

healthwatch

East Riding of Yorkshire

Intelligence Report

July 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 **July 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.

Contents

1. Introduction.....	2
Engagement activities.....	4
Contact statistics.....	4
4. Experiences Breakdown	6
G.P	8
Hospitals	9
Dentists.....	11
Ambulance Service.....	12
PALs.....	13
Advocacy.....	13
<u>Why intelligence is important.....</u>	<u>14</u>
7. Feedback Form.....	15

2. Engagement Activity

During July Healthwatch East Riding of Yorkshire attended **2** 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.

Harthill River & Wolds Neighbourhood Health Partnership Meeting 2 nd July
Together We Care, Carer Support Group 3 rd July
Adult Social Care DLT Meeting 7 th July
Bridlington Spa Event 27 th July
Bridlington Spa Event 28 th July

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

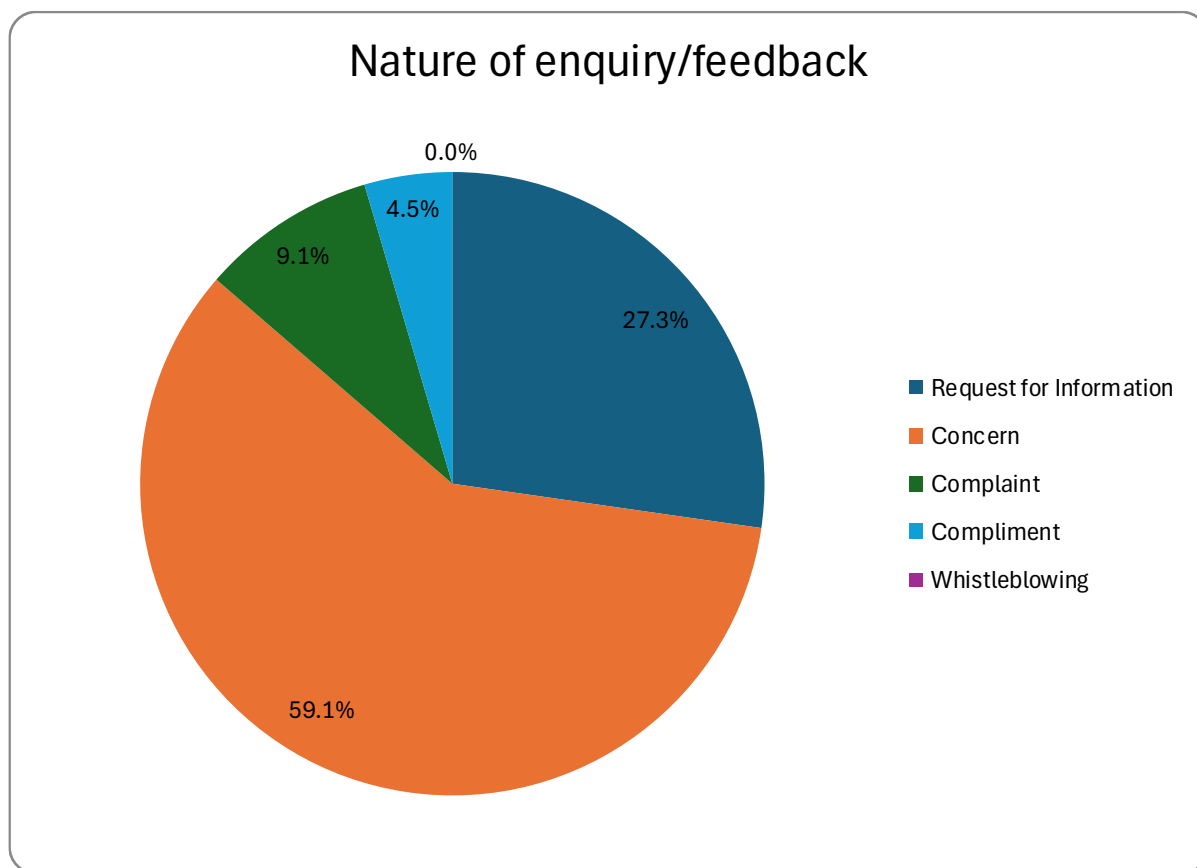
In total, **20** people contacted Healthwatch East Riding of Yorkshire. The figures below show that engagement event was the most popular method for people to contact us. These figures do not take into account surveys that have been completed.

