

# healthwatch

East Riding of Yorkshire

## Intelligence Report

September 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 **September 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

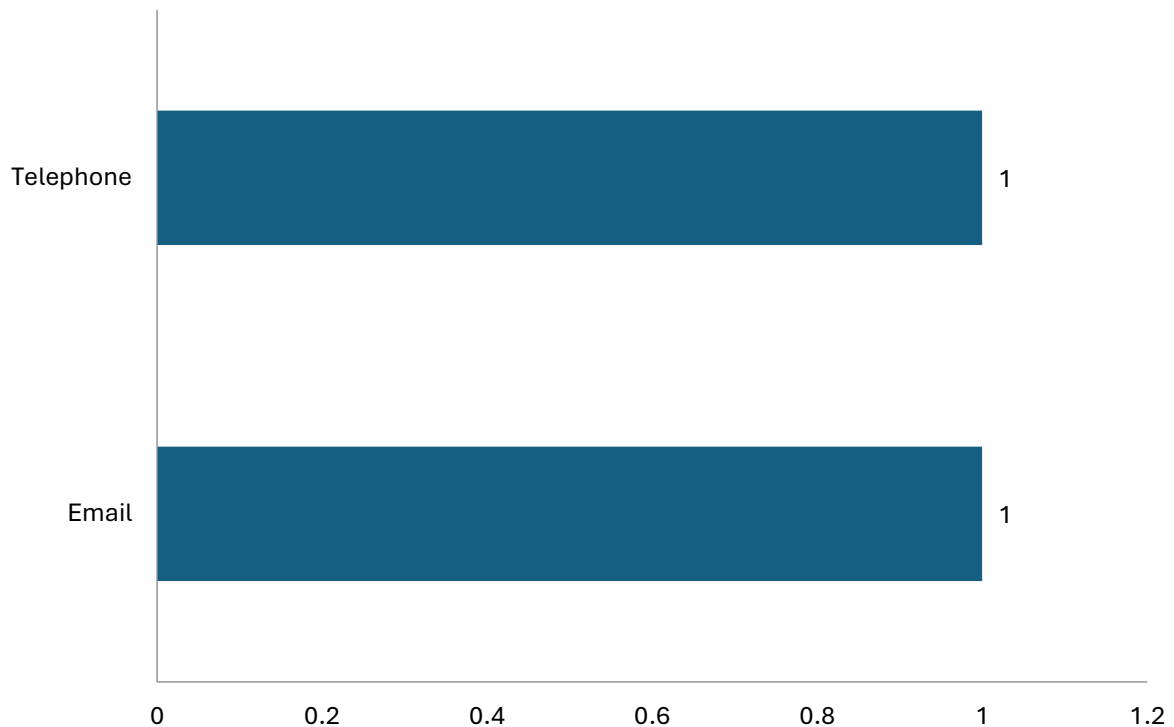
In-addition to this, our report also includes information highlighting the ongoing support provided by the NHS Independent Complaints Advocacy Service.

