



Speaking up for better care

Healthwatch North Lincolnshire annual report 2025/26

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Acting Chief Executive
Healthwatch England
Chris McCann

“

The NHS plays a vital role in our lives, and we know it faces real challenges. Listening to people’s thoughts about their care is one of the best ways to improve services. Every comment, concern, and compliment helps health and care professionals see what works and what needs to change, so care can be safer and better for everyone.

“We want to say a heartfelt thanks to all the local people who have taken the time to share their experiences, and to the health and social care professionals who have listened and acted on that feedback. Your commitment has helped make a real difference for our community.”

A message from our CEO

This year Healthwatch North Lincolnshire has represented the views of local people, especially championing the opinions of seldom heard groups. This has been achieved through:

- Actively engaging with local communities through attending events and meetings and carrying out regular engagement at health facilities in North Lincolnshire. Local people's views have fed into our intelligence reports and also been captured through surveys.
- Analysing our intelligence to identify areas of concern in the health and care system. Issues have been identified and providers have been challenged resulting in positive changes to services.
- Listening to people's experiences and signposting / referring them to the correct services when people don't know where to go for help.
- Working with other Healthwatch locally on projects that are affecting people across our region. The most recent project has been on Non-Emergency Patient Transport and how changes in nation criteria are affecting people's access to services.



Helen Grimwood
Chief Executive
Officer
Hull CVS and Meeting
New Horizons



“It has been another busy year at Healthwatch North Lincolnshire. Both staff and volunteers have worked hard to champion the views of health and care service users and bring about positive changes to services within North Lincolnshire.”

About us

Healthwatch North Lincolnshire is your local health and social care champion.

We ensure that NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you find reliable and trustworthy information and advice.



Our vision

Equitable health and care services that meet the needs of every person within our communities.



Our mission

To give every person in North Lincolnshire the opportunity to have their voice heard and empower them to take an active role in shaping services in their community.



Our values are:

- We are proud to be independent and not afraid to speak up and challenge decisions that do not meet the needs of our communities.
- We operate a culture of transparency and openness, ensuring we are accountable to the communities in which we serve.
- Our work is evidence based – led by public voice and need.
- We are collaborative, working with organisations that share our vision of equitable health and care services that meet the needs of every person within our communities.

Our year in numbers

In 2025/2026 we supported more than **5026** people to have their say and get information about their care. We employed **4** staff and, our work was supported by **7** volunteers.



Reaching out:

513 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

4513 people came to us for clear advice and information on topics such as **concerns with hospital services** and **finding an NHS dentist**.



Championing your voice:

We published **7** reports about the improvements people would like to see in areas like **cancer awareness**, **GP telephone appointments** and **what we heard about health and care**.

Our most popular report was **GP telephone appointments**, highlighting people's preferences for face-to-face consultations.



Statutory funding:

We're funded by North Lincolnshire Council. In 2025/26 we received 123,260.50, which is 5.04% more than last year.

A year of making a difference

Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care in North Lincolnshire. Here are a few highlights.

Spring

We held a Community Partnership Event aimed at creating a network of organisations across North Lincolnshire that would be involved in our future work.



Following feedback received about GP telephone appointments we carried out a survey to gather peoples' experiences. 40 people responded to the survey

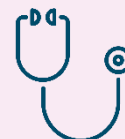


Summer

We concluded follow-up work around barriers to accessing cervical screening. We found that most GP surgeries have beds that can be raised and lowered.



Our work on Patient Participation Groups found that 28 local GP practices had active Patient Participation Groups. None of the practices we contacted needed help setting up a group.



Autumn

Focused engagement was carried out looking at how satisfied people were with co-op pharmacy services in Winterton



Regional Healthwatch worked together to distribute a survey looking at people's access to Non-Emergency Patient Transport following changes to eligibility criteria.



Winter

We spoke to 41 care homes in North Lincolnshire. We asked them about how satisfied they were with the service provided by health providers including: GP's Hospitals, Dentists, Opticians and Pharmacies



Following engagement at a college event a potential risk was identified and highlighted to North Lincolnshire's Public Health team.



Working together for change

We've worked with neighbouring Healthwatch to ensure people's experiences of care in North Lincolnshire are heard at the Integrated Care System (ICS) level, and they influence decisions made about services at Humber and North Yorkshire Integrated Care Board.

