



healthwatch
North Lincolnshire

Intelligence Report
January 2026

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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 January 2026 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:

- Dental Services
- Diagnostic Centre/Hub
- General Practice
- Hospital Services
- Mental Health Services
- Optometry Services/Opticians
- Patient Transport and NEPTS
- Pharmacy Services

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.

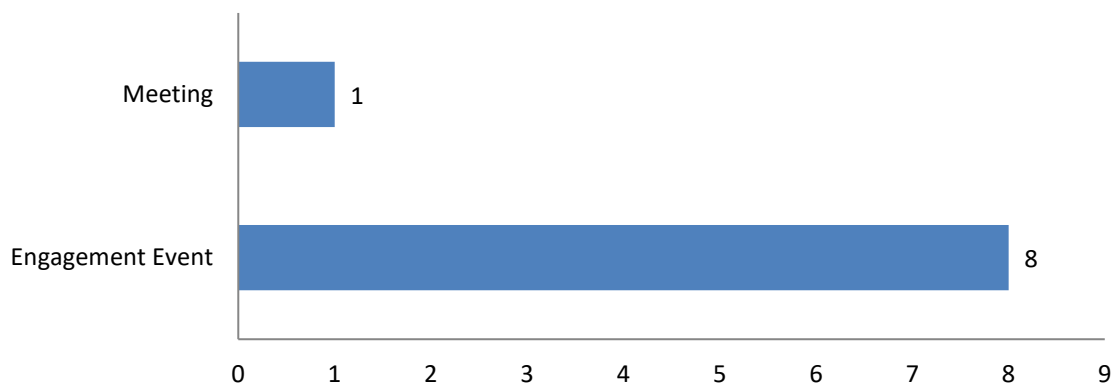
In addition to this, not all the issues can be re-visited by Healthwatch as we do not always receive the contact details of the individual, unless they want us to contact them regarding their experience.

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 January Healthwatch North Lincolnshire attended 9 meetings and events, where we gathered experiences from the public.



These activities took place in a range of locations including:

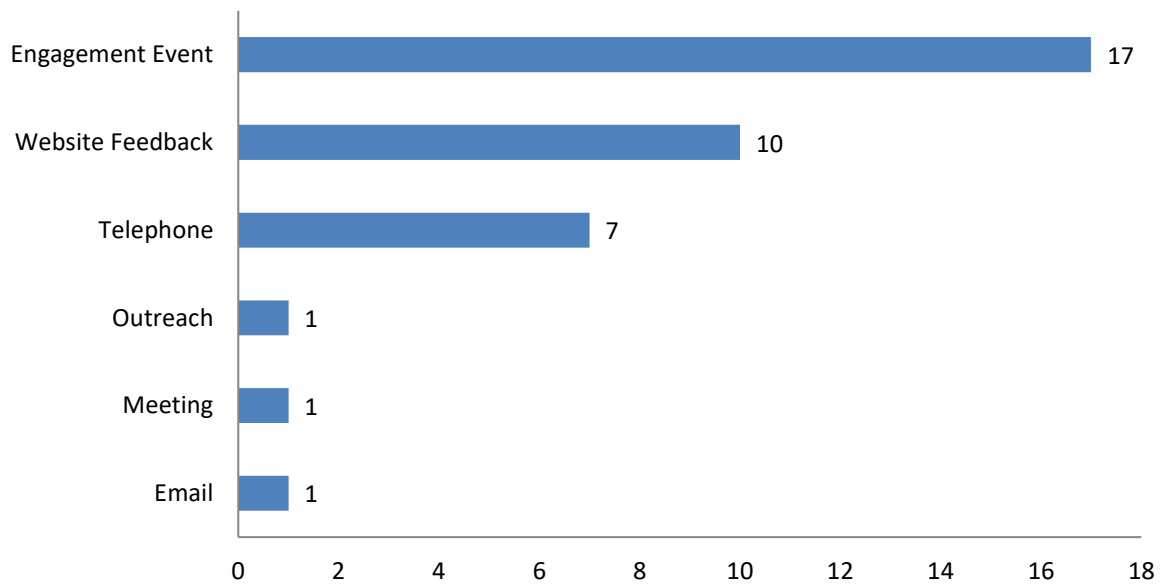
- Normanby Golf Club (Carers in Partnership meeting)
- Scunthorpe General Hospital (General Engagement)
- Winterton Methodist Church (Lunch and Linger - Winterton Disabled Club)
- Scunthorpe Central Library (New You, New Me Event)
- Elizabeth Quarter (Opening Event)
- North Lindsey College (Refresh Event)

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.

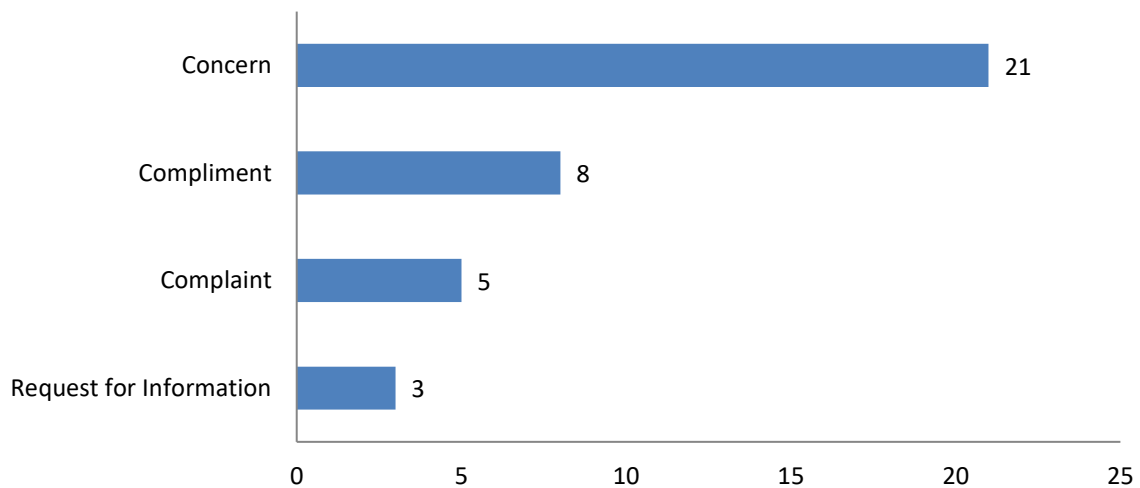
Healthwatch North Lincolnshire are aware that North Lincolnshire residents will use services which cross over into other areas, and we will continue to work to support North Lincolnshire residents who are accessing these services which are outside of the immediate North Lincolnshire boundary.

