



Priorities Survey Report 2025 – 2026

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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 in North Lincolnshire with regards to their Health and Social Care priorities for 2025/2026.

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 barriers the public face when accessing Health and social care services
- What changes the public would like to see to Health and Social care services.

Over the months of January and February we took the survey out to our regular community engagement events at:

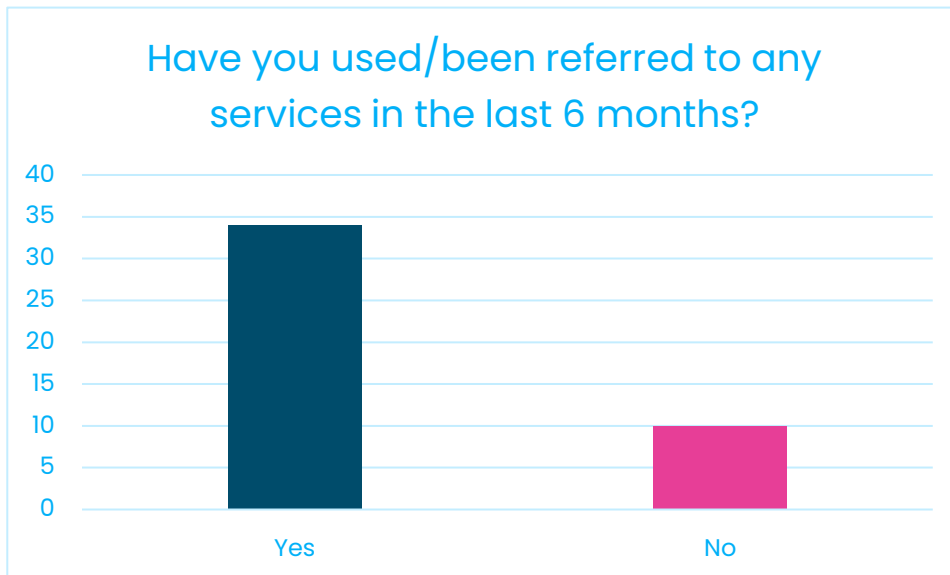
- The Ironstone Centre
- Scunthorpe General Hospital
- North Lincolnshire Community Hubs

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

3. Survey Results and key findings.

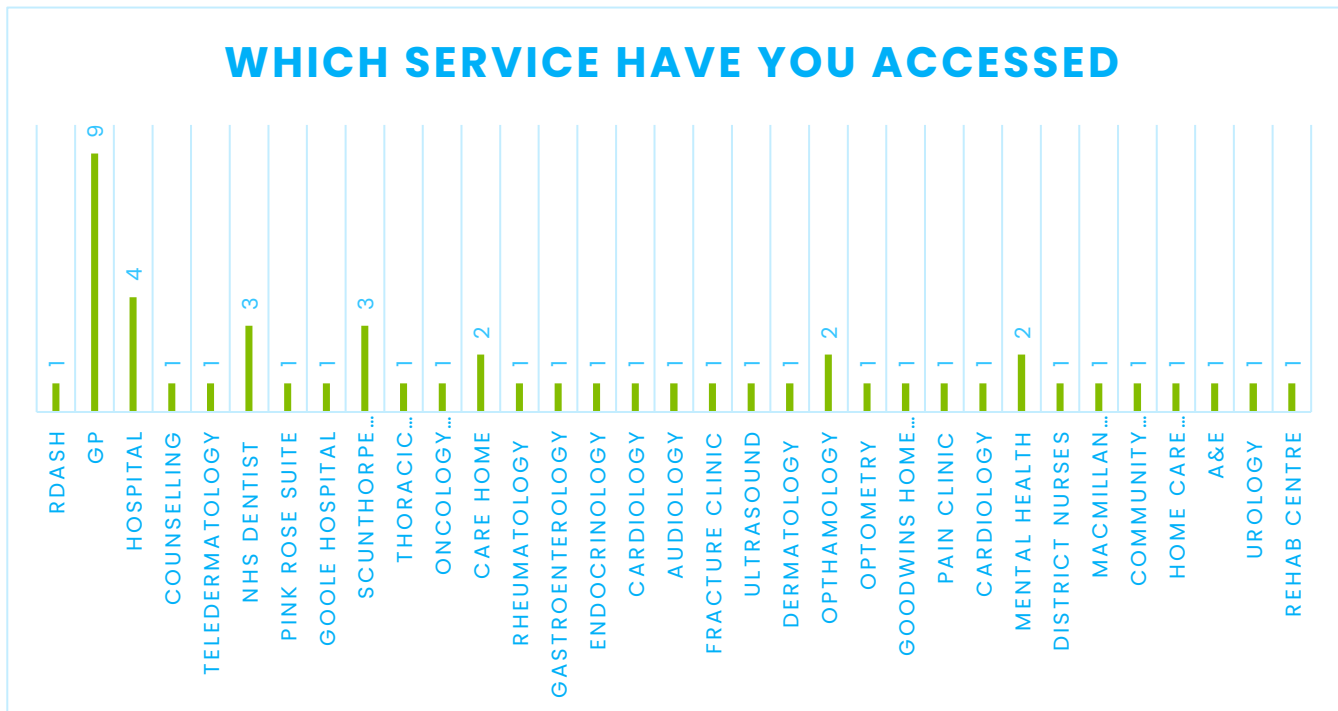
In total, we collected 44 responses to our survey. Most of the responses were completed online, however we also received 18 completed paper copies. Respondents moved through the survey, with the opportunity to answer all the questions. Please note that whilst all questions were available, there were questions within the survey people did not provide answers to. The questions asked are below with the responses.