This year, we've worked with Healthwatch across the Humber area to achieve the following:



Capturing patient voices on non-emergency patient transport:

Since the eligibility criteria changed in April 2025 some residents have had difficulty accessing non-emergency patient transport. Four local Healthwatch conducted a survey looking at accessibility. This, combined with other feedback provided by Humber and Wolds Rural Action and the North Lincolnshire Experts by Experience group, has informed our work. Overall, the feedback provided was negative. Information will be shared with ICB staff to help inform future service planning.



A collaborative approach to making service improvements:

A significant increase in negative feedback about the PALS service has been identified across all four Healthwatch areas. Monthly meetings with the PALS team have been established to address concerns and manage emerging issues. Joint surveys are being developed to understand key challenges and inform an action plan for improvement. Findings and recommendations will be shared with the ICB upon completion of the project.



Working together to do more:

In spring, we shared the findings from our Cancer Awareness Measure Project, which we ran with the Cancer Alliance, with decision-makers at the Integrated Care Board. We now have a direct contract with the cancer lead at the ICB and local people will have fresh representation at ICB level, with the four Healthwatch across the Humber taking on this important role. We look forward to continuing to work together to improve care.

We've also summarised some of our other outcomes achieved this year in the Statutory Statements section at the end of this report.

Making a difference in the community

We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time. Here are some examples of our work in North Lincolnshire this year:



Creating empathy by bringing experiences to life

Hearing personal experiences and their impact on people's lives helps services better understand the issues people face.

Whilst attending an event a member of the public explained that following his wife's death he had briefly considered using left over vials of morphine on himself. He felt that these should have been removed by the District Nurses who were in attendance to stop the temptation of suicide. This was raised at the Health and Care Standards Board and investigated.

The outcome was that in future risk assessments would be carried out at the verification of death visit. If a risk assessment showed that others may be in danger if no action was taken, then drugs would be destroyed on site.



Getting services to involve the public

By involving local people, services help improve care for everyone.

Every quarter Healthwatch North Lincolnshire joint host a mental health service user group. We often encourage guest speakers from mental health services to come to the group and give updates on projects and service developments that affect patients.



Improving care over time

Change takes time. We work behind the scenes with services to consistently raise issues and bring about change.

In 2020 we carried out a project that investigated the barriers of accessing cervical screening. We found that there was a lack of hoisting facilities across GP practices. In July 2025 we conducted a piece of follow-up work. We found that most GP surgeries now have beds that can be raised and lowered.

Making a difference in the community

Alongside highlighting patient and service user experiences we also raise concerns identified during our engagement activities.



Ensure consistent messages are highlighted to young people

North Lindsey College's Refresh Event gave organisations the opportunity to interact with young people.

A Project Officer from Healthwatch North Lincolnshire attended the event and it appeared that staff from another organisation were handing out free vapes without using carbon detectors.

Free vapes were being given out as part of stop to swap. Students were queuing up at the table and asking if that was the table that were giving out free vapes. Two ladies were asking the students if they were 18 years old and asked for ID. Those that didn't have ID with them went to student services to verify their age. They were asked if they smoked or vaped and were asked to give contact numbers and it was explained that someone would be in touch to give further support.

Students who said they smoked either took a box containing a vape, or the ladies opened the box, took the wrapper off the vape, and the student left.

The matter was first raised by us at the Health Protection Board as there was concern that this may be encouraging young people to start vaping who had never smoked. Conversations then took place between Public Health and Healthwatch North Lincolnshire.

Whilst the organisation supporting the young people to stop smoking, had done nothing wrong it was agreed that obtaining vapes at a college setting where non-smoking is being promoted may not be giving off the correct image and may be counterproductive. So, it was agreed that in future when attending events such as this the organisation must include Public Health, and they will also attend. Also, for this age group carbon detectors will be used. This will be carried out to reduce the chances of those who don't smoke saying that they do to obtain a vape.

Listening to your experiences

Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed.

This year, we've listened to feedback from all areas of our community. People's experiences of care help us know what's working and what isn't, so we can give feedback to services and help them improve.



