



Priorities Survey Report
2024 – 2025

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1. Introduction

1.1 What is Healthwatch North Lincolnshire?

We are the independent champion for people who use health and social care services. We exist to make sure that people are at the heart of care. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. We also help people find the information they need about services in their area.

We have the power to make sure that people's voices are heard by the government and those running services. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them. Our sole purpose is to help make care better for people.

In summary Healthwatch is here to:

- Help people find out about local care
- Listen to what people think of services
- Help improve the quality of services by letting those running services and the government know what people want from care
- Encourage people running services to involve people in changes to care

1.2 Why this Subject?

The aim of the project was to gather opinions and experiences of the public of North Lincolnshire with regards to their Health and Social Care priorities for 2024/2025.

2. Approach

It was decided that Healthwatch North Lincolnshire would create a survey, which would be taken to targeted engagement events, sent out to contacts and shared on social media. The survey focused on:

- Which services had been used
- What would the public change about Health and social care services
- Why the changes are important.

We took the survey out to our regular community engagement events over the months of

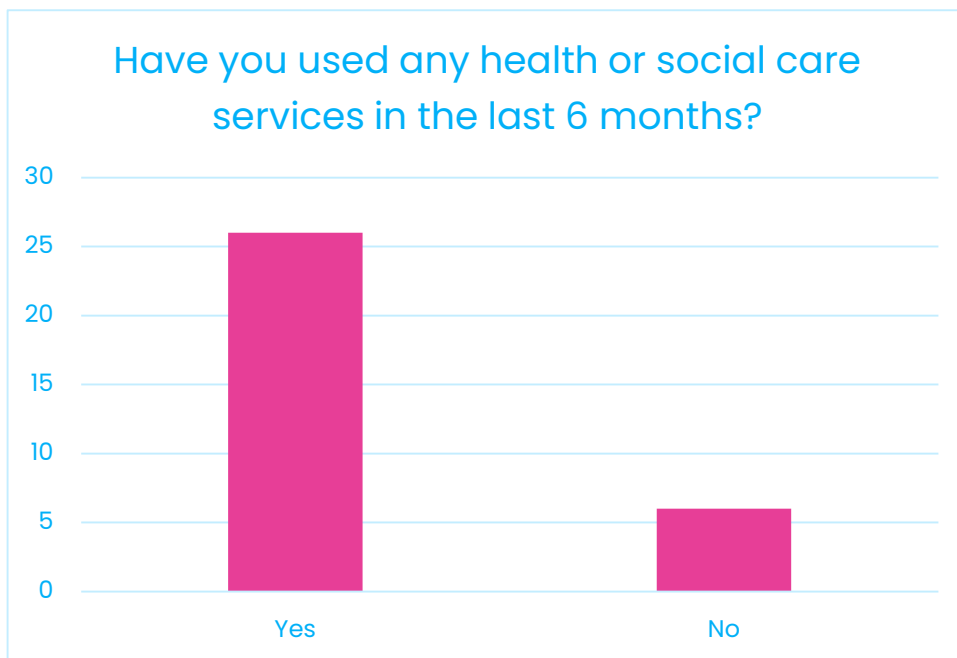
- The Ironstone Centre
- Scunthorpe General Hospital

Information about the survey and how to complete it were also shared on our social media pages.

3. Survey Results

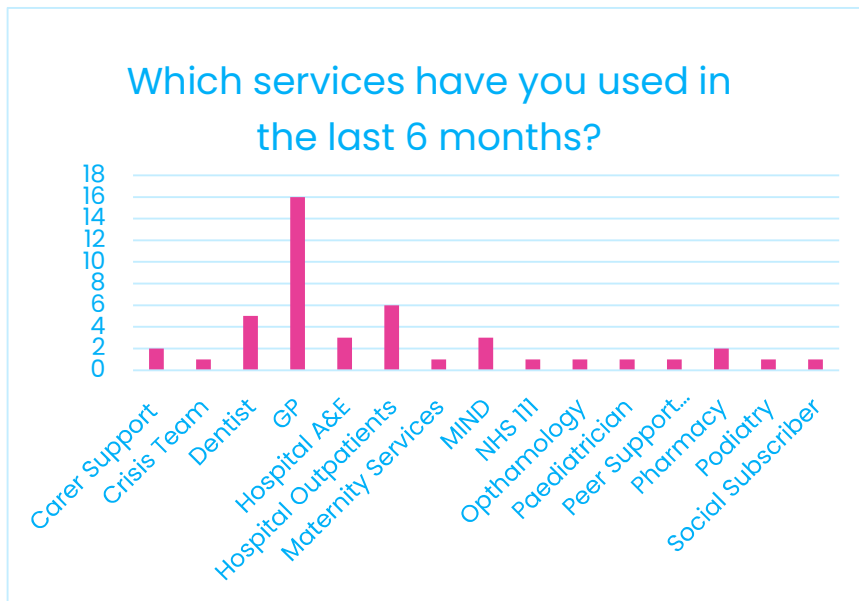
In total, we collected 32 responses to our survey. Most of the responses were complete online, however we did receive 2 paper copies of the survey completed. Respondents moved through the entire survey, with the opportunity to answer all the questions. Please note that whilst all questions were available, there were questions within the survey people did not provide answers to.

