

healthwatch

East Riding of Yorkshire

Intelligence Report

July 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

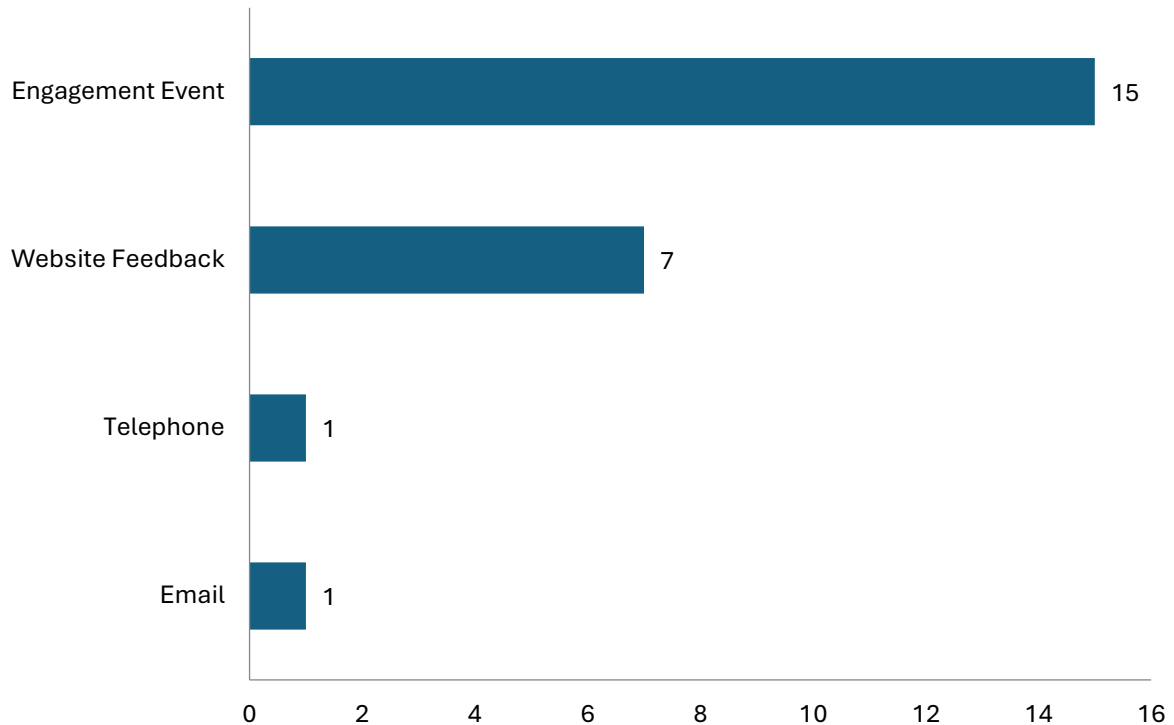
In-addition to this, our report also includes information highlighting the ongoing support provided by the NHS Independent Complaints Advocacy Service.

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.

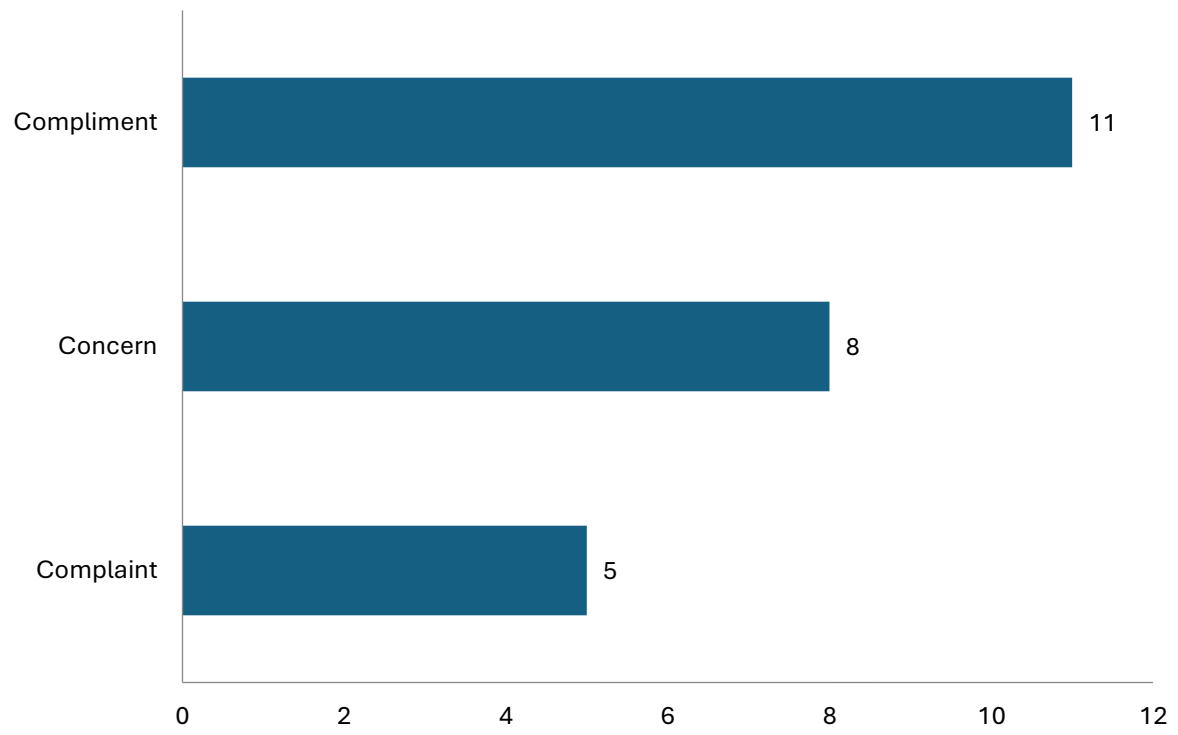
Following the publication of this report, we are happy to receive feedback from service providers using the enquires@healthwatcheastridingofyorksire.co.uk as it provides confidence to the public that their experiences are valued, acknowledged and acted upon.

3. Contact Statistics

In total, 24 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 Compliment.