**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.

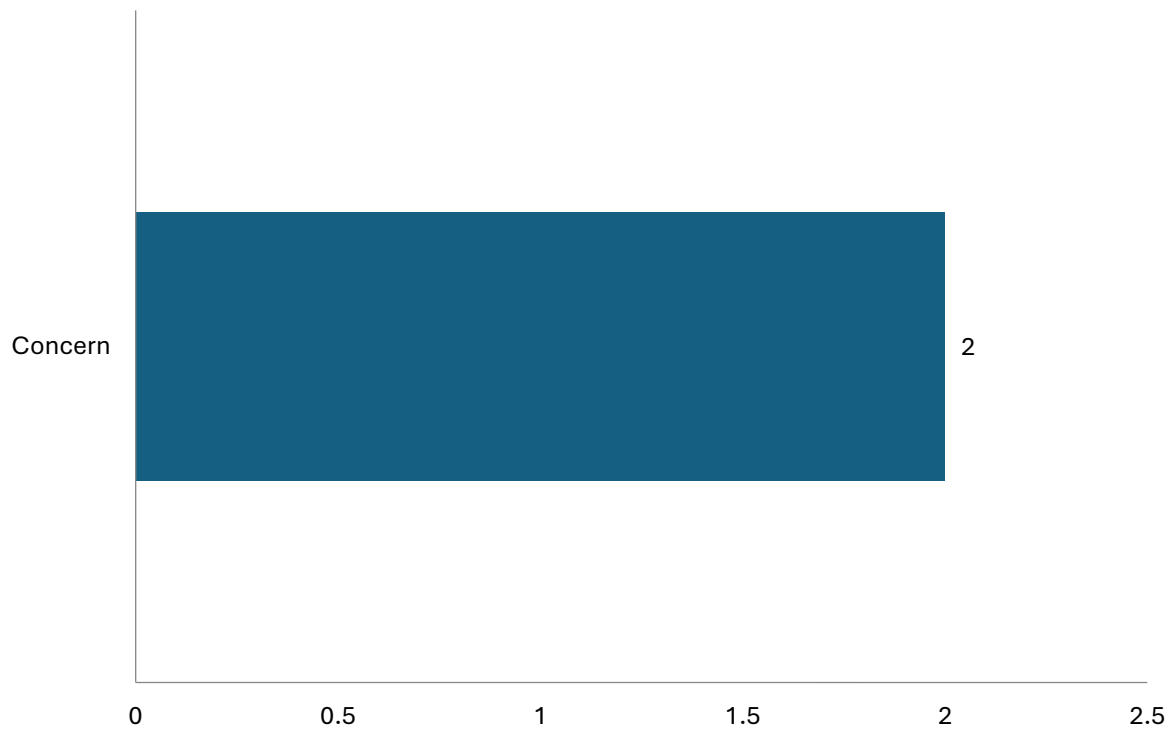
Following the publication of this report, we are happy to receive feedback from service providers using the [enquires@healthwatcheastridingofyorksire.co.uk](mailto:enquires@healthwatcheastridingofyorksire.co.uk) as it provides confidence to the public that their experiences are valued, acknowledged and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

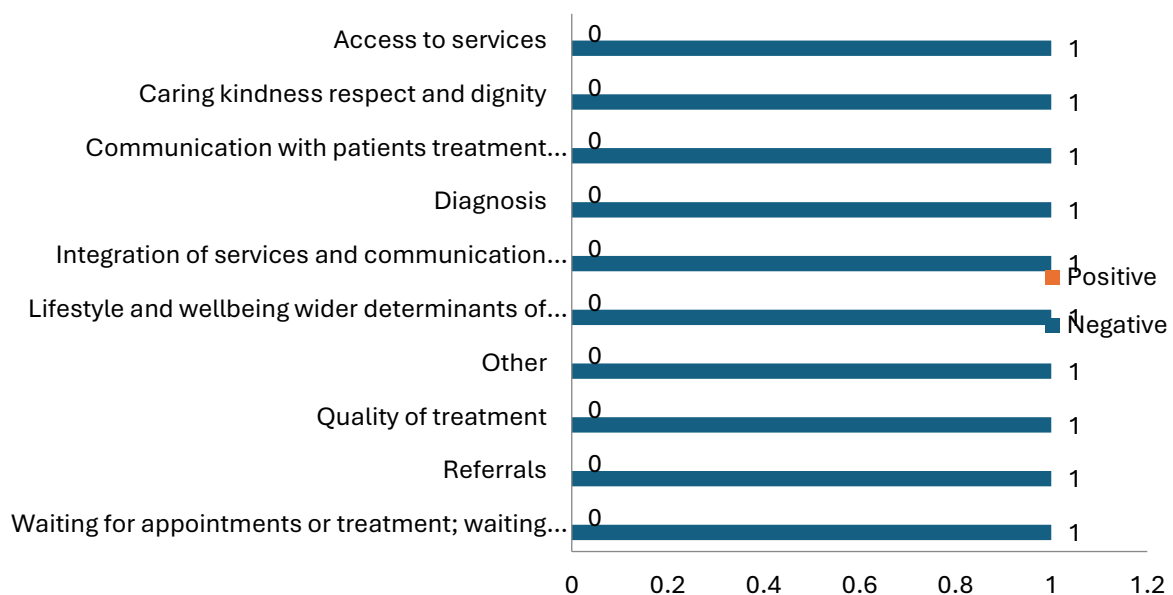


## 4. Overall Experiences Breakdown

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.

