

healthwatch

East Riding of Yorkshire

Intelligence Report

June 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

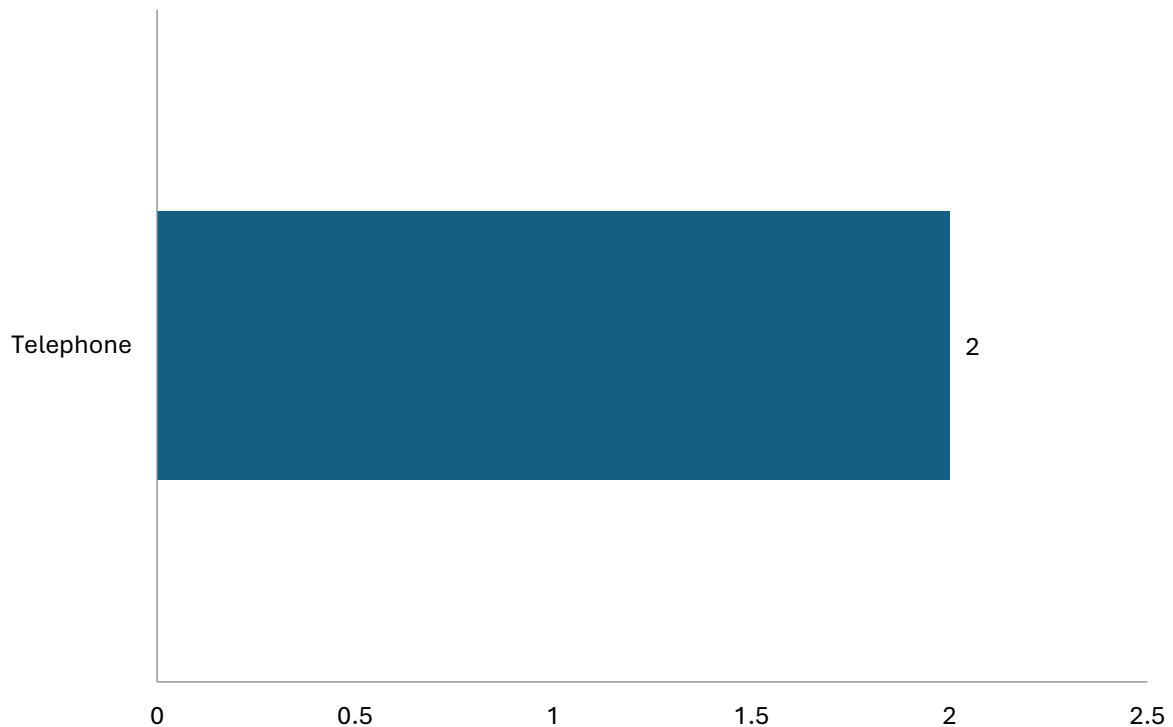
In-addition to this, our report also includes information highlighting the ongoing support provided by the NHS Independent Complaints Advocacy Service.

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.

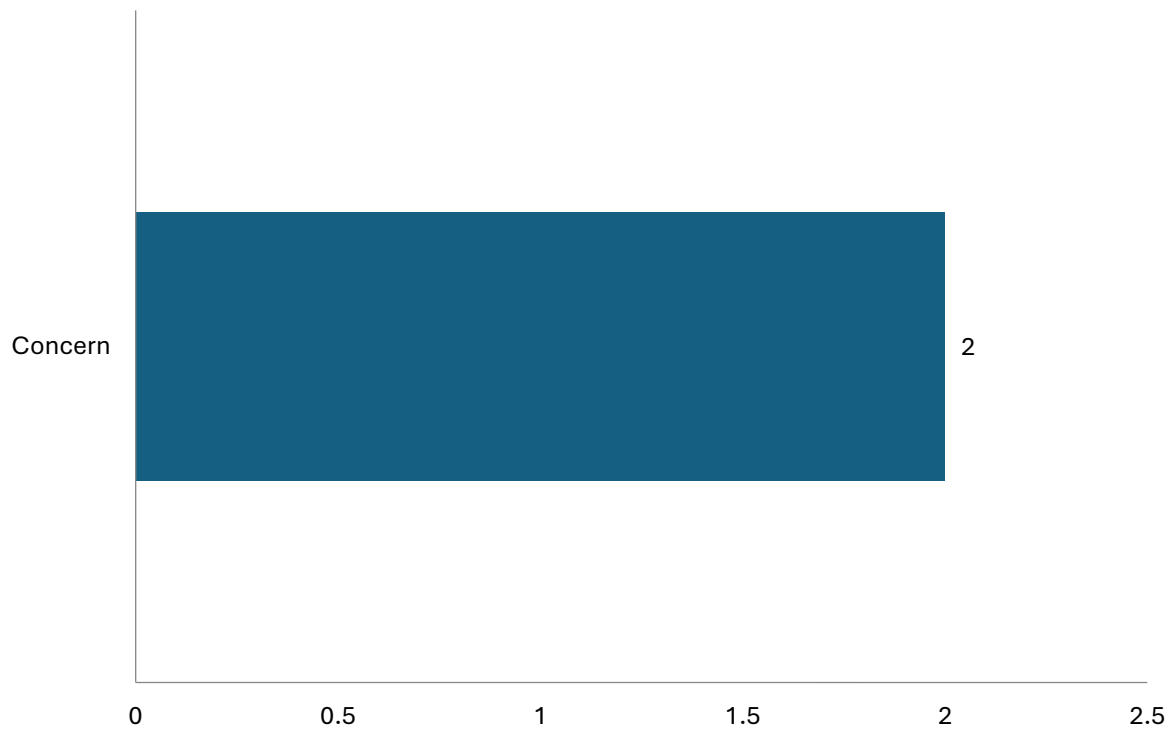
Following the publication of this report, we are happy to receive feedback from service providers using the enquires@healthwatcheastridingofyorksire.co.uk as it provides confidence to the public that their experiences are valued, acknowledged and acted upon.

