

healthwatch

East Riding of Yorkshire

Intelligence Report

April, May, June 2026

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, May and June 2026** 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.

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2. Engagement Activity

During April, May and June Healthwatch East Riding of Yorkshire attended 7 engagements and events, where we gathered experiences from the public.

The service area's locations we visited or engagement with during the month are outlined below.

knit and natter at Haltemprice Leisure centre
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knit and natter at Haltemprice Leisure centre
Love Driffield Foodbank
Love Driffield Foodbank
New Pasture Lane Community Centre, Bridlington

The focus of our engagement programme is to find out what people in the local community feel and think about the health and social care services they use. Each month we look to build a picture of the landscape of health and social care in the area and highlight what is working well, what challenges people are facing and, where possible, how can we work together with healthcare providers to overcome those challenges.

Healthwatch East Riding of Yorkshire are aware that residents will use services which crossover into other areas of the Humber boundaries due to the need to travel to Grimsby, Scunthorpe and Hull Hospitals for care.



3. Contact Statistics

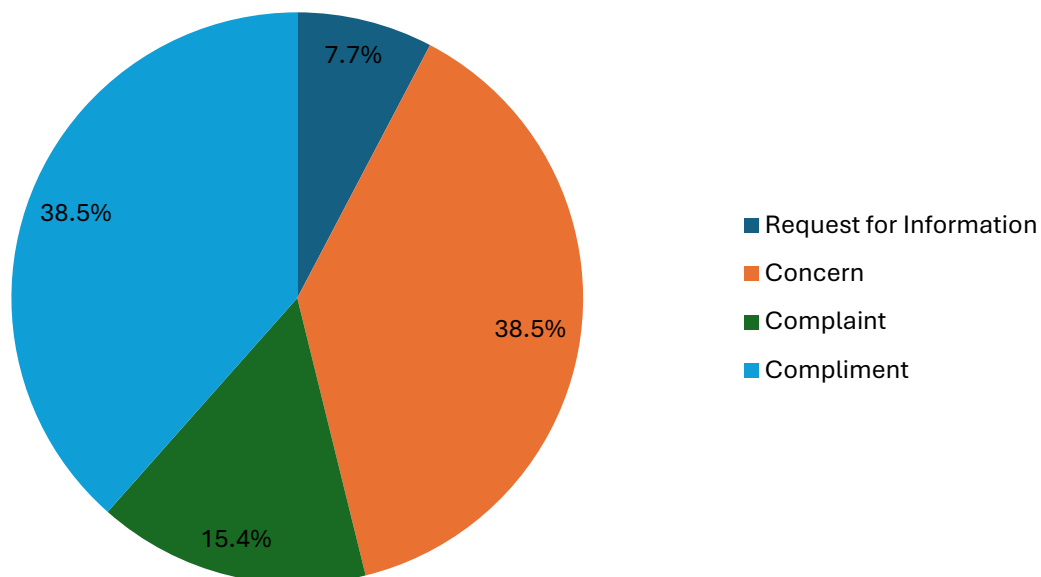
In total, **13** people contacted Healthwatch East Riding of Yorkshire. The figures below show that engagement event was the most popular method for people to contact us. These figures do not take into account surveys that have been completed.

Answer Choice		Response Percent	Response Total
1	Telephone	7.7%	1
3	Website Feedback	38.5%	5
13	Engagement Event	53.8%	7
		<i>answered</i>	13
		<i>skipped</i>	0

The highest number of contacts made were to raise a **concern** and make a **compliment**.



Nature of enquiry/feedback



This month, Healthwatch took 1 action from the experiences received

Was the person signposted:

Was the person signposted?			
Answer Choice		Response Percent	Response Total
1	Yes	7.7%	1
2	No	92.3%	12
answered			13
skipped			0