Listening to community concerns over pharmacy services

After receiving negative feedback regarding a local pharmacy, the Healthwatch North Lincolnshire Team undertook a project to determine how satisfied people were with the service.

In 2025 we received feedback that suggested a local pharmacy was struggling to provide medication and wasn't offering a timely service.

What did we do

The project involved gathering information through a survey. Questions were asked around: how frequently people used the pharmacy, whether people were satisfied with the opening times, what people used the pharmacy for, such as collection of prescriptions, and satisfaction with the service received.

The survey was made accessible in different formats to ensure inclusivity and maximise participation. Wherever possible surveys were also distributed during engagement sessions and to other interested organisations to widen reach across the community.

Key things we heard:



29%

of respondents said that they were dissatisfied with the opening times

58%

of those surveyed were dissatisfied with the service they received from the pharmacy

Feedback also revealed that although most residents rely on the pharmacy many reported long waiting times, stock shortages, inconsistent staffing, and poor customer service.

What difference did this make?

"A Pharmaceutical Needs Assessment (PNA) is undertaken every three years to assess whether local pharmacy provision meets population needs. Resident feedback is a key component, and insights from Healthwatch surveys can be used to support the next PNA (due October 2028) by identifying gaps and highlighting local priorities."

Acting Head of Service – Public Health, North Lincolnshire Council

Collaboration to determine the cause of non-attendance at physiotherapy appointments

The Musculoskeletal Physiotherapy department at Scunthorpe General Hospital were looking into why the 'did not attend' (DNA) rates had increased from approximately 5% to almost 30% in 2025.

We worked with Healthwatch North East Lincolnshire and the Musculoskeletal (MSK) Clinical Expert and Improvement Lead at the Humber Health Partnership to survey local people in both North and North East Lincolnshire. The survey was created to gain a better understanding of possible reasons for non-attendance or barriers to attending MSK Physiotherapy appointments.

Key things we heard:

The comments below show some of the feedback received.



Half an hour appointments are not enough. As soon as you get there they are trying to push you out of the door



I can't lie on the floor so can't do some of the exercises that I'm supposed to do



Physiotherapist was an hour late. No reason given

What difference did this make?

"Over 120 people have been surveyed to gain a better understanding of possible reasons for non-attendance or barriers to attending their Msk Physiotherapy appointment in both North and North East Lincolnshire. Healthwatch were able to survey over a third of these patients and the results have provided valuable information on how we can improve access to our service. Healthwatch were able to visit hospital and clinic settings across a large geographical area to collate this information. These results have significantly improved our understanding of reasons people may not attend their appointments..."

MSH Clinical Expert and Improvement Lead, NHS Humber Health Partnership

GP Telephone Appointments

Feedback was received that showed GP telephone appointments were inaccessible for some people. Appointments were being missed due to the timing of the appointments. People often had to wait for a new appointment or they received warnings of dismissal from the GP surgery should appointments be missed in the future.

To find out whether the cases were isolated or if more people were experiencing these problems, we created a survey that was available online and a printed paper version. Wherever possible surveys were also handed out whilst at engagement. We also made the survey available to the public at: Barton Carnival, the Stroke Association Group, Kirton GP Surgery and Dementia Awareness Week engagements.

The results highlighted that most people prefer face to face appointments because it was felt that face to face assessments would lead to a more accurate diagnosis. Some patients also felt that they had a greater understanding of their condition when speaking to their GP in person.

Key things we heard:

The comments below show some of the feedback received.



Face to face feels more engaging and better to express concerns and given more time to ask questions



Face to face is better because a doctor can actually examine you



How can a diagnosis be made over the phone



I feel more understood in person



Face to face is more personal and explanations can be more detailed – less chance of wrong diagnosis

Care home residents' access to Health services

Following on from the GP telephone consultation work we decided to carry out a project looking at whether care home residents experience problems accessing GP services.

We then expanded the project to look at other key providers of health including hospital services, dental services and opticians.

What did we do

The project involved carrying out telephone surveys with care homes within North Lincolnshire. The survey was produced with questions aligned to the Enhanced Health in Care Homes framework.

The survey ran from January 2026 to March 2026 and 41 responses were received.