Q1, have you used any Health or Social care Services in the last 6 months?



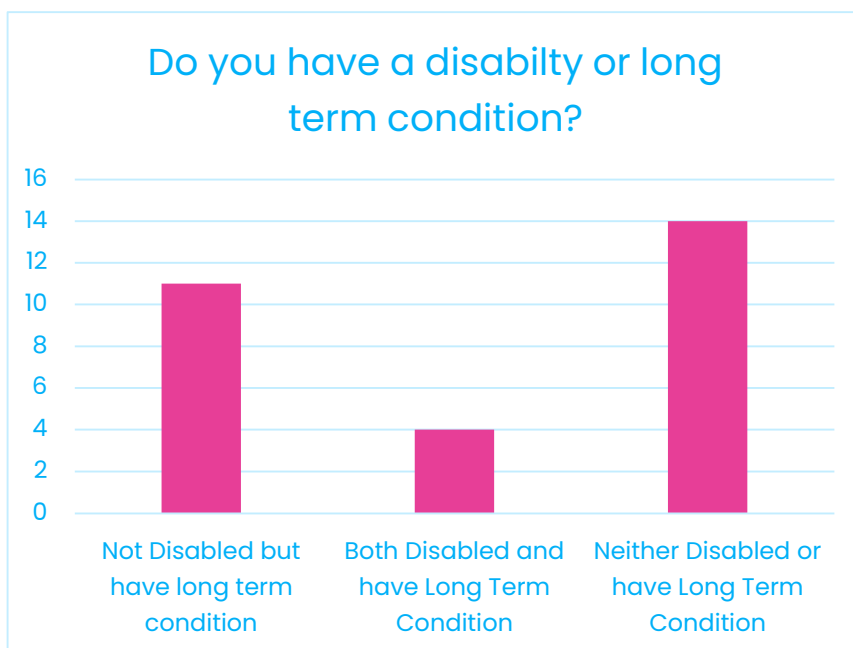
Q2, if yes what services have you used?

A variety of services have been used the public of North Lincolnshire; most people had accessed their G.P in the last 6 months.

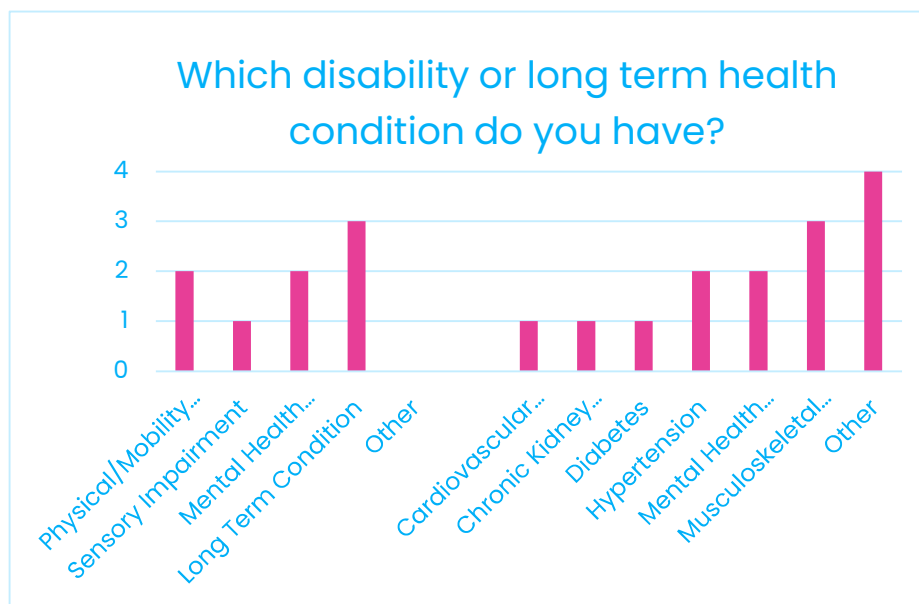


Q3, do you have a disability or long-term condition?