3. Contact Statistics

In total, 2 people made contact with Healthwatch East Riding Of Yorkshire. The figures below show that Telephone 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.

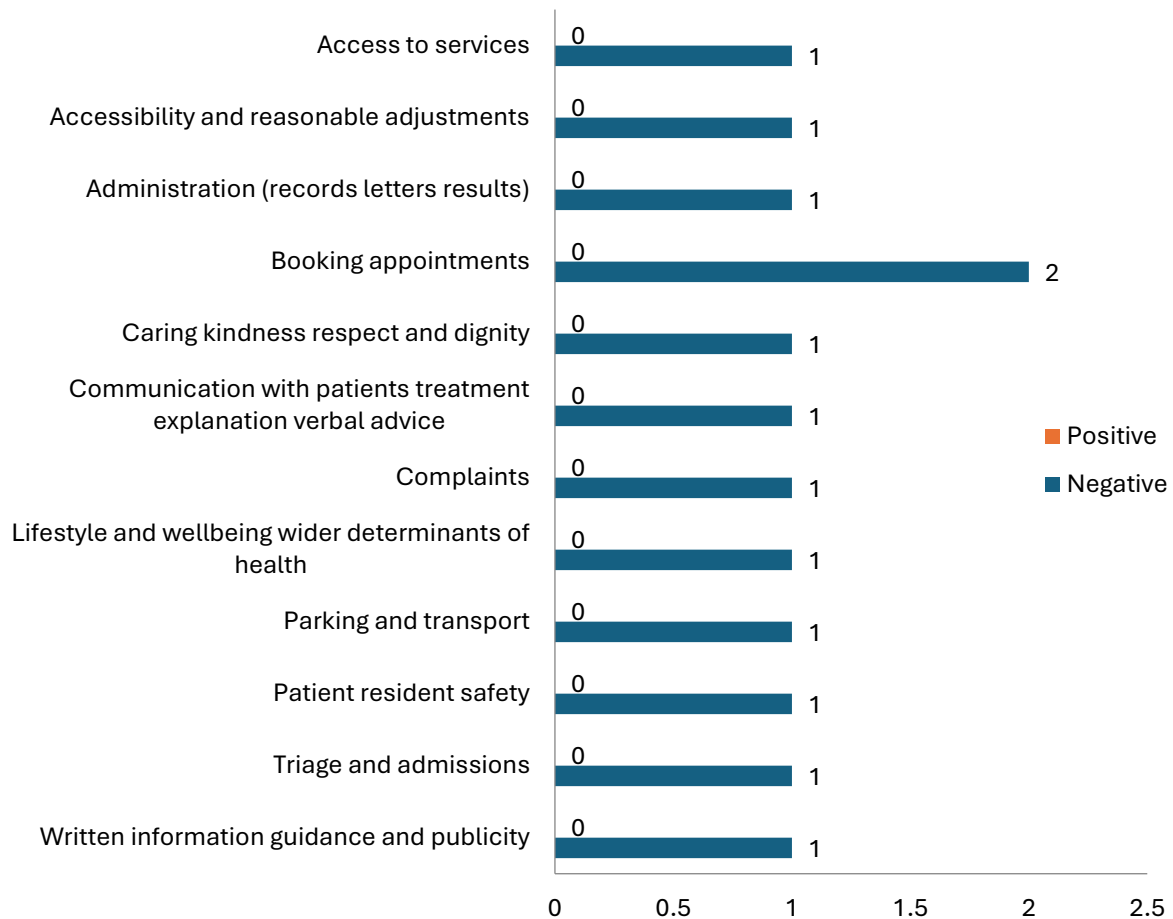
We recorded 18 negative comments and 0 compliments in total across all healthcare services from 3 experiences.



