healthwatch
North Lincolnshire

Intelligence Report
December 2025

healthwatch North Lincolnshire

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1. Introduction

What we do

Healthwatch North 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.

These reports are shared with the Northern Lincolnshire and Goole NHS Foundation Trust, North Lincolnshire Council and Primary Care Networks.

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 December 2025 and refers to all intelligence that Healthwatch North 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 some real quotes to demonstrate the values of **openness and transparency.**

The report identifies the number of contacts received by Healthwatch North 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 Lincolnshire during this month. Some experiences may relate to multiple services and / or have multiple themes so may be reported in whole or in part in multiple sections.

The services highlighted in the report are as follows:

- Adult Social Care Services
- Dental Services
- General Practice
- Hospital Services
- Optometry Services / Opticians
- Patient Transport and NEPTS
- Rehabilitation/Enablement
- Services other than Health or Social Care
- Urgent primary care, including urgent treatment centres, walk-in care, out-of-hour GP services, minor injury and treatment centres

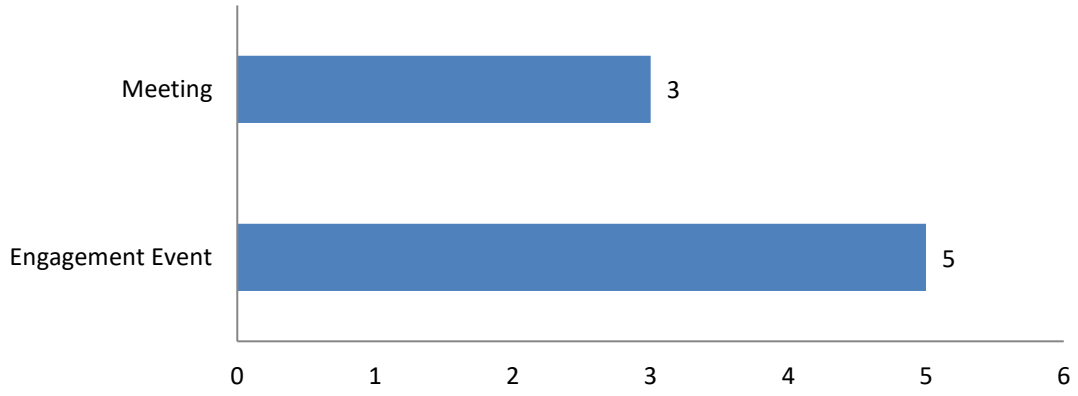
Please note, the experiences quoted within this report have been recorded as said and written to ensure that we capture the authenticity of the service users' experience. As such, Healthwatch apologises as there may be grammar and / or spelling errors.

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 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 December Healthwatch North Lincolnshire attended 8 meetings and events, where we gathered experiences from the public.



These activities took place in a range of locations including:

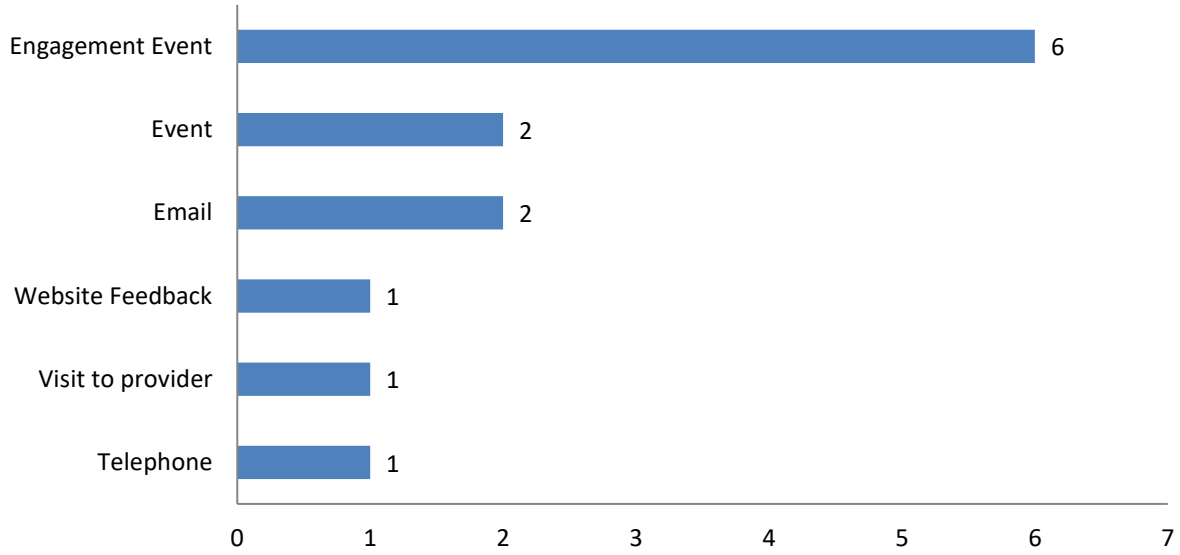
- Attis Arena (Enhancing Support for Carers and Families meeting)
- Scunthorpe General Hospital (General Engagement)
- Ashby Hub (Parent Carers Group)
- Sir John Mason House (General Engagement)
- The Pods (Neuro café)

The focus of our engagement programme is to find out what people in the local community feel and think about the healthcare 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 we can work together with healthcare providers to overcome those challenges.