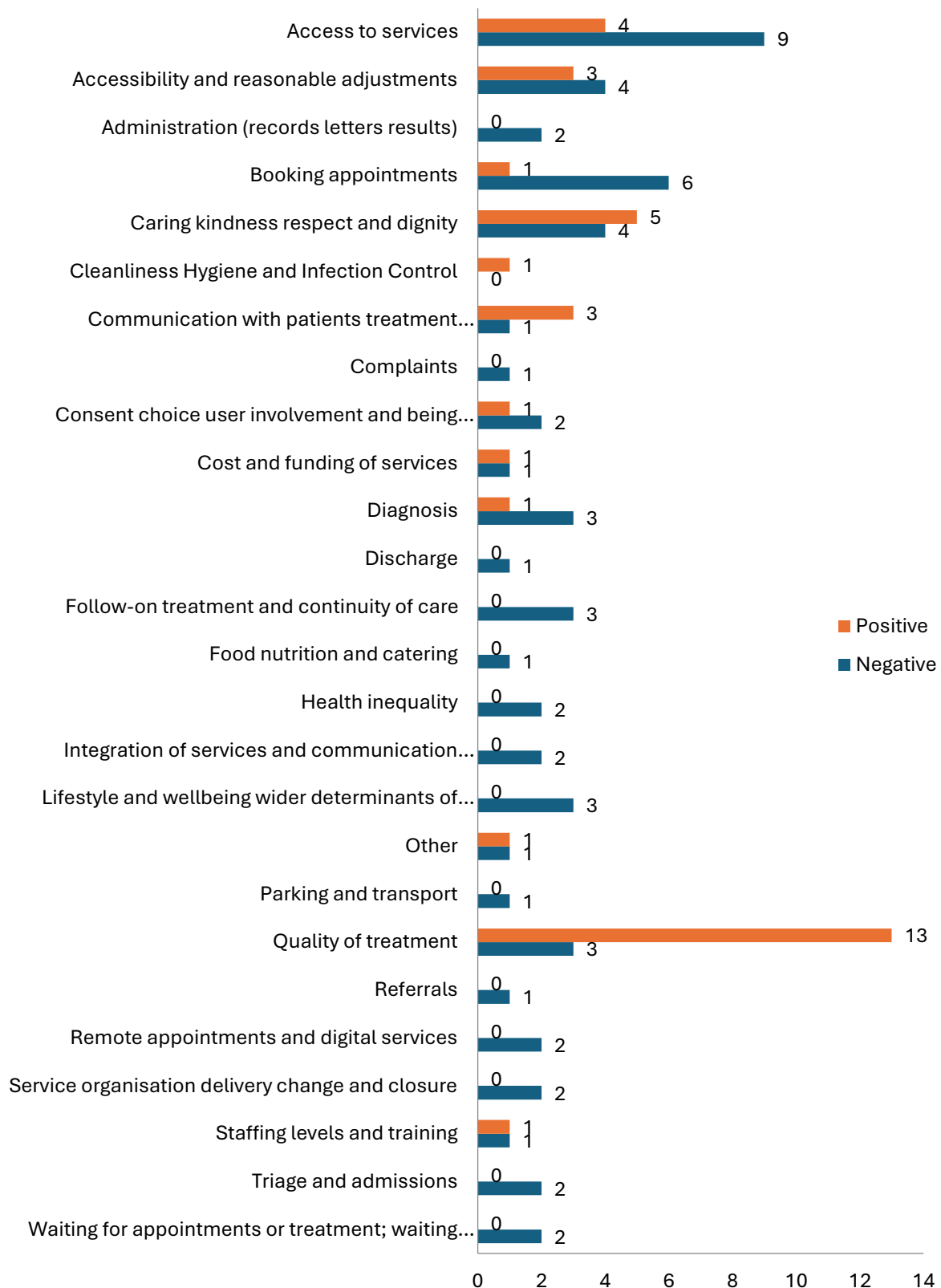


4. Overall Experiences Breakdown

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 60 negative comments and 35 compliments in total across all healthcare services from 31 experiences.

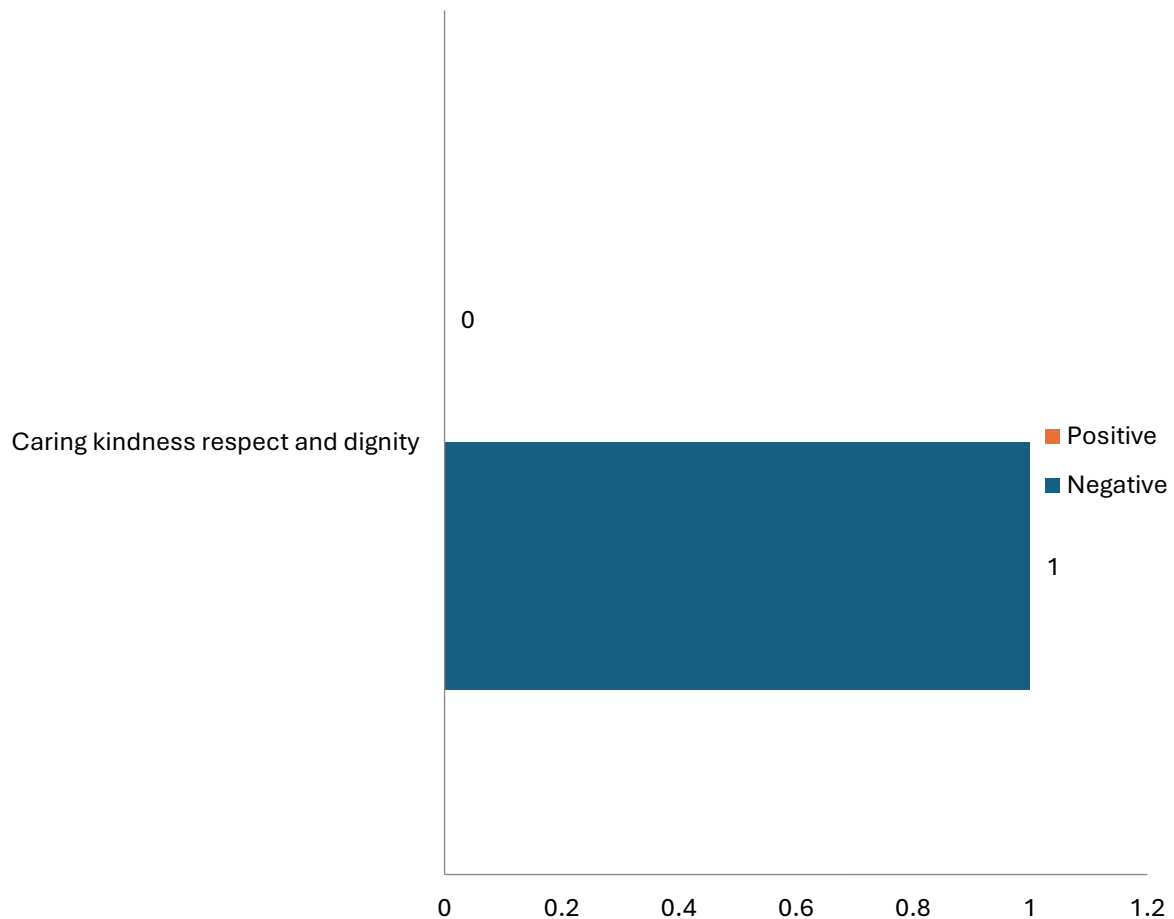


Access to services were highlighted as the main concerns for this month.