Select feedback or information type "Engagement Event" is chosen, you will have the opportunity to provide details on the next page.			
Answer Choice		Response Percent	Response Total
2	Email	30.0%	6
3	Website Feedback	10.0%	2



13	Engagement Event	60.0%	12
<i>answered</i>			20
<i>skipped</i>			2

The highest number of contacts made were to make a concern



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	22.2%	2
2	No	77.8%	7
<i>answered</i>			9
<i>skipped</i>			13



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

Find a dentist – NHS website

4. Experiences Breakdown

Overall experiences breakdown

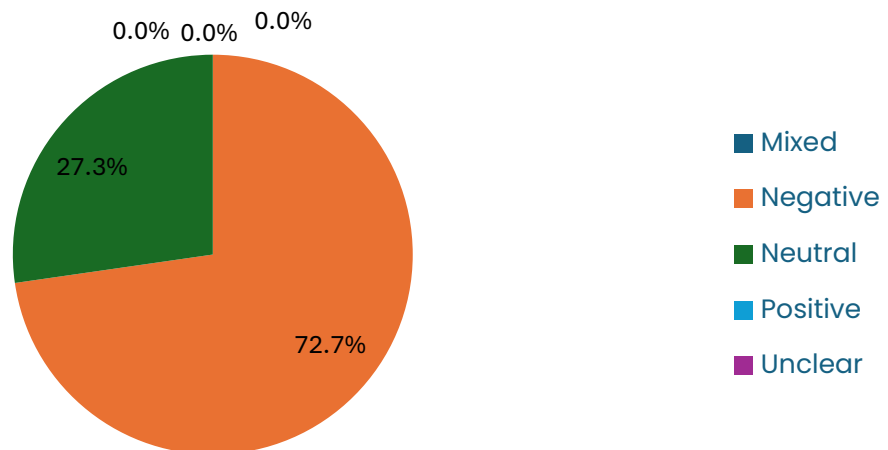
The charts below detail the breakdown of what the public have been saying about health and social care services in the East Riding of Yorkshire this month, looking at both positive and negative comments.

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



Sentiment of the information.



Nature of enquiry/feedback

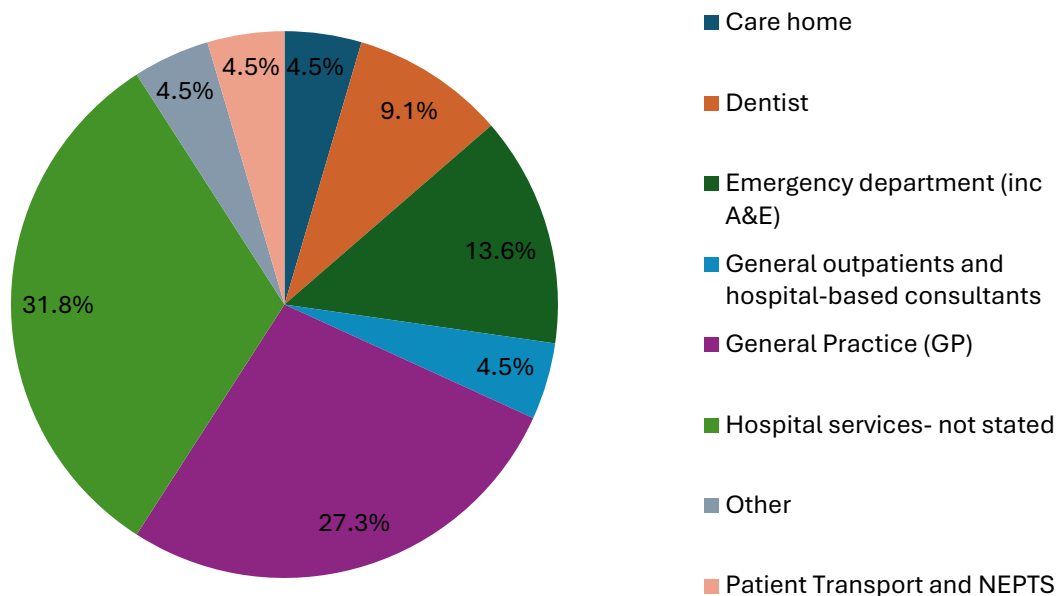
Answer Choice		Response Percent	Response Total
1	Request for Information	27.3%	6
2	Concern	13.6%	3
3	Complaint	54.5%	12
4	Compliment	4.5%	1
		answered	22
		skipped	0

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

Below highlights the service categories we received intelligence about. The biggest response received was about hospital services 53.8% followed by Maternity Care 15.4%.