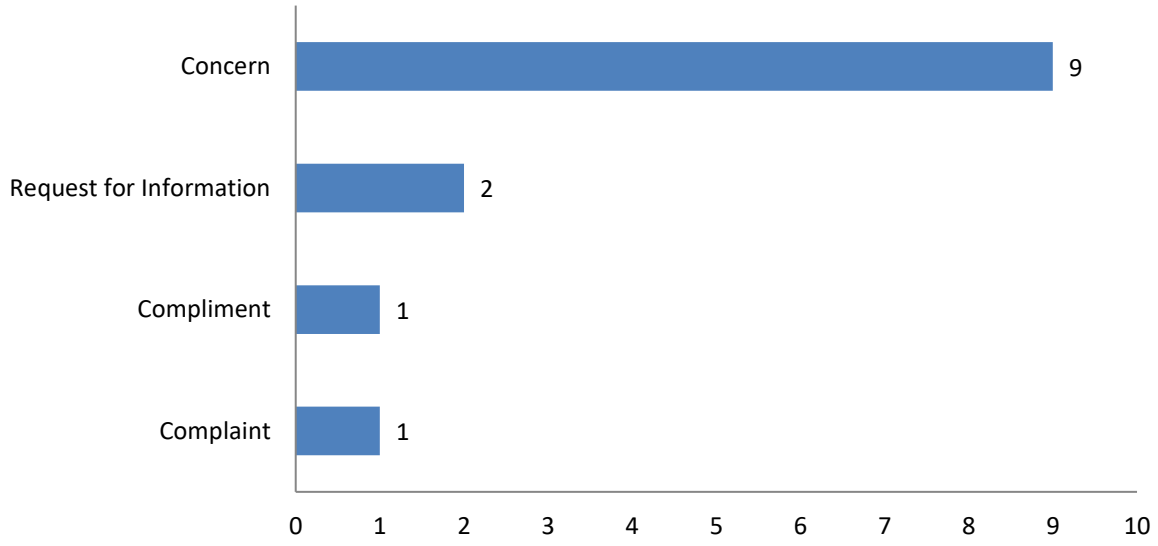
Healthwatch North Lincolnshire are aware that North Lincolnshire residents will use services which cross over into other areas, and we will continue to work to support North Lincolnshire residents who are accessing these services which are outside of the immediate North Lincolnshire boundary.

3. Contact Statistics

In total, 13 people contacted Healthwatch North Lincolnshire. The figures below show that engagement events were the most popular method for people to communicate with us.



The most common reason for people to have contacted Healthwatch North Lincolnshire this month was to raise a concern.