Most people that responded to our survey were neither disabled nor had a long-term condition.



Q4, which long term condition or disability do you have?



Q5, if you could change one thing about health or care services what would it be?

Themes

There were several themes highlighted throughout the survey Improvements to GP services received the highest number of comments.

GP

Being able to obtain a GP appointment in a timely manner was mentioned by at least nine people. Examples include:

- “To be able to book an appointment with the GP when I am ill. Not to be told no appointments available as I couldn’t call at 8am as I am on my way to work.”
- “Being able to access a GP appointment when I need one – I am going to be refused medication because I cannot get an appointment for a review.”
- “Not feasible to ring at 8am every day to spend an hour on hold – Everyone should have access to the GP when they need it.”

- “Professionals involved in care need more time and to actively listen to patients – I have felt invisible or talked at.”
- “To be able to see a G.P face to face, this is the reason why I have not accessed healthcare recently there is no point trying”

It was mentioned that obtaining timely GP appointments was important as people are avoiding the GP as it takes too long to get through or are not able to call at 8am every day.

Two respondents also felt that patients should see the doctor of their choice to give consistency:

- “Also being able to see the same GP who knows you”.
- “I am sick of explaining the same situation each time we see a new person. 20 years ago, you had a family GP who knew you and would be able to follow up previous appointment it’s a new face and then you have to explain everything again and again”.

Other comments included

- “Get rid of one topic per appointment” I had three things to discuss the Locum had no interest.
- “I haven’t seen a doctor at my surgery, you can never get beyond reception”

Dentist

NHS dentist availability was the most frequent comment collected, particularly around funding or costs of private treatment. Individuals’ comments were:

- “More accessible NHS dentistry – private dentist work is so expensive and getting into an NHS dentist is extremely difficult.”
- “Sort out the NHS dentist contracts so that more practices will accept NHS patients – In general so many people are having difficulty registering with any

practice; dentists seem to be obsessed with x-raying all teeth and I really do wonder if it is a scam to get more money.”

- “To improve access to NHS dentist appointments for all – because I am concerned for my immediate family’s ability to find appropriate dental care”.
- Email communications are okay, but they want everyone to use a phone app for just about everything. There is also an obsession with X-raying teeth to see if they are healthy. They seem to do this with all adults I really do wonder if this is a scam to get more money.

Mental Health

Comments received regarding mental health.

“mental health professionals need to be more understanding and there should be more mental health facilities in North Lincolnshire – we only have Great Oaks. Need more hospitals as there’s mental health of all different ages.”

“Overhaul the crisis team, I want to complain but cannot do so without my husband’s consent. Senior staff are running sessions they are straight out of uni.

“Have more carer support”

General

Four people commented that communication between healthcare professionals / agencies needed improvement.

A lack of person centred care was mentioned, specifically that poor coordination of services leads to conditions be treated separately rather than seeing the person as a whole unit. This leads to patient frustrations as they are passed from place to place. It was also felt that information systems between Scunthorpe, Castle Hill and Hull Hospitals should be joined up so that professionals can access all information. One

person believed that “a complete set of medical records should be available for all the various departments that a person attends, so that any past medical history can be accessed”.

Eight comments were around the speed of getting appointments. Although the respondents did not state, which service these related to.

Several people mentioned having to repeat themselves at appointments rather than just explaining the situation once. They wanted consistency and continuity of information given to the professionals they saw.

One person stated

“Professionals should have more time and the inclination to listen to patients “I would like to think that things will improve but I am not confident this will be the case.

Other comments we received regarding one thing that respondents would like to change.