Quality of treatment are the areas which have received the most compliments this month.

Adult Social Care Services – Experiences Breakdown

This month, from 1 experiences, Healthwatch recorded a total of 1 negative / mixed / unclear comments for Adult Social Care Services.



This month, Caring kindness respect and dignity were the most negative comments received for Adult Social Care Services.

Examples of experiences received:

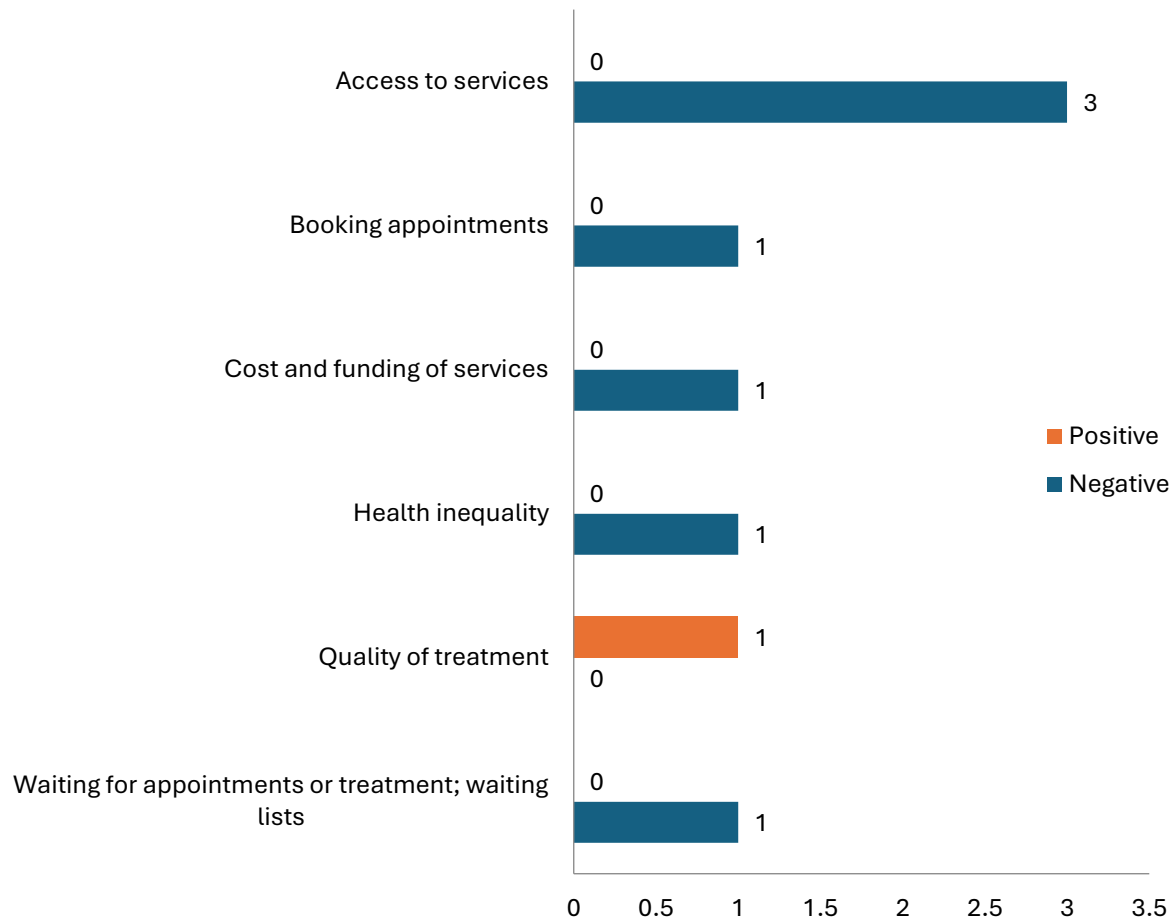
Healthwatch Reference:	109989
Service Name:	Safeguarding Adults
Sentiment:	Negative

Experience Summary:

Person has been contacted by the safeguarding team due to a concern submitted by a healthcare professional regarding care of a relative. This person says the phone call was "very intimidating" with the safeguarding team saying she has an allegation against her and told her she "could go to prison". The person says they're very stressed as a result of the phone call as they believe the safeguarding concern to be a miscommunication. This lady would like a more compassionate approach from the safeguarding team in resolving the concerns.

Dentist – Experiences Breakdown

This month, from 4 experiences, Healthwatch recorded a total of 7 negative / mixed / unclear comments and 1 compliments for Dentist.



This month, Access to services were the most negative comments received and Quality of treatment were the positive comments received for Dentist.

Examples of experiences received:

Healthwatch Reference:	110397
Service Name:	Unspecified
Sentiment:	Negative
Experience Summary:	Waiting for an appointment in Bridlington for 2 years. Being forced to go private but can't afford it.

