

healthwatch

East Riding of Yorkshire

Intelligence Report

April 2025

1. Introduction

What we do

Healthwatch East Riding is the independent consumer champion for health and social care. We have the power and influence to ensure people's voices are heard by those providing and commissioning local health and social care services. In addition to seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them.

Healthwatch also has a statutory power to 'Enter and View' local services, where we provide recommendations for improvement. To find out more, please visit: <https://www.healthwatcheastridingofyorkshire.co.uk/enter-and-view/>

Every month, Healthwatch gathers information from the public about local health and social care services, which is shared anonymously with the providers and commissioners of these services. This process allows for issues to be addressed as early as possible in order to prevent further escalation.

This Report

The detail in this report applies to **April 2025** and refers to the information Healthwatch has received and researched during this period. The report provides the nature of experiences, the intelligence, and emerging trends during each quarterly period for a range of care types and providers.

The service areas highlighted in these reports are as follows:

- Primary Care
- Secondary Care
- Urgent Emergency Care
- Mental Health Services
- Community Services
- Other Services

In-addition to this, our report also includes information highlighting the ongoing support provided by the NHS Independent Complaints Advocacy Service.

Please note: All experiences have been anonymised and where quotes are given, they have been recorded as provided to ensure we capture the authenticity of the experience. All experiences in this report have been received and researched in good faith and where contact details have been provided, and if required, explored.

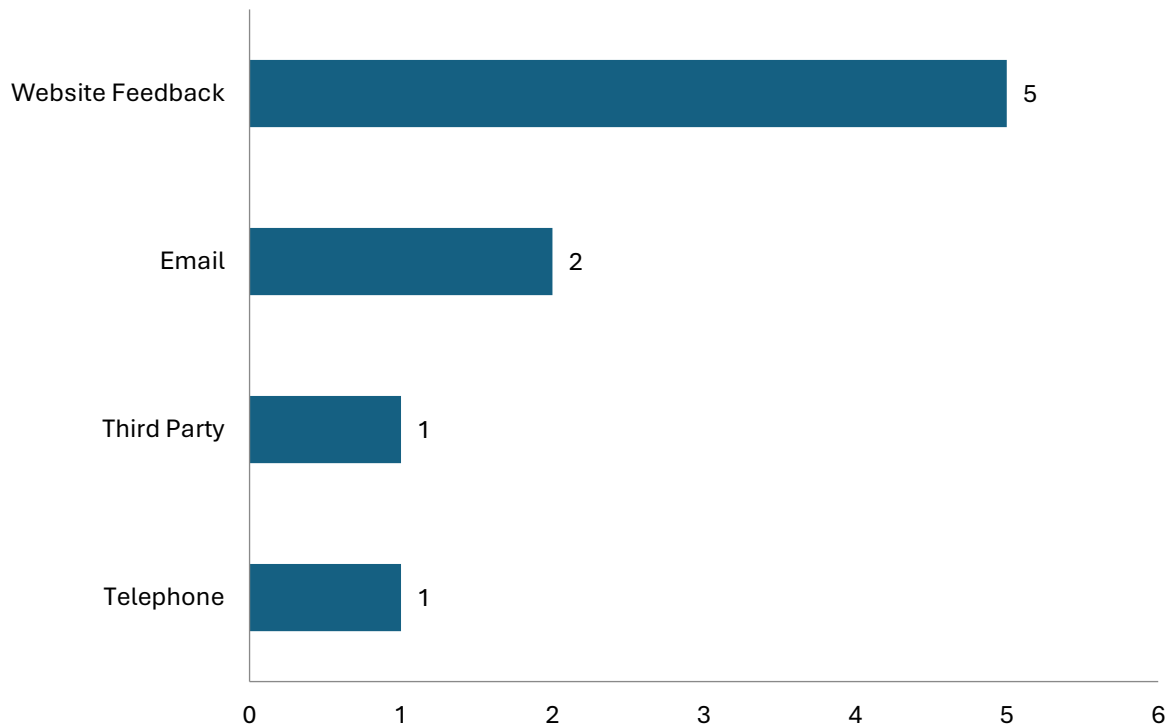
Following the publication of this report, we are happy to receive feedback from service providers using the enquires@healthwatcheastridingofyorksire.co.uk as it provides confidence to the public that their experiences are valued, acknowledged and acted upon.