3. Contact Statistics

In total, 37 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.

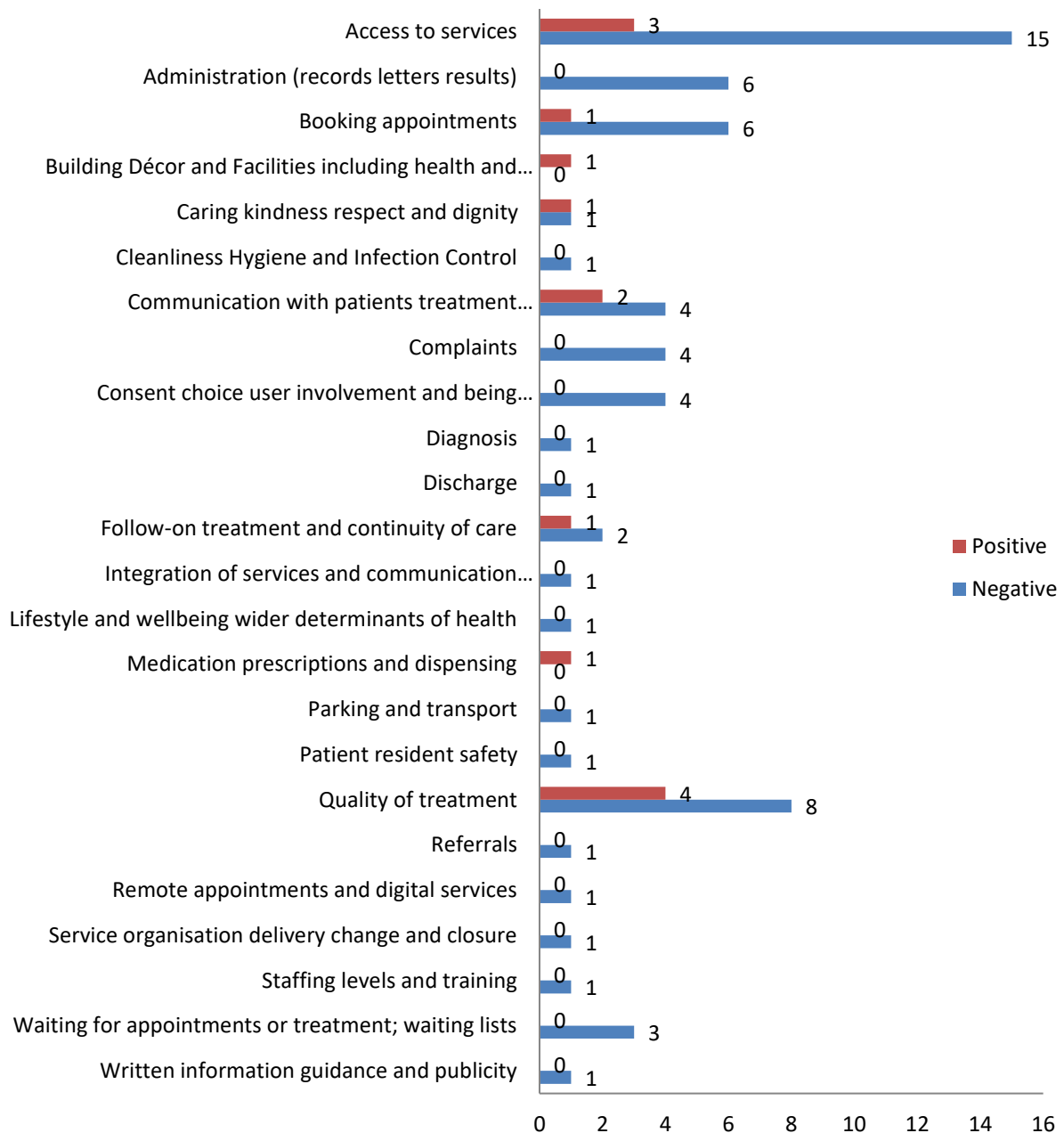


4. Overall Experiences Breakdown

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 65 negative comments and 14 compliments in total across all healthcare services from 38 experiences.

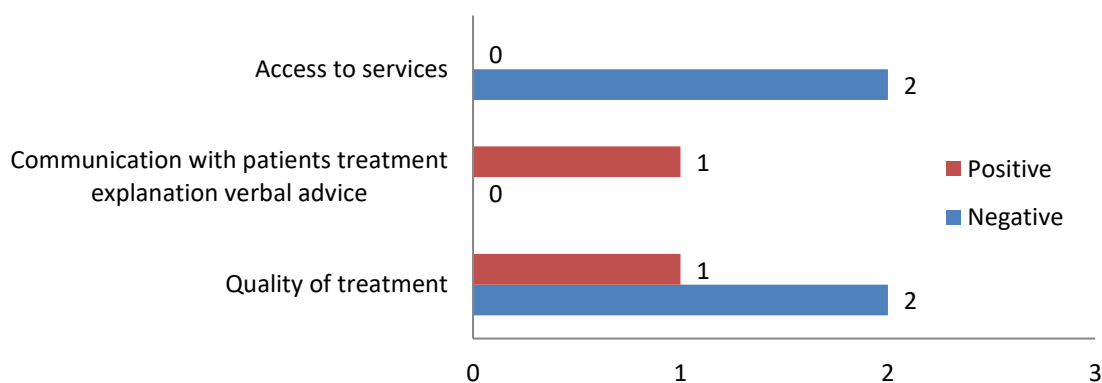


Access to services was highlighted as the main concern this month, whilst quality of treatment received the most compliments.

5. Experiences Breakdown

Dental Services - Experiences Breakdown

This month, from 4 experiences, Healthwatch recorded a total of 4 negative / mixed / unclear comments and 2 compliments for Dental services.