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

MyDentist



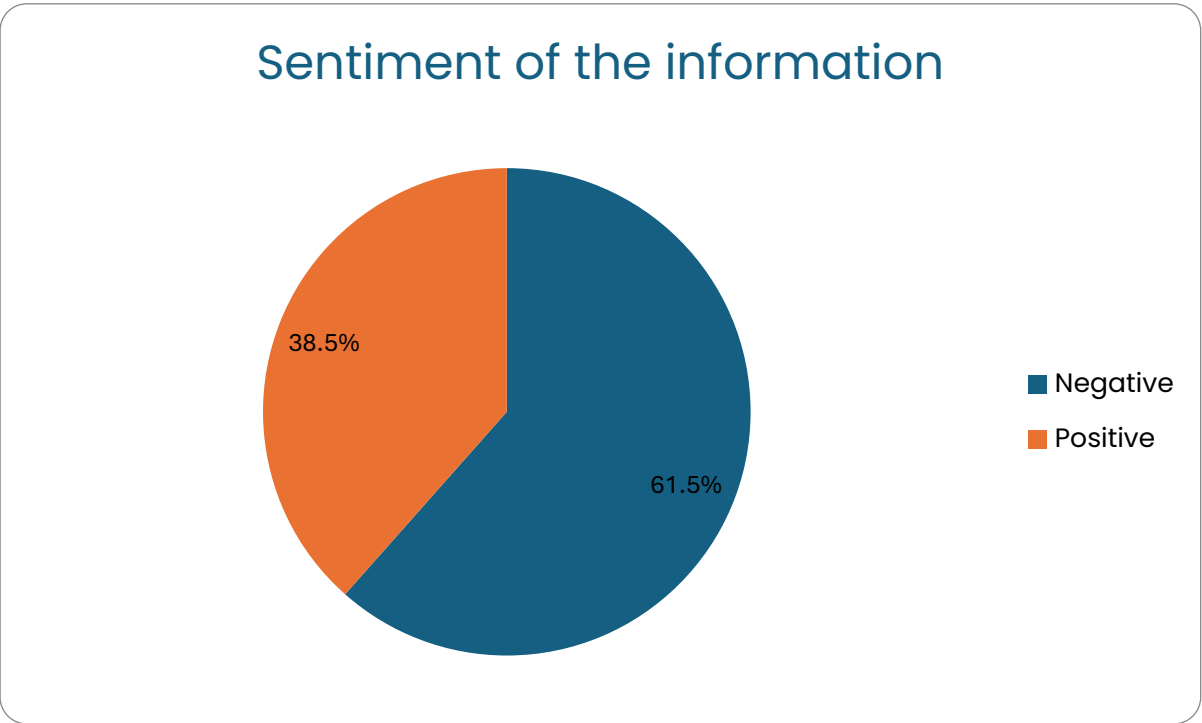
4. Experiences Breakdown

Overall experiences breakdown

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

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

Across the **13** experiences received, Healthwatch recorded **61.5%** negative comments and **38.5%** positive comments across all healthcare services



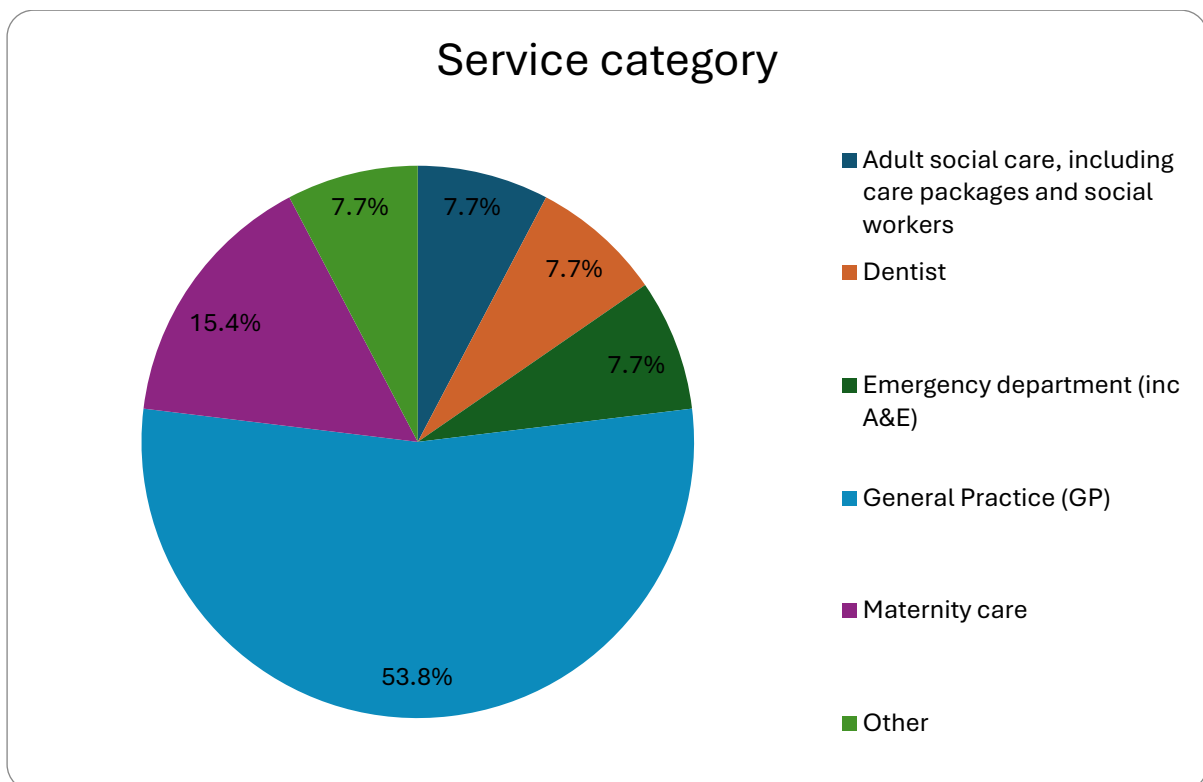
Nature of enquiry/feedback		
Answer Choice	Response Percent	Response Total