2. Contents

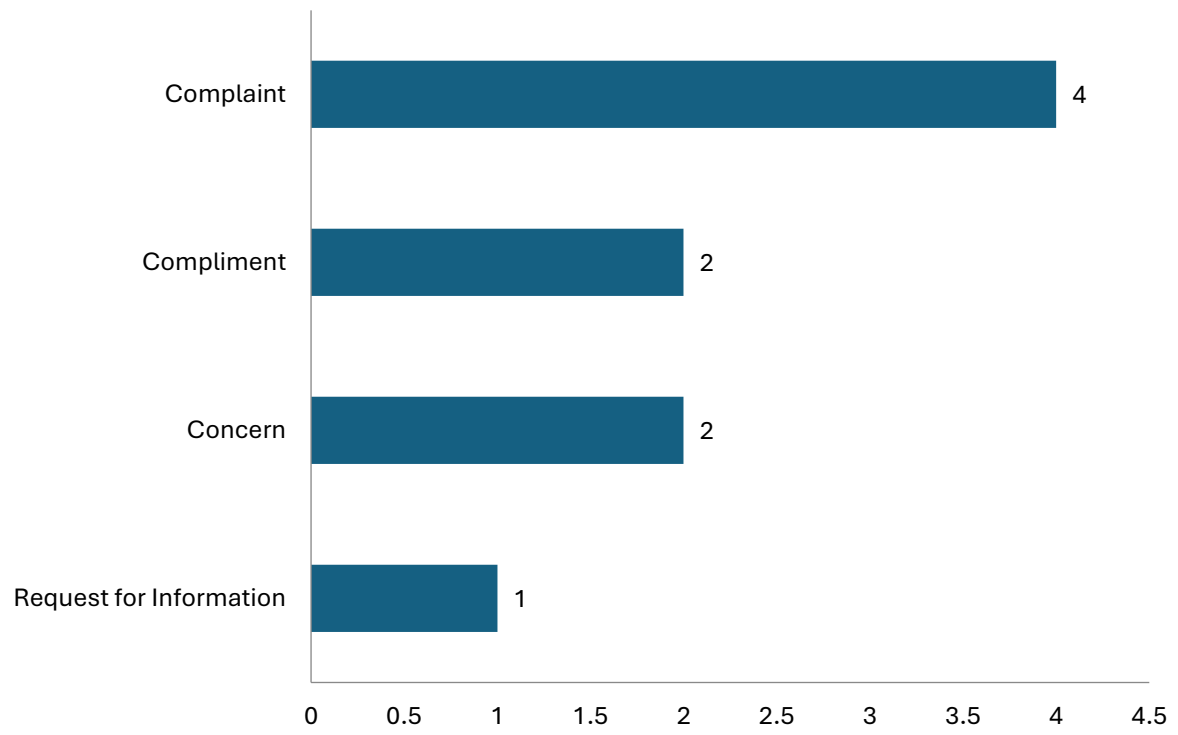
1. Introduction.....	2
2. Contents.....	3
3. Contact Statistics	4
4. Overall Experiences Breakdown.....	6
5. Outcomes.....	22

3. Contact Statistics

In total, 9 people made contact with Healthwatch East Riding Of Yorkshire. The figures below show that Website Feedback is the most popular method for people to contact us.



The most common reason for people to have made contact with Healthwatch East Riding Of Yorkshire this month is to raise a Complaint.