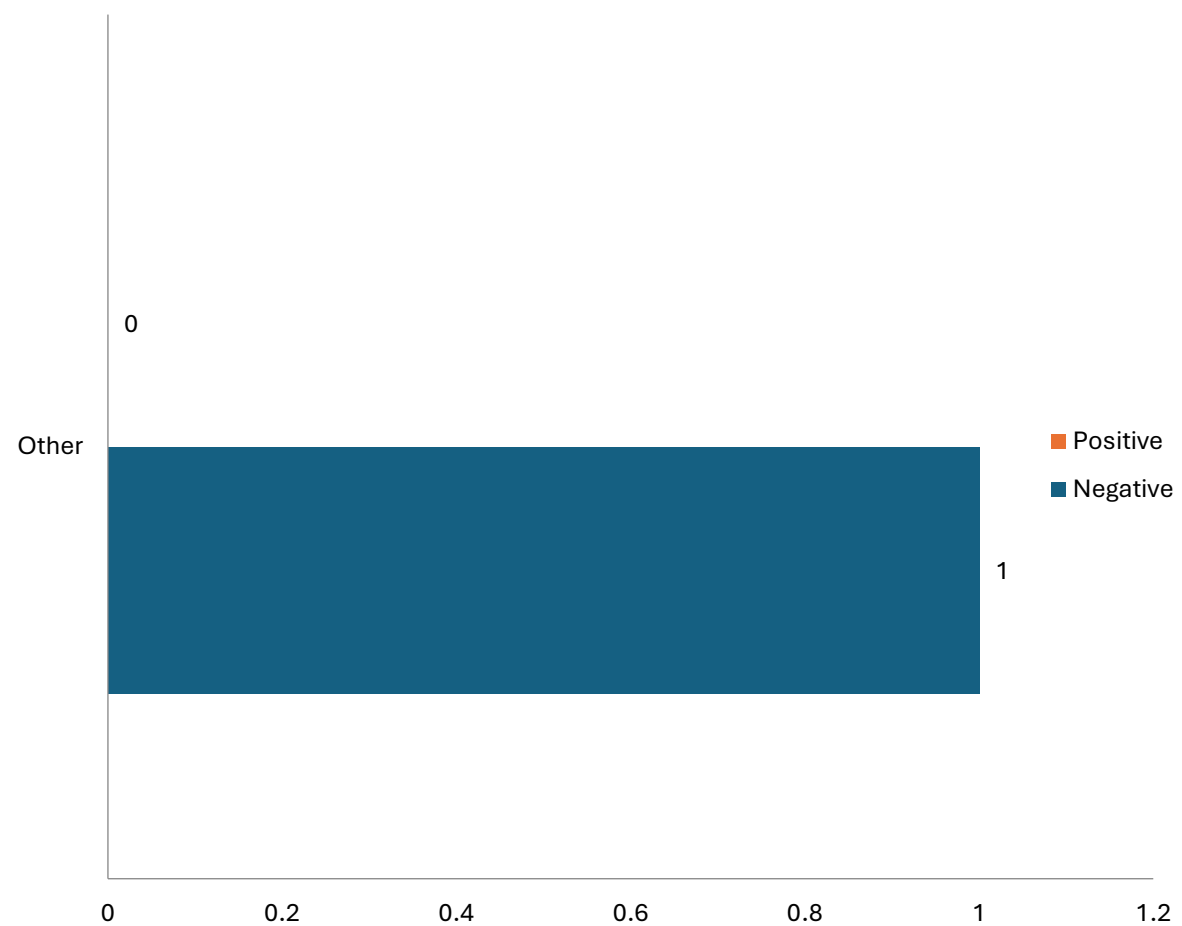
We recorded 10 negative comments and 0 compliments in total across all healthcare services from 3 experiences.