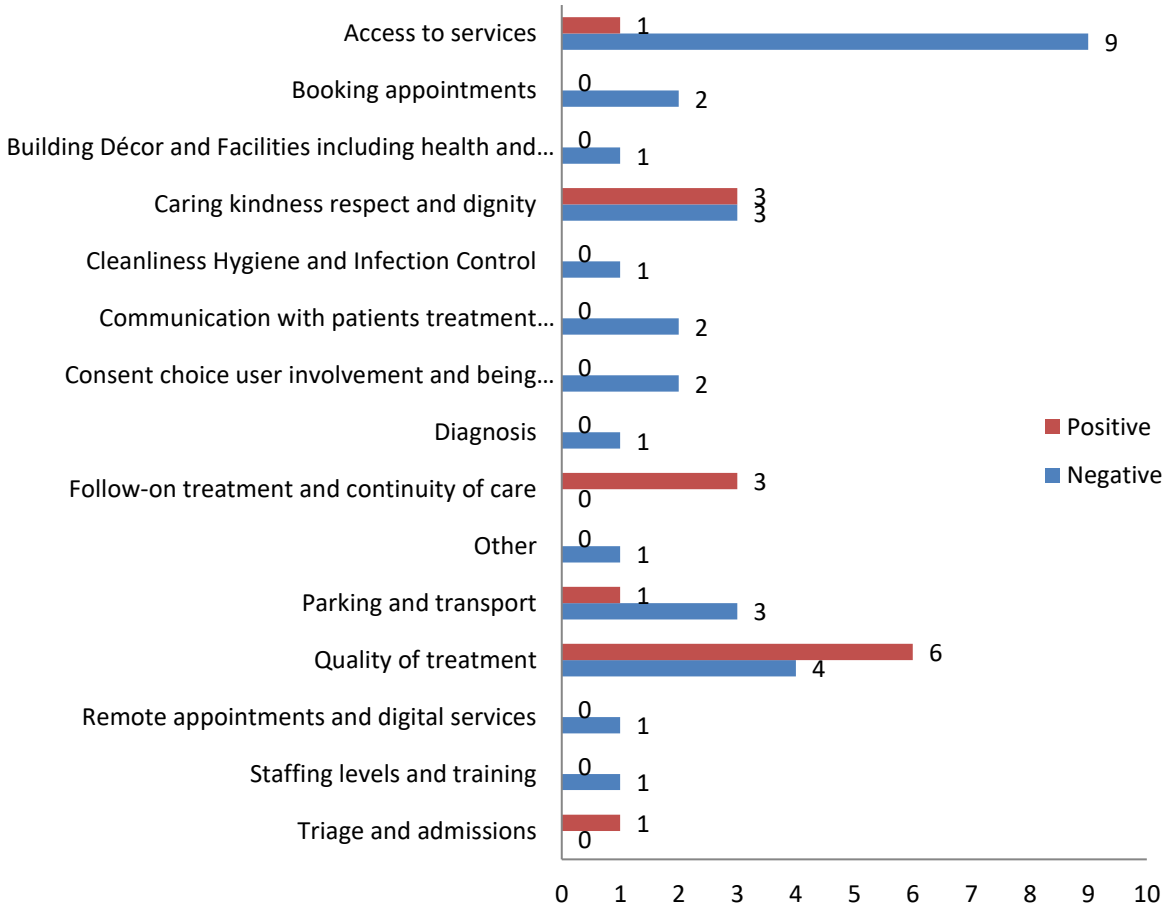


4. Overall Experiences Breakdown

The charts below detail the breakdown of what the public have been saying about health and social care services in North 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 31 negative comments and 15 compliments in total across all healthcare services from 21 experiences.

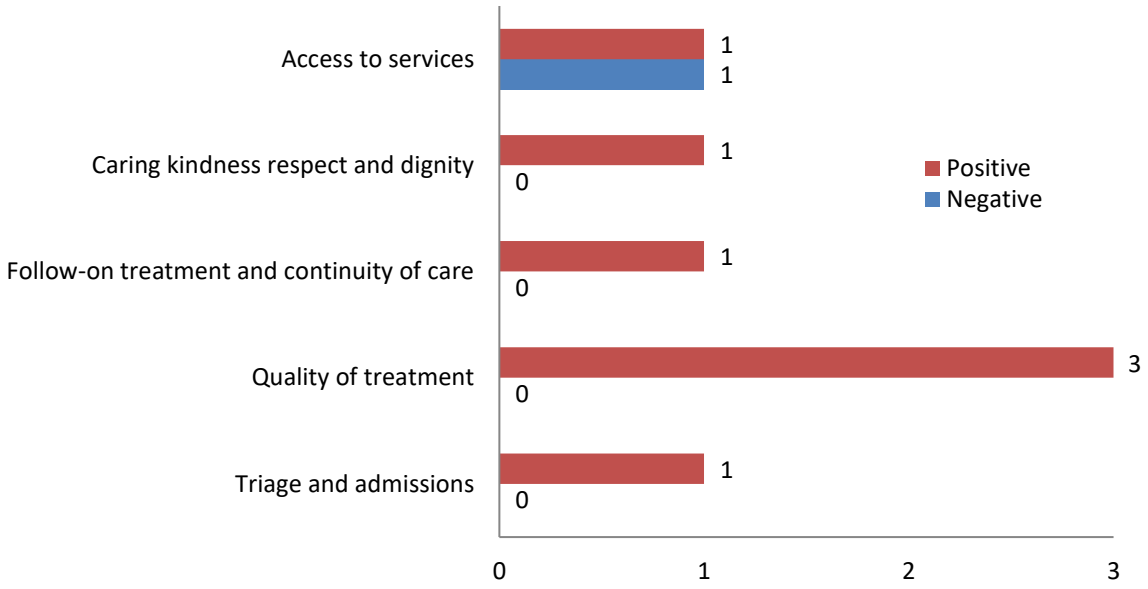


Access to services was highlighted as the main concern this month, whilst quality of treatment received the most compliments.

5. Experiences Breakdown

Adult Social Care Services - Experiences Breakdown

This month, from 5 experiences, Healthwatch recorded a total of 1 negative / mixed / unclear comments and 7 compliments for Adult Social Care Services.



This month, for Adult Social Care Services, one negative comment was received about access to services. Quality of treatment received the most compliments.

Healthwatch Reference:	113672
Service Name:	The Grange (Everest Road)
Sentiment:	Positive
Experience Summary:	The Grange was a stepping stone to Sir John Mason. The staff are lovely and do the best they can, they are really friendly.

Healthwatch Reference:	113662
Service Name:	Pendant Alarm
Sentiment:	Positive
Experience Summary:	My pendent alarm worked well. I pressed it and an ambulance was called for me as it turned out I had broken my leg.