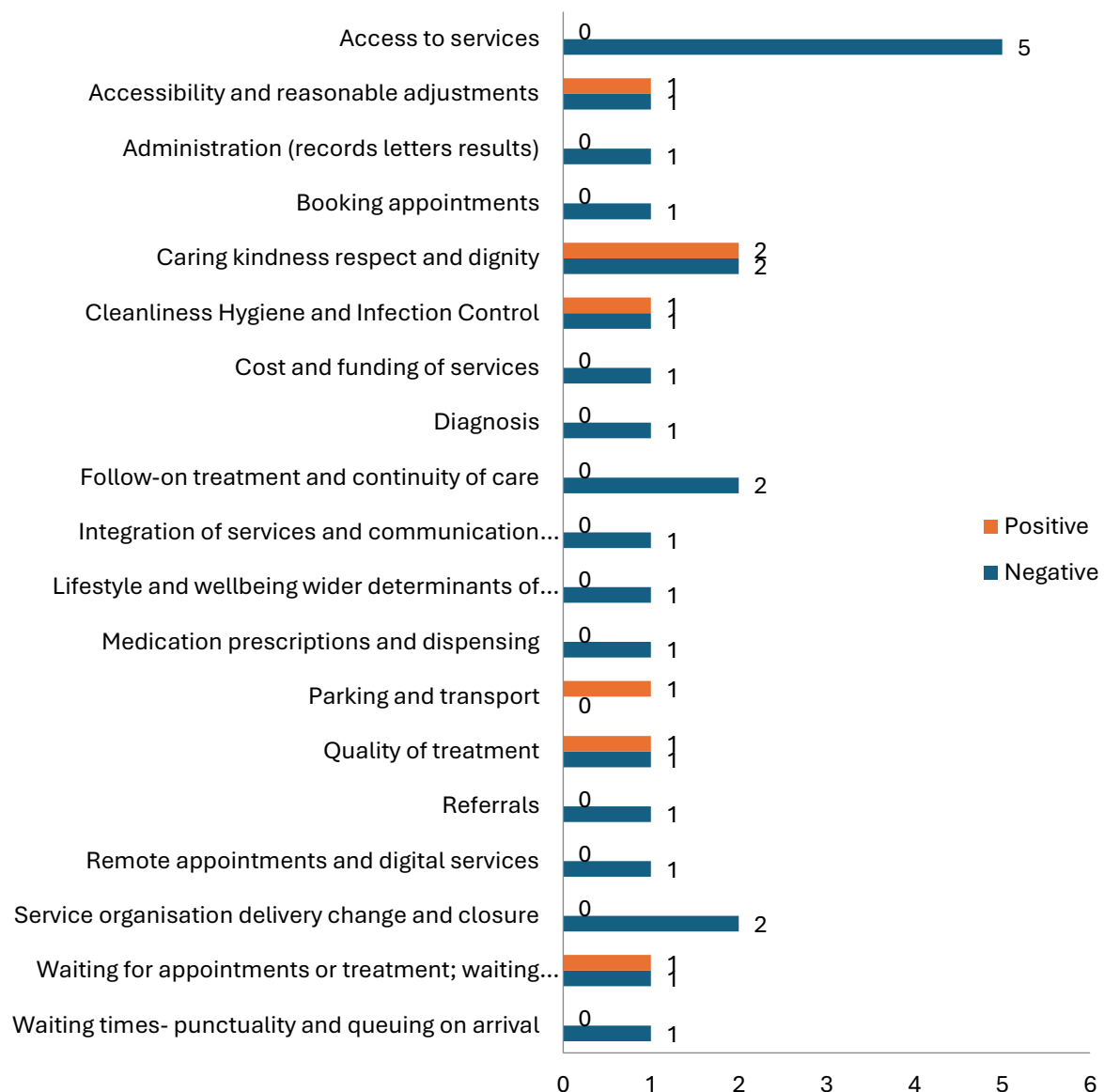


4. Overall Experiences Breakdown

The charts below detail the breakdown of what the public have been saying about health and social care services in East Riding Of Yorkshire this month, looking at both positive and negative comments.

Please note: these figures differ from the amount of experiences gathered, because one experience can result in multiple negative and positive comments.

We recorded 25 negative comments and 7 compliments in total across all healthcare services from 8 experiences.



Access to services were highlighted as the main concerns for this month.

Caring kindness respect and dignity are the areas which have received the most compliments this month.

NHS 111 – Experiences Breakdown

This month, from 2 experiences, Healthwatch recorded a total of 12 negative / mixed / unclear comments for .



This month, Access to services were the most negative comments received for .

Examples of experiences received:

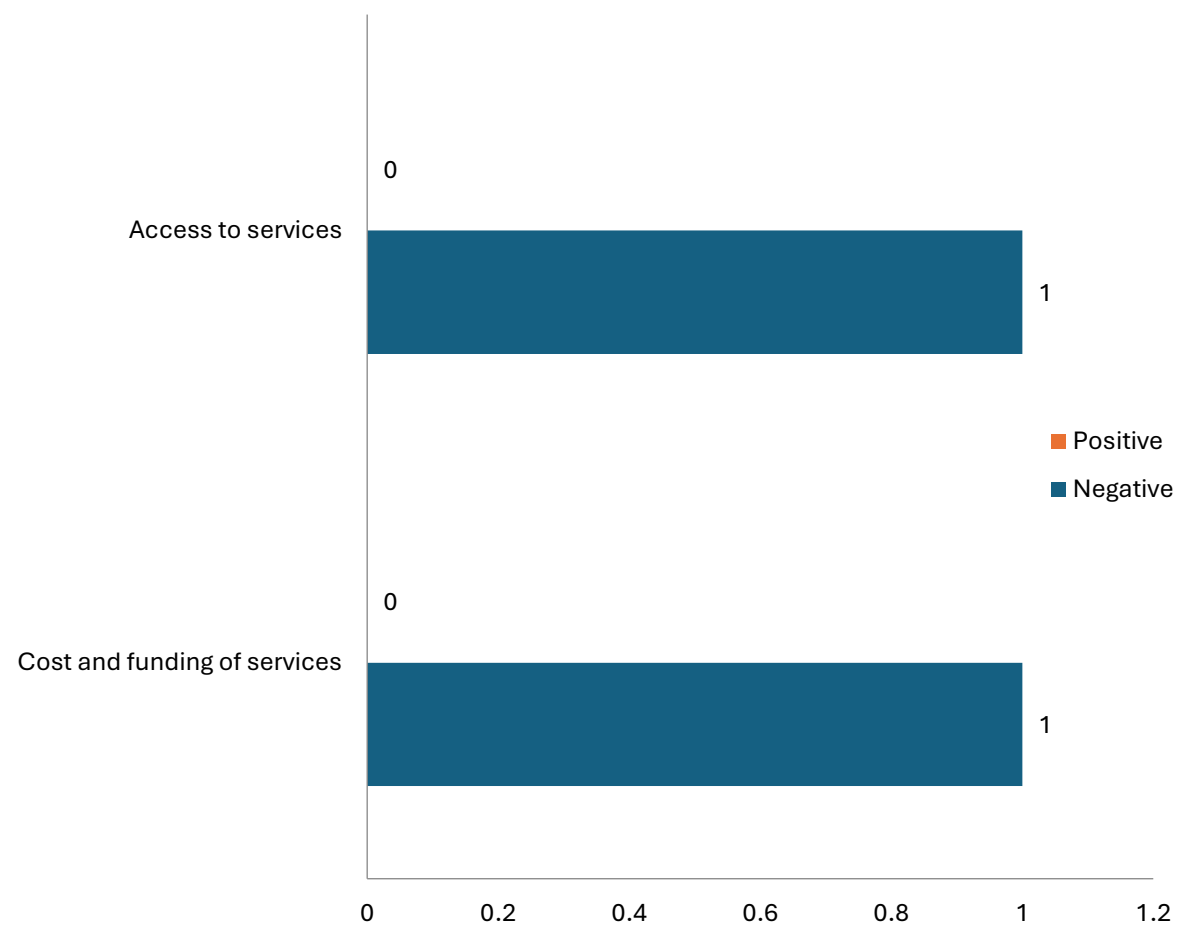
Healthwatch Reference:	108288
Sentiment:	Negative