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

Hospital Services – Experiences Breakdown

This month, from 2 experiences, Healthwatch recorded a total of 13 negative / mixed / unclear comments for Hospital Services.



This month, Booking appointments were the most negative comments received for Hospital Services.

Examples of experiences received:

Healthwatch Reference:	109672
Service Name:	Castle Hill
Sentiment:	Negative

Experience Summary:

Callers son received a letter after being on the cardiology waiting list since March giving 4 options. These options were to ascertain if the appointment was still needed or not. On becoming aware of this letter, the caller rang the number (caller was unsure if it was the appointment centre or cardiology direct) to explain that their son has high functioning autism but struggles with communication and the letter sent is very academic, a full page of text and is inaccessible to him. Caller was told they would send it to her as his carer. Caller explained whilst this worked for her son, what if she wasn't aware of the letter, or what about those who have carers with low literacy age etc. Caller said to the service that their fear is someone will miss a vital appointment through lack of consideration taken in communications sent out, and will end up costing lives. Caller was told if they weren't happy to contact PALS. Caller attempted to do this three times but PALS phoneline disconnects half way through their opening recorded message.

Healthwatch

Reference:

109404

Service Name:

York and Scarborough Teaching Hospitals NHS Foundation Trust

Sentiment:

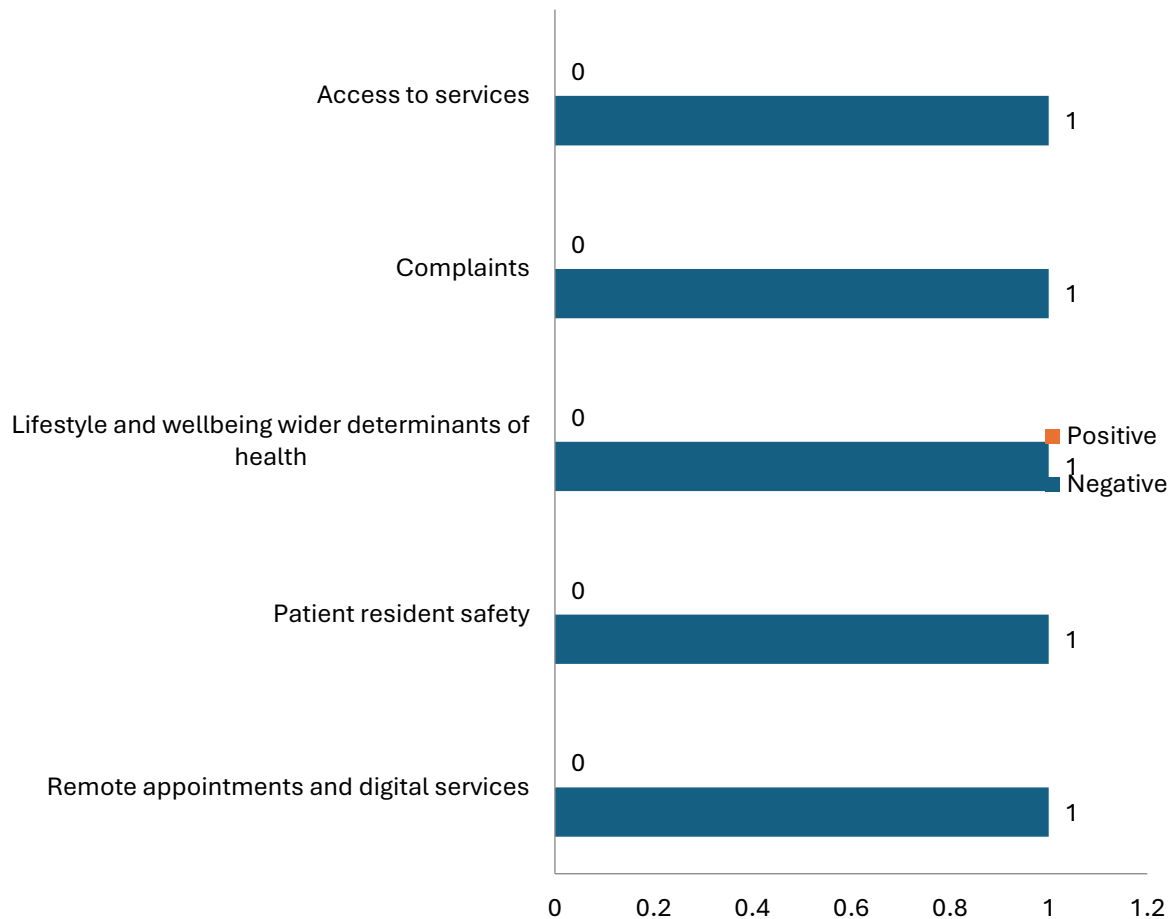
Negative

Experience Summary:

This lady called on behalf of her husband who has a heart condition and needs treatment. The patient had an appointment at Scarborough Hospital but they couldn't make it due to lack of community transport on weekends. After cancelling the appointment the patient was given a new appointment at Bridlington Hospital which they feel is too far into the future. When trying to rearrange the appointment the patient's wife is finding it difficult being on hold for long periods of time often to be cut off after 30 minutes. They say they are being sent round in circles with different phone numbers and isn't able to talk to the consultant about their concerns. The patient's wife also says she does not understand why her husband has been given an ENT appointment for heart concerns as the communication about his condition has been poor.

PALS – Experiences Breakdown

This month, from 1 experiences, Healthwatch recorded a total of 5 negative / mixed / unclear comments for PALS.



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

Examples of experiences received:

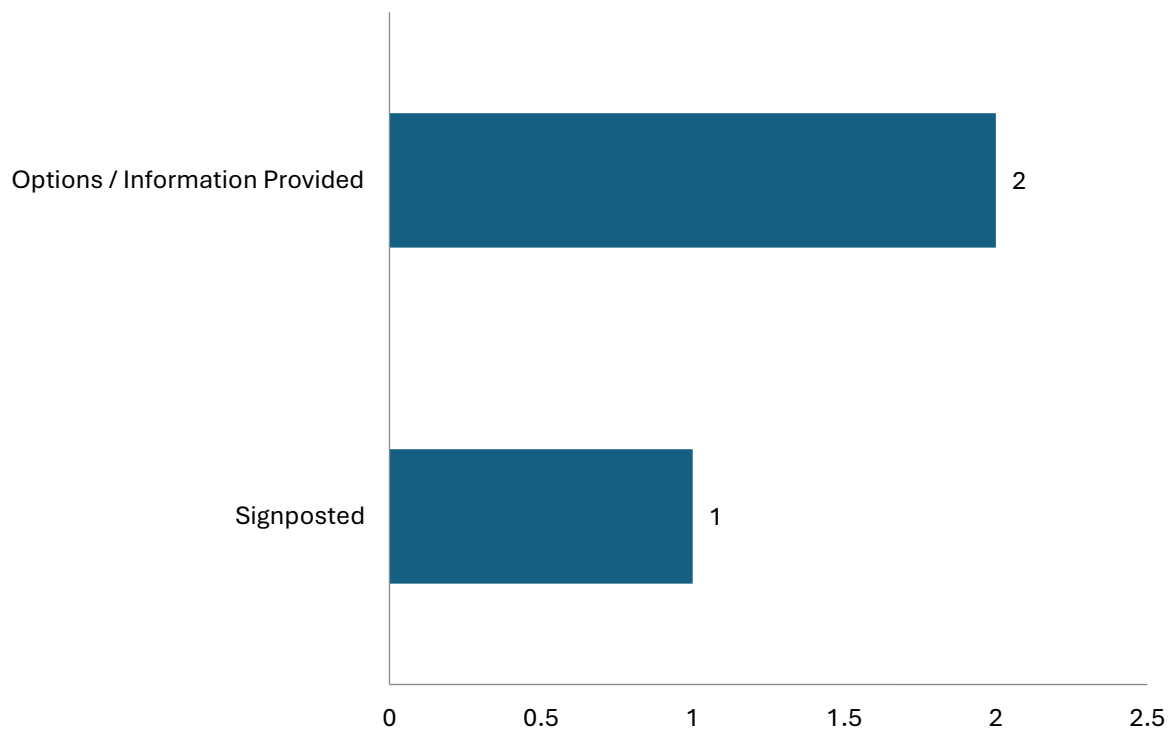
Healthwatch Reference:	109672
Service Name:	HUTH
Sentiment:	Negative

Experience Summary:

Caller said they tried to call PALS with a serious, urgent complaint which may cost lives. They tried 3 times. Phone line disconnects half way through their initial pre recorded message with no way of speaking to someone or leaving a message.

5. Outcomes

This month, Healthwatch took 3 actions from the experiences received.



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