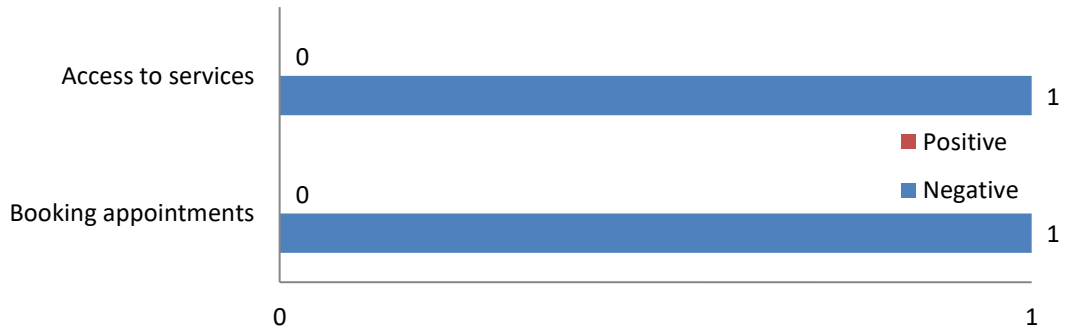
Healthwatch Reference:	113662
Service Name:	Richden Park Residential Home (Scunthorpe)
Sentiment:	Positive
Experience Summary:	Richden Park needs modernising, however the staff treated me well.

Healthwatch Reference:	113662
Service Name:	The Grange
Sentiment:	Positive
Experience Summary:	I was treated very well in the Grange.

Healthwatch Reference:	113608
Service Name:	Adult social services (North Lincolnshire)
Sentiment:	Negative
Experience Summary:	One person had tried contacting North Lincolnshire Council seven times on their 297000 number but had been left waiting for half an hour. They wanted information on how to access support with shopping and cleaning as their friend who usually helped had gone on holiday to family and wouldn't be back until after the new year.

Dental Services - Experiences Breakdown

This month, from 1 experience, Healthwatch recorded a total of 2 negative / mixed / unclear comments for Dental services.



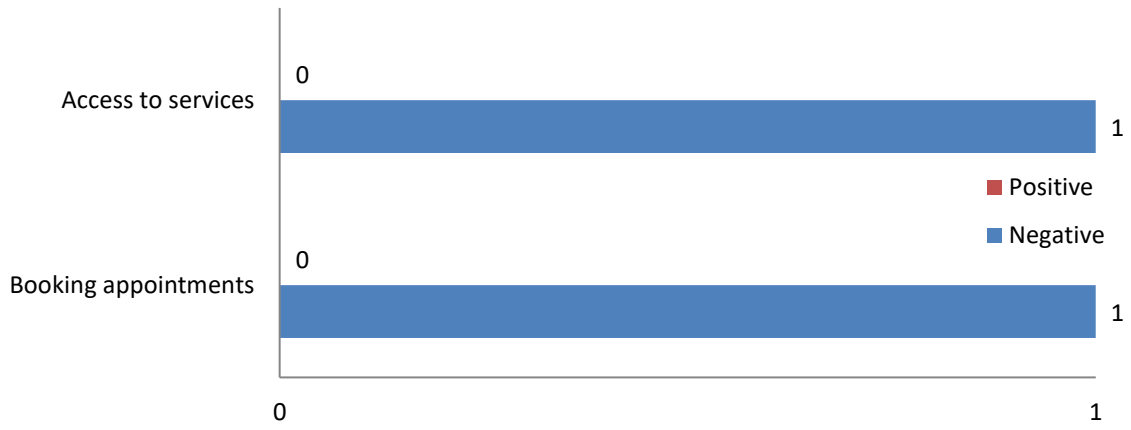
The chart shows that for December one person was dissatisfied with access to services and booking appointments.

Experience received:

Healthwatch Reference:	113753
Sentiment:	Negative
Experience Summary:	I just wanted to enquire about dentists taking on new NHS patients. I recently required emergency dental care under the NHS (temporary filling) and it was advised I get myself seen by a dentist in relatively short order in order to properly get things checked out and dealt with - however I am not currently under any practice for dental care. Having rang up a number of practices which the NHS lists as 'accepting new NHS patients when availability allows', I have been offered to go onto waiting lists, but none I have rang seem to actually be accepting patients any time soon (though all were happy for me to be seen privately, which is something I may have to consider if all else fails.) So, my question is really - are there any dental practices in North Lincolnshire or even within reasonable travelling distance that are actually taking on new NHS patients now?

General Practice (GP) - Experiences Breakdown

This month, from 1 experience, Healthwatch recorded a total of 2 negative / mixed / unclear comments for General Practice (GP).



The chart shows that for December one person was dissatisfied with access to services and booking appointments.

Experience received:

Healthwatch Reference:	113605
Service Name:	Cambridge avenue
Primary Care Network:	South Care Network
Sentiment:	Negative
Experience Summary:	I am 52 and been hoping for my first mammogram . My friends were all approx 48 years old and I've rang the drs and they stated not there until I'm 54 . This is ridiculous for a first check . My friend died last year from breast cancer at 54 . She had already had two mammograms hersejf .