Experience Summary:	Patient contacted 111 for an emergency dental appt due to toothache. They were advised to contact a dentist to arrange an appointment within 7 days. Of the 2 dentists that the patient phoned (only 1 was close to their home address) the patient said that none was willing to offer an appointment without a referral from 111, who they said seem unwilling to make the referral. In the mean time the patient said that they are frustrated and in increasing pain and don't know where to turn for help.
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Healthwatch Reference:	108093
Service Name:	Bridlington Hospital
Sentiment:	Negative
Experience Summary:	Bridlington Hospital lost hearing aids

Dentist – Experiences Breakdown

This month, from 1 experiences, Healthwatch recorded a total of 2 negative / mixed / unclear comments for Dentist.



This month, Access to services were the most negative comments received for Dentist.

Examples of experiences received:

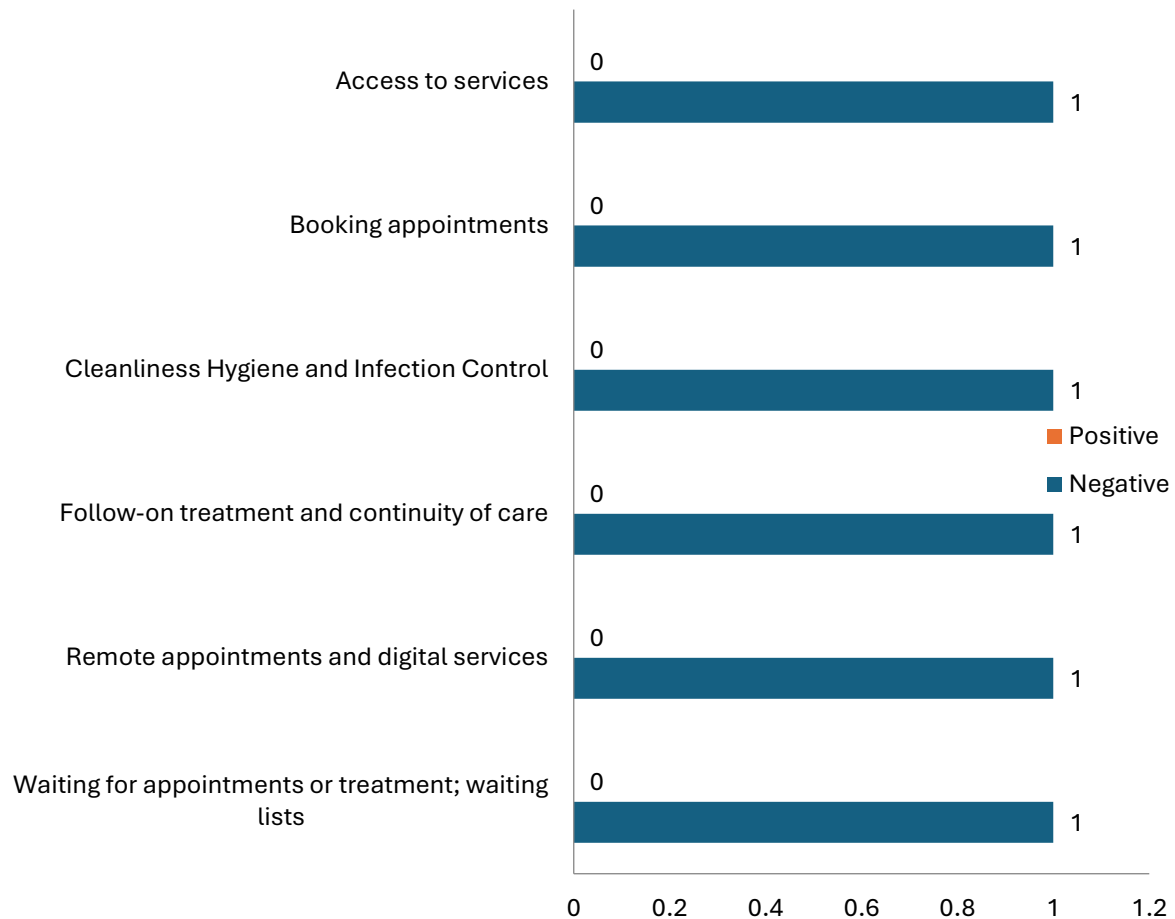
Healthwatch Reference:	108256
Sentiment:	Negative

Experience Summary:

Patient said that they can't afford a root canal as they can't get a NHS dentist, only private, and is retired. They have a fixed income. They said that they can hardly afford a private extraction of the tooth.

General Practice (GP) – Experiences Breakdown

This month, from 1 experiences, Healthwatch recorded a total of 6 negative / mixed / unclear comments for General Practice (GP).



This month, Access to services were the most negative comments received for General Practice (GP).