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



Q2, if yes what services have you accessed?

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



Q3, What are the barriers you have faced when using health and social care services?

Themes

There were several themes highlighted throughout the survey. Communication and continuity of care were the most prevalent barriers individuals faced when accessing services.

Communication / Continuity of Care:

Communication between professionals and patients, and communication between services was repeatedly mentioned.

- “No continuity of information between services – Even down to different departments at the same hospital.”
- “No Follow up calls from Mental Health teams and always the same old excuses.”

- “Lack of communication and information and always having to repeat yourself.”
- “Inconsistency with healthcare professionals – leading to confusion because different information is being told.”
- “Having to travel to Grimsby after an operation is difficult.”
- “Suggestion to have clear written information following appointments.”

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

Access to services / Appointments

Accessibility to services and availability of appointments was commented on throughout the survey. Individuals’ comments were:

- “My condition can make having a telephone appointment difficult. It is very rare I am offered a face-to-face appointment.”
- “It is always the same 8am scramble for an appointment to be continuously told the appointments are full.”
- “I have spent 11 months on the cardiology waiting list just for an initial appointment”.
- “My hospital appointment has been cancelled 5 times – I went to the hospital for the most recent appointment only to be told it had been cancelled when I turned up.”

General

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 is mentioned that patients wish for easier access to different hospitals via the

transport networks available and better changing facilities particularly at Scunthorpe Hospital's children's outpatients department.

Q5, what changes would you like to see to Health and Social Care services?

Mental Health

- "Major improvements to mental health services are needed – to be seen as a whole person not specific conditions."
- "More mental health support for autistic and learning disability adults."
- "Easier to access mental health services."

Appointments

- "Better access to online appointments."
- "Follow up appointments with the same GP is often difficult."
- "More out of hours appointments."
- "To see the same GP every visit to prevent explaining my condition and symptoms over and over."
- "Faster referral times."
- "Clearer appointment processes with more flexible times and less cancellations."
- "I want to attend my appointment locally and not be told its cancelled as I arrive at the hospital."
- "Send physical letters for appointments not just online copies."

Accessibility

- "Being able to be treated in the town you live."
- "More joined up care for the elderly."
- "Easier access to services in rural areas."
- "Accessible parking at GP and hospitals for parents and children."
- "Improved and well distributed changing facilities throughout all hospital departments."

- “Better outreach to patients in care homes to be able to be seen at the home.”
- “NHS app should be more user friendly.”
- “More NHS dentists are needed.”