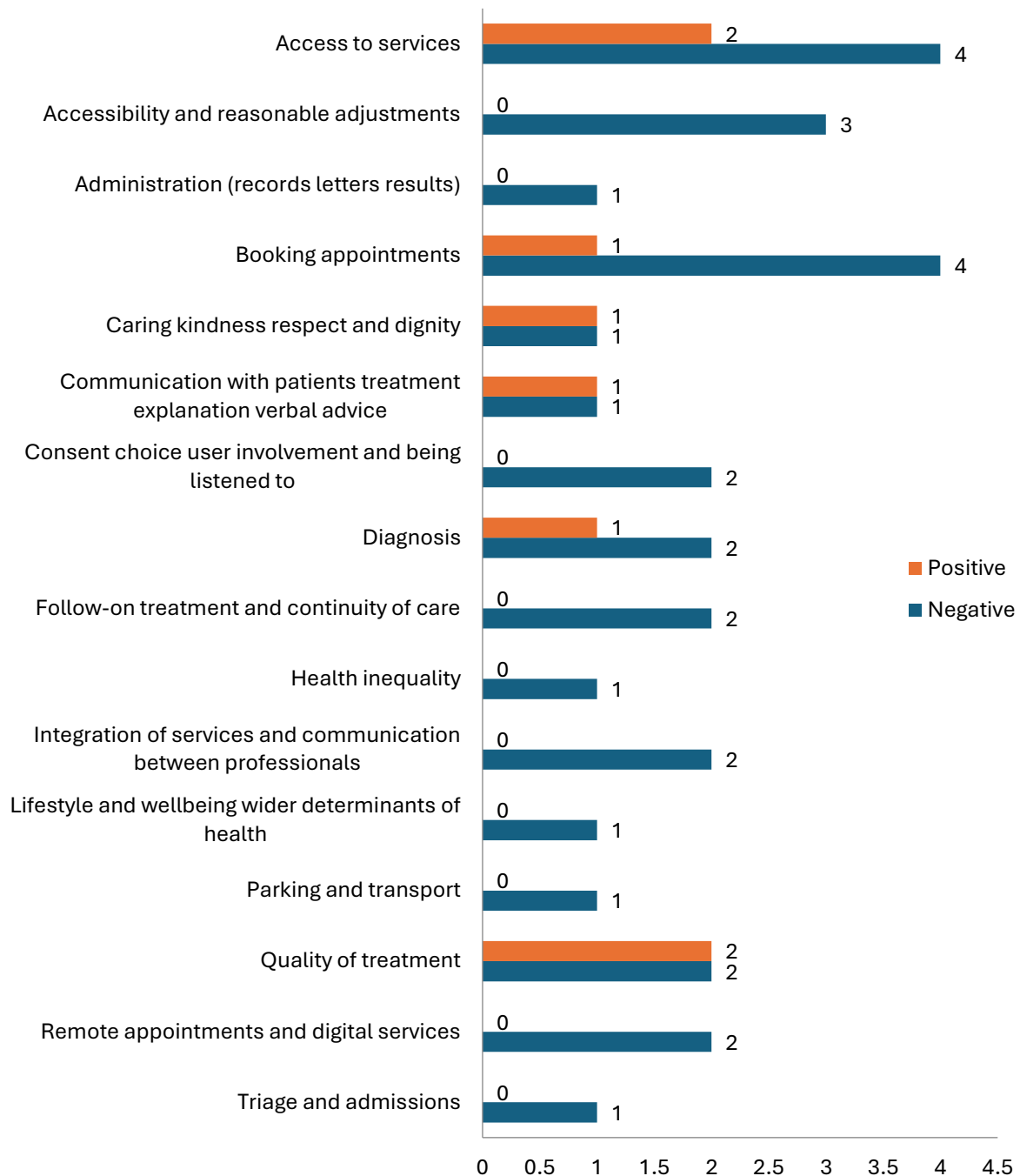
Healthwatch Reference:	110140
Service Name:	Mydentist (Norwood, Beverley)
Sentiment:	Positive
Experience Summary:	Positive experience at routine dental appointment

Healthwatch Reference:	109878
Sentiment:	Negative
Experience Summary:	No access to dental care

Healthwatch Reference:	109868
Sentiment:	Negative
Experience Summary:	Lack of dentists in Bridlington

General Practice (GP) – Experiences Breakdown

This month, from 10 experiences, Healthwatch recorded a total of 30 negative / mixed / unclear comments and 8 compliments for General Practice (GP).



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

Examples of experiences received:

Healthwatch Reference:	110408
Service Name:	Drs Reddy & Nunn
Primary Care Network:	
Sentiment:	Positive
Experience Summary:	This surgery has always been good. I have been a patient for 15 years.

Healthwatch Reference:	110404
Primary Care Network:	
Sentiment:	Negative
Experience Summary:	GP surgery operates on an online only basis. Would like to discuss reducing medication but can't make contact with GP.

Healthwatch Reference:	110397
Service Name:	Humber Primary Care
Primary Care Network:	
Sentiment:	Mixed

Experience Summary:	Switched to this GP surgery from another after receiving poor treatment elsewhere. Feels their back issue have been acknowledged at this surgery but is still not receiving support to heal.
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Healthwatch Reference:	110397
Service Name:	Drs Reddy & Nunn
Primary Care Network:	
Sentiment:	Negative
Experience Summary:	Switched to another GP surgery recently due to dismissing conditions (relating to back pain).

Healthwatch Reference:	110392
Service Name:	Park View Surgery
Primary Care Network:	
Sentiment:	Negative
Experience Summary:	No consideration by GP surgery taken for carers and the schedules they must keep to care for their loved ones - not always able to call at 8am so can't get an appointment to be seen by the doctor.

Healthwatch Reference:	110382
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Service Name:	Didn't want to say (Unspecified GP practice in York)
Primary Care Network:	
Sentiment:	Negative
Experience Summary:	Patient said they feel it's a postcode lottery with health services. Stated they can't get past the receptionist to get an appointment with their GP surgery.

Healthwatch Reference:	110372
Service Name:	MyHealth - Stamford Bridge Health Care Centre
Primary Care Network:	
Sentiment:	Negative

Experience Summary:

'Everything is digital. If you're making a GP appointment you have to use an app, take pictures and stuff. How can you show abdominal pain?' Patient discussed that they feel technology is excluding so many and if concerned about serious health issues being missed as patients can't always articulate their issues, or might be deterred. They said they feel digital has made people feel like a number as it's an impersonal approach. This was seconded by their friend. There was also reference to Stamford Bridge being a challenge due to falling within East Riding boundary residentially, but for services, most fall under York and it was said that the two don't communicate or work together well, and repeatedly blame each other for issues arising. Again, this was seconded by their friend. 'We are left out of everything in Stamford Bridge.'

Healthwatch Reference:	110366
Service Name:	The Park Surgery
Primary Care Network:	Yorkshire Coast & Wolds PCN
Sentiment:	Negative