The chart shows that for January two people were dissatisfied with access to services and quality of treatment. Compliments were received for quality of treatment and communication with patients' treatment.

Experiences received:

Healthwatch Reference:	113930
Sentiment:	Negative
Experience Summary:	I haven't got a dentist. I haven't had one for a long time.

Healthwatch Reference:	113927
Service Name:	Scunthorpe Dental Care (191 Ashby Road)
Sentiment:	Mixed
Experience Summary:	The service is very good. The new dentist gives me confidence, the old one used his hands too much instead of his instruments.

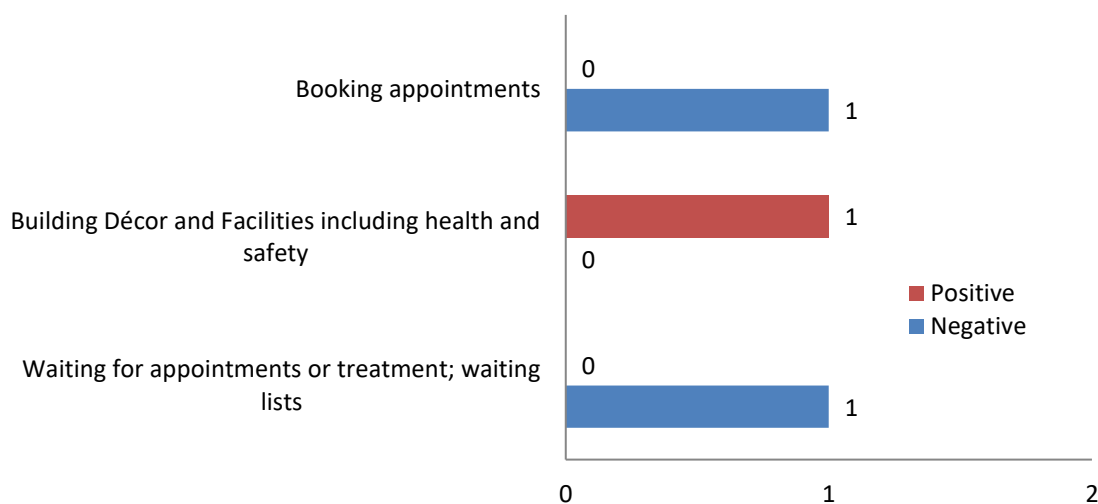
Healthwatch Reference:	113786
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Sentiment:	Negative
Experience Summary:	I haven't had a dentist since 2016. I can't afford a private dentist as I don't want to go into more debt. My tooth is cracked and I don't know what to do.

Healthwatch Reference:	113763
Service Name:	Scunthorpe Dental Care (191 Ashby Road)
Sentiment:	Negative
Experience Summary:	When I went to the dentist, it was awful. I was there for hours, two dentists had to remove my tooth. The first one couldn't do it and broke a piece off. I was left with my mouth bleeding, waiting for the second dentist to help out.

Diagnostic Centre/Hub - Experiences Breakdown

This month, from 1 experience, Healthwatch recorded a total of 2 negative / mixed / unclear comments and 1 compliment for Diagnostic Centre/Hub.



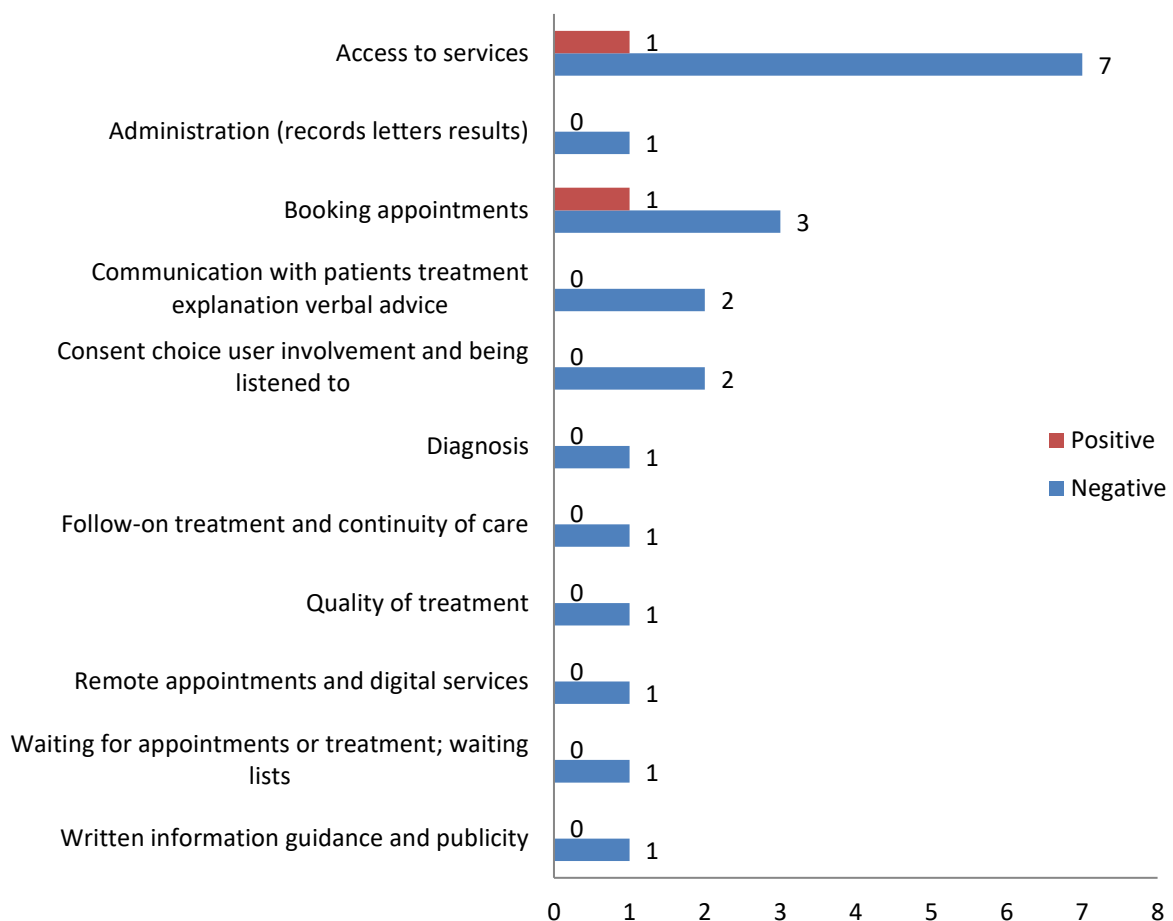
This month, negative comments were made about booking appointments and waiting for appointments or treatment. The Building décor and facilities were mentioned positively.