Examples of experiences received:

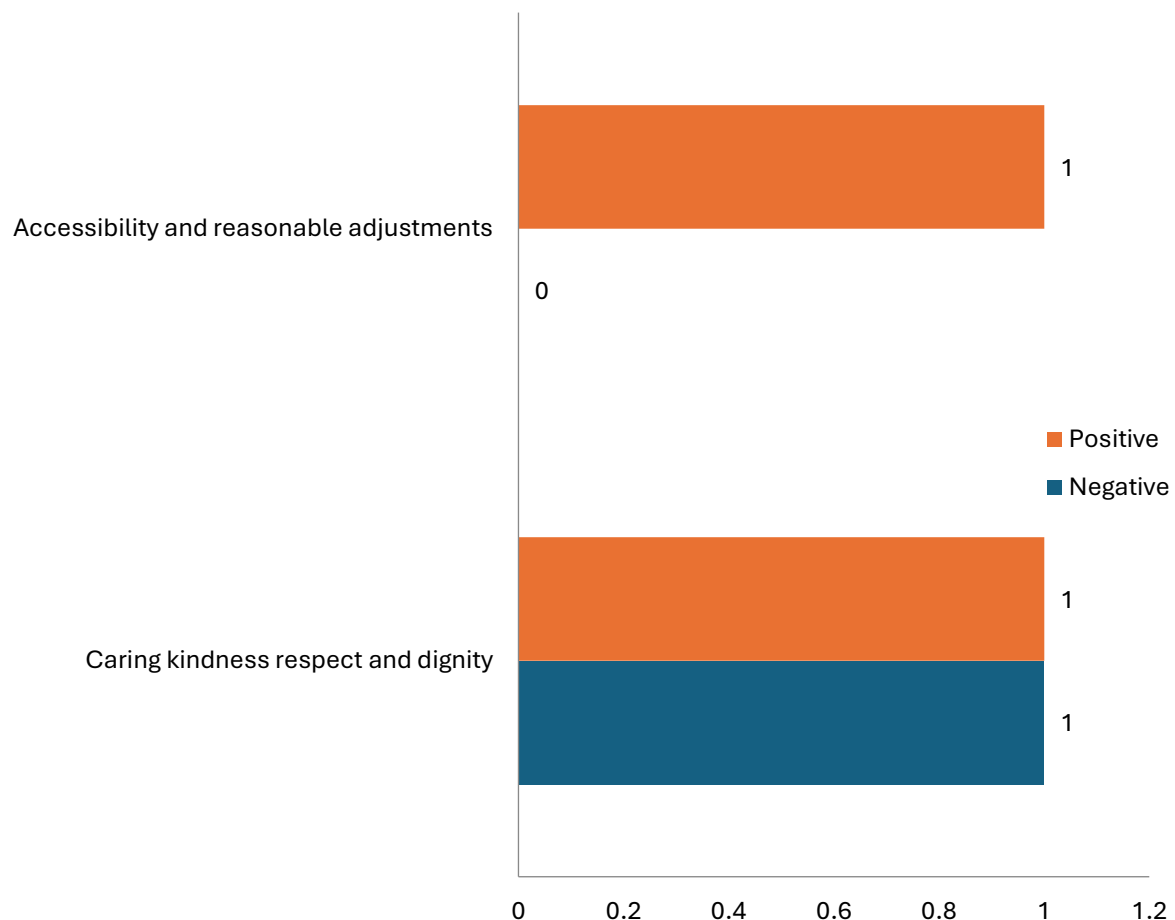
Healthwatch Reference:	108295
Service Name:	Market Weighton GP Practice
Primary Care Network:	Harthill
Sentiment:	Negative

Experience Summary:

The patient said that their gallbladder was removed at Castle Hill Hospital on 9th April 2025. One of my wounds became infected on 14th April. They attended Hull Royal A&E and prescribed antibiotics & was told to ring their GP the next day for an appointment for a swab to be taken. The patient phoned the GP Surgery where a message was taken by the care navigator who said "I need to forward the request to the Dr's to see if one of them wants to undertake doing the swab". The patient said that they did make it clear that they would like someone in person to look at the infected area, but said that they received a message from one of the Dr's. The patient said that they were asked to collect a self swab kit. The patient said, "The GP Surgery is heavily reliant on locum doctors but clearly the NHS guidelines regarding wounds & the possibility of Sepsis clearly indicate that you should be seen in person by a GP." The patient said that the swab takes 24 hours to "grow" before being tested, where the patient said that they feel they would have been reassured. The patient expressed a lack in confidence in whether they had completed the swab correctly due to how ill they were feeling. After this, the patient submitted an online form and submitted photos of the wound, clearly showing it swollen, red and leaking. The patient expressed that they have felt and feel strongly at this moment that The Market Weighton Surgery is not fit for practice.

Goole And District Hospital – Experiences Breakdown

This month, from 1 experiences, Healthwatch recorded a total of 1 negative / mixed / unclear comments and 2 compliments for Goole And District Hospital.



This month, Caring kindness respect and dignity were the most negative comments received and Accessibility and reasonable adjustments were the positive comments received for Goole And District Hospital.