Hospital Services - Experiences Breakdown

This month, from 5 experiences, Healthwatch recorded a total of 12 negative / mixed / unclear comments and 2 compliments for Hospital Services.

This month, for hospital services, most of the negative comments were about quality of treatment. Compliments were received about follow on treatment and continuity of care and quality of treatment.

Experience received:

Healthwatch Reference:	113672
Service Name:	Scunthorpe General Hospital
Sentiment:	Mixed
Experience Summary:	Scunthorpe hospital is atrocious. I have been in and out, through different wards since May. Some staff are lovely, bank staff not so good, some were really nasty. I was left without a bed pan and thrown about like a sack of spuds by some staff. I couldn't get out quick enough. Hull Royal isn't as bad and Castlehill is wonderful.

Healthwatch Reference:	113659
Service Name:	Scunthorpe General Hospital (Accident And Emergency)
Sentiment:	Negative
Experience Summary:	I came through A&E as I suddenly couldn't walk. It was very busy. I had previously had x-rays and had been told that I had level 4/5 degeneration in my discs. I couldn't lift my legs. The Doctor who saw me manhandled me (with the help of my daughter) onto the bed. It was very painful. I was then given morphine, and had to get back off the bed. I was then put into a reclining chair, in another room. They sent for a physiotherapist and an Occupational therapist, who wanted to give me a walker -even though I wasn't able to walk. Since then, I have been in the Grange and now Sir John Mason House for rehabilitation.

Healthwatch Reference:	113541
Service Name:	Scunthorpe General Hospital
Sentiment:	Negative

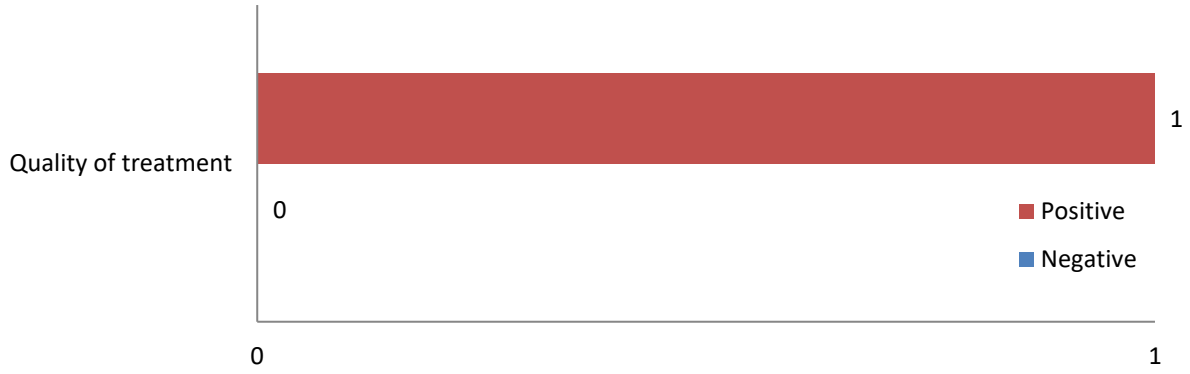
Experience Summary:	Lady seen at Opthalmology last year, was expecting a follow up appointment but not yet received one. She contacted the department and was informed she would receive an appointment in the next month. She did not receive an appointment. When looking at her NHS app she noticed that the consultant (at the original appt) had documented that she had macular degeneration and macular oedema but had not informed her of this. She made an appointment with her GP as she was very anxious and requested to be referred to Newmedica. When she attended an appointment at Newmedica the consultant informed her that she didn't have either of the conditions.

Healthwatch Reference:	113512
Service Name:	Scunthorpe General Hospital
Sentiment:	Negative
Experience Summary:	I was seen by the Specialist Consultant in the Gynaecology department, due to severe pain that I have due to endometriosis. I was refused a hysterectomy because of my age and lack of partner, and instead was offered a coil. I said that I didn't want anymore children as I have two already with additional needs. I myself also have ADHD and Autism. I asked for a second opinion, but was given an appointment with a person from the same team who was underneath the Consultant in experience.

Healthwatch Reference:	113509
Service Name:	Scunthorpe General Hospital (Outpatients)
Sentiment:	Negative
Experience Summary:	There were no wheelchairs to be seen for my partners out-patient appointment. When a member of staff eventually found me one, it was difficult to push and more like a shopping trolley with unmanageable wheels!