“Listen to people with Autism in North Lincolnshire re more support for Autistic adults”

“The NHS app does not show my podiatry appointments”

“The elderly should be prioritised with an urgent review of the costs involved when you are unable to look after yourself”

“My urgent referral taking almost 20 weeks”

“Moving patient facilities from Scunthorpe to Hull” I can think that anything is working smoothly for the patient

“Be honest about the effects of being overweight or obese on the persons health, on the environment, on the NHS, so cost to society. The emotional costs to someone’s family seeing someone struggle to move and have limited play and activities with children, illness potentially triggered by the eating habits”

"My son has been waiting for a neurology appointment for 18 months and 8 months for nose surgery"

"All professionals should be trained in SEN and Neurodiversity, the amount of professionals who have Zero understanding of autism and ADHD or PANs/Pandas is unreal and its damaging for those people with these conditions"

"I was disgusted when a nurse in charge started discussing me by name very loudly"

Q6 "Why are these changes important to you"

These are the responses we received.

"Because I am an adult with Autism"

"Because the ineptitude of the crisis team nearly cost me my marriage and home"

"Viewing all appointments on the NHS app would make easy access to details and viewing of results"

"Private dentist is so expensive and getting an NHS dentist is extremely difficult in this day and age"

"To see a G.P face to face would allow me to look after my health and my family's health"

"I haven't seen a Dr at my surgery since before covid and I aren't getting any younger"

"More time is important to me because I have felt either invisible or have been talked at, not too and talked down too, however this doesn't happen on every occasion"

"More funding for the HNS because it cannot continue in its present form"

"I am not getting any younger"

"Hospitals as there's more mental health of all different ages from childhood to adulthood and beyond"

"Waiting 20 weeks for an appointment is not satisfactory when one feels so ill"

"I was helping out at my parents' chemist shop the day national health service started in 1946. I then became involved in the health service all my working life, then as a director of a university medical school unit"

“I want to see healthier more active, flexible and energetic independent persons in our society, taking good care of oneself suggest an ability to take good care of one’s children and the wider community”

“While waiting for appointments my son is not receiving treatment and is therefore suffering”

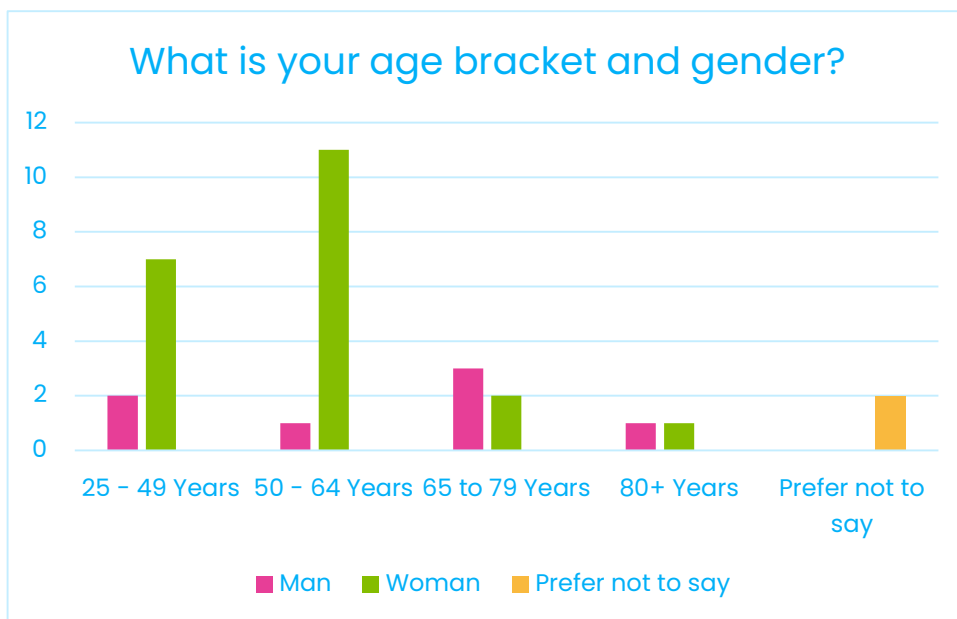
“Confidentiality, someone who struggles to ask for help is spoken about in name loudly – this reinforces why I don’t bother asking”

Compliments

“I could not have lived without carer support. They have been truly amazing”

My experiences of health care in nth Lincs have generally been very good, so I have no suggestions for improvement.

Demographics





healthwatch
North Lincolnshire