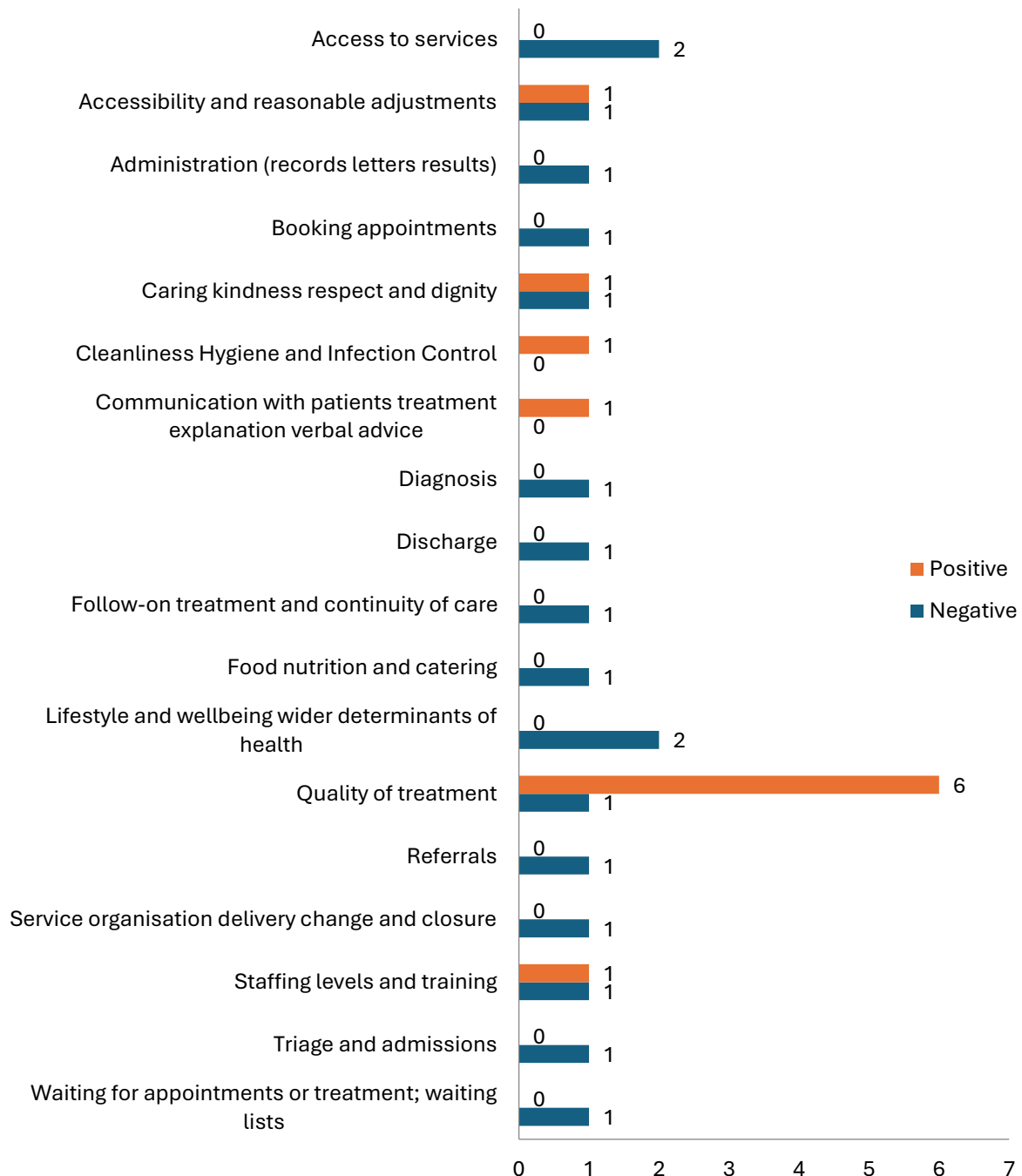
Experience Summary:	Patient said their follow up treatment after being discharged from the hospital was reasonably regular blood tests, however, Park Surgery have never had appointments available which has meant travelling to Scarborough or Bridlington. The patient said they can barely walk so definitely cannot drive so has to travel via taxi as cannot access public transport in their current condition which has come at a considerable expense. Feels frustrated that none of the blood tests so far were able to be booked at their own GP surgery.
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Healthwatch Reference:	109898
Service Name:	Eastgate Medical Group, Hornsea
Primary Care Network:	
Sentiment:	Positive
Experience Summary:	Accommodating, hard working team at Eastgate medical practice.

Healthwatch Reference:	109887
Service Name:	Eastgate Medical Group, Hornsea
Primary Care Network:	
Sentiment:	Negative
Experience Summary:	Medical information lost when digitised

Hospital Services – Experiences Breakdown

This month, from 9 experiences, Healthwatch recorded a total of 18 negative / mixed / unclear comments and 11 compliments for Hospital Services.



This month, Access to services were the most negative comments received and Quality of treatment were the positive comments received for Hospital Services.

Examples of experiences received:

Healthwatch Reference:	110408
Service Name:	Scarborough Hospital
Sentiment:	Positive
Experience Summary:	Scarborough hospital offer great services even if it has taken me 4 hours to get there (Bridlington is the nearest hospital but has reduced services).

Healthwatch Reference:	110404
Sentiment:	Mixed
Experience Summary:	Patient had a heart attack and said the hospital looked after him and gave great service. Added that the catering service was 'terrible'.

Healthwatch Reference:	110400
Service Name:	Scarborough Hospital
Sentiment:	Positive
Experience Summary:	Person lives in Middlesbrough but 'seasonally lives in Bridlington'. Said they 'can't fault Scarborough Hospital, they've always looked after me'.

Healthwatch Reference:	110382
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Service Name:	Malton Community Hospital
Sentiment:	Negative
Experience Summary:	Referred to Malton Hospital following a UTI in December. Should have been seen in February but appointment was put back until April. Then received a letter from York Hospital stating it will be August. Patient is concerned it could actually be a kidney issue but said they 'don't want to both their GP'.

Healthwatch Reference:	110369
Service Name:	Castle Hill Hospital
Sentiment:	Positive
Experience Summary:	Member of the public shared that their 89 year-old neighbour went into Castle Hill Hospital for end of life care. They visited and saw that they were treated with dignity and wanted to pass on their praise and thanks for staff. They said, 'You want a good life and a good death and he got that'.

Healthwatch Reference:	110366
Service Name:	Alfred Bean, Drifffield
Sentiment:	Negative

Experience Summary:	Patient is having to travel to Scarborough, Bridlington and York for services and feels frustrated that Alfred Bean is close by but doesn't seem to offer many services and has lots of unused spaces which could prevent the need for excessive travel when unwell.
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Healthwatch Reference:	110366
Service Name:	Scarborough Hospital
Sentiment:	Mixed
Experience Summary:	Scarborough Hospital excellent in terms of care. Lacking in consideration of support needed in the home when discharging patients who are not elderly but will have reduced independence due to health. Would like to see consistency for all ages.

Healthwatch Reference:	109895
Service Name:	East Riding Community Hospital
Sentiment:	Positive
Experience Summary:	Scans were completed quickly and on time.