Optometry services/opticians - Experiences Breakdown

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



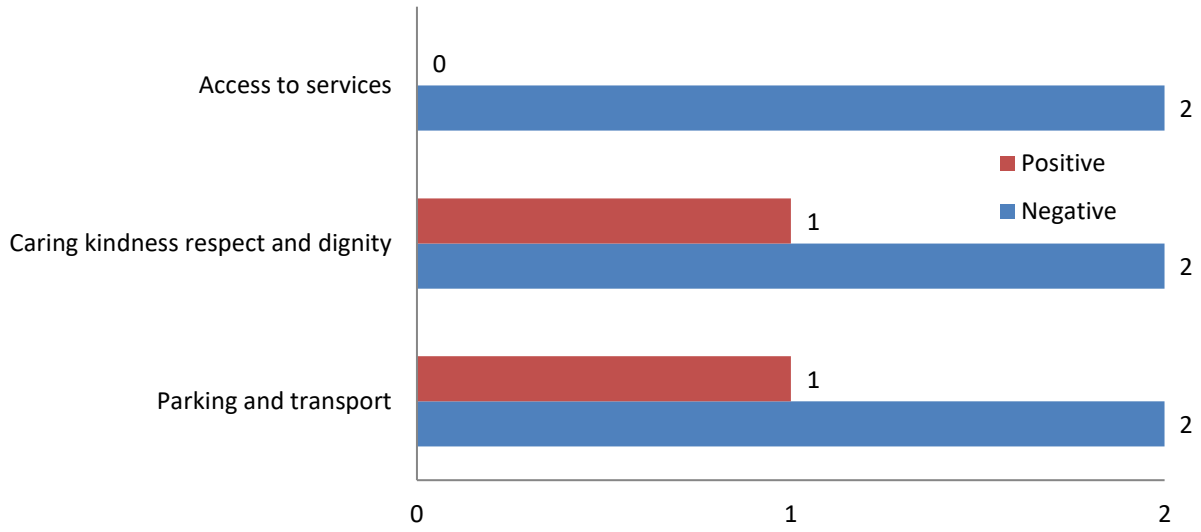
This month one compliment was received about quality of treatment.

Experience received:

Healthwatch Reference:	113476
Service Name:	Specsavers Scunthorpe
Sentiment:	Positive
Experience Summary:	Daughter attended Specsavers for sight test and contact lens assessment. Excellent service from both the optician and the contact lens specialist. She'd previously had problems with her contact lens prescription but this was resolved with the suggestions made. Staff were very knowledgeable and also helpful in making the contact lens monthly scheme affordable.

Patient Transport and NEPTS - Experiences Breakdown

This month, from 3 experiences, Healthwatch recorded a total of 6 negative / mixed / unclear comments and 2 compliments for Patient Transport and NEPTS.



This month, for patient transport and NEPTS, negative comments were received about access to services, caring, kindness, respect and dignity and parking and transport. Compliments were received about caring, kindness, respect and dignity and parking and transport.

Experiences received:

Healthwatch Reference:	113750
Service Name:	Yorkshire ambulance service
Sentiment:	Positive
Experience Summary:	I took my nan to a hospital outpatient appointment today. I needed a wheelchair for her but there were none. I spotted two members of staff from the non emergency crew in the waiting area and asked if they knew where I could find some. One crew member immediately went off to find me one, whilst the other assisted me to get my nan out of the car. They had a couple of spare minutes and did not hesitate to help. When the wheelchair was found, the crew member took my Nana directly to her appointment for me. I feel they went above and beyond in helping us. I just wish I had taken their names.

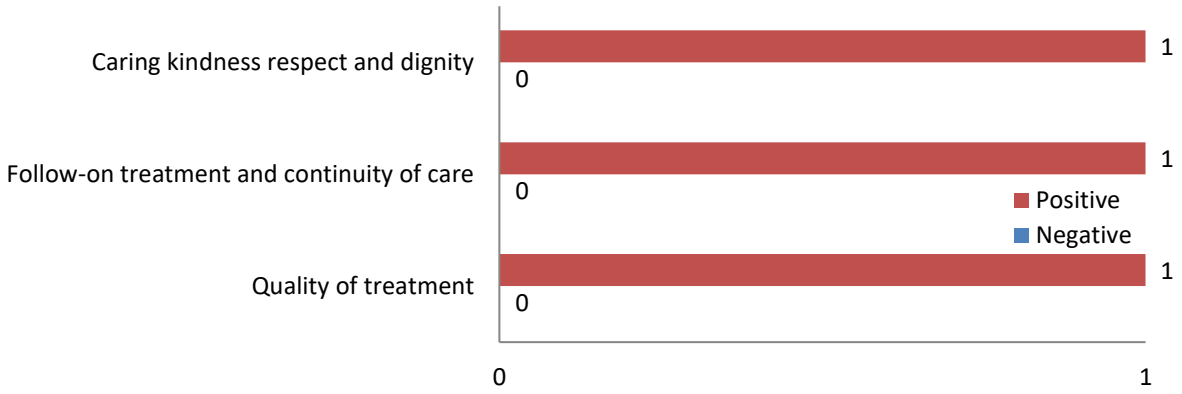
Healthwatch Reference:	113672
Sentiment:	Negative

Experience Summary:	When I needed to be transported from Scunthorpe hospital to the Grange. The person that came to pick me up wouldn't help me onto the bus, she said that it wasn't down as a 2 x person assist. The nurse from the ward helped me on using a wheelchair. The driver reluctantly operated the lift for me. When I got to the Grange, I asked how was I going to get off the bus and was rudely told "down the steps". I asked them to ask the Grange for a wheelchair as I hadn't walked since being in hospital. At first they said they wouldn't be able to, I assured them that I had been in the Grange before and that they are very accommodating. A member of staff came out with a wheelchair for me.