Staffing and Communication

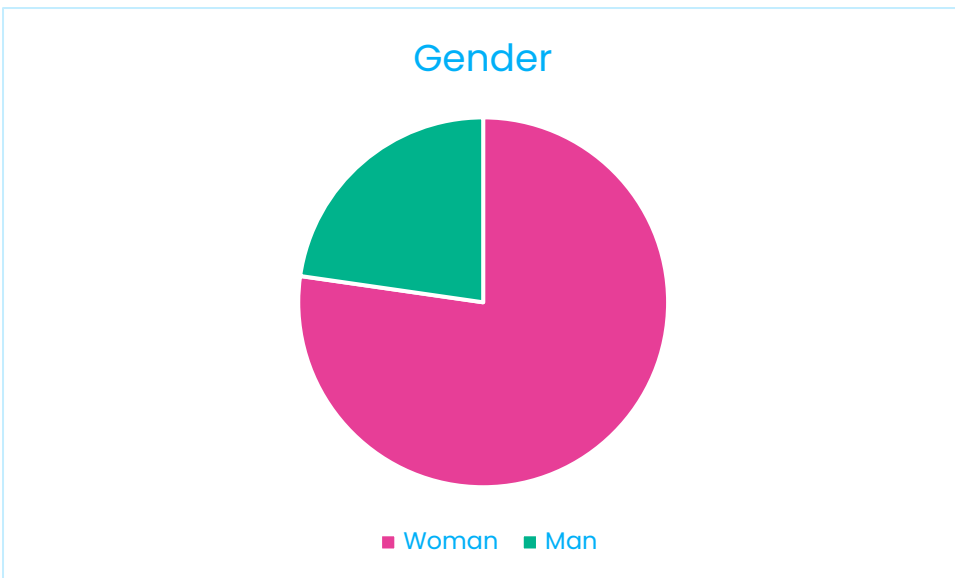
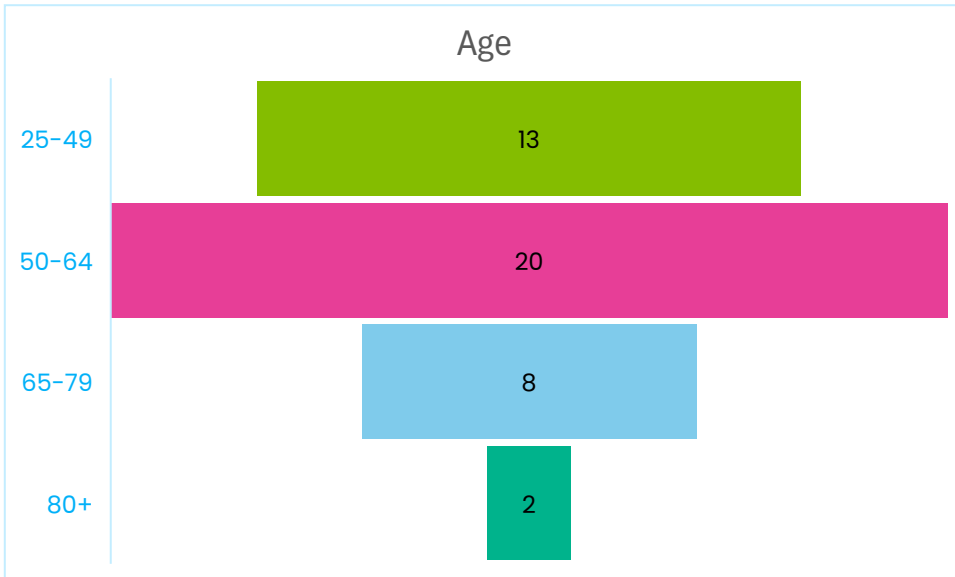
- “Staff to be more understanding of hidden disabilities.”
- “More reasonable adjustments should be offered by staff.”
- “Easy read leaflets to be offered for important meetings and appointments.”
- “Consistent and clear approach from staff when explaining information.”
- “More training for paid carers.”
- “Staff to be further trained in autism.”
- “Staff to listen better to patients and carers.”

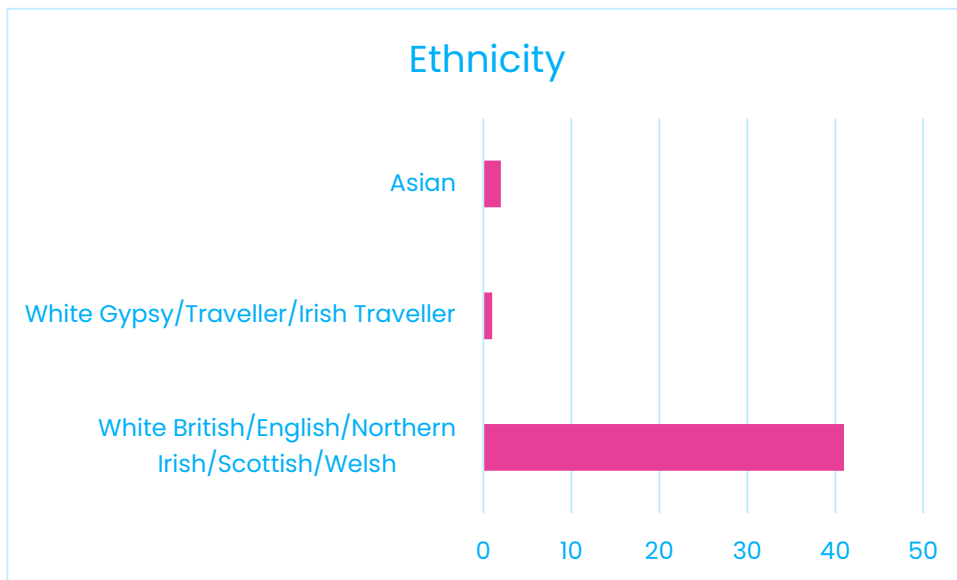
Next steps

This report will be shared with the ICB, Primary Care networks, RDASH, The Humber Health Partnership and the Local authority for information sharing and to amplify the voice of the people of North Lincolnshire.

Demographics

We gathered demographic data, and we found the most common age range for responses was 50-64 and most responses were received from women. Please see below.





Most people that responded to our survey have no disability but do have a long-term condition.

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