1	Request for Information	7.7%	1
2	Concern	38.5%	5
3	Complaint	15.4%	2
4	Compliment	38.5%	5
		answered	13
		skipped	0

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

Below highlights the service categories we received intelligence about. The biggest response received was about General Practice (G.P) 53.8% followed by Maternity Care 15.4%.



4.1 General Practice (GP) – Experiences Breakdown

This month, from **8** experiences, Healthwatch recorded a total of **4** negative / mixed / unclear comments and **4** compliments for general practitioner.

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

Examples of experiences received:

Greengates Medical Group Beverley	Pregnant woman, previously diagnosed with PCOS was experiencing pain and bleeding so made an appointment and went to the GP. She felt the GP was annoyed she had been to see him and told her to refer herself to maternity services. Felt the GP was dismissive and unhelpful.
The Medical Centre Cranwell Road	Struggle to get appointments and if they do, often seen by a nurse instead of a doctor.
The Medical Centre Cranwell Road	Man with skin condition unable to book GP appointments in advance when he needs to prepare for appointments by medicating so he is able to attend (too much pain if not medicated). Medication is applied as and when, not daily, would prefer if he could have appointments in advance so he can prepare. GP should take special consideration due to the condition.



Greengates Medical Group Beverley	Woman suffers from a bad knee (swells from time to time) and currently has a UTI. Patient rang the doctors and made an appointment for a urine sample to confirm the UTI, she made a specific request for antibiotics to be sent to Morrison's pharmacy which she has close access to. Beverley's request was ignored and she received information stating her antibiotics would be sent to Hengate pharmacy. Patient rang the GP a total of 3 times trying to explain she didn't have access to this pharmacy due to transport issues and on the 3rd call was told she could have just gotten the antibiotics over the counter at her local pharmacy. It took patient 3 calls to receive this outcome due to miscommunication. Patient raised the concern that patient's notes were not being read properly and there was miscommunication between receptionists/doctors.
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Greengates Beverley	Excellent face to face appt with a Practice Nurse. Friendly, knowledgeable, skilled and informative. Allayed my worries and I came out happy.
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Leven and Beeford medical practice	All of the staff at my gp surgery are polite, friendly and helpful. My most recent visit adjusted my medication and set me on a
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	path through GP referral to a fitter, healthier future. I collected my medications at the same time.
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Elvington Medical centre	All my contacts in the last 2/3 weeks have been positive I have been courteously and professional treated by everyone.
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Holderness Health Withernsea	Got an appointment same day as asking for it, but had to go to another surgery, not the one nearest to me in Withernsea.
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4.2 Maternity/ Fertility Services – Experiences Breakdown

This month, from 2 experiences, Healthwatch recorded a total of **1** negative / mixed / unclear comments for Maternity/fertility Services and **1** compliment

Examples of experiences received:

Hull and East Riding Fertility	Woman with PCOS was pregnant but miscarried, now going to fertility services and is having a positive experience as she feels seen and heard and says there is better communication and they keep in contact with her.
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Hull and East Riding Fertility	Pregnant woman with PCOS was experiencing pain and bleeding, told to refer herself to the maternity services by her GP, upon arrival to maternity services she was
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	turned away by the nurse as she said they hadn't assessed her yet so woman had to go to A and E.
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4.3 Hospitals

This month, from **1** experience, Healthwatch recorded a total of **1** negative / mixed / unclear comments for Hospital Services.

Examples received

Hull Royal infirmary A&E	December 2025. Pregnant woman with PCOS who had previously been dismissed by GP and maternity services arrived at A&E, she was in pain and bleeding and had passed a small clot. The woman's mother said "the nurse seemed more interested in the computer than my daughter". She spent over an hour waiting for a urine sample so the nurses could determine she was pregnant and sat in the waiting room in pain for 5 hours as there were no available beds (during time of the doctors strike). She was then referred to the women's and children's ward, mum was not allowed to sit with her by her bed and had to sit outside. No nurse checked on her the whole evening apart from when she had passed another clot and the nurse asked to see it. When mum went to the toilet much later on in the night, the clot was still there and the nurses did not check that it was flushed.
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4.4 Dentist

This month, from 1 experience, Healthwatch recorded a total of 1 negative / mixed / unclear comments for Dental Services.

Examples received

My Dentist	Patient had a plastic denture put in 10 years ago, in the past 4 years he has pulled 6 of his own teeth out due to having no dentist to go to. His denture is becoming unstable as he no longer has any of his own teeth on his top gum and only has around 6 on his bottom gum. He rang MyDentist in attempt to get seen to but no one got in touch with him. I was at the same community centre as a lady who worked for MyDentist at the time of the complaint, I signposted him to that lady and she saw to him to discuss his dental options.
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5. Independent NHS Complaints Advocacy Service

The Independent NHS Complaints Advocacy Service is a free, independent, statutory advocacy service, funded and commissioned by local authorities. This service is delivered by our partner organisation Voiceability who supports residents who want to make a complaint about NHS commissioned services.

Through the support it provides, the Independent NHS Complaints Advocacy Service ensures local people have their voice and concerns heard by providers and commissioners of local services.

By allocating an advocate who will speak confidentially to them about their concerns and help them to understand the different options available at each stage of the complaint's procedure.

This month, the Independent NHS Complaints Advocacy Service was asked for assistance with 0 new cases and are supporting on a further 0 ongoing



cases with 0 cases being closed. The new cases for the Independent NHS Complaints Advocacy Service are outlined below.

6. Why Intelligence is Important

Following our experience gathering each month, Healthwatch develops this monthly intelligence report to assist local service providers and commissioners to understand the public's perceptions; with a view for their experiences to highlight possible areas of change.

When published, this report is sent to:

- East Riding of Yorkshire Council
- Public Health
- Primary Care Networks
- Care Quality Commission (CQC)
- ERYSAB (East Riding of Yorkshire Adults Safeguarding Board)
- Cloverleaf
- Carers Support Centre

Healthwatch East Riding of Yorkshire also attends regular meetings to discuss our intelligence report with those who have the power to influence health and social care now and in the future.

Some of the meetings we attend are:

- Health and Wellbeing Board
- VCSE Forum
- Developing and Living Well Board
- Safeguarding Adults Board
- Primary Care Quality and Performance Sub-Committee
- Carers Partnership
- Children and Young Peoples strategic board
- The information provided in our intelligence reports also contribute to our rationale to use the Healthwatch statutory power to 'Enter and View' and our decision-making in future project work.



7. Feedback Form

We request that the feedback form below is completed by commissioners and/or providers responsible for the service to enable members of the public to be assured that their feedback is recognised and acted upon and contributes to ongoing service development.

Please complete the form and return to:

enquiries@healthwatcheastridingofyorkshire.co.uk

Organisation	Responsible person	Comments / Actions