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

# Dentist – Experiences Breakdown

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



This month, Other were the most negative comments received for Dentist.

Examples of experiences received:

|                        |           |
|------------------------|-----------|
| Healthwatch Reference: | 111181    |
| Service Name:          | Mydentist |
| Sentiment:             | Negative  |

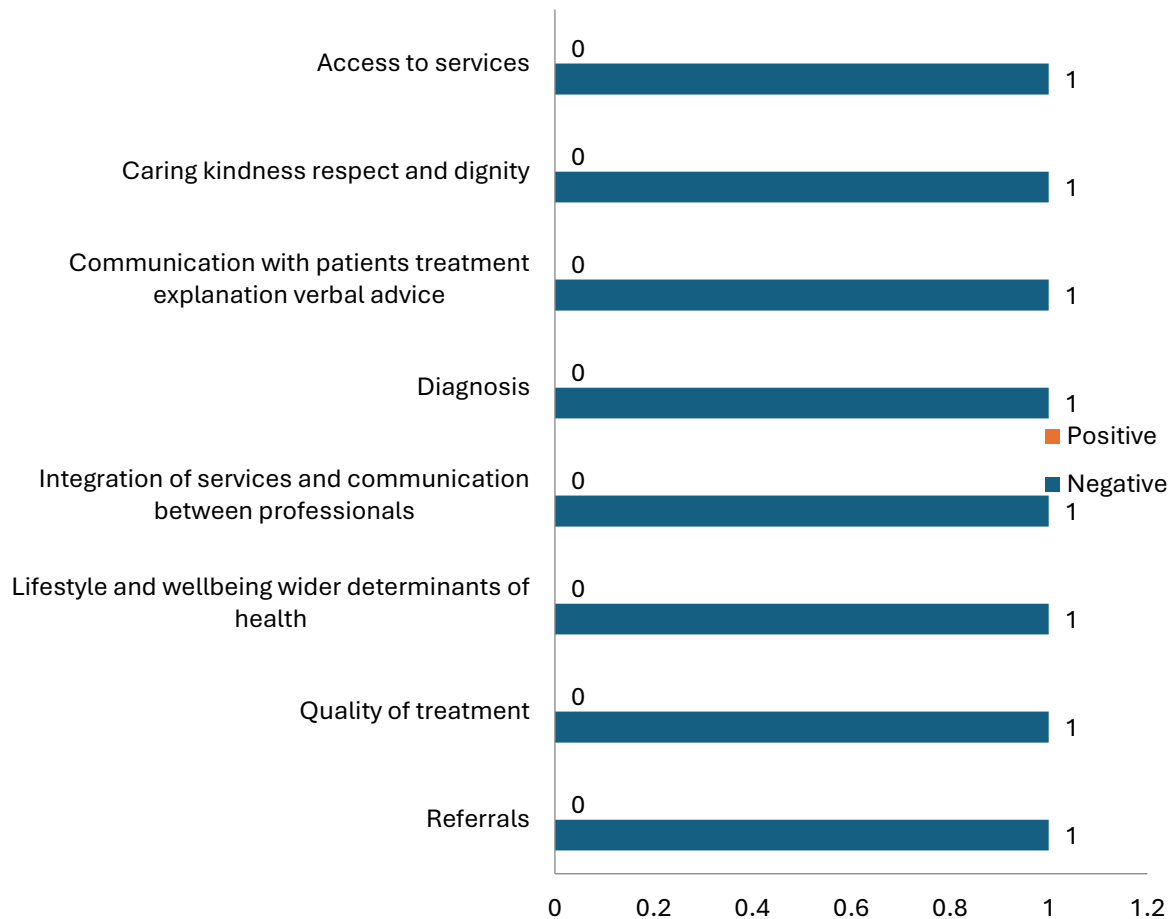
Experience Summary:

Private dentist saw me as a revenue source. Treatment so intensive it caused TMJ. Now not able to work because of the pain, ESA not payable as I can get out of bed and can no longer afford a dentist at all. No NHS dentists in the area without 5 year waiting lists. Referred to Maxillofacial Dept but issue muscular/ligaments.