Examples of experiences received:

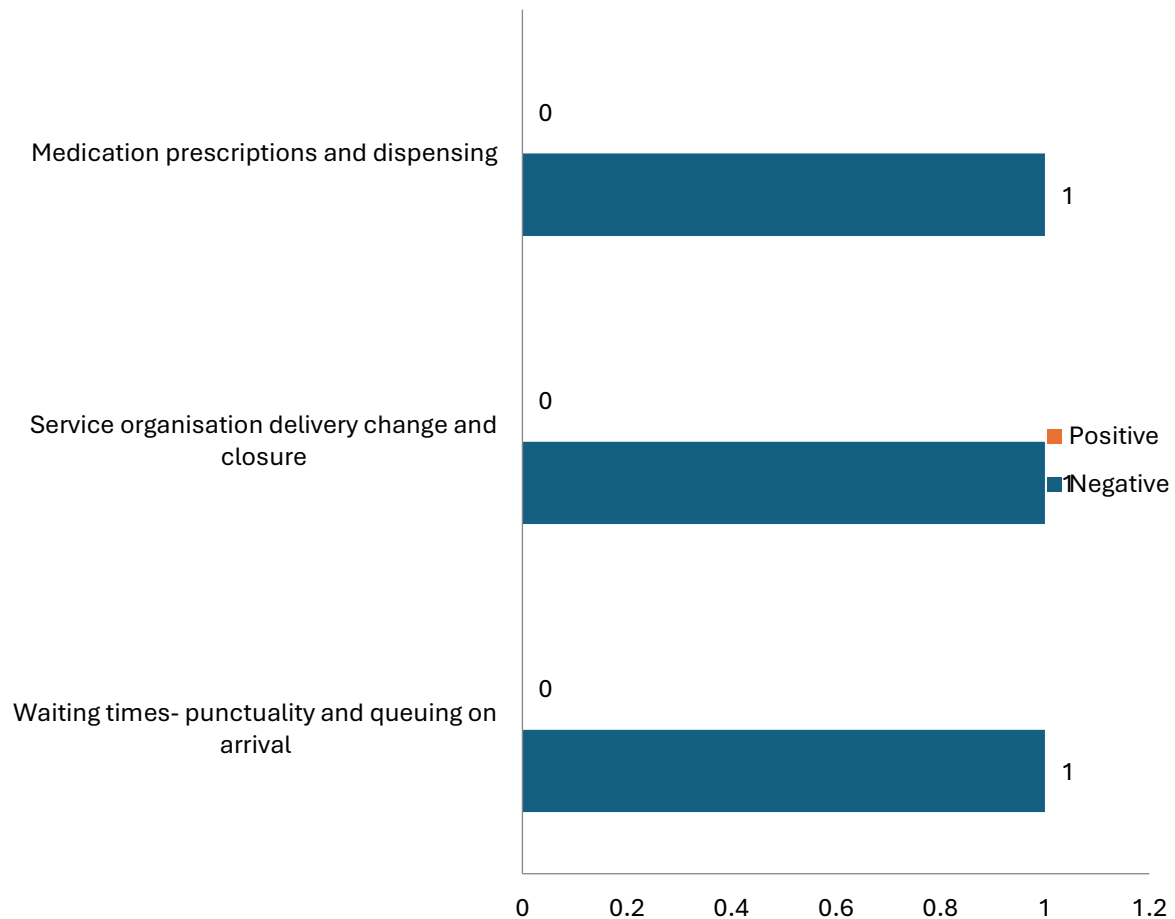
Healthwatch Reference:	107650
Service Name:	Goole And District Hospital
Sentiment:	Mixed

Experience Summary:

The patient transferred from Scunthorpe District Hospital to Goole and District Hospital to be closer to family. Goole was the preferred site for the patient's family as their parent received 'compassion, care and professionalism', whereas at Scunthorpe the family member felt that their parent was 'just a number'.

Pharmacy – Experiences Breakdown

This month, from 1 experiences, Healthwatch recorded a total of 3 negative / mixed / unclear comments for Pharmacy.



This month, Medication prescriptions and dispensing were the most negative comments received for Pharmacy.

Examples of experiences received:

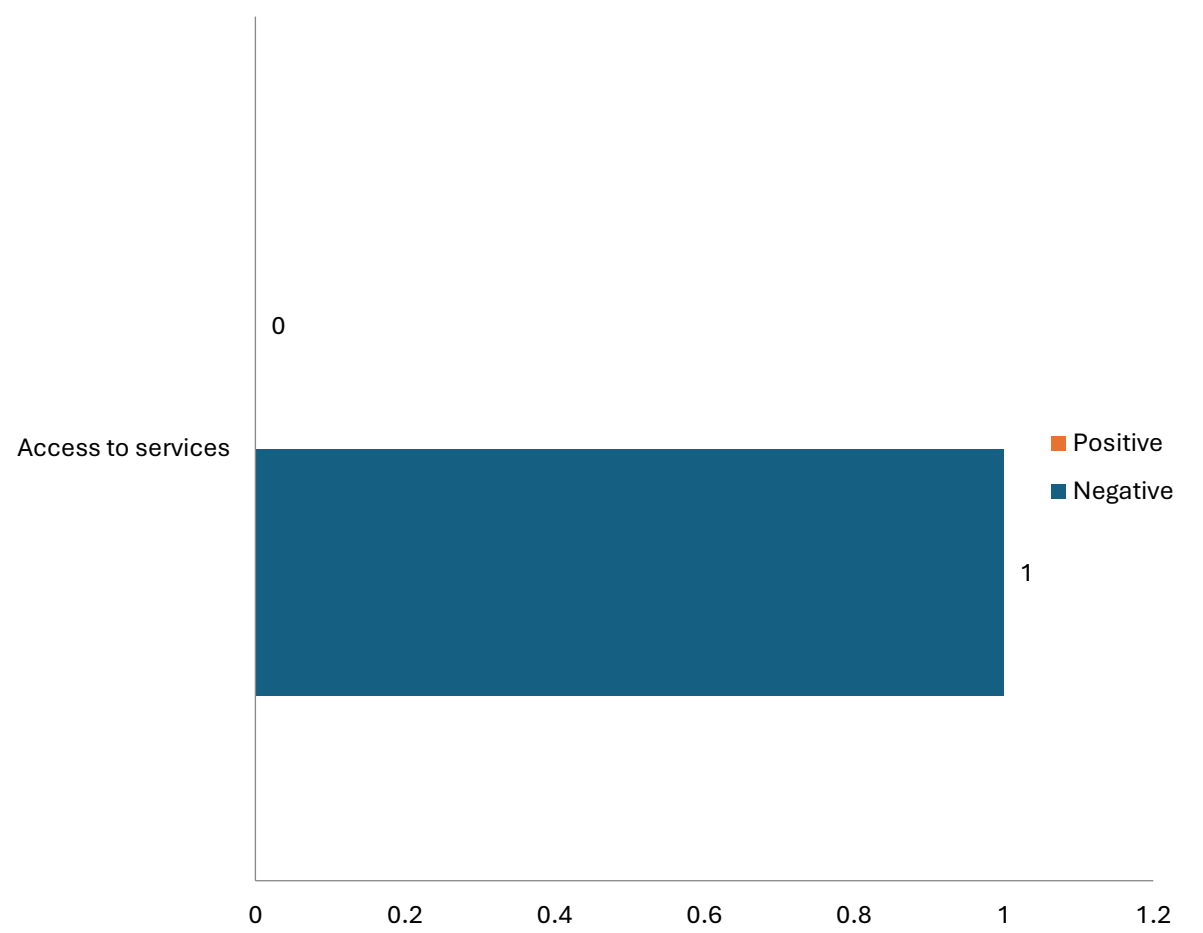
Healthwatch Reference:	108298
Service Name:	Boots Pharmacy
Sentiment:	Negative

Experience Summary:

"Pharmacy filing system totally failed. Had to wait over 10 minutes for staff to look in literally every drawer to find a prescription had be dispensed 5 days earlier."

Scarborough Hospital – Experiences Breakdown

This month, from 1 experiences, Healthwatch recorded a total of 1 negative / mixed / unclear comments for Scarborough Hospital.



This month, Access to services were the most negative comments received for Scarborough Hospital.

Examples of experiences received:

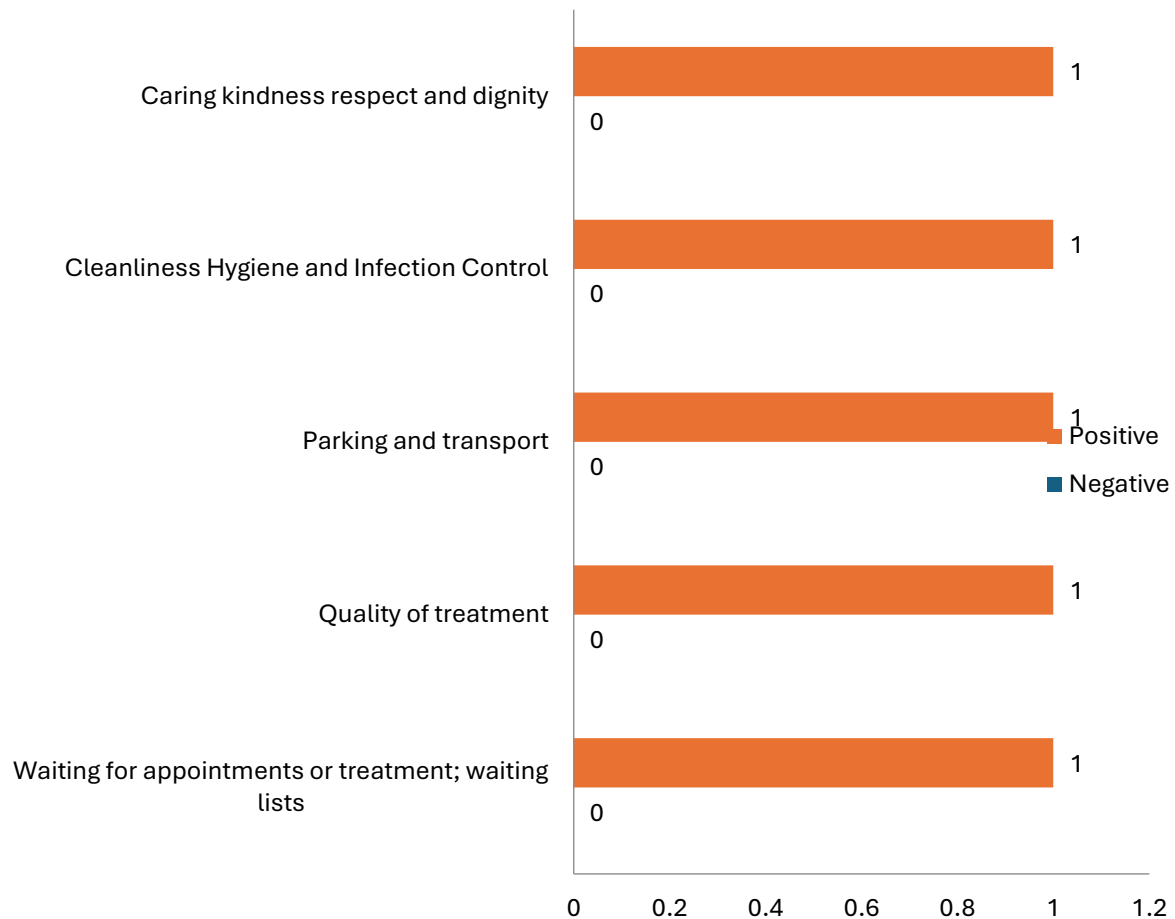
Healthwatch Reference:	107689
Service Name:	Scarborough Hospital (Ophthalmology)
Sentiment:	Unclear