Healthwatch Reference:	113662
Sentiment:	Negative
Experience Summary:	I was picked up from the Grange Care home to go to Sir John Mason House and was told rudely by the lady driver that I shouldn't have more than one bag with me. I couldn't help having more than one bag, I had gone from Scunthorpe Hospital to The Grange and then onto Sir John Mason. I hadn't been able to go home.

Rehabilitation/Enablement - Experiences Breakdown

This month, from 1 experience, Healthwatch recorded a total of 3 compliments for rehabilitation/enablement.



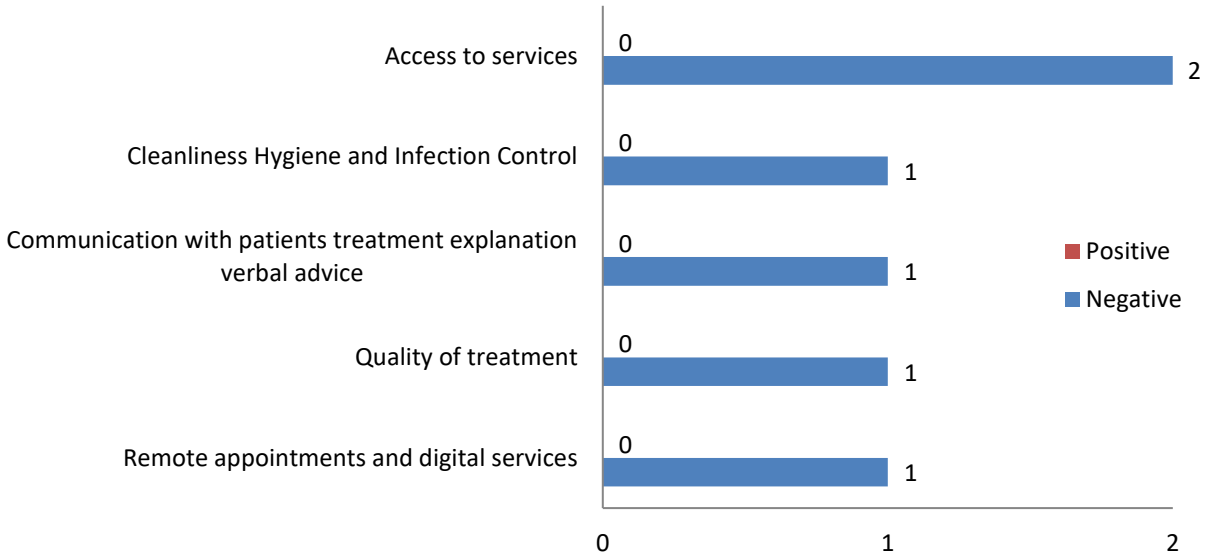
This month a range of compliments were received from one person.

Experience received:

Healthwatch Reference:	113672
Service Name:	Sir John Mason
Sentiment:	Positive
Experience Summary:	I cannot fault Sir John Mason. More places like it are needed.

Services other than health or social care - Experiences Breakdown

This month, from 3 experiences, Healthwatch recorded a total of 6 negative / mixed / unclear comments for services other than health or social care.



This month most of the negative comments received about services other than health or social care were about access to services.

Healthwatch Reference:	113672
Service Name:	Specsavers at home service (North Lincolnshire)
Sentiment:	Negative

Experience Summary:	I used the Specsavers at home service. I wasn't told that there was a £30.00 fee for coming out to me. I had to wait for my glasses to be delivered (even though they were ready) as I was told that they have to wait for other people to be seen in the same area, before they will bring them out. I need them altered as they hurt, but I don't want to have to wait a long time for them to come back again.

Healthwatch Reference:	113579
Sentiment:	Negative
Experience Summary:	Whilst attending the Neuro Cafe some members expressed concern regarding the cleanliness of the Lodge Moor Community Association Building. Members said that volunteers were looking after the building now but that it is still owned by the council.

Healthwatch Reference:	113515
Sentiment:	Neutral
Experience Summary:	Information requested about services/activities available over the Christmas period for people who have no one to spend time with and will be alone.

Urgent primary care, including urgent treatment centres, walk-in care, out-of-hour GP services, minor injury and treatment centres - Experiences Breakdown

This month, from 1 experience, Healthwatch recorded a total of 2 negative / mixed / unclear comments for urgent primary care.