Healthwatch Reference:	113949
Service Name:	Ultrasound (Scunthorpe)

Sentiment:	Mixed
Experience Summary:	I chose to use the new Community Diagnostic Centre for ease and quickness and had to wait several months for the appointment. However, although the waiting room was empty. I had to wait 40 minutes for my appointment (which took 5 minutes) due to the member of staff travelling in from Bradford.

General Practice (GP) - Experiences Breakdown

This month, from 9 experiences, Healthwatch recorded a total of 21 negative / mixed / unclear comments and 2 compliments for General Practice (GP).



The chart shows that for January access to services received most negative comments.

Experiences received:

Healthwatch Reference:	114094
Service Name:	Winterton Medical Practice
Primary Care Network:	
Sentiment:	Negative
Experience Summary:	Making GP appointments for Winterton Practice is a complete farce. There are no routine appointments available for at least a month in advance. To make an appointment on the day, you have to telephone and are often 13/14 in a queue.

Healthwatch Reference:	114050
Service Name:	Church Lane Medical Centre
Primary Care Network:	West network
Sentiment:	Negative
Experience Summary:	I have just spoken with a gentleman who lives in Scunthorpe and is registered with Church Lane Medical Practice. He has recently been diagnosed with Autism and is waiting for an ADHD assessment, has no support network, struggling to work and finds computer/online triggering so difficulty in using [IT]... GP has not been helpful, wants support options and what to do to get this.

Healthwatch Reference:	113940
Service Name:	Kirton Lindsey Surgery
Primary Care Network:	South Care network
Sentiment:	Negative
Experience Summary:	I telephoned the surgery to make an appointment and was put through to EMMA the AI receptionist. There was a delay after each time she spoke, making me repeat myself and think it had cut off. I had to list my medication and when it repeated them back, it was wrong. I gave up and went online instead to request an appointment.

Healthwatch Reference:	114079
Service Name:	Riverside Surgery
Primary Care Network:	East Care Network
Sentiment:	Negative
Experience Summary:	<p>I took my son in September to see about an abnormality in his chest which was causing him on going pain and tightness in his chest. He was told he would be referred. Saturday the 24/1/2026, he ends up in A&E Scunthorpe due to chest pains increasing in pain, more often and feeling shaky with them. His heart seems okay but the A&E doctor didn't understand why it had taken so long for anything to happen on the doctors end...I called the doctors to see what was happening with the original referral, it was send back to the doctor and my son was in given an appointment at 3pm. We do not see the doctor we are booked in with, the doctor says he is going to message paediatrics but I am not happy at all. He said the NHS may not do the surgery my son needs, I said if it is impacting his breathing and hurting him surely they will, he changed his tone, then listened to my son's heart beat but didn't properly look at his chest, did examine the area of his chest where the deformity is. My son said he wanted surgery as the out come, not due to how it looks but due to how it is impacting his life, he cannot breath in fully, is in visible pain, the pain comes out of no where and can last hours at a time. We left feeling angry no one had done anything the 1st time we went in, that we had ended up in A&E about an existing issue that should have been looked at or at least had a referral sent though about. Felt fobbed off, this is an everyday issue getting worse for my son but it felt like it wasn't taken seriously. I am relived we went to A&E as now we know his heart is okay but he is still in pain, if it gets worse we will end up in A&E again as pain medication doesn't touch it. We also feel that we are wasting A&E time as what he needs only the doctors can refer him to have.</p>

Healthwatch Reference:	113921
Service Name:	Cedar Medical Practice - Ashby
Primary Care Network:	
Sentiment:	Positive
Experience Summary:	Cedar Medical is very good. The Receptionists are brilliant. Never have any difficulty getting an appointment.

Healthwatch Reference:	113767
Service Name:	West Town Surgery (Barton upon Humber)
Primary Care Network:	
Sentiment:	Negative
Experience Summary:	The GP doesn't help or give out appointments.