Experience Summary:

Patient has a query why they are given appointments at a hospital that is a further distance from the town that they live in with a 'specific clinic dealing with their condition'. The example they provided was, "Living in Bridlington and being asked to go to Scarborough"

Urgent primary care

This month, from 1 experiences, Healthwatch recorded a total of 5 compliments for Urgent primary care, including urgent treatment centres, walk-in care, out of hours GP services, minor injury and treatment centres.



This month, Access to services were the most negative comments received for Scarborough Hospital. and Caring kindness respect and dignity were the positive comments received for Urgent primary care, including urgent treatment centres, walk-in care, out of hours GP services, minor injury and treatment centres.

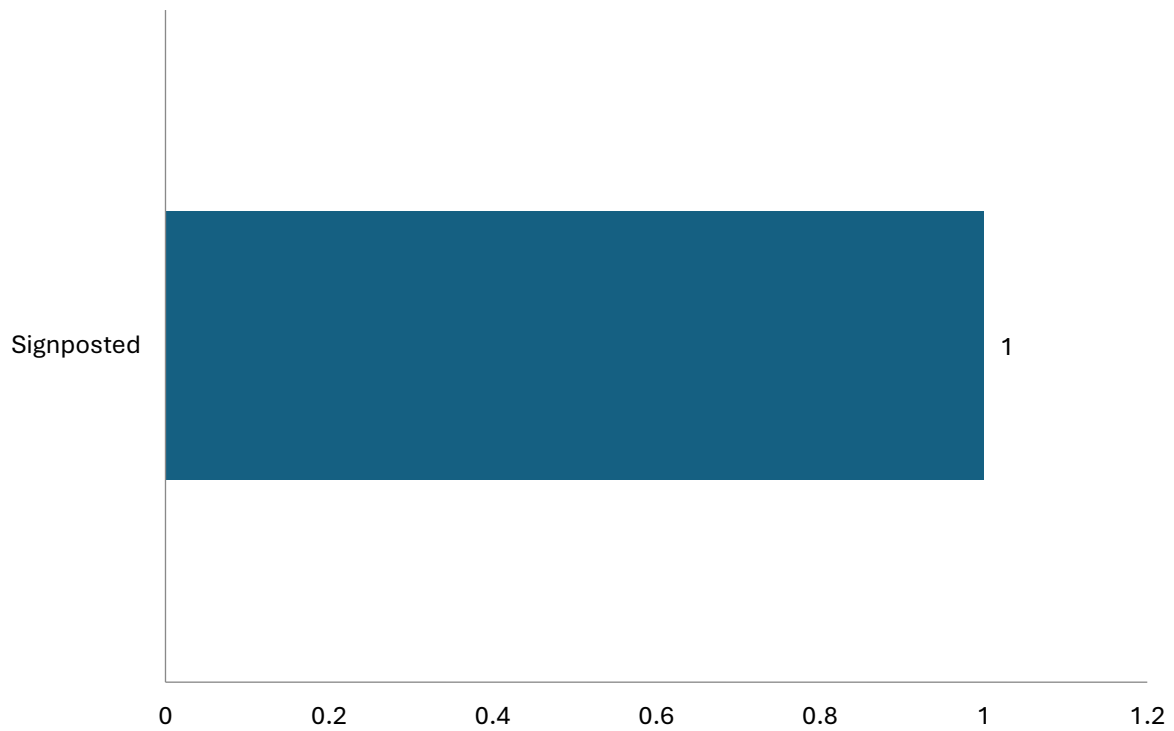
Examples of experiences received:

Healthwatch Reference:	108311
Service Name:	East Riding Community Hospital

Sentiment:	Positive
Experience Summary:	"As soon as arrived in the grounds, parking easy, no parking machines to frustrate you. Hospital bright and clean. Staff very friendly and approachable. Very relaxed experience. All tests carried out swiftly. Thank you."

5. Outcomes

This month, Healthwatch took 1 actions from the experiences received.



Out of these actions, we Signposted 1 person to the following services:

