

healthwatch

East Riding of Yorkshire

Intelligence Report

May 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 **May 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.

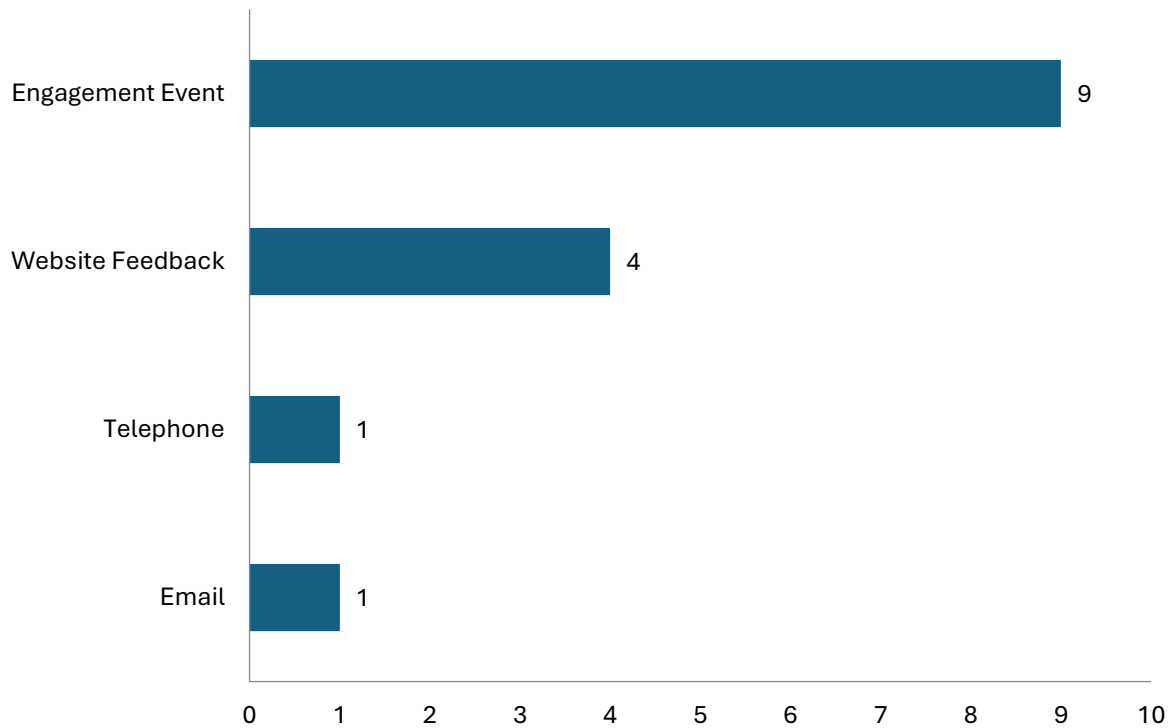
Following the publication of this report, we are happy to receive feedback from service providers using the enquires@healthwatcheastridingofyorksire.co.uk as it provides confidence to the public that their experiences are valued, acknowledged and acted upon.

2. Contents

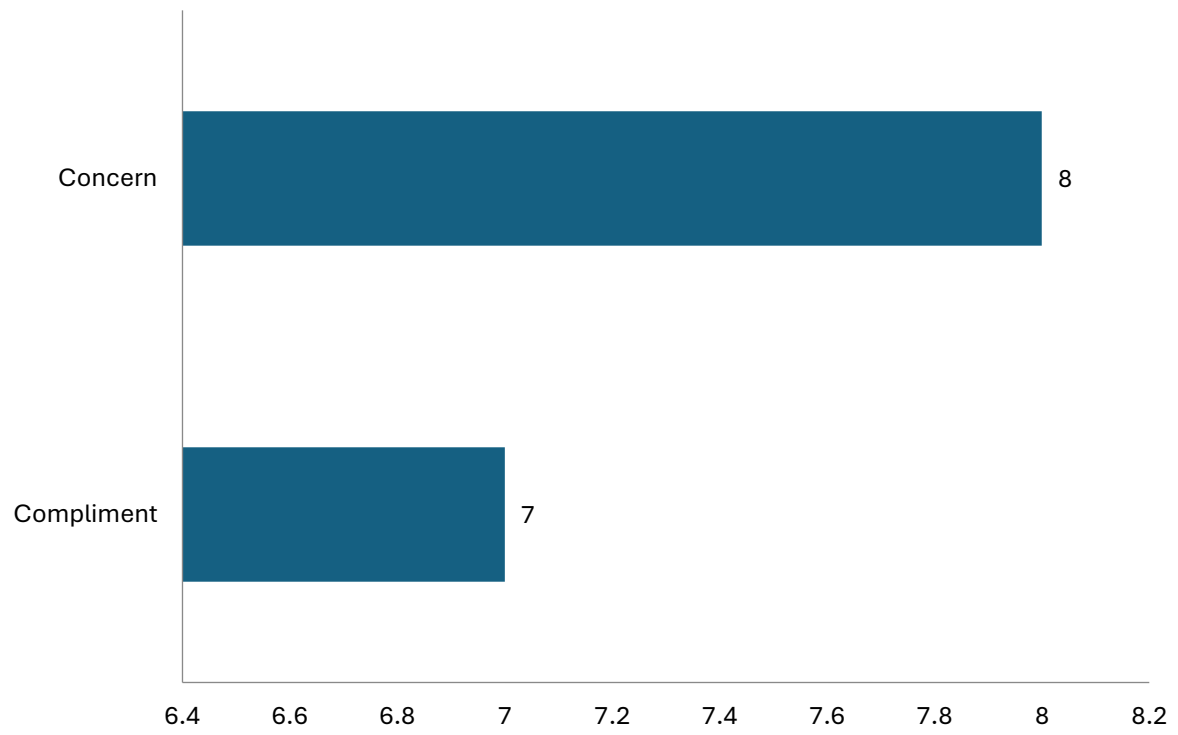
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3. Contact Statistics

In total, 15 people made contact with Healthwatch East Riding Of Yorkshire. The figures below show that Engagement Event 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 Concern.

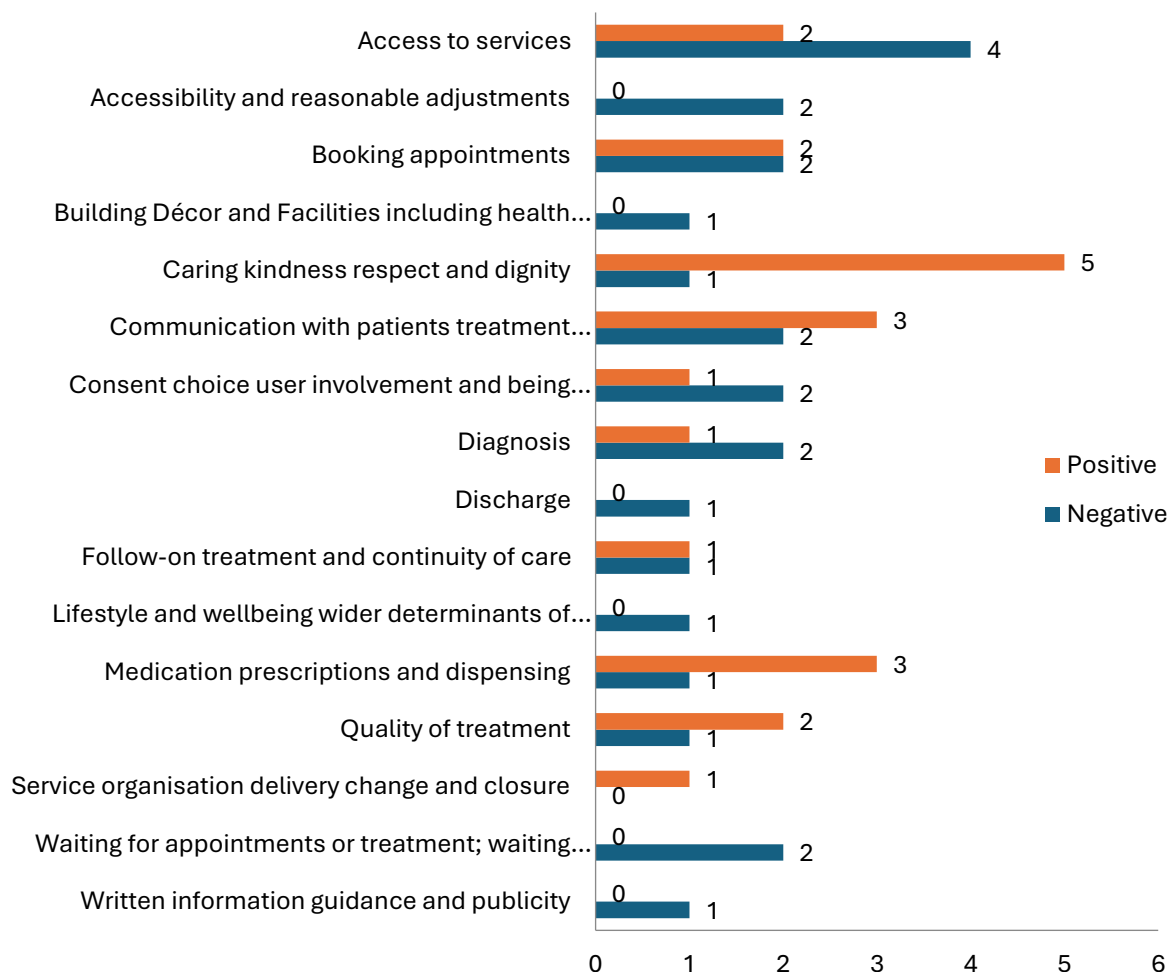


4. Overall Experiences Breakdown

The charts below detail the breakdown of what the public have been saying about health and social care services in 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 24 negative comments and 21 compliments in total across all healthcare services from 16 experiences.

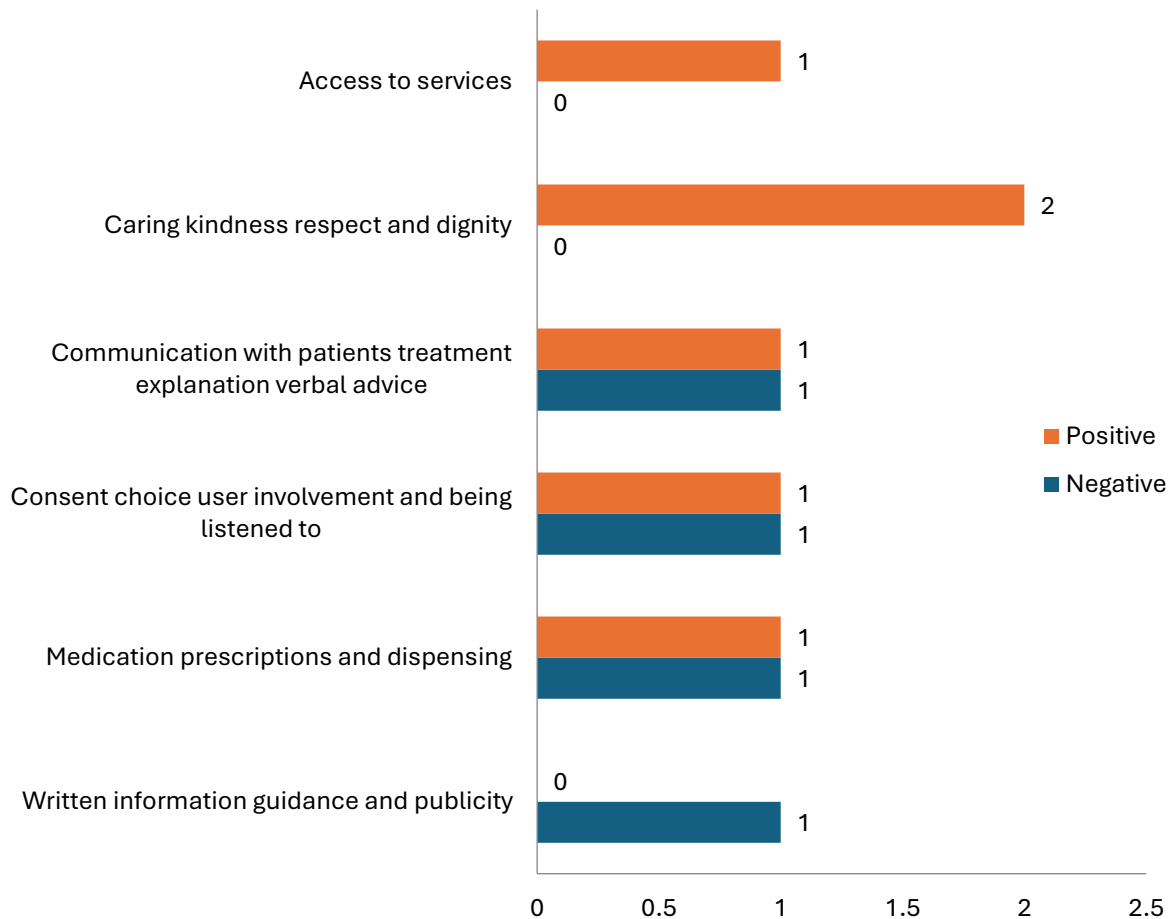


Access to services were highlighted as the main concerns for this month.

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

- Experiences Breakdown

This month, from 6 experiences, Healthwatch recorded a total of 4 negative / mixed / unclear comments and 6 compliments for .



This month, Communication with patients treatment explanation verbal advice were the most negative comments received and Caring kindness respect and dignity were the positive comments received for .

Examples of experiences received:

Healthwatch Reference:	109123
Service Name:	Nuclear Medicine (York Hospital)
Sentiment:	Positive

Experience Summary:	Lady took her husband for a head scan as part of his dementia treatment. She says the staff were extremely supportive of her being there to care for her husband. They showed compassion in how they treated both the patient and his wife.
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Healthwatch Reference:	109098
Service Name:	Snaith and Rawcliffe Medical Group (The Marshes)
Sentiment:	Mixed
Experience Summary:	"Usually excellent, I've had one bad experience. I had high blood pressure which caused me anxiety but this wasn't taken seriously. They didn't ask any questions about the cause of my anxiety."

Healthwatch Reference:	109090
Service Name:	Allied Pharmacy (Goole)
Sentiment:	Positive
Experience Summary:	"The pharmacy near the hospital is excellent. They can prescribe antibiotics and have good fast communication with the Drs. I got my blood pressure checked here, they took me seriously and I'm really pleased with the services they offer."

Healthwatch Reference:	108836
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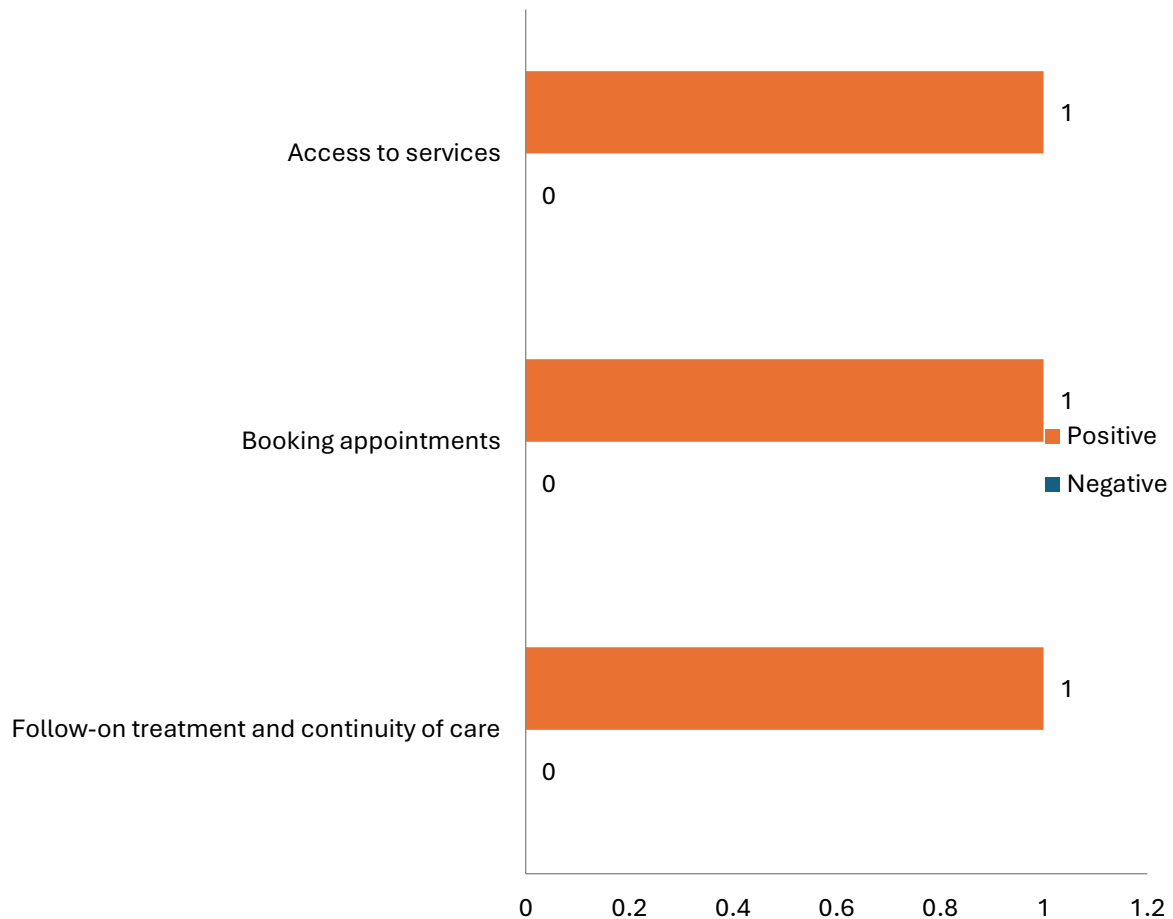
Sentiment:	Negative
Experience Summary:	"Lack of information and explanation."

Healthwatch Reference:	108821
Service Name:	Hedon Dental Practice
Sentiment:	Mixed
Experience Summary:	This individual said that their experience was "neither good nor bad"

Healthwatch Reference:	108806
Service Name:	Humber Primary Care
Sentiment:	Mixed
Experience Summary:	Patient was worried as they noticed whilst reviewing their blood test results that there were additional injections prescribed to them by a GP. They contacted the surgery where a nurse enquired this. The nurse said that this had been written up by mistake. The patient expressed that they found this "disgusting" and worried about how a GP could make this mistake and what the outcome could have been if they didn't enquire about this.

Dentist – Experiences Breakdown

This month, from 1 experiences, Healthwatch recorded a total of 3 compliments for Dentist.



This month, Communication with patients treatment explanation verbal advice were the most negative comments received and Caring kindness respect and dignity were the positive comments received for .and Access to services were the positive comments received for Dentist.

Examples of experiences received:

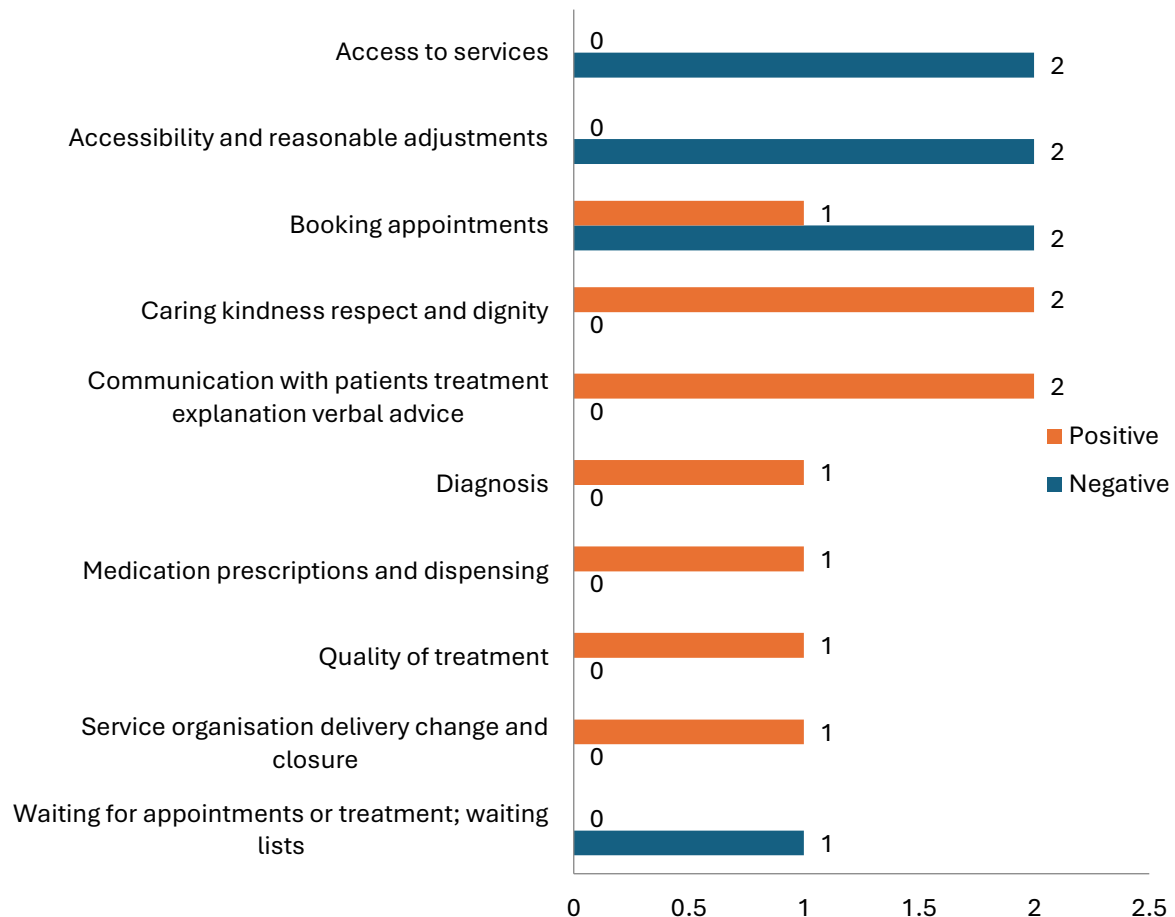
Healthwatch Reference:	108742
Service Name:	Mydentist (Burnby Lane, Pocklington)
Sentiment:	Positive

Experience Summary:

Patient was made to go private during COVID at a different practice and are pleased to be able to return to an NHS dentist. They're happy they are able to easily book 6-monthly appointments.

General Practice (GP) – Experiences Breakdown

This month, from 5 experiences, Healthwatch recorded a total of 7 negative / mixed / unclear comments and 9 compliments for General Practice (GP).



This month, Access to services were the most negative comments received and Caring kindness respect and dignity were the positive comments received for General Practice (GP).

Examples of experiences received:

Healthwatch Reference:	108809
Service Name:	Eastgate Medical Group, Hornsea
Primary Care Network:	
Sentiment:	Positive

Experience Summary:	Positive feedback from patient "We have an excellent GP surgery".
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Healthwatch Reference:	108745
Service Name:	Pocklington Group Practice
Primary Care Network:	
Sentiment:	Negative
Experience Summary:	Patient is unhappy with GP Practice not accepting appointments through phone or in person. They find the form difficult to fill out online and said "they say help is available to fill out the form, but it's not".

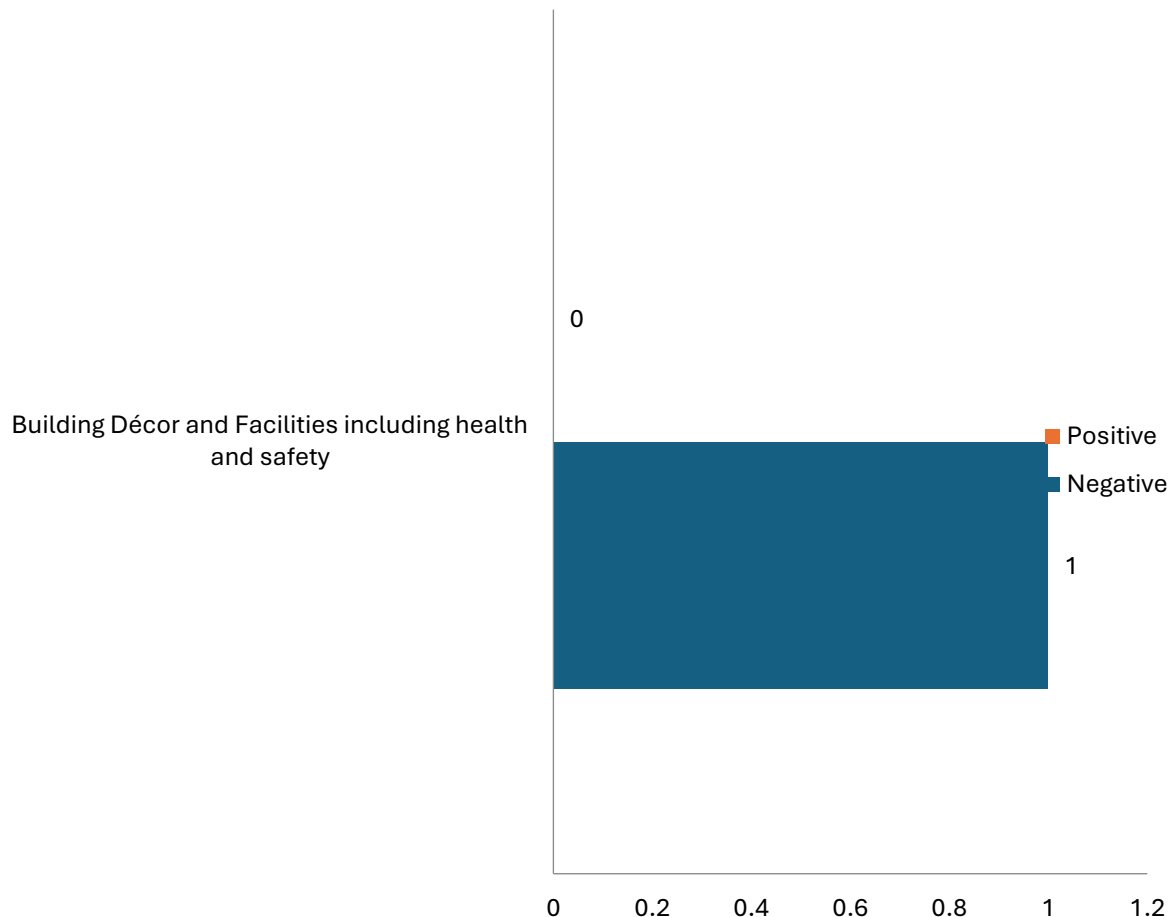
Healthwatch Reference:	108739
Service Name:	The Park Surgery
Primary Care Network:	Yorkshire Coast & Wolds PCN
Sentiment:	Negative
Experience Summary:	Patient walked into the reception to book an appointment to be told to go online. Patient says there's people stood in the carpark all on their phones submitting forms online. They would like the option of ringing up or walking in to book an appointment for improved accessibility.

Healthwatch Reference:	108693
Service Name:	North Beverley Medical Centre
Primary Care Network:	
Sentiment:	Positive
Experience Summary:	Positive medication review

Healthwatch Reference:	108374
Service Name:	Manor Road Surgery
Primary Care Network:	Beverley
Sentiment:	Positive
Experience Summary:	"Excellent. Telephone receptionists are kind and helpful. Try to help fit us in. People who take blood - kind, chatty. [Name removed] - good communication. [Name removed] - he was superb in our diagnosis of Alzheimer's. He actually listened."

Hull Royal Infirmary – Experiences Breakdown

This month, from 1 experiences, Healthwatch recorded a total of 1 negative / mixed / unclear comments for Hull Royal Infirmary.



This month, Building Décor and Facilities including health and safety were the most negative comments received for Hull Royal Infirmary.

Examples of experiences received:

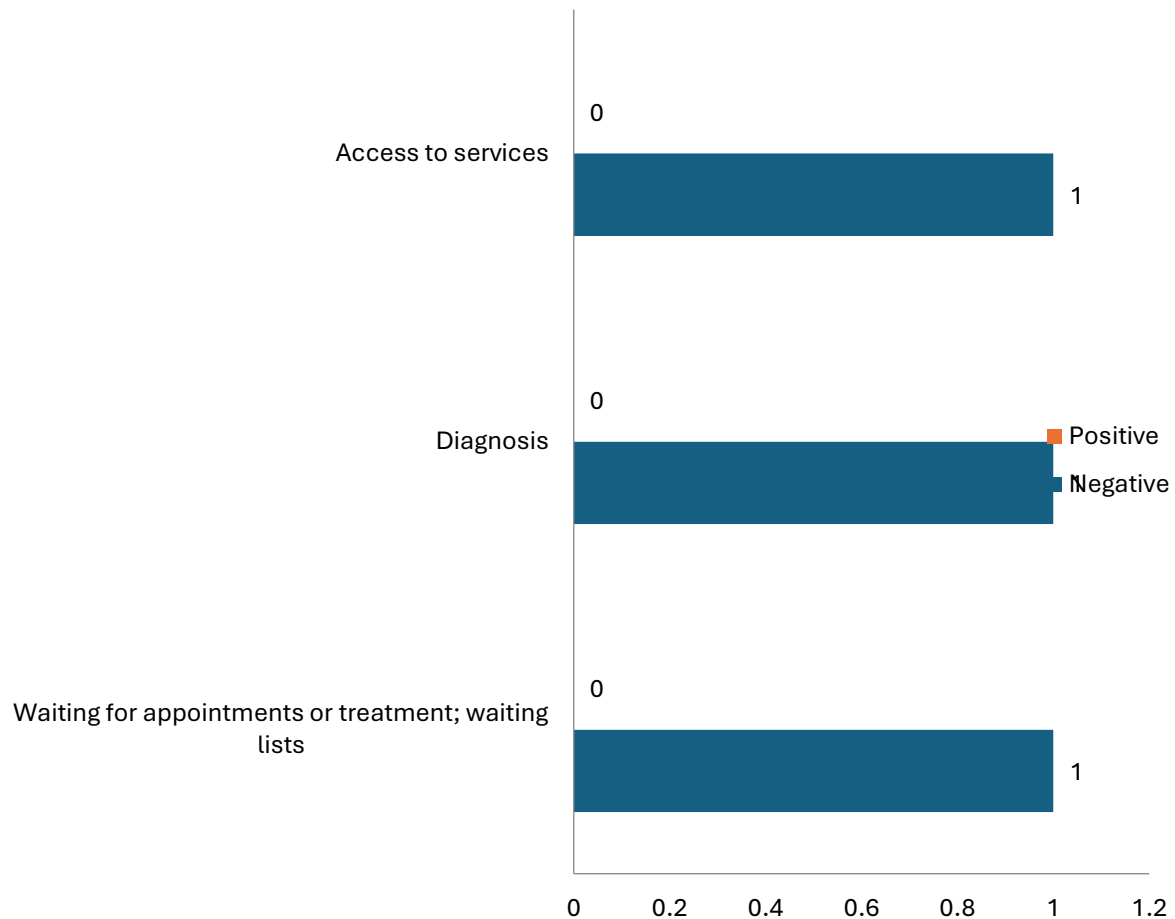
Healthwatch Reference:	108828
Service Name:	Hull Royal Infirmary
Sentiment:	Negative

Experience Summary:

"Chair I was on tipped over as they were putting me I the ambulance, had a swollen leg and painful knee from it just to add to my heath problem."

Mental Health Services – Experiences Breakdown

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



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

Examples of experiences received:

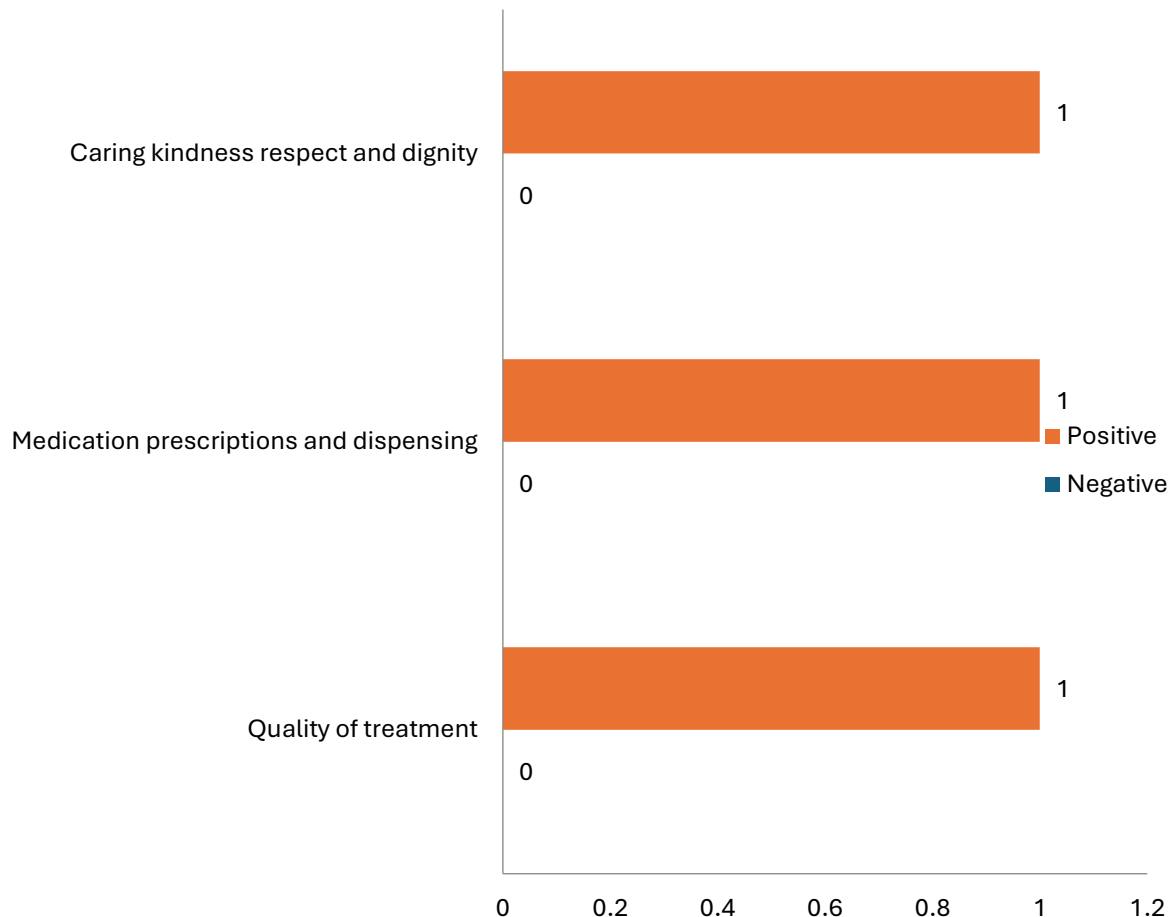
Healthwatch Reference:	108404
Service Name:	Humber Teaching NHS Foundation Trust
Sentiment:	Negative

Experience Summary:

This person has been on the waiting list for an ADHD assessment for over 3 years. His daughter has recently received diagnoses of Autism and ADHD through school and he believes this is due to him having very similar tenancies/traits. The person says he needs support as the ADHD traits are impacting his relationships, work and studies as he has had to defer his university course. He would like mental health support as he is irritable, overthinking, and he identifies with symptoms of rejection sensitivity dysphoria. The person tried Let's Talk therapy years ago but did not find this supportive. He would like to understand himself and his behaviours better.

Pharmacy – Experiences Breakdown

This month, from 1 experiences, Healthwatch recorded a total of 3 compliments for Pharmacy.



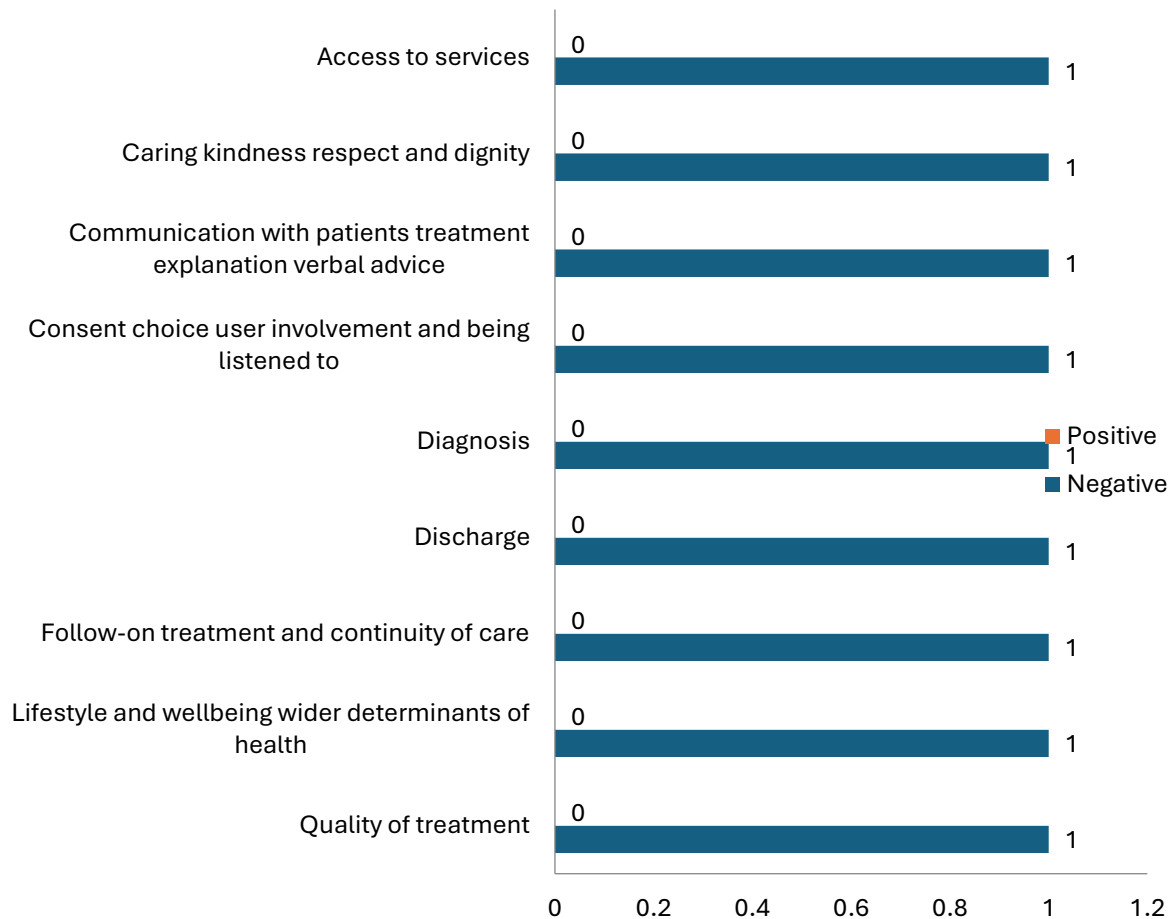
This month, Access to services were the most negative comments received for Mental Health Services. and Caring kindness respect and dignity were the positive comments received for Pharmacy.

Examples of experiences received:

Healthwatch Reference:	108374
Service Name:	Hengate Pharmacy (Beverley)
Sentiment:	Positive
Experience Summary:	"Excellent. So kind, helpful to older people especially with COVID jabs."

Scarborough Hospital – Experiences Breakdown

This month, from 1 experiences, Healthwatch recorded a total of 9 negative / mixed / unclear comments for Scarborough Hospital.



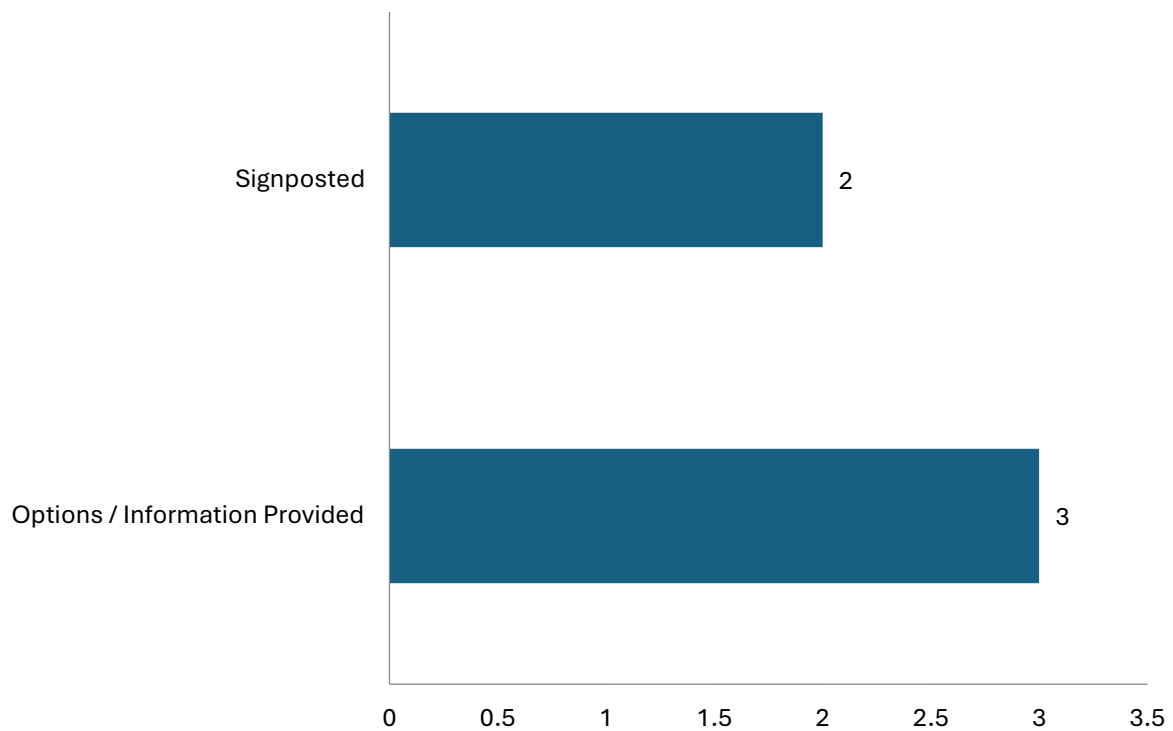
This month, Access to services were the most negative comments received for Scarborough Hospital.

Examples of experiences received:

Healthwatch Reference:	108407
Service Name:	Scarborough Hospital (A&E)
Sentiment:	Negative
Experience Summary:	Patient didn't feel taken seriously due to age

5. Outcomes

This month, Healthwatch took 5 actions from the experiences received.



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