## General Practice (GP) – Experiences Breakdown

This month, from 1 experiences, Healthwatch recorded a total of 8 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:

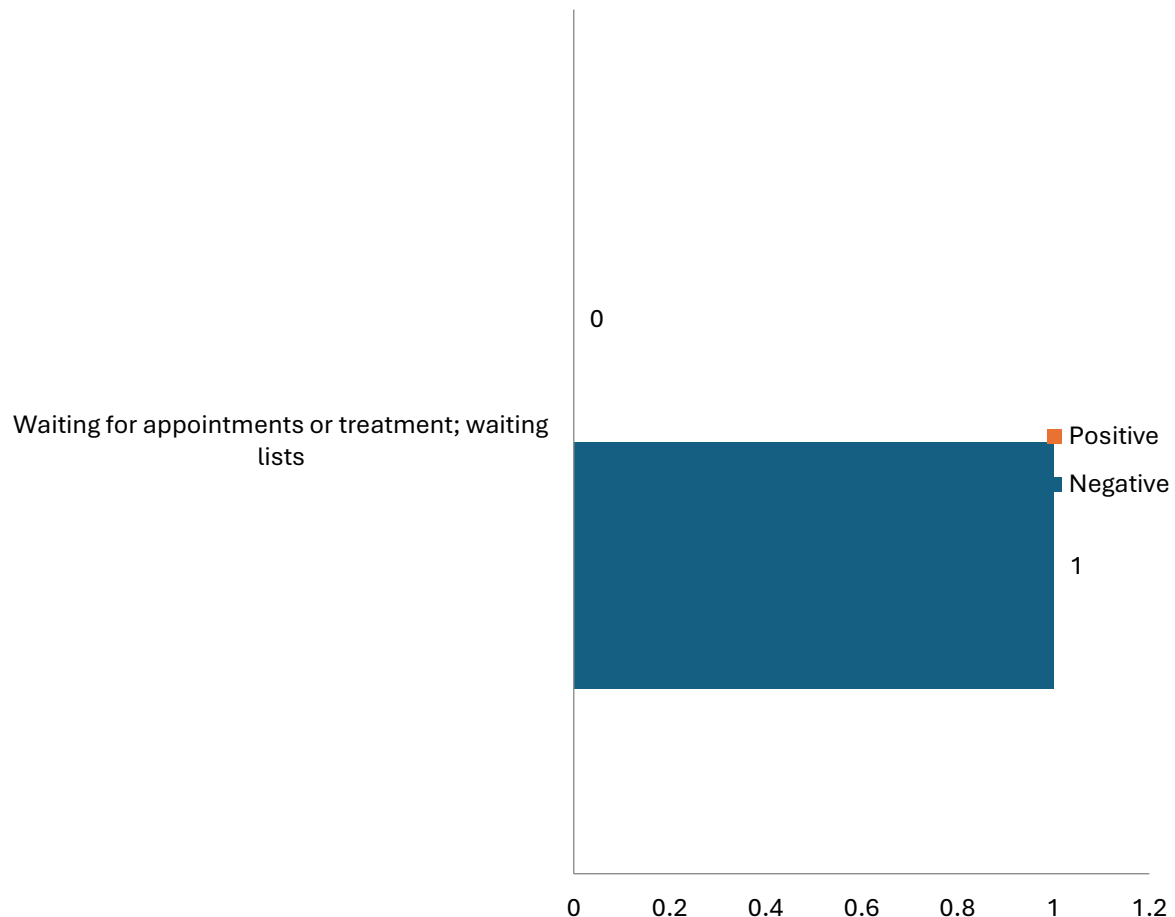
|                        |                     |
|------------------------|---------------------|
| Healthwatch Reference: | 111781              |
| Service Name:          | Humber Primary Care |
| Primary Care Network:  |                     |
| Sentiment:             | Negative            |

Experience Summary:

Patient had intermittent severe stomach pains since November 2024. Had a few home visits. Was told to take paracetamol then eventually ora-morph. Called NHS111 over one weekend who said if not better call GP Monday. Carer on Sunday call ambulance via 999. Patient was given antibiotics in hospital. On discharge patient began experiencing ongoing bowel issues and was prescribed Imodium. Patient was behaving out of character and asked for an ambulance at 3.45. It was discovered at the hospital the patient needed surgery to remove 9 gallstones. The hospital ward advised that the gallstones will have been responsible for ongoing stomach and bowel issues, and that had a referral been made earlier the patient wouldn't have been so unwell, in so much pain or lost so much weight. Since recovery, the patient is feeling fit and well again. Caller would like the GP practice to make referrals for investigation when patients present with reoccurring issues such as these, rather than trying to manage symptoms not knowing the root cause.

## Pharmacy – Experiences Breakdown

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



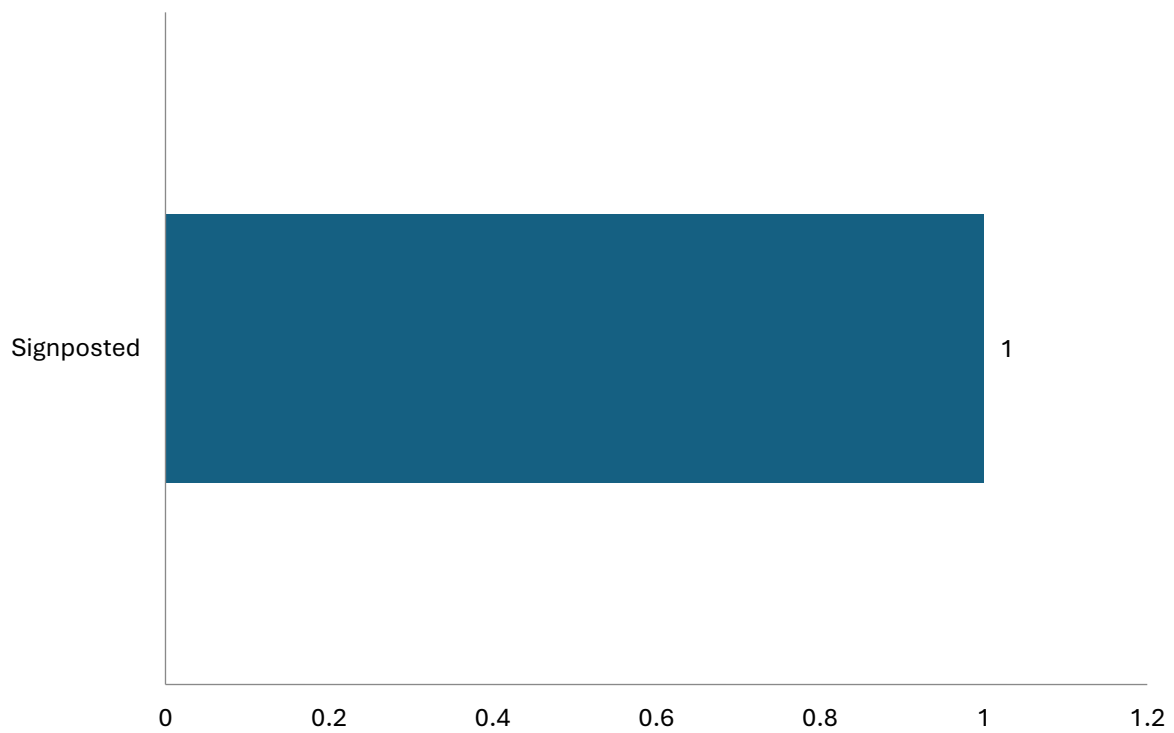
This month, Waiting for appointments or treatment; waiting lists were the most negative comments received for Pharmacy.

Examples of experiences received:

|                        |                                                                     |
|------------------------|---------------------------------------------------------------------|
| Healthwatch Reference: | 111190                                                              |
| Service Name:          | Tesco Pharmacy – Driffield                                          |
| Sentiment:             | Mixed                                                               |
| Experience Summary:    | It still takes up to 10 days to get my monthly repeat prescriptions |

## 5. Outcomes

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



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