Key things we heard:



76%

of respondents said that GPs do not contribute to care plans to anticipate residents needs and reduce emergency situations

93%

of respondents said that they had clear protocols and processes to ensure effective information sharing and shared care planning between the care home, GP and local partners

85%

said that an optician visited the care home regularly

41%

of respondents said that there were issues when residents were discharged from hospital, these included: ReSPECT forms not being returned, discharge letters not being sent and medication not returned or incorrectly labelled

What difference did this make?

Contacting local care homes has been useful in establishing contacts and highlighting the work of Healthwatch to care providers. One care home has also requested that we work with them and carry out an Enter and View at their premises, which is being arranged. In addition, now that the project is completed, a report has been written and sent to relevant services for their comments.

Hearing from all communities

We're here for all residents of North Lincolnshire. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.

Every member of the community should have the chance to share their story and play a part in shaping services to meet their needs.

This year, we have reached different communities by:

- Facilitating our Every Voice Matters Group alongside North Lincolnshire Mind, giving mental health service users an opportunity to feedback on health services.
- Attending a range of community groups, clubs and meetings to gather experiences. This has included: the Dementia Action Alliance, Learning Disability Partnership, the Neuro café and Experts by Experience.
- Taking surveys out to communities, for example, we took the Lincolnshire Co-op Winterton Pharmacy survey to Winterton Disabled Club meetings and to their Autumn event.



Working with the Learning Disabilities Partnership (LDP)

A member of the partnership highlighted that the changing places toilet at the Community Diagnostic Centre (CDC) was unusable because the area was being used for storage.

Healthwatch had already received intelligence around the CDC and so advised the LDP that we would be happy to investigate the matter. A visit was carried out and it appeared that the area was being used for storage. Following some correspondence and us raising the matter at the Health and Wellbeing Board we were informed that a LOLA certificate was needed and registration was still required and so the facility was not in use.

What difference did this make?

After correspondence with the General Manager for the CDC Healthwatch carried out a re-visit at the facility where it was confirmed that the relevant certificate had been obtained that would enable the use of the room. The room was also cleared of the items identified during the first visit.

Feedback from the Neuro Cafe

Again, this example concerns the CDC. Members of the Neuro café raised concerns around external signage to the CDC

Following engagement at the Neuro café it was identified that some people were struggling to find directions from the multi-storey car park to the CDC despite them being located next to each other. This was due to a lack of signage.

What difference did this make?

It was confirmed by the General Manager for the CDC that the matter had also been picked up as part of a patient survey and that funding for external signage has been requested.

Wheelchair access

A wheelchair user provided Healthwatch with feedback that they had struggled to access the CDC due to a lack of push pad / automatic door

This issue was raised at the North and North East Lincolnshire joint Place Quality Group.

What difference did this make?

It has since been noticed that automatic doors are now in place. It was also confirmed by the General Manager for the CDC that they had requested door openers to be applied (which shut on the sound of the fire alarm to allow wheelchair users easier access).

Information and signposting

When you're struggling to find an NHS dentist, looking for help about how to make a complaint, or need advice about a good care home for a loved one – we're your first port of call.

This year 130 people have reached out to us for advice, support or help finding services. These conversations also help us to understand where, and how, your care can be made better.

This year, we've helped people by:

- Providing up-to-date information people can trust
- Helping people access the services they need
- Signposting and referring people to additional support services



Clarification on a North Lincolnshire falls service

Thanks to Winterton Disabled Club clarity was sought on what is available for local people when they experience a fall.

Winterton Disabled Club highlighted to us that one of their members had been told by a paramedic that there was a falls service in North Lincolnshire, following her husband's fall at home, and that waiting for an ambulance wasn't necessary. In future she was advised to contact the 'falls service'. The lady asked the chair of the club if she knew about the service; the club's chair then contacted us. The case was taken to the Health and Care Standards Board for clarification over who provides the 'Falls service' as there seemed to be little public information on this. The following information was received and relayed to the club.



"The Home First Community Team are trained to support people following a fall, where this forms part of a short-term reablement or recovery approach. Where someone has fallen and does not appear to be injured, contacting NHS 111 or NLC Social Care Connect Team on 01724 297000 allows the situation to be triaged so that the most appropriate response can be considered...."

Lead Officer Regulated Care, North Lincolnshire Council

Raising issues with the Patient Advice and Liaison Service (PALS)

Concerns were raised over the hospital's PALS service and their lack of communication with Healthwatch / patients.

We were contacted with reports of difficulties over communication with PALS. We highlighted this at the Patient Experience Group meetings with the Humber Health Partnership to try to find a resolution and share feedback. Numerous actions were identified including:



- "...The telephony systems at HUTH / NLAG are checked twice daily on an external incoming line"
- "The internal transfers do not always seem to work effectively, and this is being checked with the IT / Telephony team..."

The Associate Director Quality Governance

Showcasing volunteer impact

Our fantastic volunteers have given **64 hours** to support our work. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community.

This year, our volunteers:

- Visited communities to promote our work
- Collected experiences and supported their communities to share their views
- Carried out an enter and view visit to a local care home
- Took part in Patient-Led Assessment of the Care Environment.



At the heart of what we do

From finding out what residents think to helping raise awareness, our volunteers have championed community concerns to improve care.



Hilary

“Volunteering for Healthwatch gives me the opportunity to make a positive difference. I enjoy talking to people and helping at community events. Being part of the Healthwatch team for five years has given me a greater understanding of health and social care services and I know how people’s feedback can be used to help improve services.”

“I enjoy volunteering for Healthwatch North Lincolnshire to help benefit others and you feel that you’re a team player helping the community.”

“Through volunteering with Healthwatch you still learn a lot, and it helps your personal growth and self-confidence. You meet lots of people from many different backgrounds and treat all the same with understanding and respect. You always hope you make a small difference.”



Carol

Be part of the change.

If you've felt inspired by these stories, contact us today and find out how you can be part of the change.



www.healthwatchnorthlincolnshire.co.uk



01724 844986



enquiries@healthwatchnorthlincolnshire.co.uk

Finance and future priorities

We receive funding from North Lincolnshire Council under the Health and Social Care Act 2012 to help us do our work.

Our income and expenditure:

Income		Expenditure	
Annual grant from Government	£123,260.50	Expenditure on pay	£88,502.56
Additional income Brought Forward	£25,000	Non-pay expenditure	£1,621.37
		Office and management fee	£55,475.92
Total income	£148,260.50	Total Expenditure	£145,599.85

Finance and future priorities

Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

Our top three priorities for the next year are:

1. To carry out a project looking at hospital appointment cancellations. Service user opinions will be sought using a survey and targeted engagement.
2. To work with Humber Health Partnership PALS teams and other local Healthwatch to improve patient communication and response times to complaints and concerns
3. To gather service user feedback on the Home First Service to help inform future service delivery.

Statutory statements

Healthwatch North Lincolnshire, Suite 37, Normanby Gateway, Lysaghts Way, Scunthorpe, North Lincolnshire, DN15 9YG.

Contract holder: Meeting New Horizons CIC, The Strand, 75 Beverley Road, Hull, HU3 1XL. MNH is a wholly owned subsidiary of Hull Community and Voluntary Services Ltd.

MNH is a trading name of Meeting New Horizons CIC. Meeting New Horizons CIC is a community interest company, registered in England, No 7605054.

Registered Office, The Strand, 75 Beverley Road, Hull, HU3 1XL

Healthwatch North Lincolnshire uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making.

Our Board of Trustees provide direction, oversight and scrutiny of our activities. Throughout 2025/26 the Board of Trustees met four times. This ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. We also hold regular volunteer meet ups where we discuss our work with our dedicated Healthwatch North Lincolnshire volunteers.

We ensure wider public involvement in deciding our work priorities through analysing the feedback we have received over the past year. When considering future priorities we also consider information obtained during meetings and look back over our information and signposting enquiries.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services.

During 2025/26, we have been available by phone, email, social media and provided a web form on our website. We also attended meetings of community groups and forums and attended large events hosted by local organisations.

We are committed to taking additional steps to ensure we obtain the views of people from diverse background who are not often heard from. This year we have done this by attending local groups to carry out engagement and continued to joint host our Every Voice Matters group with MIND. We also add demographic information to our surveys so that we can identify if people from diverse backgrounds are being unfairly treated.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible, and we will publish it on our website.

Statutory statements

Responses to recommendations

We had no providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were no resulting reviews or investigations.

Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences shared with us.

For example, in our local authority area, we take information to the Health and Wellbeing Board, where we raise concerning issues / trends. We also sit on the Adult Safeguarding Board where we can raise concerns or provide information. We also provide information on Healthwatch activity and raise any concerns to the Health and Care Standards Board, and Health Protection Board.

We also take insight and experiences to decision-makers in the Humber and North Yorkshire Health and Care Partnership. For example, we attend the Maternity Voices Partnership and the Local Pharmaceutical Council and have attended the North and North East Lincolnshire joint Place Quality Group. We also share our data with Healthwatch England to help address health and care issues at a national level.

Healthwatch representatives

Healthwatch North Lincolnshire is represented on the North Lincolnshire Health and Wellbeing Board by Jen Allen, Manager for Healthwatch North Lincolnshire.

During 2025/26, our representative has effectively carried out this role by raising issues and providing information on Healthwatch activities. For example, raising issues around the accessibility of the changing places toilet at the CDC and presenting last year's Healthwatch Annual report.

Healthwatch North Lincolnshire is represented on Humber and North Yorkshire Integrated Care Partnerships by Ashley Green, Chief Executive Officer for Healthwatch North Yorkshire, and by Helen Grimwood, Chief Executive Officer, Hull CVS and Meeting New Horizons.

Statutory statements

Enter and view

Location	Reason for visit	What you did as a result
Sandhills Court, Scunthorpe	Service users highlighted issues with food/comfort.	<p>We wrote a report with Recommendations. The service followed up on these, and actions were put in place, for example, developing pictorial food guide and activity schedules to assist residents who may struggle with written communication.</p> <p>Out of date sauce sachets were identified during our visit and the care home reviewed the incident during feedback with heads of departments within the home and a new way of working was agreed.</p> <p>Finally, a lessons learnt was to be shared with the team from care home managers to identify potential risks should hazardous chemicals be left in reach of residents, after it was recommended that cleaning equipment should not be left unattended.</p>

2025 – 2026 Outcomes

Project/activity	Outcomes achieved
In 2025 work was undertaken to establish which North Lincolnshire GP practices have operational Patient Participation Groups (PPGs). In July 2025 the project was completed.	We found that 28 GP practices have PPGs running. None of the practices contacted said they required help setting up a PPG.
Discussions took place with Local Authority commissioners about how we could help support with the upcoming recommissioning work for the Stroke Recovery Service.	It was agreed that we would help members of the public to complete a survey about the service if they were struggling to complete the survey themselves. We also promoted the focus groups and survey at engagement and on Facebook.


Statutory statements

2025 – 2026 Outcomes

Project/activity	Outcomes achieved
<p>In April we attended the Epworth Dementia Steering Group. Here it was mentioned that the drug Galantamine, which is used for people with early-onset Alzheimer’s symptoms, were experiencing shortages.</p> <p>The situation has also been queried with Adult Social Care in the East Riding of Yorkshire. They extended their concerns and intended to explore with primary care whether any suitable alternatives were available.</p>	<p>Concerns around the Galantamine drug in North Lincolnshire were taken to the Local Pharmaceutical Council (LPC) and it was explained that this drug is at a nationwide shortage and it is a big concern. They highlighted that the shortage was worse in Lincolnshire and not as bad in the East Riding and Hull areas and so advised that patients who need the drug urgently should look to have it dispensed from North of the Humber, if possible. It was also explained that a future delivery was expected but that this may change.</p> <p>The information from the LPC was communicated back to the Epworth Dementia Steering Group giving patients more opportunities to find the required medication.</p>
<p>The All-Age Carers Strategy was being reviewed and as part of this North Lincolnshire Council developed a questionnaire to gather Carers views. The questionnaire was designed to capture what matters most to Carers, or former Carers, and how support could be improved in North Lincolnshire.</p>	<p>Healthwatch North Lincolnshire contributed to the development of the All-Age Carers Strategy by assisting in the promotion of the survey online and encouraging people to complete it.</p>
<p>As an Experts together Pledge partner, we provided feedback to staff at North Lincolnshire Council on Adult Social care and Social care providers over the past year.</p>	<p>Our information contributed to the development of the 2026 Adults & Health Strategy.</p>

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