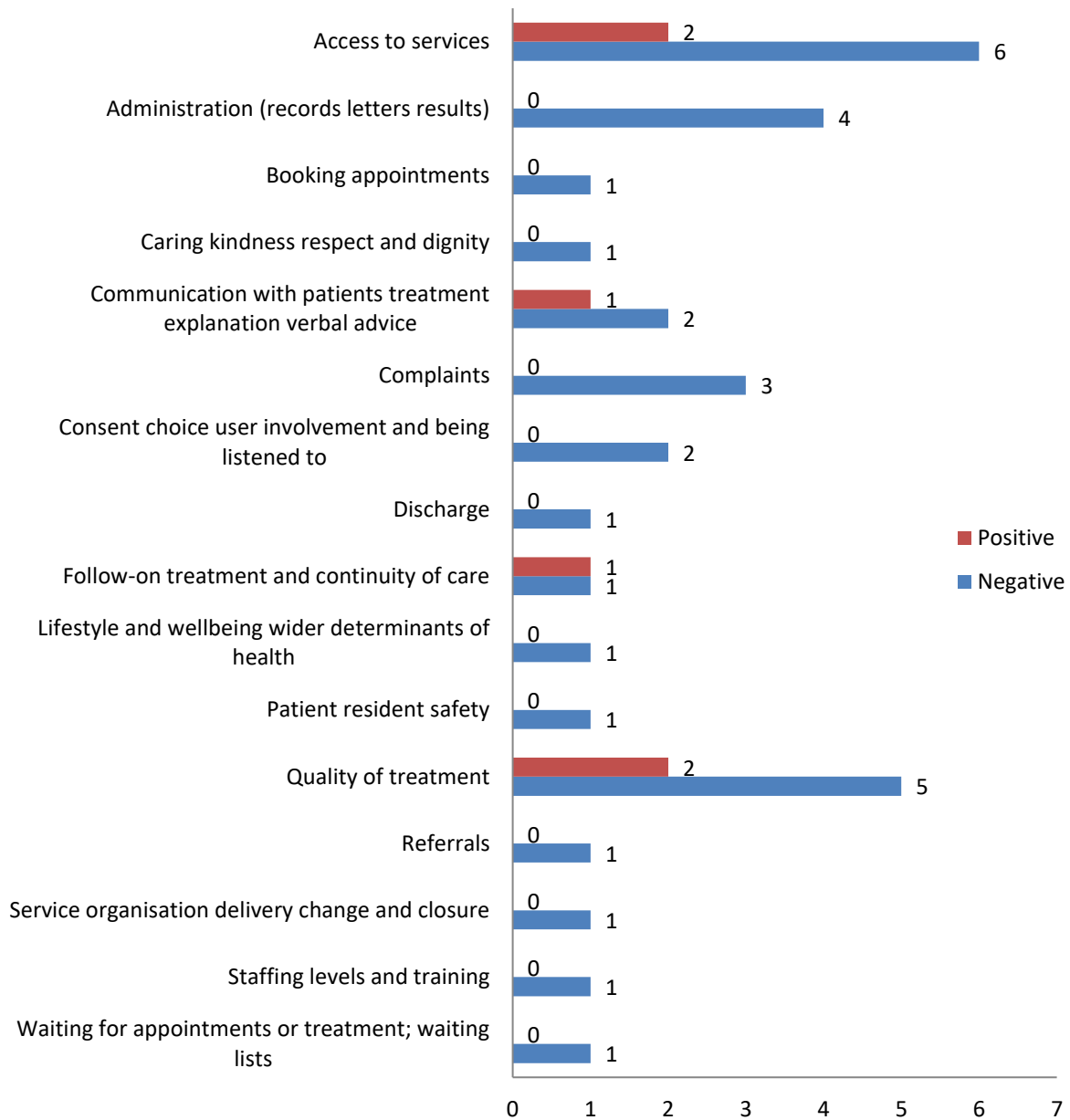
Healthwatch Reference:	113846
Primary Care Network:	
Sentiment:	Negative
Experience Summary:	I was suffering with recurrent UTI and the doctor said that the best antibiotic for it would be trimethoprim. However, he couldn't prescribe it because I had had an allergic reaction to it. I have no recollection of ever having had a reaction to medicine asked when it was. Upon checking my details it was recorded to have happened in 1900. I wasn't born until 1975! When I pointed this out and asked if they could remove it, I was told they couldn't, just in case. I have just checked the NHS app and seen that there is an additional note regarding an allergy to the antibiotic trimethoprim added on 2004. This time it is input as "Trimethoprim allergy (Xa5s2)". Having looked it up the code recorded relates to a patient allergy to Alfentanil, an opioid pain medication! It couldn't get much more wrong. I am unsure which surgery it was recorded with as I have moved towns and surgeries a couple of times. As the dates are incorrect I cannot be sure that they were entered on the dates that are stated.

Healthwatch Reference:	113911
Service Name:	Willingham by Stow Surgery
Primary Care Network:	
Sentiment:	Negative
Experience Summary:	<p>Hopefully your system will stop deleting my input and replacing with my name! Despite repeated appointments and requests for help with failing health, on-file test results that showed hypothyroidism were ignored for years until I was collapsed. I was told variously to "deal with it like everyone else"(no treatment), told I was mental and referred to psychiatry, but finally a different GP admitted that checking my records showed hypothyroidism and I was by then seriously ill. This could have been addressed much earlier had GPs not gaslight and ignored me. NICE guidelines were not followed, retesting refused despite symptoms worsening, and the admin staff admitted that even though I had told them about new contact information, their systems don't talk to each other so reception had the correct data, but dispensary and all others didn't so important contacts were being sent to the wrong (and non-functional) phone number. It really beggars belief</p>

Healthwatch Reference:	113911
Service Name:	Willingham Surgery
Primary Care Network:	
Sentiment:	Negative
Experience Summary:	<p>My husband was not told about having gallstones. The gallstones are clearly seen in scans taken when concerns about excruciating pain were being investigated by hospital as he'd recently had a heart bypass. Not telling him about his health situation resulted in unnecessary pain, and delay in appropriate treatment. But there again, this surgery didn't tell me about my known hypothyroidism for years....so there's a bit of a theme going on here.... I left this surgery as they cannot be trusted.</p>

Hospital Services - Experiences Breakdown

This month, from 19 experiences, Healthwatch recorded a total of 32 negative / mixed / unclear comments and 6 compliments for Hospital Services.



This month, for hospital services, most of the negative comments were about access to services. Most compliments were about access to services and quality of treatment.

Experiences received:

Healthwatch Reference:	114197
Service Name:	Scunthorpe General Hospital
Sentiment:	Negative
Experience Summary:	We tell every department we see that we do not want digital letters we need paper ones. Do they listen? NO After 3 weeks with no contact they ask for a paper letter to be sent. This usually arrives 2 or even 3 weeks after the 'typed on' date. Now we are being sent appointments at places we cannot get to because there is no patient transport to the new Diagnostic Centre.

Healthwatch Reference:	114091
Service Name:	Ward 22-SGH (SGH)
Sentiment:	Negative
Experience Summary:	My husband died in August 2025. He had Parkinson's and a prostate problem. I don't feel that his care was good enough and that Ward 22 made him worse. He could walk, talk and feed himself when he went in there. He ended up incontinent, being hoisted and had a blockage. I have asked for his notes from his GP in Winterton, I would like to make a complaint.

Healthwatch Reference:	114085
Service Name:	Scunthorpe General Hospital (Accident And Emergency)
Sentiment:	Negative
Experience Summary:	I have already logged a call with PALS earlier in the week. They said that someone would get back to me in 5-10 days. I have just found my father distressed in the carpark of Scunthorpe Hospital. I had been assured that he would be kept safe, while I left to get some sleep. I had been earlier advised that my father doesn't have capacity, due to delirium. Yet he had been allowed to leave the building by himself.

Healthwatch Reference:	113946
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Service Name:	Scunthorpe General Hospital
Sentiment:	Negative
Experience Summary:	My father went to A&E with an infection and was sent home with antibiotics. He was then admitted again with delirium. He was incoherent and constantly telephoning family members. When we arrived to see him, his face was a mess. He had been pinned down by two security guards in A&E, he wasn't allowed to go to the toilet, as they thought he was taking drugs. I have telephoned PALS to complain, but haven't heard anything back from them.

Healthwatch Reference:	113943
Service Name:	Scunthorpe General Hospital
Sentiment:	Negative
Experience Summary:	I was admitted to SGH, Ward 22 via A&E. My belongings have gone missing, my mobile phone charger, my book of telephone numbers, my make-up bag and glasses. No one seems interested. I have used another patient's telephone to ring PALS but no-one is answering and you cannot leave an answer machine message.

Healthwatch Reference:	113937
Service Name:	Scunthorpe General Hospital
Sentiment:	Negative
Experience Summary:	I am extremely concerned about services changing from Scunthorpe hospital to Grimsby and Hull. I would have no one visiting me if I were to be admitted to another hospital, away from home.

Healthwatch Reference:	113937
Service Name:	Diana, Princess of Wales Hospital (DPOW)
Sentiment:	Negative
Experience Summary:	I find it confusing to find my way around Grimsby hospital, they do not have path finders like Scunthorpe. Trying to get through to speak to someone on a ward is impossible, I just give up in the end.

Healthwatch Reference:	113933
Service Name:	Hull Royal Infirmary
Sentiment:	Negative
Experience Summary:	Eight years ago, my wife was advised to urgently attend Hull Hospital for follow up treatment, it was 11pm at night. I drove her there and they admitted her, but I wasn't allowed to stay with her. You can't always think when you are feeling emotional. Luckily I could afford to pay for a hotel and I stayed overnight in Hull. I am concerned for other people if there are changes to our hospital at Scunthorpe. Not everyone will be able to stay near their loved ones.

Healthwatch Reference:	113911
Service Name:	Lincoln County Hospital
Sentiment:	Negative
Experience Summary:	I am not doing well on single treatment for hypothyroidism. GP literally shrugs shoulders and laughs and claims to have referred to endocrinology at Lincoln Hospital. My treatment is not addressing symptoms, is only 62% of NICE guidelines, and increase in this is refused because of pituitary suppression even when on just over half necessary dose of levothyroxine. It seems clear I need different treatment, but primary care are blinkered and unaware and not allowed to do anything else than levothyroxine. I have heard nothing about the claimed referral in 4 months. I have asked the ICB for sight of the county policy for thyroid conditions - after being ignored twice, now all they have finally told me is that thyroid conditions are all primary care and covered under 'long term conditions '. But not provided me with that policy either. This lack of thyroid policy seems to be in contravention of national expectations and Guidelines where unresolved symptoms despite primary care input should be referred to secondary care. The ICB has no policy that demonstrates following national protocols.

Healthwatch Reference:	113903
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Service Name:	Scunthorpe General Hospital (Urology)
Sentiment:	Negative
Experience Summary:	I travelled from Grimsby today for an appointment that had been made over the telephone in November. When I arrived the clinic was closed and no one to speak too. I asked the staff in the next clinic who said that the Secretary was on holiday and upon looking on the system, there wasn't an appointment or clinic booked for today. I feel completely let down, I need this appointment. Without it, I will have worse incontinence issues. I have Bladder pTa. It hasn't helped either that the car park is closed.

Healthwatch Reference:	113888
Service Name:	Scunthorpe General Hospital
Sentiment:	Negative
Experience Summary:	I have been in A&E since 11:00am yesterday. They discharged me without taking out the canula in my arm. I got it caught on the crutch that they gave me, whilst walking to the pharmacy, and left a trail of blood everywhere.

Healthwatch Reference:	113835
Service Name:	Castle Hill Hospital
Sentiment:	Negative
Experience Summary:	All went very downhill on discharge after a distal pancreatectomy and splenectomy. No referral to Occupational therapy, or Physiotherapy. The district nurse we had to phone over 3 days to take my staples out.

Healthwatch Reference:	113829
Service Name:	SDEC, A&E, IAAU (Scunthorpe General Hospital)
Sentiment:	Negative

Experience Summary:	Not much went well. I'm 75 with Type 2 diabetes, spent 20 hours in a chair in A &E, AIUU & SDEC, told not to eat or drink, ignored for most of the time, drip wasn't fixed properly - took 8 hrs for 400 ml to go through (I pointed that out to nurses but none checked) blood pressure was only taken after 18 hours over jumper & sweatshirt. (3 different nurses from 12am started to take it but got interrupted & didn't come back, it was finally done after 10am, I'd been in SGH since 4pm previous day)
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Healthwatch Reference:	113826
Service Name:	Scunthorpe general hospital (Blue sky imaging suite)
Sentiment:	Negative
Experience Summary:	A gentleman came for his appointment at the blue sky imaging suite, only to be told that it had been cancelled. On the way back he slipped and fell outside and is now in A&E.

Healthwatch Reference:	113783
Service Name:	Scunthorpe General Hospital (Gynaecology)
Sentiment:	Negative
Experience Summary:	My letter wrongly stated to attend my appointment in Outpatients level B. I am on the wrong side of the hospital and I am concerned that I am going to be late for my appointment.

Healthwatch Reference:	113777
Service Name:	Scunthorpe General Hospital (Ward 22/23)
Sentiment:	Positive
Experience Summary:	The Discharge co-ordinator was fantastic, she got my mother a place into Balmoral House Care Home.

Healthwatch Reference:	113774
Service Name:	Hospital at home (Scunthorpe)
Sentiment:	Positive

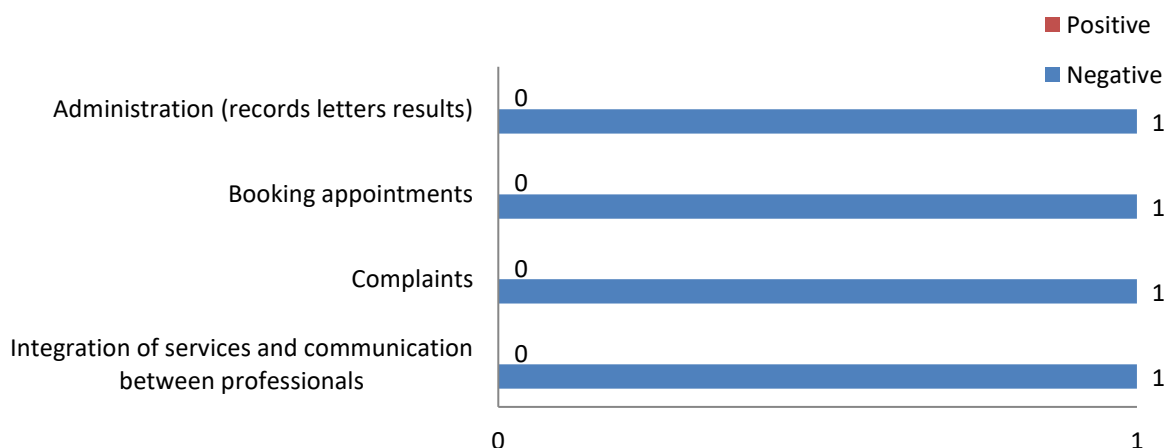
Experience Summary:	Daughter needed to be admitted to the Disney ward due to gastroenteritis and severe dehydration. after a short stay she was sent home on the hospital at home service. the service was great, can't fault it. Nurses came on time and it really helped my daughter recover.
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Healthwatch Reference:	113760
Service Name:	Audiology (Scunthorpe General Hospital)
Sentiment:	Positive
Experience Summary:	Excellent service. Batteries and spares available via a phone call with spares posted out. The audiology team at Scunthorpe work well with reviews and advice. Batteries are also available from the local GP receptionist at West Town Surgery

Healthwatch Reference:	113757
Sentiment:	Negative
Experience Summary:	Nothing went well for my father at ward based care Doncaster Royal Infirmary. He had no support with his basic needs, often not given help to toilet or shower /shave. His health declined rapidly with no stimulation , just hearing staff talking about their social life , no TV or radio to stimulate his day , he was palliative care recovering from Pneumonia, no one cared

Mental Health Services - Experiences Breakdown

This month, from 1 experience, Healthwatch recorded a total of 4 negative / mixed / unclear comments for Mental Health Services



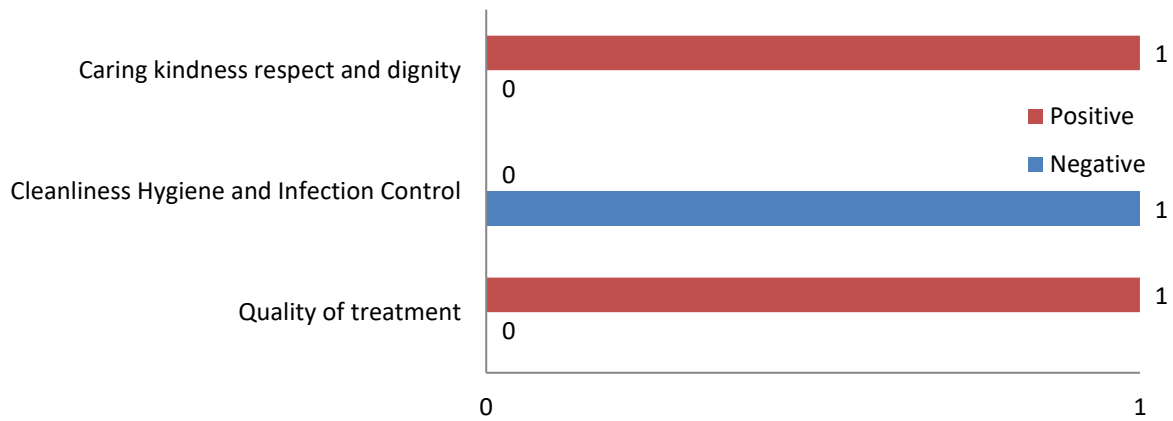
This month one person commented on a range of issues.

Experience received:

Healthwatch Reference:	113842
Service Name:	RDaSH (Elizabeth Quarter)
Sentiment:	Negative
Experience Summary:	<p>My husband has had chemotherapy but had received an appointment to see someone at the new Elizabeth Quarter building in Scunthorpe. As he had to cancel the previous appointment, I didn't want him to miss this one. We had to park in Mary Street. The weather wasn't brilliant for him as he struggles breathing in the cold air, and he struggles to walk, and the paths were icy. We booked in with the receptionist for the 9:30am appointment and were sat waiting. At 10:00am, someone came out and asked who we were waiting for, I showed them the letter, they disappeared and then came back to say that the appointment had been changed to a home visit, and the person was sat outside our home. I asked who had made it to a home visit (we have never been offered this before) no one could tell me. By the time the person got to us at the Elizabeth Quarter, the appointment was over three quarters of an hour late. Although they saw us, I felt it was rushed. The next appointment isn't until a year later, as it is a yearly check. When I asked if I could make a complaint, the Receptionist didn't know how I could do so. Eventually, I was brought a care opinion card. I phoned the number on the card and was told that they were not part of the care opinion. They couldn't offer any advice on who to talk too.</p>

Optometry Services/Opticians - Experiences Breakdown

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



This month, Cleanliness Hygiene and Infection Control received more negative comments whereas quality of treatment and caring kindness respect and dignity received more positive comments for Optometry services/opticians.

Examples of experiences received:

Healthwatch Reference:	113770
Service Name:	Boots (Scunthorpe)
Sentiment:	Positive
Experience Summary:	Boots Opticians in Scunthorpe are very good. They are all nice.

Healthwatch Reference:	113767
Service Name:	Walkers
Sentiment:	Negative
Experience Summary:	The Optician gets too close to my face and smells.

Patient Transport and NEPTS - Experiences Breakdown

This month, from 1 experience, Healthwatch recorded a total of 1 negative / mixed / unclear comment for Patient Transport and NEPTS.

