
Intelligence Report

March 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 March 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 March Healthwatch North East Lincolnshire attended **11** 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.

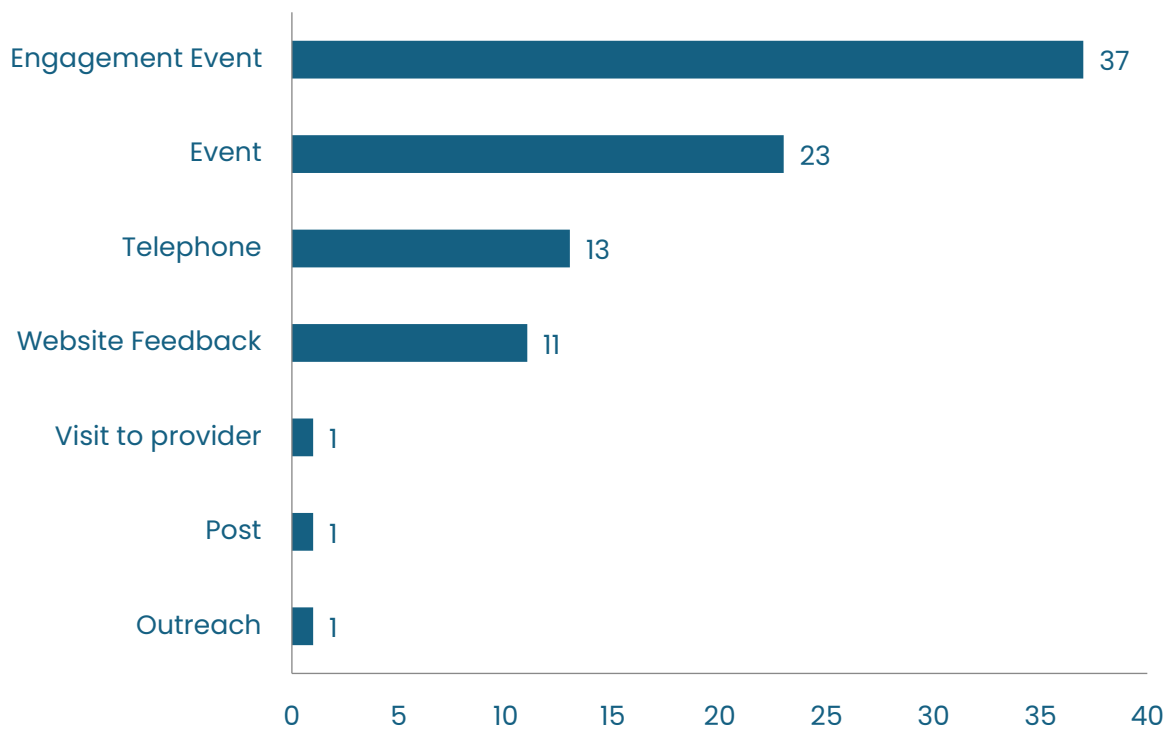
Diana, Princess of Wales Hospital (DPOW) x 2
The Rock Foundation
Strand Court
Carers Support Service
Centre 4 x2
Roxton Practice Immingham
The Oaklands
The Community Diagnostic centre
Immingham Civic Centre

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.

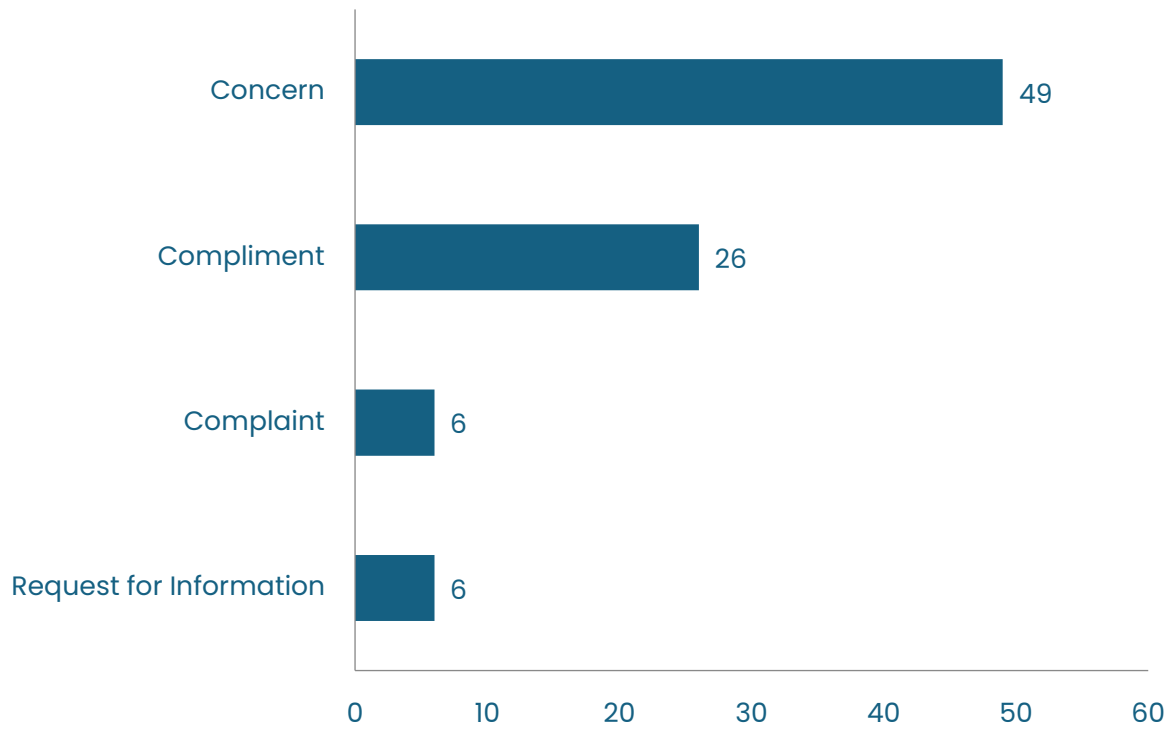
Healthwatch North East Lincolnshire are aware that residents will use services which crossover into other areas of the Humber boundaries due to the need to travel to Grimsby and Hull Hospitals for care.

3. Contact Statistics

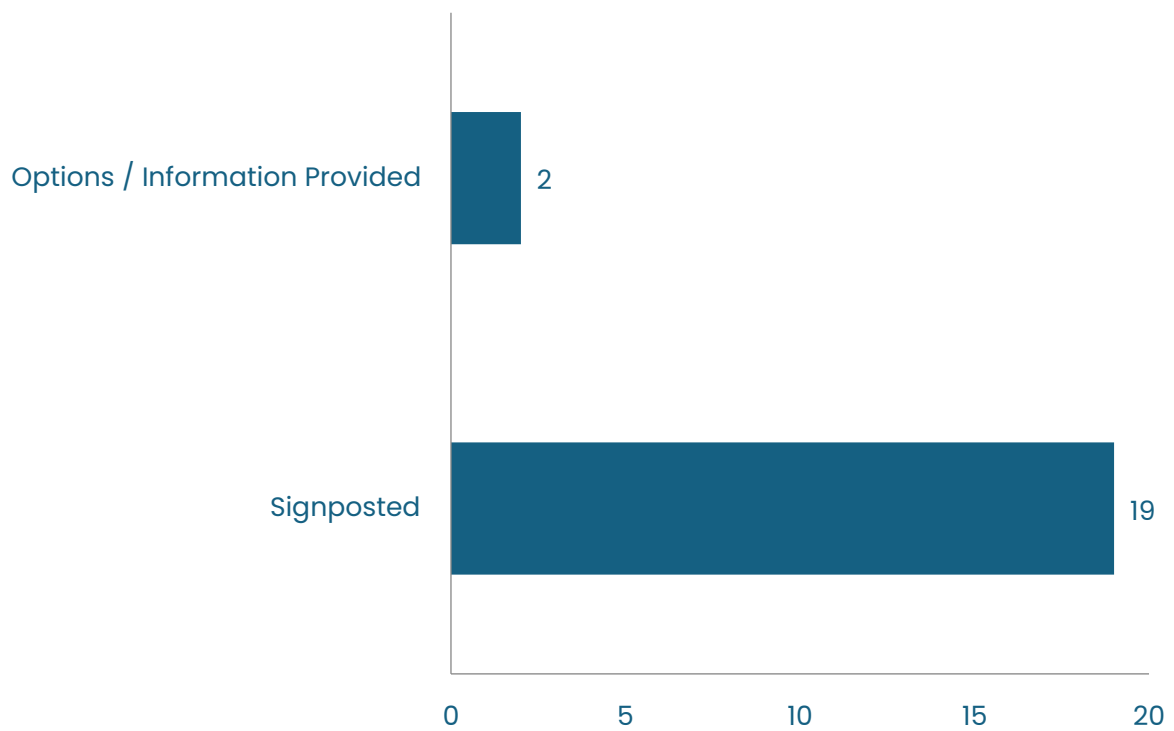
In total, **87** people contacted Healthwatch North East Lincolnshire. The figures below show that social media was the most popular method for people to contact us. These figures do not take into account surveys that have been completed.



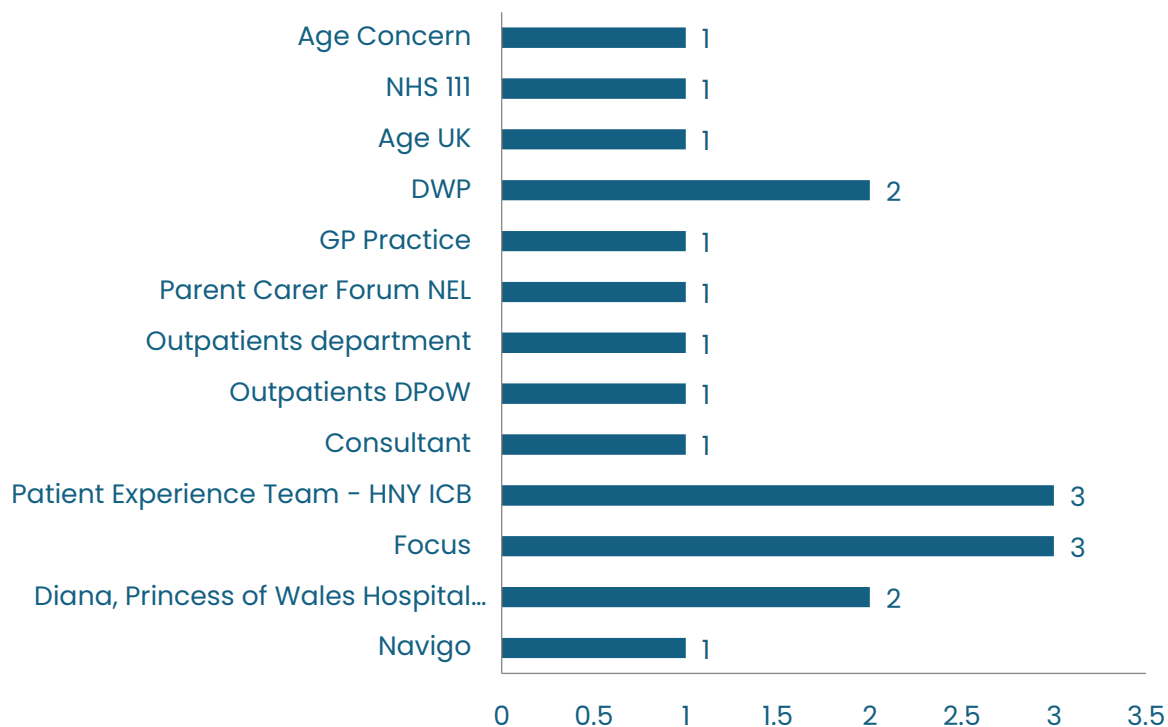
The highest number of contacts made where to raise a **concern**



This month, Healthwatch took **21** actions from the experiences received



Out of these actions, we Signposted **19** people to the following services:



4. Experiences Breakdown

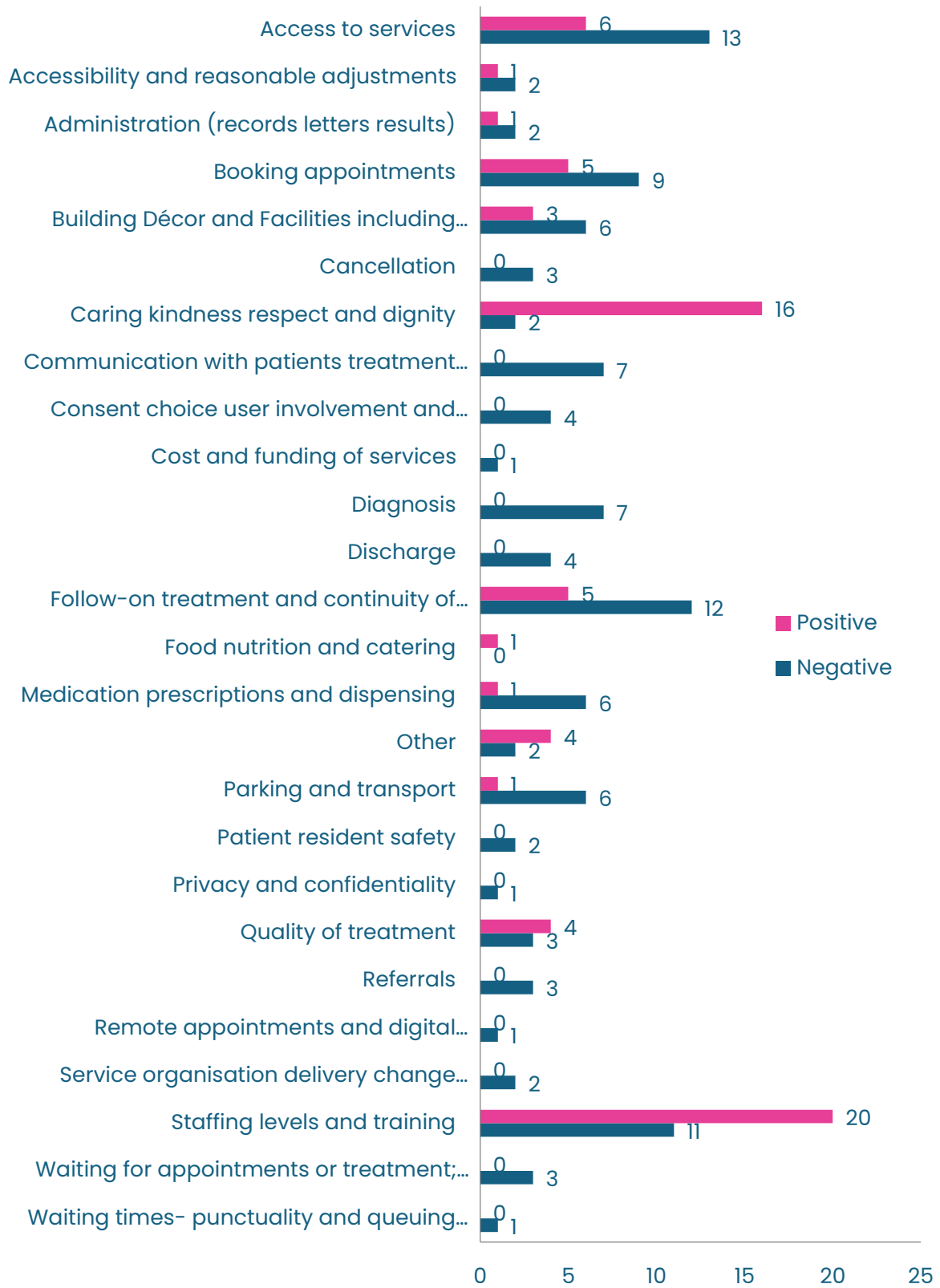
Overall experiences breakdown

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 **113** negative comments and **68** compliments in total across all healthcare services from **88** experiences.

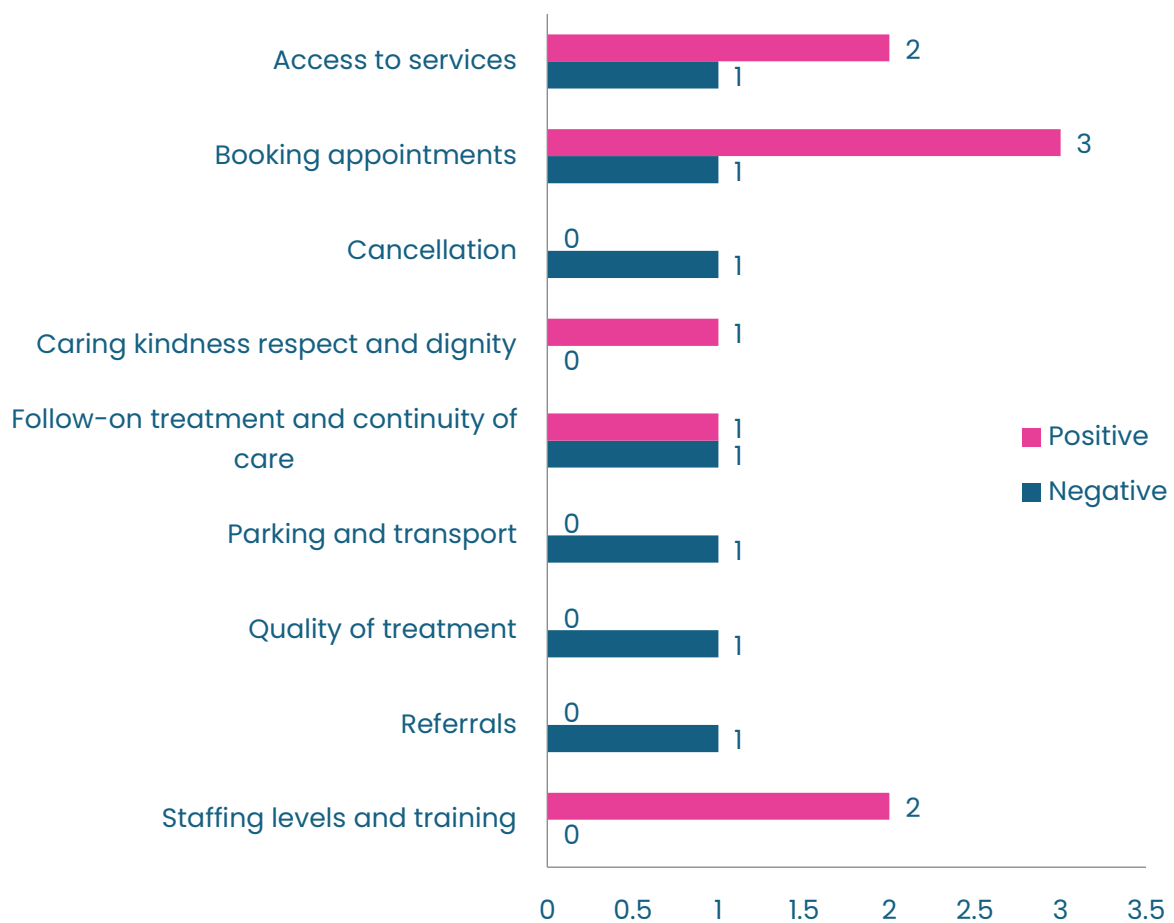
'Access to services' were highlighted as the main concerns for this month. Staffing levels and training are the areas which have received the most compliments this month.



4.1 Dentist – Experiences Breakdown

This month, from 7 experiences, Healthwatch recorded a total of 7 negative comments and 9 compliments for Dentist.

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



Examples of experiences received:

Healthwatch Reference:	114982
Service Name:	Rejuvudent
Sentiment:	Positive

Experience Summary:	We have no problem with this NHS service. It is professional and well run.
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Healthwatch Reference:	114932
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Service Name:	Freshney Green
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Sentiment:	Positive
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Experience Summary:	My dentist is splendid. I love going to the dentist, it stops you being in pain. I enjoy having good health.
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Healthwatch Reference:	114887
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Service Name:	Bupa Hainton Avenue
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Sentiment:	Negative
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Experience Summary:	Parking almost impossible and very expensive.
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Healthwatch Reference:	114829
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Service Name:	Mydentist
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Sentiment:	Positive
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Experience Summary:	My Dental Practice is really good, I have no issues getting an appointment if I need one.
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Healthwatch Reference:	114710
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Service Name:	Rejuvudent
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Sentiment:	Negative
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Experience Summary:	They are always cancelling my appointments. I'll make an appointment and then they will cancel it, and it will be in 6 months time.
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Healthwatch Reference:	114546
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Service Name:	Unspecified
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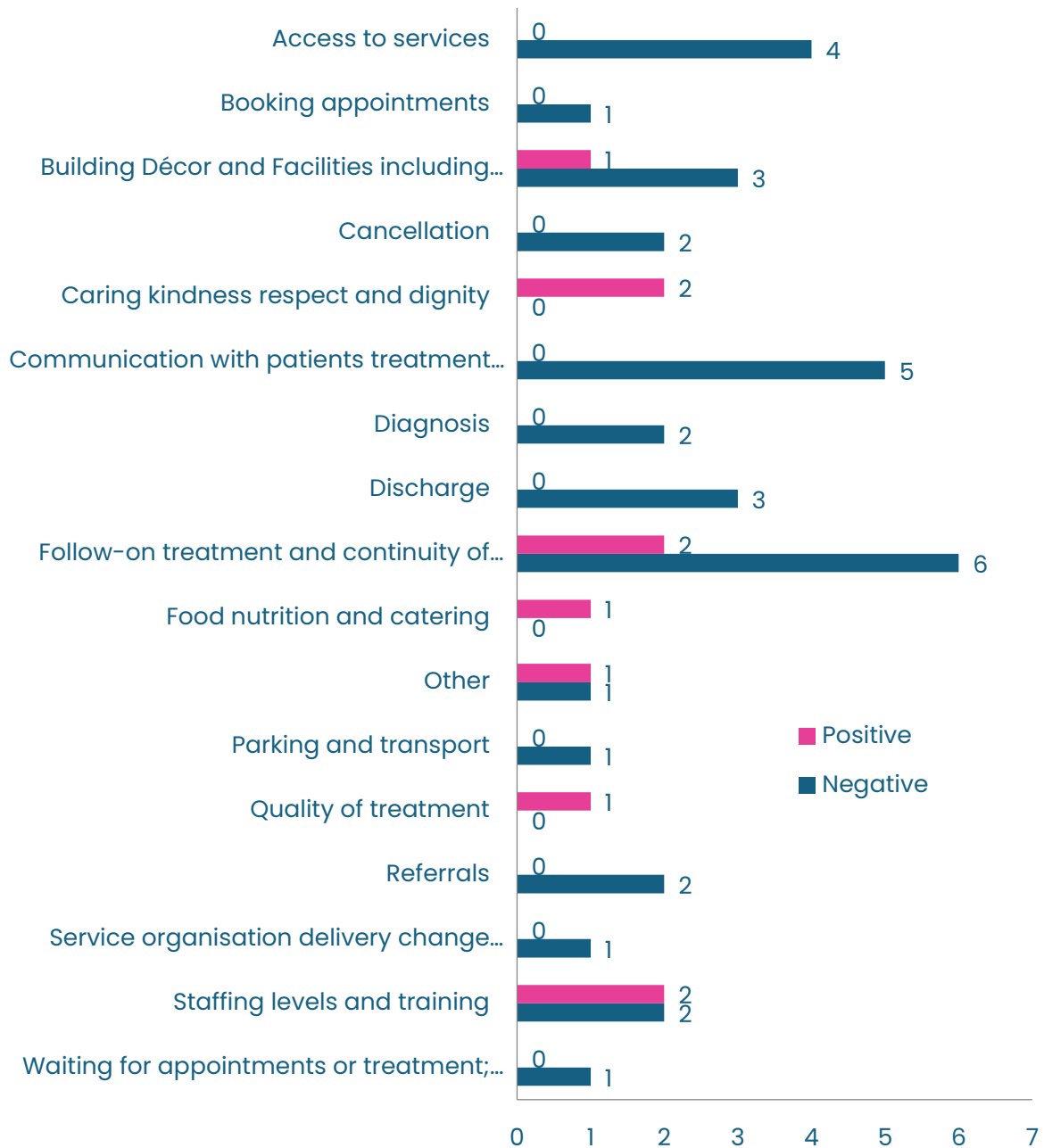
Sentiment:	Negative
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Experience Summary:	<p>Father of patient rang to ask how to make a complaint about a dental practice. He advised his son cannot get a NHS dentist and had paid privately to see a dentist who advised he would require a general anaesthetic to have his issues corrected. He was referred to Scunthorpe hospital. After waiting several months in pain he received a letter to say the referral was inappropriate as Scunthorpe hospital couldn't provide the treatment as they couldn't offer a general anaesthetic. There was no alternative offered and the patient is in agony and cannot eat, he thinks he possibly has an infection. Father questioned why Scunthorpe couldn't provide the treatment as he knows of someone that has had dental treatment under anaesthetic there?</p> <p>Caller was advised to go back through NHS 111 and ask to see the emergency dentist.</p>
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4.3 Hospitals

This month, from **20** experiences, Healthwatch recorded a total of **34** negative / mixed / unclear comments and **10** compliments for Hospital Services.

This month, Follow-on treatment and continuity of care were the most negative comments received, and Caring kindness respect and dignity were the positive comments received for Hospital Services.



Examples received

Healthwatch Reference:	114988
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Service Name:	New Medica
Sentiment:	Mixed
Experience Summary:	I have been told that New Medica are no longer doing cataract operations. Patients are being referred back to the hospital and there is a nine month waiting list.

Healthwatch Reference:	114985
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Outpatients)
Sentiment:	Negative
Experience Summary:	My friend has just been to the Parkinson's Clinic at the hospital and was told that the appointment had been cancelled as the Parkinson's Nurse was on annual leave. The Consultant was in attendance however none of the patients who were waiting to see the nurse could get an appointment with him, as his list was full.

Healthwatch Reference:	114935
Service Name:	St. Hugh's Hospital (Outpatients)
Sentiment:	Positive
Experience Summary:	I had a lump on my wrist and was sent to St. Hugh's to have it treated. I enjoyed my couple of visits there. The coffee machine is delightful.

Healthwatch Reference:	114881
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Service Name:	Scunthorpe General Hospital
Sentiment:	Negative
Experience Summary:	Parking almost impossible and very expensive.

Healthwatch Reference:	114826
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Diagnostic Investigation Unit (DIU))
Sentiment:	Positive
Experience Summary:	I have been going to the Diagnostic Investigation Unit for over 5 years for an infusion. The staff are brilliant.

Healthwatch Reference:	114816
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Discharge Lounge)
Sentiment:	Mixed
Experience Summary:	Why isn't the Discharge Lounge downstairs in the hospital. Its a pain to go all the way up, and then have to come all the way down. Apart from that I have no issues with Grimsby Hospital.

Healthwatch Reference:	114803
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Endoscopy)
Sentiment:	Negative

Experience Summary:	Patient rang to ask how long they should wait for results. They had a colonoscopy in October last year and were called again in January for a sigmoidoscopy. They are worried about the result and have called PALs but had no response. Advised to contact the secretary of the consultant for results to leave a voice mail with PALs.
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Healthwatch Reference:	114790
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Mixed
Experience Summary:	Hospital stay had been as good as it could be. The issue was really long waits in the discharge lounge for medication before patient could leave. Family members have been sat waiting for a long time its not fair for them

Healthwatch Reference:	114784
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Mixed

Experience Summary:	<p>A patient was admitted to Ward B6 after suffering a broken ankle in an accident. She said the staff were lovely, apart from one of the night staff who was quite abrupt. She supported her to use the commode and then forgot about her. She had to get herself back into bed. She also said there was no working buzzer at her bedside, and no working buzzer to get onto the ward. People had to knock on the door to gain access. The patient was also annoyed that the ward had called her daughter to tell her she was going to the Community Inpatient Unit, at this point she had not been informed she was going there.</p>
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Healthwatch Reference:	114777
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Positive
Experience Summary:	Total comfort and very well organised.

Healthwatch Reference:	114747
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Outpatients)
Sentiment:	Negative

Experience Summary:	<p>I have recently had operations on both of my ears due to constant infections. One of my ears became deformed due to an infection after the operation. I saw the Consultant at my last appointment for a check-up and he spoke to me about having plastic surgery on my ear. However, I haven't had an appointment since then. I have just been to the GP as I was having issues with one of my ears again, and I have an infection and a perforated eardrum which will need treating with antibiotics!</p>
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Healthwatch Reference:	114740
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Respiratory Clinic)
Sentiment:	Negative
Experience Summary:	<p>I have been waiting for a lung assessment for several months. My appointment came through and then two days before they cancelled it. I then got a letter saying I had been discharged from the hospital when I haven't even seen anybody.</p>

Healthwatch Reference:	114737
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Outpatients)
Sentiment:	Negative
Experience Summary:	<p>I'm waiting for anew knee. I was told if i want to pay £15,000 I can have it done in two weeks otherwise it will be several months. Its wrong I've paid into the system all my life.</p>

Healthwatch Reference:	114681
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Negative
Experience Summary:	I collapsed and wet myself whilst I was out. I was taken to the hospital at 1pm. They discharged me at 6pm I was still wearing my wet underwear and skirt. I had to catch two buses and walk 20 mins to my home from the bus stop. When I got home my daughter was really cross as she didn't know anything about this and anything could have happened on the way home as I don't have a mobile phone.

Healthwatch Reference:	114675
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Mixed
Experience Summary:	Beautiful hospital, beautiful care. However the cigarette butts outside the doors are disgusting.

Healthwatch Reference:	114669
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Negative

Experience Summary:	<p>Granddaughter has a collapsed nasal passage. G.P sent her to A&E. A&E said there is no infection go back to your G.P and ask them to refer you back to ENT. Went back to G.P who advised there is an infection and prescribed a high dose of antibiotics and managed to book an emergency appointment with ENT why couldn't the hospital do that ?</p>
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Healthwatch Reference:	114666
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Negative
Experience Summary:	<p>Wife of patient advised that her husband had been discharged from hospital in the pouring rain without a hat or coat. He had to catch two buses and walk to his home from the bus stop. The hospital had never contacted his wife or checked he had someone at home and he didn't have a mobile phone. He was weak from being in hospital and has diabetes. She feels this is disgraceful treatment of an 87 year old.</p>

Healthwatch Reference:	114660
Service Name:	Community Diagnostic Centre
Sentiment:	Negative

Experience Summary:	Patient advised she had been seen in the eye clinic at the CDC. She had been advised that she should be seen again within the next 2 months. She didn't get an appointment for 4 months and in this time she had lost 90% of her sight due to glaucoma which cannot be reversed.
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Healthwatch Reference:	114656
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Negative
Experience Summary:	Phone call from patient wanting to contact PALs but was not able to find their telephone number. Patient has broken her leg 14 days ago. She requires surgery and is in immense pain however no date has been set for surgery. She cannot get up stairs to her bathroom facilities and is having to ask her 16 year old grandson to support her to move about. She has contacted the trauma department several times but is not getting any answers. Patient signposted to PALs and also Focus for a care act assessment.

Healthwatch Reference:	114587
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Emergency Department)
Sentiment:	Mixed

Experience Summary:

My wife has recently been in the Emergency Department, where she stayed overnight. She wasn't very comfortable and they didn't provide her with enough pillows, Surely they are not that cash strapped to supply a pillow.

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

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:	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.

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. It's 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.

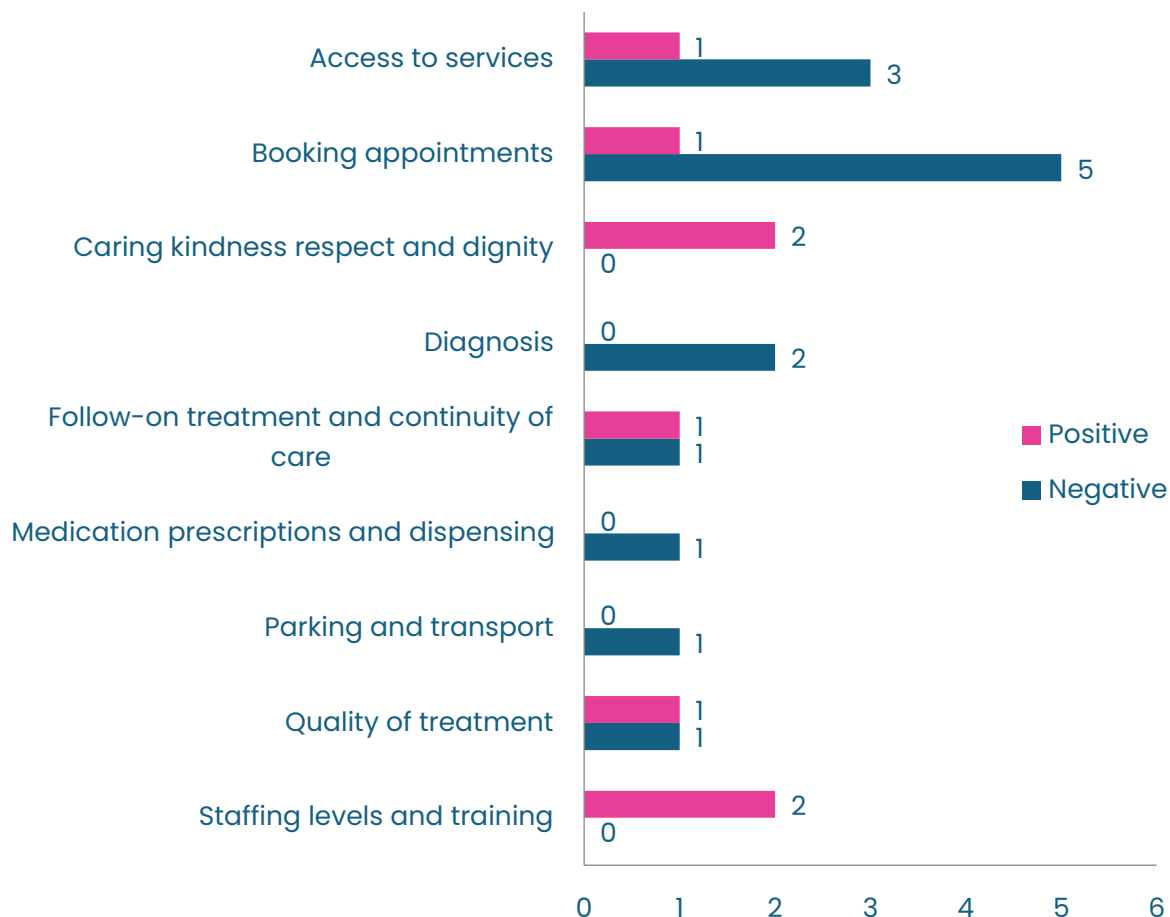
Healthwatch Reference:	114174
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Urology)
Sentiment:	Positive

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.

4.4 General Practice (GP) - Experiences Breakdown

This month, from **13** experiences, Healthwatch recorded a total of **14** negative / mixed / unclear comments and **8** compliments for general practitioner.



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

Examples of experiences received:

Healthwatch Reference:	115007
Service Name:	Fieldhouse Freshney Green

Primary Care Network:	
Sentiment:	Mixed
Experience Summary:	I like my GP practice; however I don't always get an appointment the same day. There are always people who need the appointment more than I do. I have frequent falls and I am going to ask my GP for a referral to the Falls Clinic.

Healthwatch Reference:	114973
Primary Care Network:	Panacea
Sentiment:	Positive
Experience Summary:	We have no problem with this NHS service. It is professional and well run.

Healthwatch Reference:	114924
Service Name:	Roxton Practice
Sentiment:	Negative
Experience Summary:	I have been going backwards and forwards to the G.P for three years with sinus problems, pain and swelling. Finally, they have agreed to look into it further and I'm now waiting for tests.

Healthwatch Reference:	114902
Primary Care Network:	Meridian

Sentiment:	Negative
Experience Summary:	Gp stopped prescribing my mental health meds without contact or consultation.

Healthwatch Reference:	114884
Service Name:	Scartho Medical Centre
Sentiment:	Negative
Experience Summary:	Parking almost impossible and very expensive.

Healthwatch Reference:	114734
Service Name:	Roxton Practice Immingham
Primary Care Network:	Meridian
Sentiment:	Mixed
Experience Summary:	You cannot get a face to face appointment ever, however the pharmacy have been amazing.

Healthwatch Reference:	114713
Service Name:	Roxton Practice Immingham
Primary Care Network:	Meridian
Sentiment:	Negative
Experience Summary:	I use Ask My GP, but there's never any appointments left when you finally get through.

Healthwatch Reference:	114704
Service Name:	Roxton Practice Immingham
Primary Care Network:	Meridian
Sentiment:	Negative
Experience Summary:	They are absolute rubbish; you can't get an appointment at all. There's never anyone waiting in the waiting room, what are they doing.

Healthwatch Reference:	114730
Service Name:	Roxton Practice Immingham
Primary Care Network:	Meridian
Sentiment:	Negative
Experience Summary:	I couldn't get an appointment for an ongoing pain. They kept fobbing me off and sending to see MSK services. After months and months of this they finally prescribed me ibuprofen gel and sent me for a scan. it turned out that I have a tumour.

Healthwatch Reference:	114692
Service Name:	Roxton Practice Immingham
Primary Care Network:	Meridian
Sentiment:	Negative

Experience Summary:	The interface between me and the G.P is shocking. You cant get through on the phone, if you do the receptionist is a challenge. You go on the website to book it says you cant book online. Its really stressful and difficult just to get an appointment and god help you if you want a face to face one.
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Healthwatch Reference:	114685
Service Name:	Woodfield
Sentiment:	Mixed
Experience Summary:	The practice is very good. However, my wife goes to the practice on a Monday morning so she is first in the queue. She gets me a telephone appointment with the GP, and then they work around me.

Healthwatch Reference:	114644
Service Name:	Scartho Medical
Sentiment:	Mixed
Experience Summary:	The practice is alright, but you can wait ages for an appointment. Sometimes I can be 7 or 8 in a queue, but it soon goes down. I can wait 20-30 minutes for someone to answer the phone.

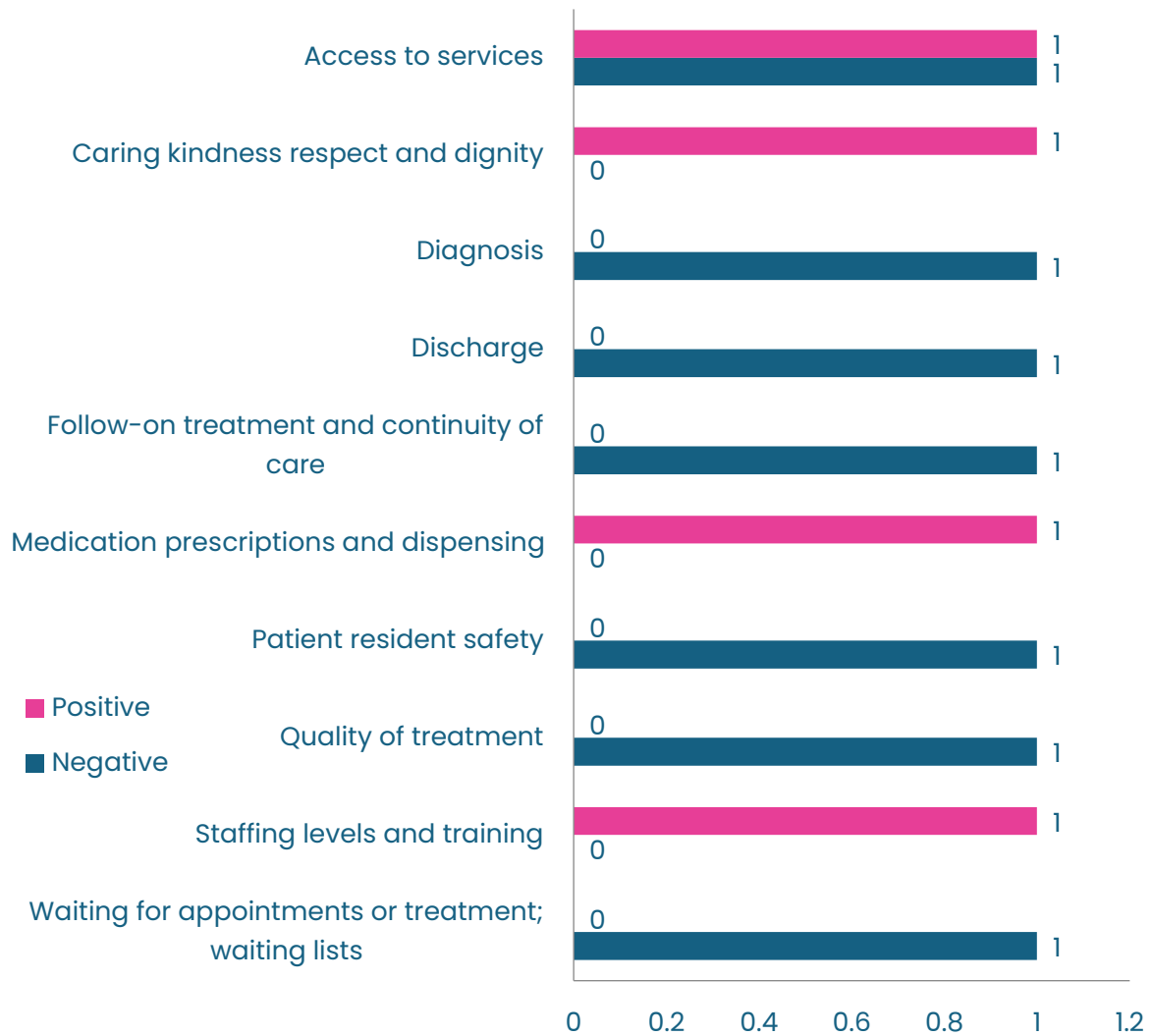
Healthwatch Reference:	114641
Service Name:	Roxton Practice Immingham

Primary Care Network:	Meridian
Sentiment:	Negative
Experience Summary:	The practice is a pain, it's so difficult to get appointments. They send you to the chemist.

4.5 Mental Health Services - Experiences Breakdown

This month, from 6 experiences, Healthwatch recorded a total of 7 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.



Examples of experiences received:

Healthwatch Reference:	115004
Service Name:	Navigo
Sentiment:	Neutral
Experience Summary:	My son has mental health issues and has also had a stroke. Are there any groups that he could attend for support.

Healthwatch Reference:	114994
Service Name:	Navigo (Memory Clinic)
Sentiment:	Negative
Experience Summary:	My mum has had assessments with regards to her memory. We were initially told that she was playing up. However, after further assessments she got a diagnosis of Dementia.

Healthwatch Reference:	114911
Service Name:	Navigo
Sentiment:	Negative
Experience Summary:	Long waiting list.

Healthwatch Reference:	114874
Service Name:	Navigo (Crisis Team)
Sentiment:	Negative
Experience Summary:	Nothing went well. My daughter was seen by the crisis team in Grimsby hospital as she was preventing with plans to take her own life. They let her go home. A couple of months later she took her life at just 16. She had also had Cahms (6 sessions) absolutely useless!

Healthwatch Reference:	114650
Service Name:	Navigo (Talking Therapies)

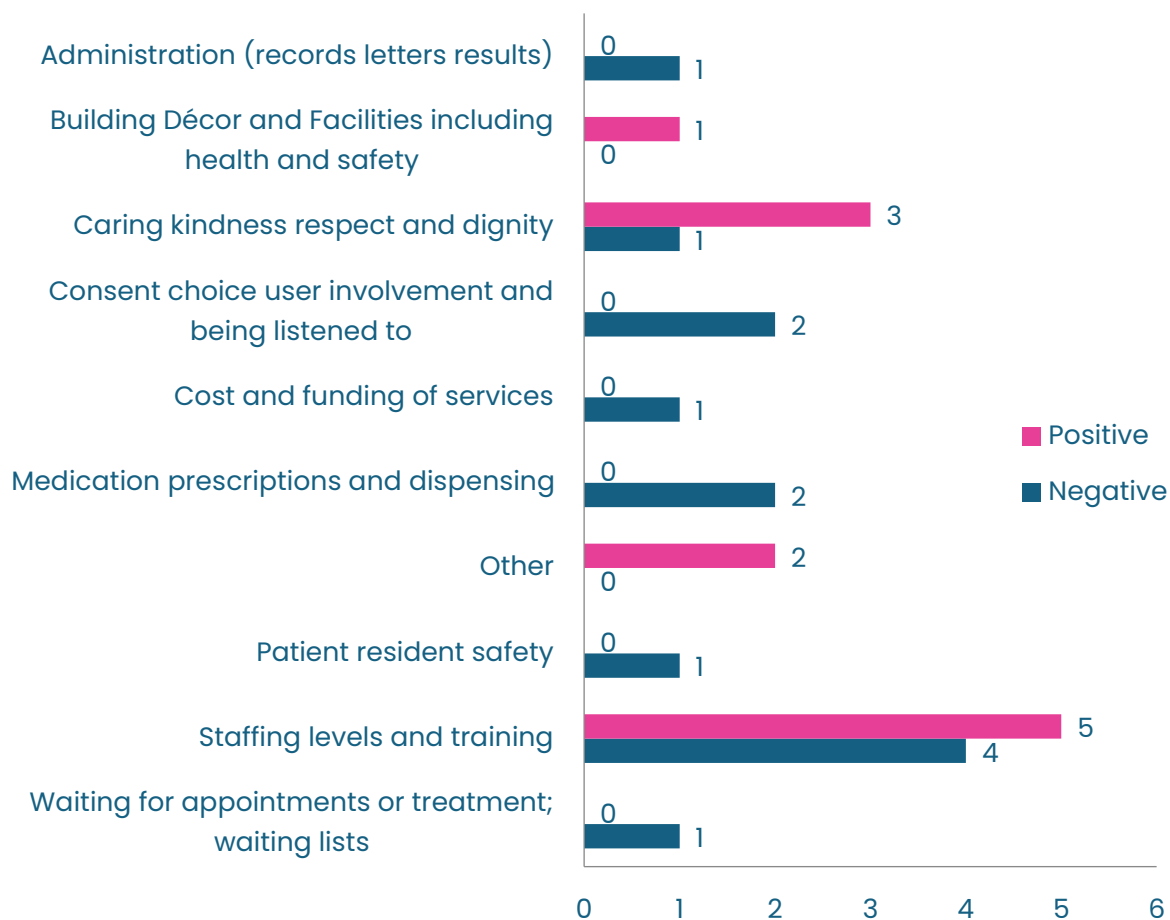
Sentiment:	Positive
Experience Summary:	I have recently contacted Talking Therapies at Navigo. They got back to me really quickly and after a conversation with them I was referred for counselling.

Healthwatch Reference:	114620
Service Name:	Navigo (Memory Clinic)
Sentiment:	Positive
Experience Summary:	The Memory Clinic have been great and they are very polite. I phoned them to order more medication for my husband, and they didn't answer straight away, however they called back and arranged for the medication to be delivered.

4.6 Adult Social Care Services - Experiences Breakdown

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

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



Examples of experiences received:

Healthwatch Reference:	114997
Service Name:	Ashgrove Care Home
Sentiment:	Positive
Experience Summary:	My mum is a resident at Ashgrove Care Home. The staff are really good.

Healthwatch Reference:	114991
Service Name:	Ladysmith Care Home
Sentiment:	Positive
Experience Summary:	Care home caring helpful cheerful clean.

Healthwatch Reference:	114893
Service Name:	Focus Independent Adult Social Work
Sentiment:	Mixed
Experience Summary:	A gentleman called to say he was waiting for his pin to come through and that he needed some support in his flat. He said a Social Worker from Focus is supposed to be visiting this afternoon, however he doesn't know if they are coming or not as he can't get hold of anyone.

Healthwatch Reference:	114890
Service Name:	Comfort Call (Burchester Court)
Sentiment:	Negative
Experience Summary:	A relative of a tenant has raised an issue regarding the home care within the extra care facility where they live. Her relative has had numerous occasions when her medication has been missed. The staff are always texting on their phones when they are supposed to be looking after her relative. She has complained to the provider, but has not heard anything from them.

Healthwatch Reference:	114874
Sentiment:	Neutral
Experience Summary:	not known

Healthwatch Reference:	114765
Service Name:	Focus Independent Adult Social Work (Social Work Team)
Sentiment:	Negative
Experience Summary:	A tenant is having issues surrounding communication with Focus. She is supposed to be moving house to another complex in Scunthorpe, however she doesn't know who her social worker is at Focus, or even if she actually has one in place. She said that the local authority in North Lincolnshire is supposed to be working with the local authority in North East Lincolnshire in regards to the move. She said she has a care package in place. She is also not happy that the carers from Comfort Call are talking about her house move when she hasn't discussed this with them. The carers have brought this up when attending the allotted time to give her support in her flat.

Healthwatch Reference:	114672
Service Name:	Old Norse Lodge
Sentiment:	Positive
Experience Summary:	Old Norse Lodge is really good. My Auntie is in there. She was really lonely and isolated before she went in there.

Healthwatch Reference:	114664
Service Name:	Clarendon Hall

Sentiment:	Positive
Experience Summary:	The home is really good and the Activity Co-ordinator is amazing. There's always plenty to do every day.

Healthwatch Reference:	114593
Service Name:	Hales Home Care (Strand Court)
Sentiment:	Mixed
Experience Summary:	The carers are really helpful and supportive, however they turn up at different times during the day. Sometimes they turn up too early and I'm still in bed, and other times they turn up too late and I've already taken my medication.

Healthwatch Reference:	114566
Service Name:	Comfort Call (Burchester Court)
Sentiment:	Negative

Experience Summary:

Caller phoned to say her Dad had been left on numerous occasions without medication by Comfort Call. This also happened with the previous home care company that were at Burchester Court. She complained to Focus regarding this in October last year and she last spoke to them just over a month ago. She said Focus had spoken to the manager of Comfort Call and they had tried to arrange a meeting with them to discuss what was going to happen going forward, this meeting never happened. Her Dad currently takes Co-Codamol for pain, however as he has not been given his medication on a number of occasions it has led to mental health issues because of the pain. She said her Dad is getting fed up with the carers. Comfort Call were also supposed to be checking weekly to ensure it had been ordered appropriately.

Healthwatch Reference:	114549
Service Name:	Focus Independent Adult Social Work
Sentiment:	Negative
Experience Summary:	We have received a letter from Focus regarding money that needs paying for Direct Payments. We have requested an invoice for this to say exactly what this is for and for when, however Focus will not give this to us, We are unsure why this is.

4.7 Pharmacy- Experiences Breakdown

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

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

Examples of experiences received:



Examples of experiences received:

Healthwatch Reference:	114979
Sentiment:	Positive

Experience Summary:	We have no problem with this NHS service. It is professional and well run.
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Healthwatch Reference:	114581
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Service Name:	Cottingham Pharmacy
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Sentiment:	Negative
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Experience Summary:	I ordered my prescription on the 17th of February, this was put through as an urgent prescription, I received part of it the following Friday, and then the rest on the 1st of March. I have a wound on my leg that needed specific dressings and solution. These needed ordering to enable the nurses to clean and dress my wound, however they didn't get them on time. The nurses tried to ring regarding the prescription, as did the manager of Hales Home Care. The pharmacy never answered the phone. I also tried ringing and let it ring for around 10 minutes, nobody answered. I have Diabetes and was worried that my wound would end up a deep ulcer on my leg, fortunately it had started to scab over and heal itself. I've tried complaining but they do not answer the phone.
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Healthwatch Reference:	114576
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Service Name:	Asda Pharmacy
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Sentiment:	Negative
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Experience Summary:

I recently went to Asda to collect my prescription and was told the wait time would be 15 minutes. I waited nearly an hour for them to dispense it, even though there appeared to be plenty of staff.

4.8 Diagnostic Hub - Experiences Breakdown

This month, from 3 experiences, Healthwatch recorded a total of 8 negative / mixed / unclear comments and 4 compliments 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:	114929
Service Name:	Community Diagnostic Centre- Grimsby (Eye Clinic)
Sentiment:	Mixed
Experience Summary:	It's in an ideal place, but there's no windows. It saves a trip to the hospital. It's my third appointment here, however the second time I came I was expecting to see a doctor who could give a report after my tests. I was a little annoyed about this as I want to start driving again and was told to come back a month later. Its very concerning, but hopefully I'll see a doctor today.

Healthwatch Reference:	114926
Service Name:	Community Diagnostic Centre- Grimsby
Sentiment:	Negative
Experience Summary:	Reception staff were shouting over to a patient asking them for personal details in the waiting area. The check in machine wasn't working properly, the reception staff didn't put a sign to say it was broken.

Healthwatch Reference:	114920
Service Name:	Community Diagnostic Centre- Grimsby
Sentiment:	Positive
Experience Summary:	Its my first time here I've been for a scan. I found it brilliant all very straight forward, no concerns.

4.11 Ambulance and paramedics - Experiences Breakdown

This month, from 1 experience, Healthwatch recorded a total of 3 compliments for Ambulances and paramedics.

Access to services were the positive comments received for Ambulances and paramedics.

Examples of experiences received:

Healthwatch Reference:	114822
Service Name:	EMAS

Sentiment:	Positive
Experience Summary:	An ambulance had been called and they were there in 4 minutes to take me to hospital. I cannot fault them.

4.13 Patient Transport and NEPTS – Experiences Breakdown

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

This month, Access to services were the most negative comments received and Staffing levels and training were the positive comments received for Patient Transport and NEPTS.

Examples of experiences received:

Healthwatch Reference:	114557
Service Name:	The Thames Group
Sentiment:	Positive
Experience Summary:	Responsive, polite, helpful and supportive.

Healthwatch Reference:	114554
Service Name:	The Thames Group
Sentiment:	Positive

Experience Summary:	They are always on time when we use them.
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Healthwatch Reference:	114528
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Service Name:	The Thames Group
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Sentiment:	Mixed
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Experience Summary:	Its very time consuming. Its taking longer than it used to, as you have to give them all the information every time. They had all resident information on the system before. They are very friendly.
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Healthwatch Reference:	114525
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Service Name:	The Thames Group
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Sentiment:	Negative
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Experience Summary:	The Patient Transport would not allow a resident to travel to an appointment in Hull, as he needed a carer with him. They said he would need to make his own way there.
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Healthwatch Reference:	114522
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Service Name:	The Thames Group
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Sentiment:	Negative
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Experience Summary:	Wait times that can't be helped are a concern that the residents have.
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Healthwatch Reference:	114519
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Service Name:	The Thames Group
Sentiment:	Negative
Experience Summary:	We don't always get the transport that we requested. It can get cancelled at short notice when drivers are off sick.

4.15 Optometry – Experiences breakdown

This month, from 2 experiences, Healthwatch recorded a total of 1 negative / mixed / unclear comments and 3 compliments for Optometry services/opticians.

This month, Diagnosis were the most negative comments received and Booking appointments were the positive comments received for Optometry services/opticians.

Healthwatch Reference:	115000
Service Name:	Stephen's and Drew
Sentiment:	Positive
Experience Summary:	My opticians are splendid. I have varifocals and a diagnosis of macular degeneration.

Healthwatch Reference:	114623
Service Name:	Marshalls Opticians
Sentiment:	Mixed

Experience Summary:

I have recently been to the opticians for an eye test. I then went to the Eye Clinic at the Diagnostic Centre shortly afterwards. My eye had been feeling slightly sore, and they found four eyelashes that they removed. The optician didn't bring it up when I had an eye test with them.

4.16 Physiotherapy - Experience breakdown.

This month, from 3 experiences, Healthwatch recorded a total of 1 negative / mixed / unclear comments and 1 compliment for Physiotherapy.

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

Healthwatch Reference:	114743
Sentiment:	Unclear
Experience Summary:	My friend was advised that she needed to go for physiotherapy by Roxton practice but was advised that she had to pay £60 to go, i thought physiotherapy was free on the NHS?

Healthwatch Reference:	114688
Service Name:	Cora Health
Sentiment:	Positive
Experience Summary:	I saw them in Cleethorpes in person. They did me the world of good I'm still doing my exercises now and my knee has improved a lot.

Healthwatch Reference:	114678
Service Name:	Diana, Princess of Wales Hospital (DPoW) (Outpatients)
Sentiment:	Neutral
Experience Summary:	My son has been discharged from Castle Hill Hospital back to Grimsby for Physiotherapy. How long will the referral be? He has exercises to do at home, but he needs a referral quite quickly.

4.19 Services other - health or social care - Experiences Breakdown

This month, from 10 experiences, Healthwatch recorded a total of 7 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:

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

Examples of experiences received:

Healthwatch Reference:	114917
Service Name:	Learning4Life
Sentiment:	Negative

Experience Summary:	A parent has expressed that Project Search didn't work for her son and he is now sat at home doing nothing. She said the funding is still there and wants to know what they are doing with it.
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Healthwatch Reference:	114832
Service Name:	Diana, Princess of Wales Hospital (DPOW) (Hospital Car Park)
Sentiment:	Negative
Experience Summary:	There are a certain number of lights that flicker on and off constantly within the hospital car park.

Healthwatch Reference:	114719
Service Name:	Parent Carer Forum NEL
Sentiment:	Neutral
Experience Summary:	My friend has two children with Autism, are there any groups or services that can support her.

Healthwatch Reference:	114633
Service Name:	Carers Support (Carers Support Centre- Town Hall Street)
Sentiment:	Positive
Experience Summary:	Carers support are a good service, they always correspond back when needed.

Healthwatch Reference:	114629
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Service Name:	Attendance Allowance (DWP)
Sentiment:	Neutral
Experience Summary:	My Attendance Allowance is up for review in September this year. Will they contact me, or do I need to contact them?

Healthwatch Reference:	114626
Service Name:	Age UK Grimsby
Sentiment:	Neutral
Experience Summary:	Where can I get a Blue Badge renewal?

Healthwatch Reference:	114596
Service Name:	PIP
Sentiment:	Neutral
Experience Summary:	I am due a PIP Review as my 10 years is nearly up. Will they contact me or do I have to contact them?

Healthwatch Reference:	114572
Service Name:	NHS App
Sentiment:	Negative
Experience Summary:	I am ordering my medication on the App, however it doesn't tell me if it has been ordered, sometimes I'm ordering double what I need.

Healthwatch Reference:	114543
Service Name:	North East Lincolnshire Council
Sentiment:	Mixed
Experience Summary:	I have tried to find out how I change my address for my Housing Benefit. I went into the council offices, who told me I needed to ring a phone number. When I called this number they told me I had to change it online. I'm unsure how to do this and I also need support with the form. I've tried Citizen's Advice but its difficult to get appointments.

Healthwatch Reference:	114716
Sentiment:	Positive
Experience Summary:	The Social Prescribers at Centre4 are really good. They helped with all my benefits, especially PIP. They sorted it very quickly. One lady was on the ball and was brilliant. When you're faced with forms you switch off.

5. Independent NHS Complaints Advocacy Service

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

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

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

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

6. Why Intelligence is Important

Following our experience gathering each month, Healthwatch develops this monthly intelligence report to assist local service providers and commissioners to understand the public's perceptions; with a view for their experiences to highlight possible areas of change.

When published, this report is sent to:

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

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

Some of the meetings we attend are:

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

7. Feedback Form

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

Please complete the form and return to:

lwilkinson@healthwatchnortheastlincolnshire.co.uk

Organisation	Responsible person	Comments / Actions



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