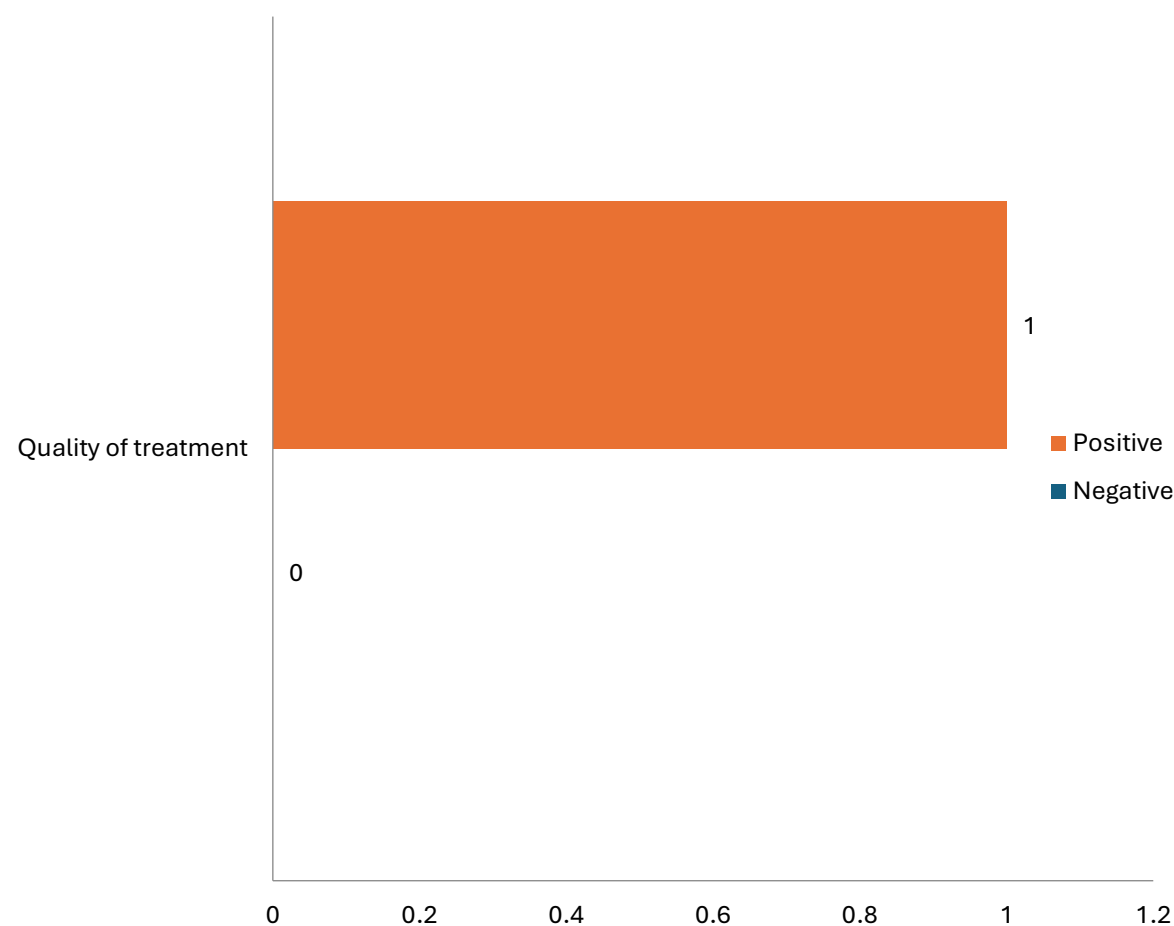
Healthwatch Reference:	109892
Service Name:	Hull Royal Infirmary (Ward 80)
Sentiment:	Negative

Experience Summary:

Very poor access to help and support.

Mental Health Services – Experiences Breakdown

This month, from 1 experiences, Healthwatch recorded a total of 1 compliments for Mental Health Services.



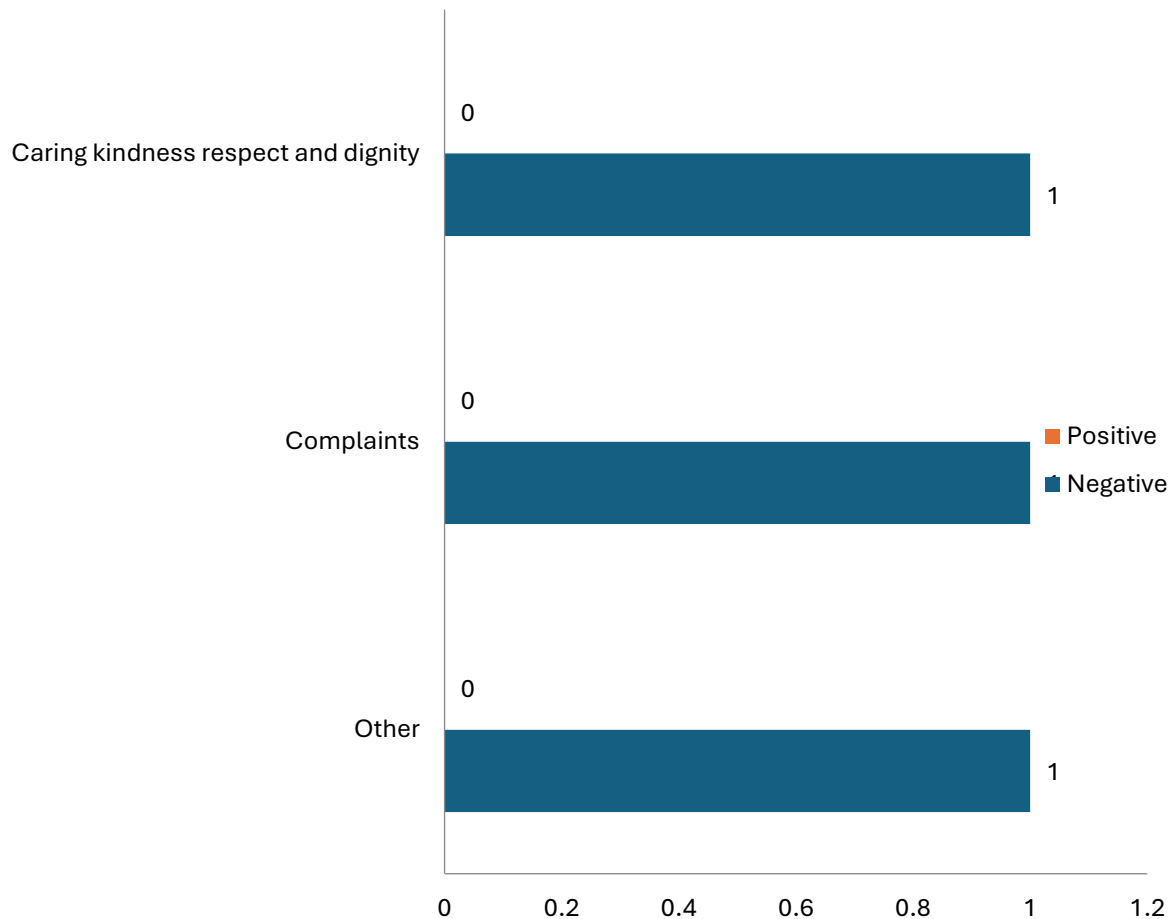
This month, Access to services were the most negative comments received and Quality of treatment were the positive comments received for Hospital Services.and Quality of treatment were the positive comments received for Mental Health Services.