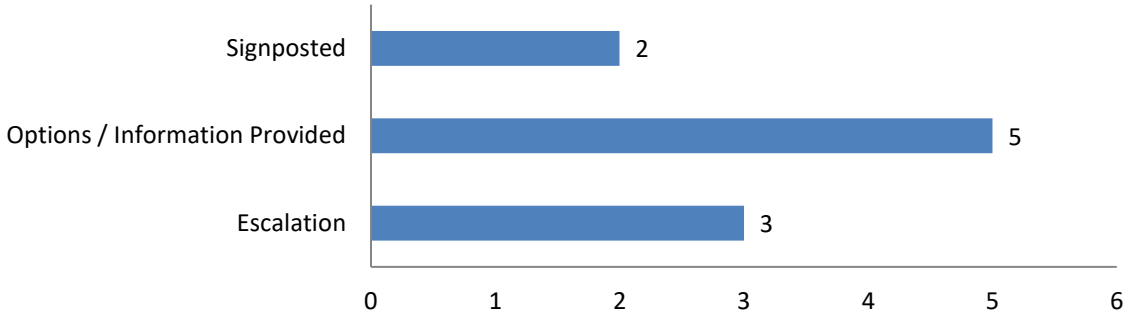
In December one person provided two negative comments about access to services and parking and transport.

Experience received:

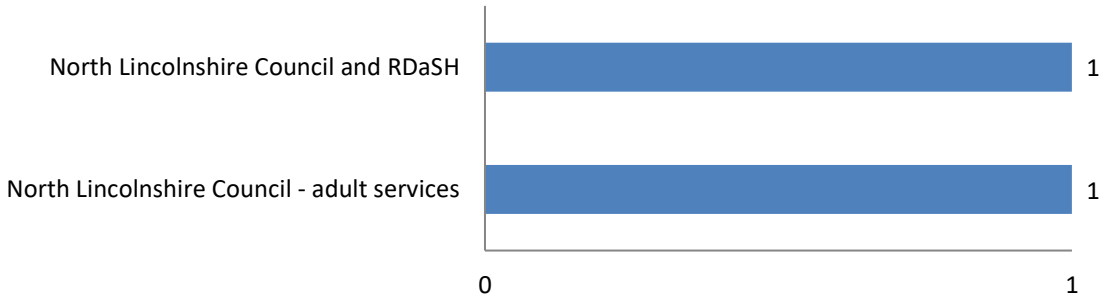
Healthwatch Reference:	113582
Sentiment:	Negative
Experience Summary:	Whilst at an engagement event members of the public expressed concern with getting from the multi-story car park to the CDC. Although next to each other, there is apparently no signage that shows people how they are supposed to get out of the car park if heading to the CDC. One gentleman explained that he had to duck under a rail to get to the CDC but said someone in a wheelchair would not be able to do this.

6. Outcomes

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



Out of these actions, we Signposted 2 people to the following services:



7. Project Work and Enter and View

Healthwatch North Lincolnshire works on various projects throughout the year; this section contains an overview of the projects and trends from our current work. It also includes details of any upcoming work we will be starting shortly. The projects below are being worked on or were completed in December.

- ## Lincolnshire Co-op Winterton Pharmacy

We are currently looking at pharmacy services in Winterton and have created a survey to capture residents' feedback. Information from the survey will be used to write a report with recommendations. The report will be provided to the Humber and North Yorkshire Integrated Care Board for their consideration. The survey will continue to run throughout December 2025 and January 2026.

- ## Non-Emergency Patient Transport

In April this year, the criteria for accessing non-emergency patient transport changed.

This means that unless it is deemed as unsafe or impossible to attend an appointment without help from the Patient Transport service, then people are no longer eligible to access the service.

The changes align with NHS England's Urgent and Emergency Care Plan 2025/26, which aims to reduce pressure on ambulances and hospitals by ensuring transport is reserved for those with genuine medical need.

We are asking members of the public who may have been affected by the changes to please complete a survey.

Both above surveys can be found on our website at:
https://www.healthwatchnorthlincolnshire.co.uk/

- ## Health Check - Care Homes

Following our work on GP telephone appointments we decided to check whether care homes in North Lincolnshire were satisfied with the service they received from health providers, including GPs. It was decided that semi-structured telephone interviews with care facilities would be the best approach to collect the information.

In December we undertook preparation for the project including research around the Enhanced Health in Care Homes (EHCH) model and identifying interview questions.

Telephone calls to care providers will take place next quarter.

9. 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 Lincolnshire Council
- Public Health
- Primary Care Networks
- Care Quality Commission (CQC)
- East Midlands Ambulance Trust
- NLSAB (North Lincolnshire Adults Safeguarding Board)
- Nic Dakin (MP)
- Pohwer Advocacy
- Cloverleaf
- Carers Support Centre

Healthwatch North Lincolnshire also attends regular meetings to discuss our intelligence 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
- Experts Together Partnership
- Safeguarding Adults Board
- Northern Lincolnshire Joint Place Quality Group
- Health and Care Standards Board

The information provided in our intelligence reports also contributes to our rationale to use the Healthwatch statutory power to 'Enter and View' and to our decision-making for future project work.

9. 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 and return to: jallen@healthwatchnorthlincolnshire.co.uk

Organisation	Responsible person	Comments / Actions