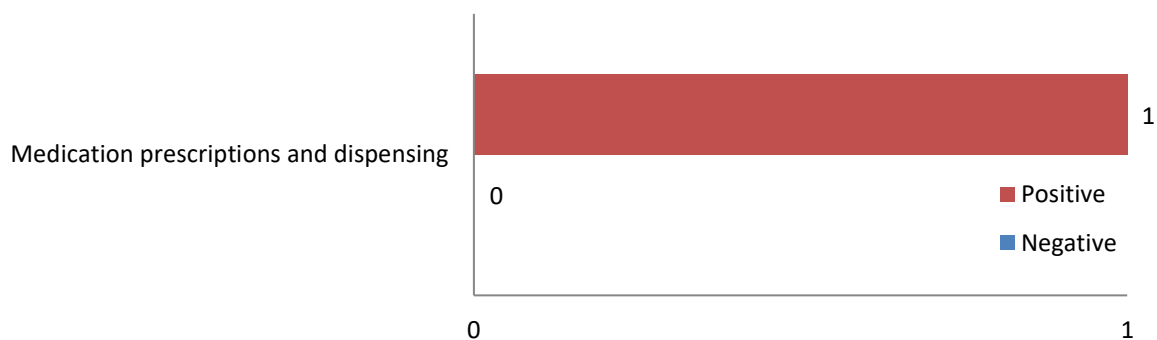


Experience received:

Healthwatch Reference:	113780
Sentiment:	Negative
Experience Summary:	A patient who was attending Elizabeth Quarter for a Depo injection came from Warley House Care Home on patient transport. We don't have a contract with hospital transport, they should have come in a taxi or we could have attended the care home.

Pharmacy Services - Experiences Breakdown

This month, from 1 experience, Healthwatch recorded a total of 1 compliment for pharmacy services.



This month one person provided a compliment on medication prescriptions and dispensing.

Experience received:

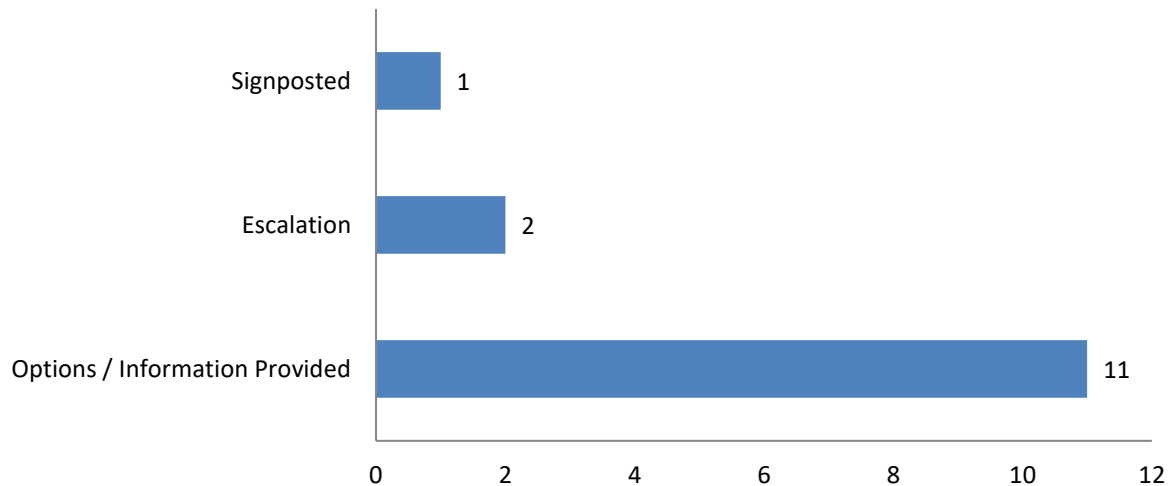
Healthwatch Reference:	113924
Service Name:	Marsden Pharmacy
Sentiment:	Positive

Experience Summary:

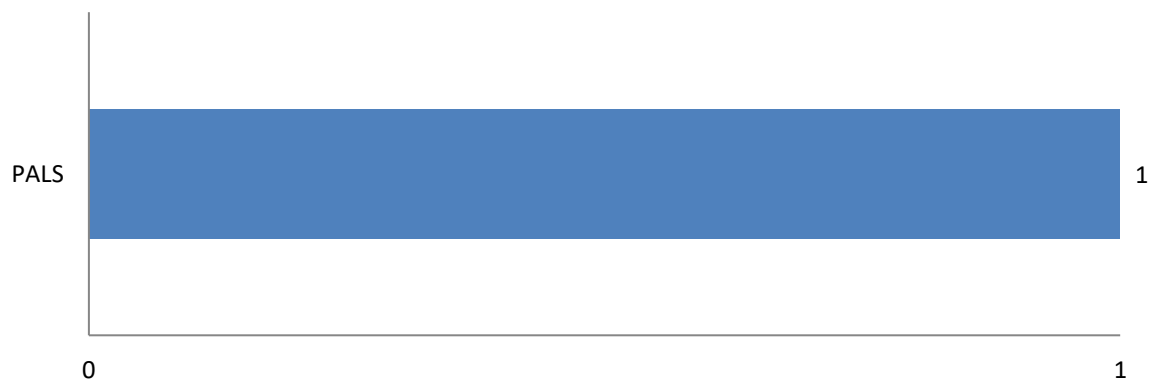
Marsden's Pharmacy is excellent, you can take a prescription into the GP in the morning and it will be ready by the afternoon.

6. Outcomes

This month, Healthwatch took 14 actions from the experiences received.



Out of these actions, we signposted 1 person to the following service:



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 January.

- **Lincolnshire Co-op Winterton Pharmacy**

We are currently looking at pharmacy services in Winterton and created a survey to capture residents' feedback. The survey closed at the end of January and information from the survey is currently being analysed and a report with

recommendations is being created. The report will be provided to the Humber and North Yorkshire Integrated Care Board for their consideration.

- **Non-Emergency Patient Transport**

In April 2025, 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.

Telephone calls to care providers are now taking place.

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 Service

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