Examples of experiences received:

Healthwatch Reference:	110375
Sentiment:	Positive
Experience Summary:	'CAMHS are really good. They helped me.'

PALS – Experiences Breakdown

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



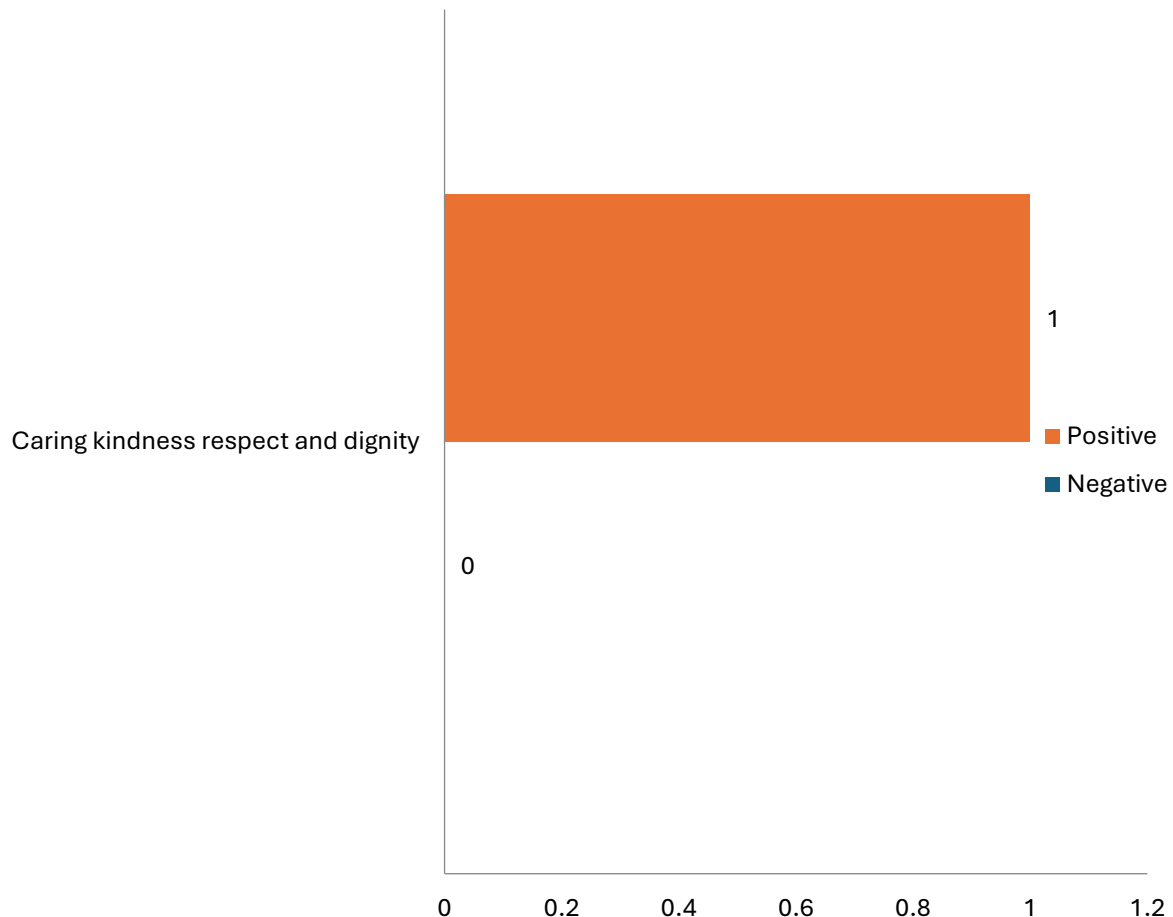
This month, Caring kindness respect and dignity were the most negative comments received for PALS.

Examples of experiences received:

Healthwatch Reference:	109875
Sentiment:	Negative
Experience Summary:	Rejected complaint by PALS

Pharmacy – Experiences Breakdown

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



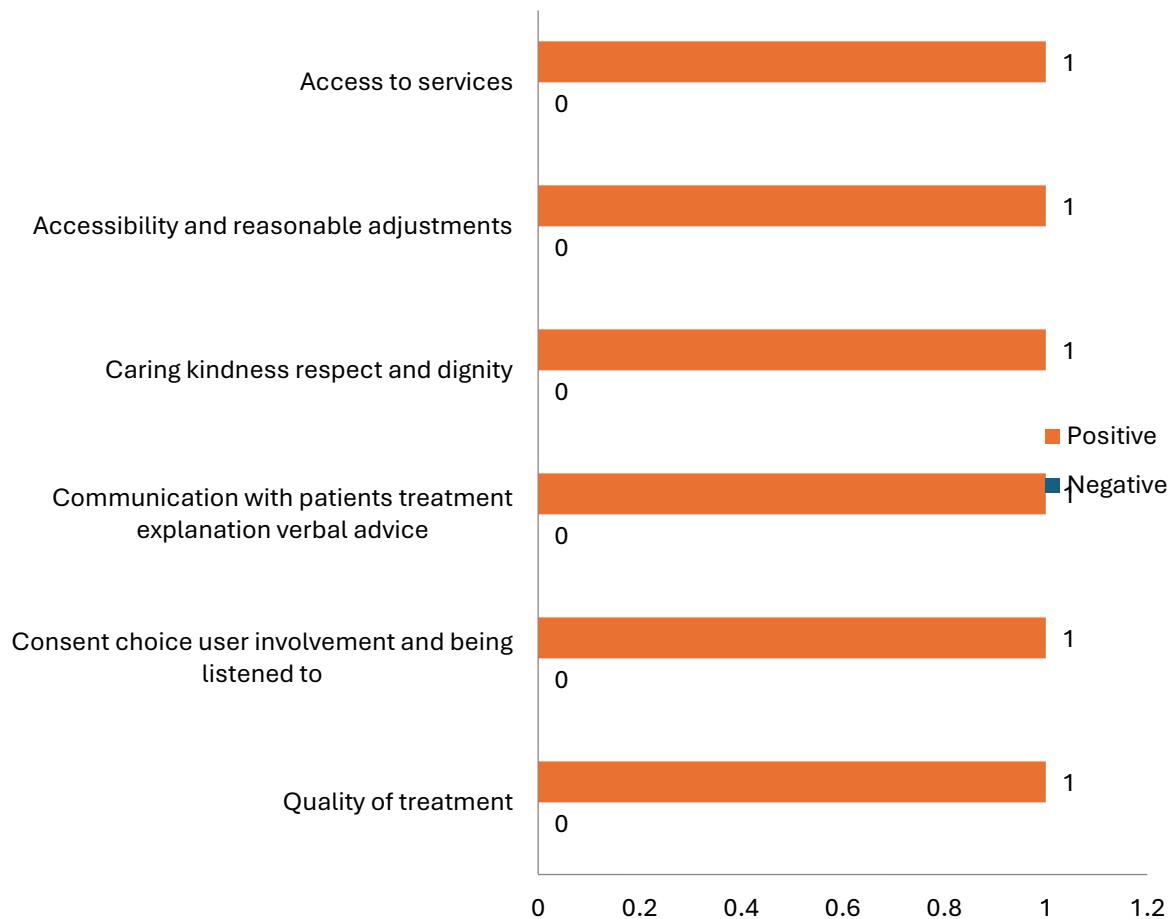
This month, Caring kindness respect and dignity were the most negative comments received for PALS. and Caring kindness respect and dignity were the positive comments received for Pharmacy.

Examples of experiences received:

Healthwatch Reference:	109872
Service Name:	Marton Road Pharmacy, Bridlington
Sentiment:	Positive
Experience Summary:	My local pharmacy are very efficient and helpful.

Services for people with Autism/on the Autism spectrum – Experiences Breakdown

This month, from 1 experiences, Healthwatch recorded a total of 6 compliments for Services for people with Autism/on the Autism spectrum.



This month, Caring kindness respect and dignity were the most negative comments received for PALS.and Caring kindness respect and dignity were the positive comments received for Pharmacy.and Access to services were the positive comments received for Services for people with Autism/on the Autism spectrum.

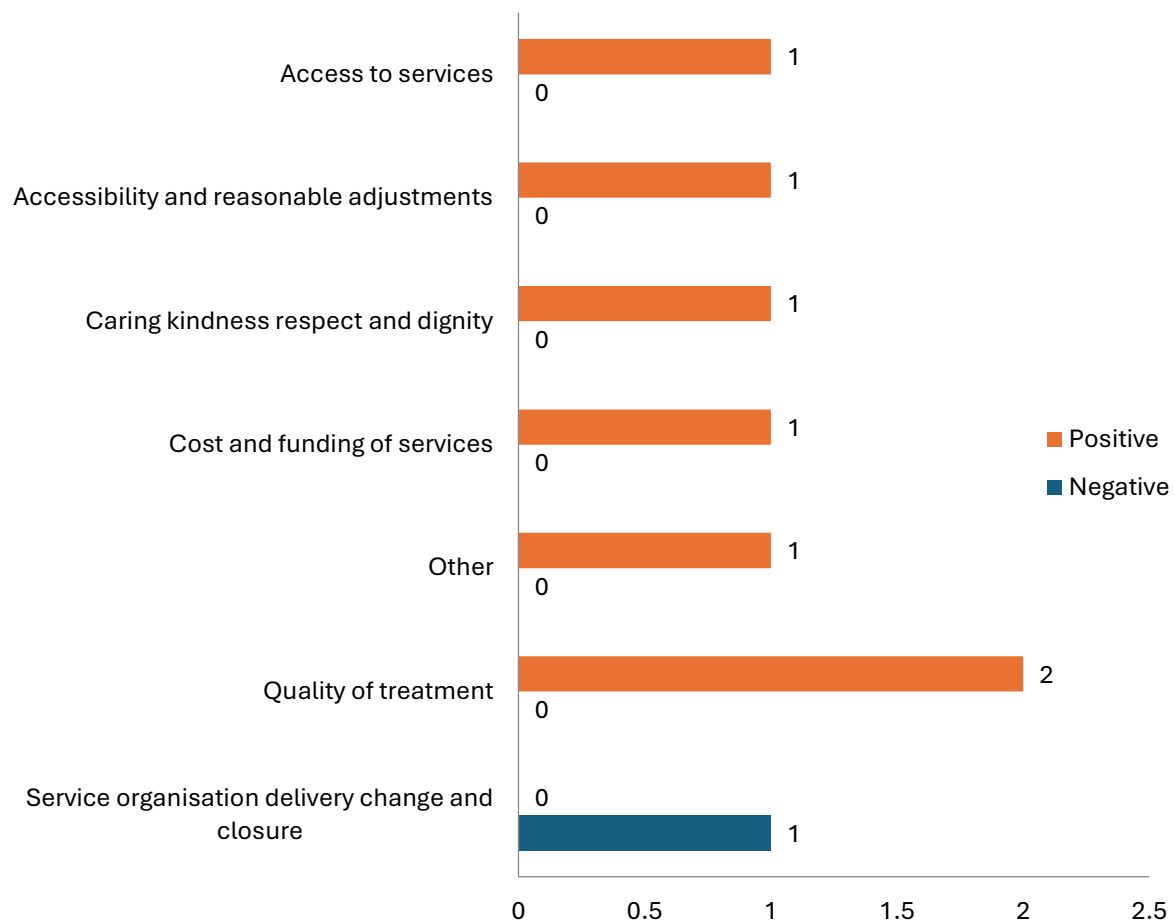
Examples of experiences received:

Healthwatch Reference:	109919
Service Name:	Neurodiversity ADHD Intervention Team

Sentiment:	Positive
Experience Summary:	Parent said they have been offered CBT for their child with ADHD. They were concerned about getting their child through the door at Alfred Bean to access the service. The person delivering the sessions was said to be incredibly supportive, and said that if she can't get through the door due to anxiety surrounding medical settings they will hold sessions in the parents car outside to build trust. The have initially book a 4 weeks worth of monthly sessions and will extend depending on need. Parent said it was very refreshing to have a practioner who was willing to adapt to her child's needs and take a less pre-prescribed approach.

Services other than health or social care – Experiences Breakdown

This month, from 2 experiences, Healthwatch recorded a total of 1 negative / mixed / unclear comments and 7 compliments for Services other than health or social care.



This month, Service organisation delivery change and closure were the most negative comments received and Quality of treatment were the positive comments received for Services other than health or social care.

Examples of experiences received:

Healthwatch Reference:	110388
Service Name:	Carers Support
Sentiment:	Mixed

Experience Summary:	Attended an event at Tickton for unpaid carers a few years ago which was great. It was valuable. The carer liked talking to other carers and said otherwise they're are alone. They are disappointed these events have stopped and would like to see them reinstated.
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Healthwatch Reference:	110385
Service Name:	General NHS - service not specified
Sentiment:	Positive
Experience Summary:	'The NHS has been good to us. We've had kids for free, got help when they've been poorly. Can't complain. It just seems like there's too many people in the queue. We don't want to push in or bother anyone.'

5. Outcomes

This month, Healthwatch took 2 actions from the experiences received.

