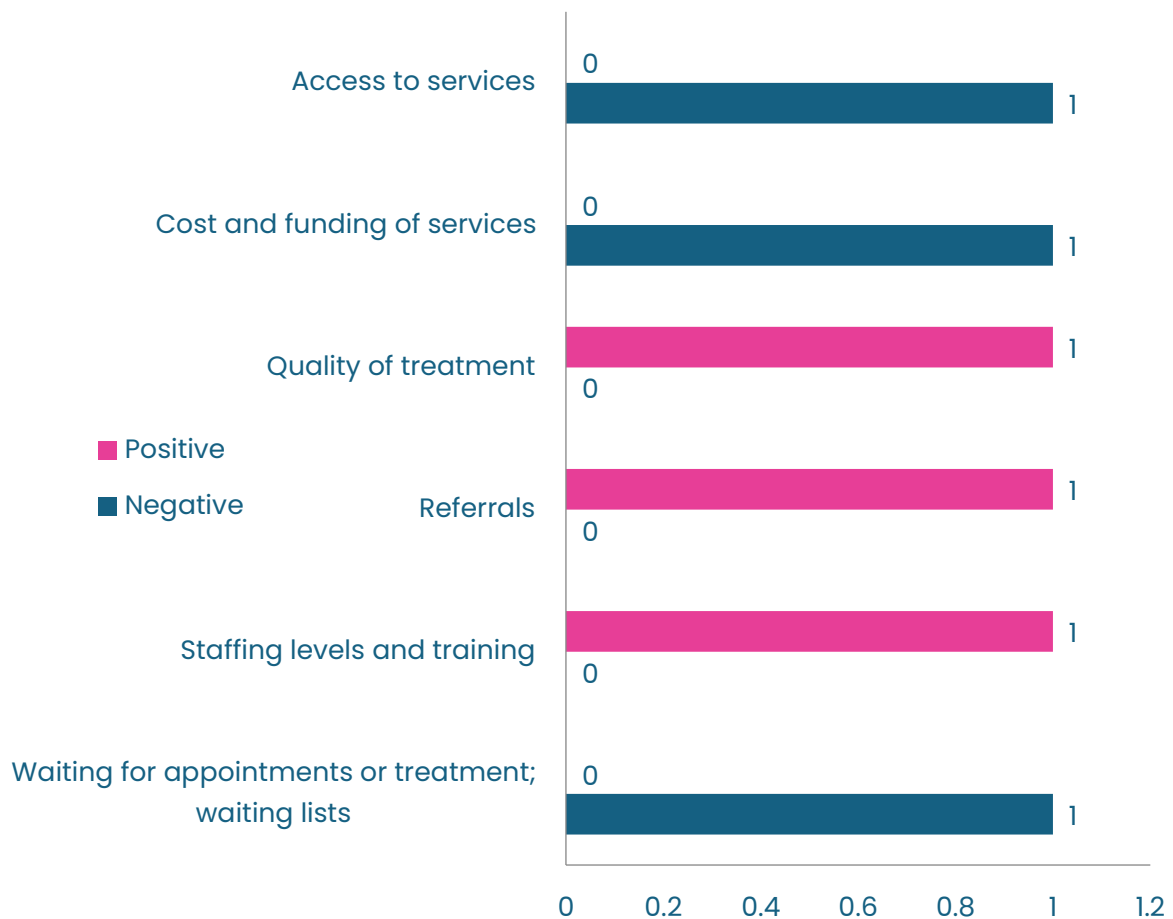
Quality of treatment are the areas which have received the most compliments this month.



4.1 Dentist – Experiences Breakdown

This month, from 3 experiences, Healthwatch recorded a total of 3 negative comments and 3 compliments for Dentist.

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



Examples of experiences received:

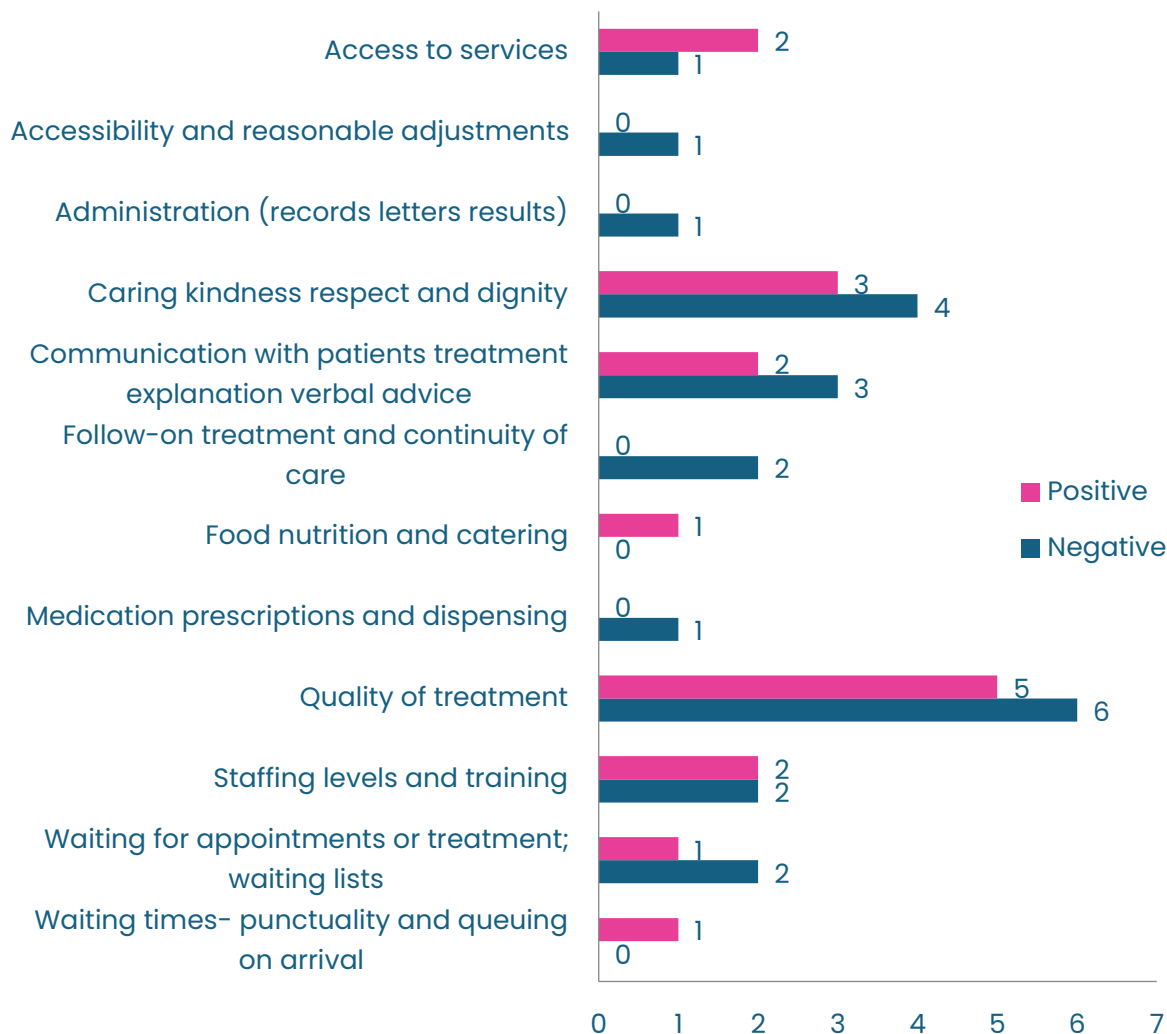
Healthwatch Reference:	114491
Service Name:	Shakespeare House Dental Practice
Sentiment:	Mixed
Experience Summary:	Its expensive but good, I can't get an NHS Dentist.

Healthwatch Reference:	114162
Sentiment:	Mixed
Experience Summary:	Lady contacted Healthwatch by telephone to update us on an ongoing dental problem. She has had issues with her lower set of dentures and has not been able to wear them due to ulcers. Her dentist believed the ulcers could be caused by some medication she is on but also referred her to the hospital dentist. When she attended rheumatology, her consultant said the medication was not the issue. She is now awaiting an appointment for the hospital dentist.

4.3 Hospitals

This month, from **18** experiences, Healthwatch recorded a total of **23** negative / mixed / unclear comments and **17** compliments for Hospital Services.

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



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

Examples of experiences received:

Healthwatch Reference:	114498
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Negative
Experience Summary:	I struggled to find a wheelchair to take a relative to an outpatients appointment.

Healthwatch Reference:	114481
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Emergency Department)
Sentiment:	Mixed
Experience Summary:	I have recently been to the Emergency Department following having a TIA. I waited nearly 9 hours to see a Doctor, I was checked on by nursing staff to do obs.

Healthwatch Reference:	114465
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Blueberry Ward)
Sentiment:	Positive
Experience Summary:	The staff were absolutely amazing. Right from the start they were warm and welcoming, putting us all at ease. There were some difficulties faced during the labour but all staff were professional and kept mum and dad calm. The after care of every member of staff involved was beyond expectation, all took the time (even at the end of their shifts) to come and check on how we were all doing and to pass on their congratulations. Absolutely first class care

Healthwatch Reference:	114347
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Same Day Emergency Care (SDEC))
Sentiment:	Negative

Experience Summary:

Admitted to Grimsby hospital as was told I needed some fluid drained to be left for 3 days and then discharged, another time was asked to go to SDEC for a scan to get there and was asked what scan was for, sat there for 7 hours to be told to come back in 2 days. There's a reason that I asked for a referral to another hospital, I travel now an hour but the car I receive elsewhere outweighs what I was getting at Grimsby

Healthwatch
Reference:

114338

Service Name:

Hull and East Riding Fertility Clinic/DPoW

Sentiment:

Positive

Experience Summary:

Gynaecology in Grimsby Diana, Princess of Wales Hospital. Had a laparoscopy after years of ovarian cysts, heavy periods and irregular periods while TTC. Got told in a letter after the surgery while sitting in an uncomfortable chair, that they couldn't access my tubes due to a disorder called 'cervical dystocia' Which was false. My gynaecologist Doctor was rude and blunt after telling me I can't have kids unless I have IVF, pushed me off to a fertility clinic and said 'but you don't get accepted for IVF because your partner has a child so we're dismissing you'. 'You have cysts but it's not PCOS, we found endometriosis in your surgery but we can't diagnose you with it, so we'll have to dismiss you!' I then paid for a private consultation at Hull and East Riding Fertility Clinic and they are absolutely lovely. After my first appointment I was so reassured and then ensured me that I could have my own children with a little bit of help. Couldn't be more grateful for them and their team. Absolute 5 star to them.

Healthwatch

Reference:

114335

Service Name:

Diana, Princess of Wales Hospital (DPOW)
(Gynaecology)

Sentiment:

Mixed

Experience Summary:

Gynaecology in Grimsby Diana, Princess of Wales Hospital. Had a laparoscopy after years of ovarian cysts, heavy periods and irregular periods while TTC. Got told in a letter after the surgery while sitting in an uncomfortable chair, that they couldn't access my tubes due to a disorder called 'cervical dystocia' Which was false. My gynaecologist Doctor was rude and blunt after telling me I can't have kids unless I have IVF, pushed me off to a fertility clinic and said 'but you don't get accepted for IVF because your partner has a child so we're dismissing you'. 'You have cysts but it's not PCOS, we found endometriosis in your surgery but we can't diagnose you with it, so we'll have to dismiss you!' I then paid for a private consultation at Hull and East Riding Fertility Clinic and they are absolutely lovely. After my first appointment I was so reassured and then ensured me that I could have my own children with a little bit of help. Couldn't be more grateful for them and their team. Absolute 5 star to them.

Healthwatch
Reference:

114290

Sentiment:

Negative

Experience Summary:

Waiting list is disgraceful. You phone the department leave a message they never phoned back

Healthwatch
Reference:

114280

Sentiment:

Negative

Experience Summary:	I'm in the process of an official complaint i made about the lack of care and empathy on certain wards and in A and E and the negligent staff and mistakes they made while 'caring' for my father who passed away last year
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Healthwatch Reference:	114265
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Negative

Experience Summary:

I took my daughter (then 4) with a suspected broken arm to A&E, saw one of the doctors. He had the worst bedside manner I've ever experienced anywhere. He made my crying and in pain daughter undress her top half, meaning she had to lift her suspected broken arm above her head and pull her clothes off. He wouldn't let me help. He then pulled her arm all over the place while she screaming and after about 10 minutes of subjecting my child to a lot of pain and discomfort, told me she was being dramatic and to give her calpol. And off her went leaving me insanely shell shocked and my daughter sobbing. The next day after a night of tears, refusing to move her arm and no sleep, I KNEW something was wrong and took her back. We were sent straight to X-ray and when it came back and the doctor asked me what happened and I told him about the events the day before he was MORTIFIED. He kept apologising and told me he was going to put in a formal complaint on our behalf because my daughter had a broken collarbone that was severely inflamed from what the Doctor did the day before. The complaint was filed and o got a phone call to tell me he had received a warning and that's it.

Healthwatch
Reference:

114258

Service Name:

Diana, Princess of Wales Hospital (DPOW)
(Orthopaedics)

Sentiment:

Negative

Experience Summary:	I was put on the waiting list for a shoulder replacement in October 2024...come October 2025 I'd mysteriously been removed from the waiting list "in error" they said. I was put back in the waiting list in October 2025 but in the same position as when I was removed..I was placed at the end of the waiting list as a new patient, with a waiting time of 12-13 months... I'm still waiting.....will probably be 2 years before I get the surgery
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Healthwatch Reference:	114252
Service Name:	Community Diagnostic Centre
Sentiment:	Positive
Experience Summary:	Last year I rang my Doc as I had a problem with my eye, they referred me to Specsavers, had a emergency appointment with them, they examined my eye and made me an emergency appointment at DPOW, was examined there, they referred me to an emergency appointment at the care centre in Freshney Place to see a specialist, went there, got diagnosed and a prescription. This was all on the same day, I can not fault the service I got that day, and I thank them all

Healthwatch Reference:	114237
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Rheumatology)
Sentiment:	Positive

Experience Summary:	<p>Excellent care from DPOW rheumatology department since diagnosis in 2007. Knowledgeable and friendly nursing staff, supportive phone number line to specialist nurses for any queries. Fab consultant. The team are always responsive to any queries raised. In spite of challenging circumstances, various moves and obvious pressures over the years I have been an in and outpatient, it has never distracted the team from providing excellent care.</p>
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Healthwatch Reference:	114234
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Outpatients)
Sentiment:	Negative
Experience Summary:	I go to the bone clinic but I have never seen the same Consultant twice, it doesn't give you a lot of confidence. Its not just this clinic all departments are the same.

Healthwatch Reference:	114182
Service Name:	SDEC
Sentiment:	Negative

Experience Summary:

A gentleman was referred to SDEC by his GP as he had abdominal pain. When he arrived the receptionist was eating then 'rolled her eyes' when he went to the counter. He said he was 'berated' for not having a letter from his GP. He was directed to go and sit down but as the department was full there were no chairs so he had to sit on a table. He was called through after an hour and was 'berated' again for not having a letter from his GP. He suggested to the doctor that he contact urology due to his history. He had some blood tests done then was sent back to sit on the table for another 2 hours. When he was about to be discharged with antibiotics, he bent down to pick up his bag and the nurse saw his red patient wristband. She asked what he was allergic to, he replied 'penicillin.' The nurse looked worried and took the antibiotics off him as he had been prescribed penicillin. The prescription was then changed. He found this extremely worrying as he lives on his own and if he'd taken the antibiotics, his allergy causes his airway to close up so he could have died and no-one would have known. He is in the process of complaining ton PALS.

Healthwatch Reference:	114174
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Urology)
Sentiment:	Positive

Experience Summary:	Gentleman attended the urology department and they were fantastic. He was seen on a Sunday and they did lots of tests then he was booked in the following Friday for an x ray. A couple of weeks later he had a camera procedure as they thought there was a blockage in his bladder. He went on to have surgery, the whole process was excellent from start to finish.
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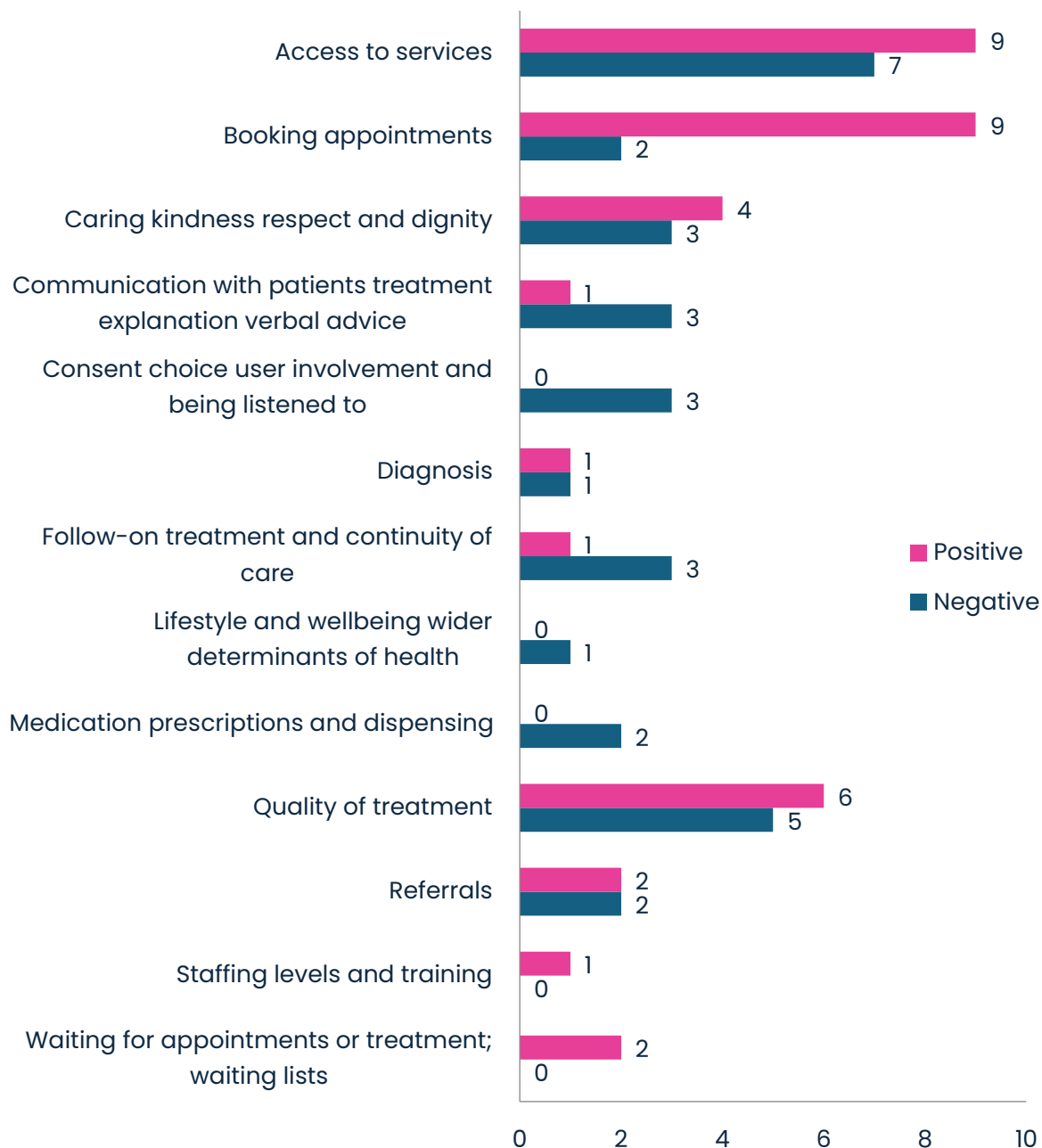
Healthwatch Reference:	114139
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Ward C3)
Sentiment:	Positive
Experience Summary:	I have recently been on Ward C3 and was there for 3 weeks. The ward was okay and the staff were lovely. The food was nice.

St. Hughs Hospital

Healthwatch Reference:	114246
Service Name:	St. Hugh's Hospital
Sentiment:	Negative
Experience Summary:	Was referred to st Hughes by my GP had about 6 appointments saying they are going to replace my left knee. Saw 3 different consultants during this time then the last appointment the new consultant said we are not replacing your knee. So I've given up. Still limping everyday.

4.4 General Practice (GP) - Experiences Breakdown

This month, from **31** experiences, Healthwatch recorded a total of **32** negative / mixed / unclear comments and **36** compliments for general practitioner.



This month, Access to services were the most negative comments and positive comments received for General Practice (GP).

Examples of experiences received:

Healthwatch Reference:	114504
Service Name:	Roxton Practice
Sentiment:	Negative
Experience Summary:	<p>Caller advised that they have been advised by the G.P that they have to come off pain medication they have been on for a connective tissue disorder complaint for 15 years. The person has asked for a referral to see a specialist about their condition and to be referred to pain management but this has been refused. They have asked to see a different G.P at the surgery and this has been refused also. Caller feels they do not understand their condition and are putting a blanket rule over all opioids users without even discussing this with them how they feel and what is best for them as an individual.</p>

Healthwatch Reference:	114478
Service Name:	Dr. Qureshi- Lynton Practice
Primary Care Network:	Panacea
Sentiment:	Positive
Experience Summary:	<p>The practice is very good and I can always get an appointment.</p>

Healthwatch Reference:	114475
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Service Name:	Clee Medical Centre
Primary Care Network:	Panacea
Sentiment:	Mixed
Experience Summary:	I can sometimes be waiting for around 10 minutes for someone to answer the phone. Some staff are polite, but others can be quite abrupt.

Healthwatch Reference:	114410
Sentiment:	Negative
Experience Summary:	Husband told gp don't do eye care anymore yet we've not seen anything or read anything about it. Told to go to opticians who you don't see straightaway and have to wait 5 days for appointment, then only to be told they're not able to prescribe so gave to go to gp, who said have to go to opticians!!! Beggars belief

Healthwatch Reference:	114407
Service Name:	Clee Medical Centre
Primary Care Network:	Panacea
Sentiment:	Positive
Experience Summary:	My wife was seen by GP same day as called for an appointment. Blood tests arranged followed by call from nurse and doctor, prescription sent direct to pharmacy and collected within 10 minutes. Excellent service by all involved.

Healthwatch Reference:	114387
Service Name:	Littlefield Freshney Green
Sentiment:	Positive
Experience Summary:	Littlefields surgery & nursing staff are amazing. Just give a call & a special Nurse answers & you explain your concerns. Then either the Doctor rings back or nurse & and she gives an appointment & it's usually the next day. It's a shame other surgeries don't provide this type of service.

Healthwatch Reference:	114384
Service Name:	SLC Medical Group
Sentiment:	Negative
Experience Summary:	A lot of problems have arisen since the medical centers have become one ...I dont even have a particular dr , each time I have attended I never see the same dr ..I am with SLC ..I was with chantry but always get refered to scatho now ..I dont like the idea also when you are a senior citizen you are certainly at the back of the queue..what has happened to our N H S ?

Healthwatch Reference:	114344
Service Name:	Clee Medical Centre

Primary Care Network:	Panacea
Sentiment:	Positive
Experience Summary:	Clee Medical Centre, amazing surgery, always answers calls and tries to get you in on the same day. Staff always so lovely and welcoming. All my family are there too and no one has ever had anything negative to say

Healthwatch Reference:	114341
Service Name:	Pelham Medical Group
Primary Care Network:	Freshney Pelham
Sentiment:	Mixed
Experience Summary:	Pelham medical centre Dr Prentice is amazing old school no time limit it takes what it takes, I communicate online with drs surgery no waiting on phone and the response is really good. Only had 1 issue with a shitty receptionist which i ended up in out of hours which were fantastic by the way and always are but the Doctor wasnt impressed with the receptionists attitude

Healthwatch Reference:	114323
Service Name:	Beacon Medical
Primary Care Network:	Apollo
Sentiment:	Negative

Experience Summary:	<p>Interesting how there's no positive comment about Beacon Medical. Misdiagnosed secondary cancer for over 2 months as I was "paranoid". Took for me to contact Pink Rose who got me straight in, scanned and diagnosed in a week. When I complained they said they would use it as a training aid. Needless to say I bypass them now and any problems go through my hospital team</p>
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Healthwatch Reference:	114317
Service Name:	Littlefield Freshney Green
Sentiment:	Mixed
Experience Summary:	<p>Have only good things to say about my GP surgery at Littlefields in Freshney Green Medical Center but my wife has encountered the 8am stupid queues on the phone at her surgery and even witnessed a patient having to phone the appointment line stood at the reception desk of the surgery how ridiculous is that. You wouldn't mind this if the people on the other end were trained and capable of looking at your problem properly but generally it seems it's just a case I can fit you in in 2 wks as your issue doesn't seem that life threatening</p>

Healthwatch Reference:	114314
Service Name:	Roxton Weelsby View
Primary Care Network:	

Sentiment:	Positive
Experience Summary:	Roxton Practice, Weelsby View is brilliant. On line booking is the way forward, no queuing at 8 am. Fill in the request and they get back to you very quickly. I have had same day appointments, even though it wasn't urgent. Booking online in advance for non urgent appointments is easy and you have the choice of times. Walk in blood tests. Repeat prescription online. The Doctors are very kind, professional and put you at ease. 5 stars from me.

Healthwatch Reference:	114311
Service Name:	Roxton Practice Immingham
Primary Care Network:	Meridian
Sentiment:	Positive
Experience Summary:	I have nothing but praise for my practice. Roxton For GP Nurses Pharmacy Receptionist. And cancer care You should look how they run there appointments and referrals . This is the way forward brilliant.

Healthwatch Reference:	114296
Service Name:	Woodfield Medical Practice
Primary Care Network:	
Sentiment:	Negative

Experience Summary:

There's an apparent lack of trust in the patient's experience of their issues & an apparent scorn shown toward people that inform themselves about their issues. Such self support is treated as blasphemy & too many GP's are working on outmoded principles of prescriptive dogma. I have thyroid issues & despite me telling my GP's over & again that the 'one size fits all' levothyroxine medication doesn't improve my overall wellbeing & contributes to emotional issues .. they refuse to take on how I say I feel. I wish they wouldn't treat me & surely, many other patients this way, as it's crippling for people that aren't responding well to treatment. I've gone as far as mentioning NICE guidelines & have had a GP suggest I move practice, if I'm not happy about their treatment, which is an insult to my intelligence & experience. One practice nurse, taking my bloods, made the biggest difference by helping me to change brands of medication, which alleviated some of the symptoms I experienced & that was more help than any of the GP's I'd tried to speak to about the debilitating problems that I frequently experienced. The University of Aberdeen researchers have conducted studies on thyroid disease, primarily focusing on its impact on patient wellbeing and labor market outcomes. Their 2023 survey indicated that while some aspects of life improve after treatment, many patients continue to struggle with symptoms. I am one of those patients & I've not been successfully treated, directed to an effective endocrinologist, or even been given for a blood test, in about a year, so I feel 'given up on' &

	hesitant to even speak to the practice about it now.
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Healthwatch Reference:	114293
Service Name:	Birkwood Practice
Primary Care Network:	Panacea
Sentiment:	Positive
Experience Summary:	Kidney tumor discovered incidentally, following a CT scan for a chest infection. Dr. Hussain called me to the surgery the following day to discuss. A follow up Kidney scan given within a week. Cancerous tumor removed at Castle Hill hospital within 3 months of scan. Post op issues dealt with fast with Dr. Hussain making a special effort to be present with nurse. I cannot thank Dr. Hussain and Birkwood surgery enough.

Healthwatch Reference:	114286
Service Name:	Woodfield Medical Centre
Primary Care Network:	
Sentiment:	Positive
Experience Summary:	I've been with them for 33 years from when they was old practice in chantry lane can't fault them always get same day appointment when need them and all my referrals have been done so fast

Healthwatch Reference:	114283
Service Name:	Littlefield Freshney Green
Primary Care Network:	
Sentiment:	Positive
Experience Summary:	Don't have a problem with littlefield surgery at freshney green. Whenever I ring always number 1 in the queue. Always get a phone call back from drs or go in to see them. Even throughout covid couldn't fault them

Healthwatch Reference:	114274
Service Name:	Littlefield Freshney Green
Primary Care Network:	
Sentiment:	Positive
Experience Summary:	I can only say I have had excellent service from Doctors at Littlefield Surgery . Freshney Green And I personally feel our hospital has been brilliant. This last couple of months I have needed them and the care has been amazing

Healthwatch Reference:	114271
Service Name:	SLC Medical Group
Primary Care Network:	

Sentiment:	Negative
Experience Summary:	Slc medical surgery is truly abhorrent, was once great but sadly no more. No longer offers support to patients, doesn't try and assist the elderly, in fact quite the opposite, dismisses them. If you're hard of hearing or struggle with accents, good luck as no longer any native doctors, need a female doctor, again good luck as all to often, none available. If you ever do get an appointment, remember only one ailment to be discussed and don't go over your 10 minutes, as doctors are incapable of dealing with more than one thing, even when certain issues could link together and get you the necessary help.

Healthwatch Reference:	114268
Service Name:	Woodfield Medical Centre
Primary Care Network:	
Sentiment:	Positive
Experience Summary:	Woodfield Medical Centre have always been great with me and our hospital

Healthwatch Reference:	114261
Service Name:	Raj Medical Practice
Primary Care Network:	Apollo
Sentiment:	Negative

Experience Summary:	Raj Medical centre is the reason I am deaf in my right ear...Did nothing about it until it was too late.. Didn't even get an apology
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Healthwatch Reference:	114255
Service Name:	Woodfield Medical Practice
Primary Care Network:	
Sentiment:	Positive
Experience Summary:	Simply the best !!!! Woodfield Medical. My friends are so envious I'm with them

Healthwatch Reference:	114243
Service Name:	Woodfield Medical Centre
Primary Care Network:	
Sentiment:	Positive
Experience Summary:	We get an excellent service from our GP's service. Can ring GP's, yes explain the problem to a nurse. Then a GP rings back if needed & have a Telephone conversation. Then if visit is needed then given an appointment. This system really works well. Sadly not all Gp's do this but we are in a large Medical Centre in Central parade.

Healthwatch Reference:	114240
Service Name:	Woodfield Medical Centre

Primary Care Network:	
Sentiment:	Positive
Experience Summary:	Can only give my experience with Woodfield Medical, they have and are always amazing with me and my family, from receptionists, to Drs to Nurses, always manage to fit us in if worried about anything, ever so kind and considerate when doing bloods, receptionists always happy to help and always makes it feel like your never to much trouble, taking time to listen and even go over unrelated queries if needed, we moved to this practice from Scartho 2 years ago, and wow it's like day and night such an amazing practice.

Healthwatch Reference:	114225
Service Name:	Clee Medical Centre
Primary Care Network:	Panacea
Sentiment:	Negative

Experience Summary:	<p>I have autism, learning disability, depression and anxiety as well as diagnose of pcos, been having nothing but issues with getting help with my chronic health condition, I've been changed without consent to a gp that didn't like me as a result I have recieved a letter today saying am being removed from today from clee medical centre cleethorpes with no warning letter nothing, dated 30th January for todays date this is from nhs England doesn't have the reasons why, really upset about this as does feel like descrimination, I haven't been in contact with them recently so unsure as to why this has happened.</p>
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Healthwatch Reference:	114189
Service Name:	Littlefield Freshney Green
Primary Care Network:	
Sentiment:	Negative
Experience Summary:	<p>I contacted the surgery to ask about the health check you can have when you're over 50. The receptionist told me they don't do them unless you're over 75. I said that their website and the poster in the waiting room says they do them. She said again that they don't do them unless you're over 75.</p>

Healthwatch Reference:	114179
Service Name:	Littlefield Freshney Green

Sentiment:	Negative
Experience Summary:	<p>Gentleman with a lot of back issues and had been on pain medication long term explained that his GP wanted to stop the Codeine prescription and refer him to a pain clinic. He agreed to continue prescribing Codeine until he was seen at the clinic. The appointment took 22 weeks to come through, it was a telephone appointment. When the gentleman explained the problem the lady on the phone told him that she didn't 'deal with necks.' He was then referred to The Spires and was seen there 8 weeks later. He was seen by a doctor who recommended that he commence Amytriptyline and sent a letter to the GP to explain this. The GP initially refused to prescribe this but then the gentleman was also seen by his neurosurgeon who agreed that he would benefit from Amytriptyline. The GP finally agreed to prescribe it.</p>

Healthwatch Reference:	114171
Service Name:	Littlefield Freshney Green
Sentiment:	Negative
Experience Summary:	<p>Gentleman contacted the surgery to request to speak to a doctor about a blood result on his NHS app. He said the result was borderline, at the very high end of normal so he wanted to ask if it needed repeating in a certain time frame. When the GP rang him back he said that he didn't think patients should have access to their results and refused to repeat the test. The gentleman said the doctor's 'bedside manner' was very poor.</p>

Healthwatch Reference:	114168
Service Name:	Littlefield Freshney Green
Sentiment:	Negative
Experience Summary:	Gentleman attended the surgery as his Mum had recently passed away and he was struggling with his mental health. The GP advised him to have a warm bath and a glass of milk to help him feel better! He immediately got up and left the room due to the lack of empathy. He went on to refer himself to Navigo mental health services

Healthwatch Reference:	114165
Service Name:	Bridge street surgery
Sentiment:	Negative
Experience Summary:	Lady's father had neck surgery and a week later the wound appeared red and infected. He contacted the surgery who advised he attend the local pharmacy for antibiotics. When he went to the pharmacy they told him they couldn't prescribe antibiotics for a post surgery infection. He rang the surgery back to let them know and they told him they'd get a GP to sort a prescription out and he could collect it later. When he went to collect it the surgery was closed for staff training and he had to wait until the next day to obtain the antibiotics.

4.5 Mental Health Services – Experiences Breakdown

This month, from 1 experience, Healthwatch recorded a total of 1 negative / mixed / unclear comment for Mental Health Services.

Examples of experiences received:

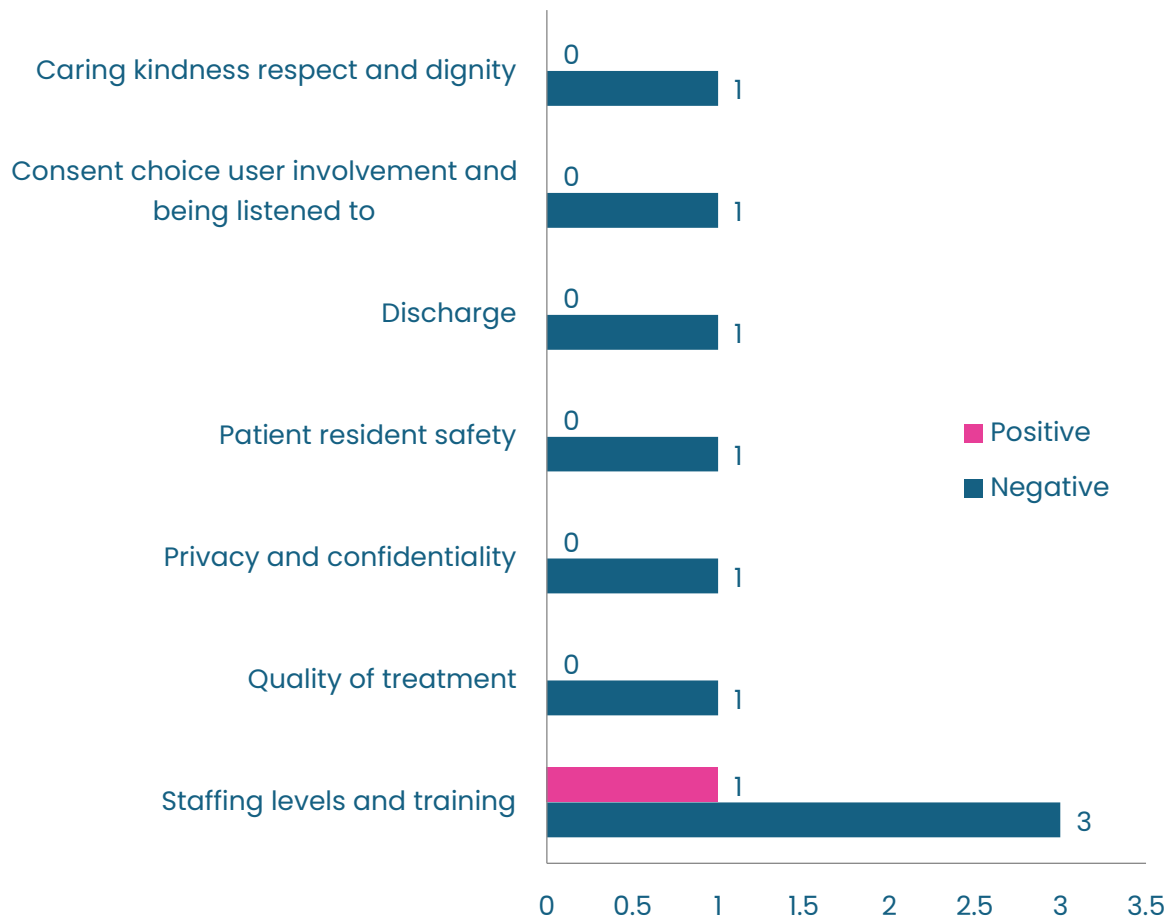
Healthwatch Reference:	114446
Service Name:	Navigo
Sentiment:	Negative
Experience Summary:	<p>Phone call received from a lady explained that her daughter had sadly died by suicide in 2022. She was under the care of Navigo and had been put on a 12 week waiting list for the next stage of treatment, despite her having suicidal ideation and being extremely underweight. A serious incident report was completed shortly after her death but she advises she was not happy with the content, the evidence presented and disagreed with the outcome. She has therefore requested a second investigation to be performed, this took a year for the investigation to even begin and she was informed that she would receive the draft report last month (January 2026). She has now been informed that it will be another 6 weeks before it is completed. She feels very frustrated and stuck between a rock and a hard place as this has now been going on for nearly 4 years. No services have been able to support other than a solicitor which is not an affordable option for her.</p>

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

4.6 Adult Social Care Services - Experiences Breakdown

This month, from **5** experiences, Healthwatch recorded a total of **9** 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 and positive comments received for Adult Social Care Services.



Examples of experiences received:

Healthwatch Reference:	114487
Service Name:	Comfort Call (Burchester Court)
Sentiment:	Negative
Experience Summary:	Comfort Call is not working, its like Willows all over again. There is supposed to be a Team Leader on duty, however this isn't happening, the carers have no-one to manage them. They are still taking staff allocated to Burchester Court and putting them in the community. A tenant has also observed a member of staff asleep in the office with the blinds down.

Healthwatch Reference:	114484
Service Name:	Comfort Call (Burchester Court)
Sentiment:	Mixed
Experience Summary:	The carers are good, the company is crap! You've got to give them the benefit of the doubt as they are new. Its just about the people at the top.

Healthwatch Reference:	114146
Sentiment:	Neutral
Experience Summary:	My neighbour is currently in hospital following a fall at home. I have been supporting him quite a lot. His house is very cluttered and sometimes he forgets to take his medication. Is there anyone I can contact to support him at home.

Healthwatch Reference:	114125
Service Name:	Focus Independent Adult Social Work
Sentiment:	Negative
Experience Summary:	Lady called to raise a concern and ask for information. Her elderly mother is being moved to a care home on discharge from hospital when she wishes to move back to live with her daughter. Daughter feels this is all due to false allegations and that her mother does have capacity to decide where she wishes to live. Daughter has concerns around the quality of care previously received at the care home . Sign posted to advocacy services and the The Health Gospel. Email sent directly to Adult Social Work to ask them to contact the individual to discuss further which was responded too immediately.

Healthwatch Reference:	114119
Sentiment:	Negative
Experience Summary:	A lady called regarding information on how she could get an Advocate for her son. There have been issues around her son befriending someone on social media and the person visiting his flat that is under supported living. Focus Adult Social Care have been involved, but have not been very good in supporting this situation and they have requested a new Social Worker. There is a meeting scheduled regarding this and other issues and would like an Advocate to support in this.

4.7 Pharmacy- Experiences Breakdown

This month, from 2 experiences, Healthwatch recorded a total of 2 compliments for Pharmacy.

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

Examples of experiences received:

Healthwatch Reference:	114471
Service Name:	Birmingham's Pharmacy- Beacon Medical
Sentiment:	Positive
Experience Summary:	I get my medication in blister packs from Birmingham's, they are brilliant. They deliver all my medication to my flat.

Healthwatch Reference:	114130
Service Name:	Cottingham Pharmacy
Sentiment:	Positive
Experience Summary:	Cottingham's need a gold star! I ordered my medication early on the App, and two days later it was delivered.

4.8 Diagnostic Hub - Experiences Breakdown

This month, from 1 experience, Healthwatch recorded a total of 3 negative / mixed / unclear comments for Diagnostic centre/hub.

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

Examples of experiences received:

Healthwatch Reference:	114413
Service Name:	Community Diagnostic Centre
Sentiment:	Negative
Experience Summary:	Daughter had an appointment for a scan at the CDC in Scunthorpe and on arrival was advised she was in the wrong place. She showed her letter and they said no it's at the hospital, oh we must have changed it, didn't we let you know? She was advised to go to the hospital. There was no where to park. Arrived at the hospital at the blue sky imaging as advised by the CDC was then told no you're in the wrong place it's a different clinic. All this time waiting having had to drink two pints of water eventually got the scan completed. The whole appointment was very unorganised and unsettling for her.

4.11 Ambulance and paramedics - Experiences Breakdown

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

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

Examples of experiences received:

Healthwatch Reference:	114326
Service Name:	EMAS
Sentiment:	Mixed
Experience Summary:	My Husband 78years old collapsed and was wedged between the toilet and the wall, I phoned for an ambulance and after 10 minutes of questions I was told it would be 8 hours before they could get to us, so I had to get him to the hospital myself and I'm 72 years old, it turned out it was his heart and he was in hospital 5 days. The hospital was great. 3 years ago my husband was having a heart attack and again I was told they couldn't get to us for 16 hours that time, And again I had to get him there myself. Again the hospital was great

4.13 Maternity- Experiences Breakdown

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

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

Examples of experiences received:

Healthwatch Reference:	114320
Service Name:	Diana, Princess of Wales Hospital (Maternity)
Sentiment:	Mixed
Experience Summary:	Staff were quite kind, but very stressed and overstretched. The day and night my daughter was born she either wouldn't drink or when did vomited up everything, but no one had time to listen to me. I was awake all night trying to feed her and she cried constantly and then just went silent. It took far too long for someone to take me seriously and take her to the neonatal unit.

4.15 Optometry – Experiences breakdown

This month, from 1 experience, Healthwatch recorded a total of 3 compliments for Optometry services/opticians.

This month, Access to services were the most negative and positive comments received for Optometry services/opticians.

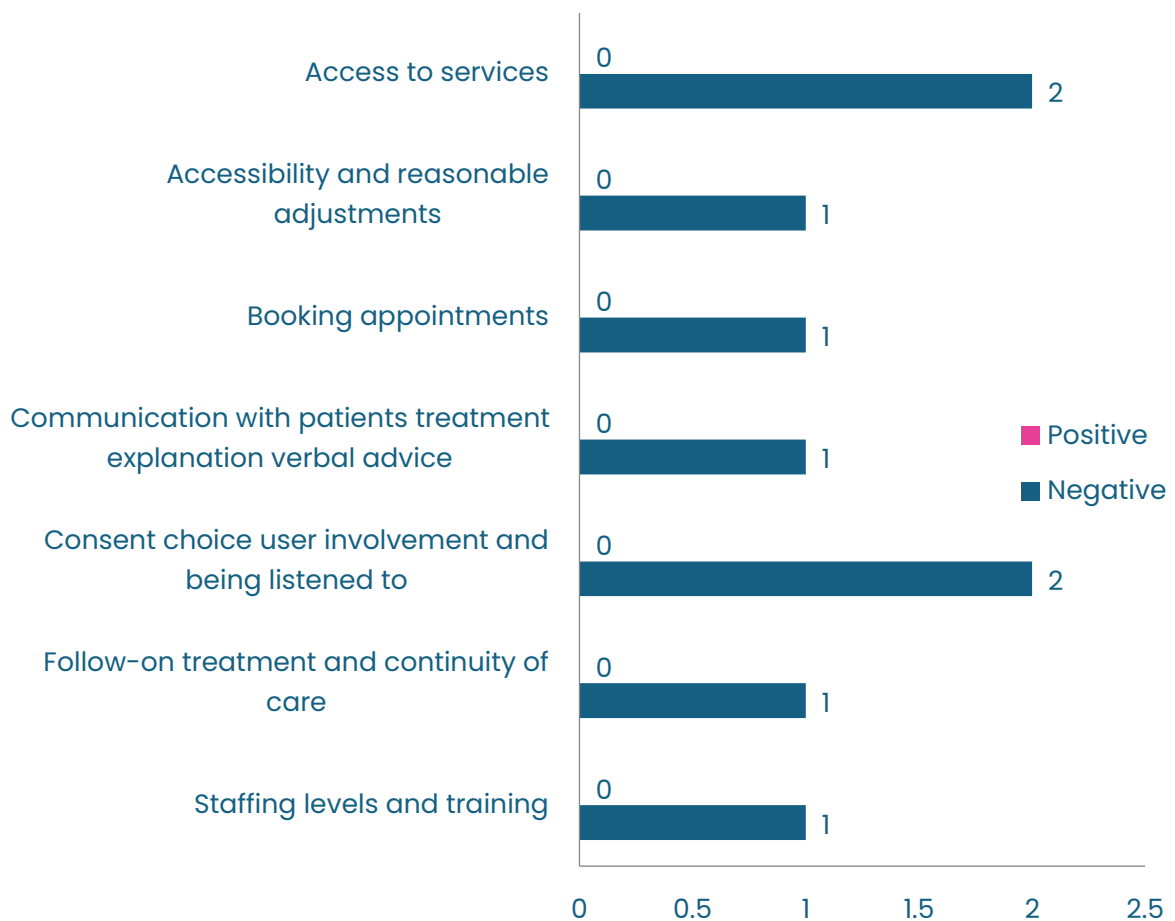
Healthwatch Reference:	114249
Service Name:	Specsavers Grimsby
Sentiment:	Positive

Experience Summary:

Last year I rang my Doc as I had a problem with my eye, they referred me to Specsavers, had a emergency appointment with them, they examined my eye and made me an emergency appointment at DPOW, was examined there, they referred me to an emergency appointment at the care centre in Freshney Place to see a specialist, went there, got diagnosed and a prescription. This was all on the same day, I can not fault the service I got that day, and I thank them all

4.16 Physiotherapy -Experience breakdown.

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



Examples of experiences received:

Healthwatch Reference:	114231
Service Name:	Diana, Princess of Wales Hospital (DPoW) (Outpatients)
Sentiment:	Negative
Experience Summary:	I have had physiotherapy after having a really bad break in my leg. Once I was up and walking that was it. I felt I needed more physio and I am still in so much pain. Its been a joke I used to be so active. I can't even walk to the shops and I used to be able to do 10,000 steps a day. My GP doesn't seem interested and was told I had flat feet.

Healthwatch Reference:	114228
Service Name:	Diana, Princess of Wales Hospital (DPoW) (Outpatients)
Sentiment:	Negative
Experience Summary:	The appointments are online and they assume you have the internet, its not good for the over 40's. They also don't look at the cost of parking and how you are going to get to the appointment.

4.19 Services other – health or social care – Experiences Breakdown

This month, from 3 experiences, Healthwatch recorded a total of 5 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 for Services other than health or social care.

Examples of experiences received:

Healthwatch Reference:	114452
Service Name:	Advocacy
Sentiment:	Negative
Experience Summary:	I have recently been using Advocacy services within North East Lincolnshire. However there seems to be a bit of confusion on who is covering what under each service. I was allocated an advocate eventually after months of trying, and leaving messages for a member of staff, who I eventually found out had left the service! I then got an advocate through VoiceAbility. The confusion is who is covering Adult Social Care complaints.

Healthwatch Reference:	114136
Service Name:	NHS App

Sentiment:	Negative
Experience Summary:	I tried to order my prescription via the NHS App, however when I checked to see if it had been approved it would say that it had been, although there was nothing there. I had to go into the GP practice to order it.

Healthwatch Reference:	114133
Service Name:	NHS App
Sentiment:	Negative
Experience Summary:	I recently used the NHS App to check for some results and couldn't find them. I asked my son to have a look and he found them straight away. The App is not pensioner friendly. If you are in your 70's or 80's you have no idea what they are talking about.

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 rational to use the Healthwatch statutory power to 'Enter and View' and our decision-making in future project work.

7. Feedback Form

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

Please complete the form and return to:

lwilkinson@healthwatchnortheastlincolnshire.co.uk

Organisation	Responsible person	Comments / Actions



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