Service category



4.1 General Practice (GP) – Experiences Breakdown

This month, from 6 experiences, Healthwatch recorded a total of **6** negative / mixed / unclear comments and **0** compliments for general practitioner.

Examples of experiences received:

Out of hours GP	My daughter has extreme epilepsy. Yesterday my daughters partner spent from 10.30am until late Sunday night to receive a go response for urgent medication. I myself was promised that I would receive a GP phone call on the same issue at 8pm yesterday. I had a miscall on a private number at 4.58am this morning. These 2 issues are unacceptable and aim to take this further. My daughter relies on clonazepam as
-----------------	--



	part of her daily medication. A failure here on 2 separate claims for help.
--	---

Park Surgery Driffeld	Forgotten to get appointment for me and twice not putting up repeat prescriptions for pain relief.
-----------------------	--

Drs Reddy and Nunn at the medical centre	- patient went into doctors to book an appointment. Was refused and told to go online. When patient rang the GP number, there was a 30-45 minute wait time in the queue. No one wants to make a complaint as they are at risk of being blocked and this is the only available surgery.
--	--

Drs Reddy and Nunn at the medical centre	Reddy and Nunn is the overall General Practice but when booking an appointment, a patient can be sent to any of the old GP buildings. Patients becoming confused with where to go.
--	--

Drs Reddy and Nunn at the medical centre	Took 7 weeks to get their family linked in. They filled in all of the forms to the GP Reddy and Nunn, GP lost forms so had to refill them again weeks later.
--	--

Drs Reddy and Nunn at the medical centre	"No automated repeat prescriptions - need to request via paper note each month. When patient has gone to reception to book an appointment, they have been turned away and told to call up the surgery."
--	---



4.2 Hospitals – Experiences Breakdown

This month, from **6** experiences, Healthwatch recorded a total of **4** negative / mixed / unclear comments for Hospital Services and **2** compliments

Examples received

Hull Royal infirmary	Good evening – I was referred to Hull Royal Infirmary as I had a large 20cm fibroid that the surgeon explained I would require a midline hysterectomy within three months due to the position and size of the growth I was seen July 2025! I have spoken with the schedule team who tell me as a “ non cancer” patient it maybe between 19–38 weeks for a date for surgery – I am still waiting ! My last conversation was it is not likely to be before September at the earliest – I had made myself a further gynaecology appointment for 21 June – as I wanted to be re assessed due to length of wait but this was cancelled 2 days before due to illness I dont know who to speak to or whatever I can do to expedite this if it still needs to happen (I do think that surgery is my only option) as they could not tell me when the new appointment would be as I would receive a letter
----------------------	--

MRI Castle Hill Hospital	Letter was clear with date, time and location highlighted. Able to change appointment easily via a phone call and letter confirmed changes. Seen on time. Clean, professional service.
--------------------------	--



	Waiting time for results is too long.
--	---------------------------------------

Hull Royal	A&E needs more than just a security guard. Idiots coming in from outside for no reason other than to cause trouble. My Waiting time of almost 6 hours for pain relief for acute appendicitis was not acceptable. Staff were lovely and doing their best. Shortage of beds. Just because I was fit and up and about after my operation, does not mean that I should have to sleep in a managers office due to bed space shortage. In turn, at 8am, I had to rest in the corridor until discharge. No dressings provided, I had to ask for them to ensure my wounds remained clean at home.
------------	---

Scarborough Hospital	Patient had a broken collar bone, was left in a chair all night. Also had other ailments - they got a bed the following afternoon. Patient was waiting for a space in Bridlington for rehabilitation, once they had got there they did not get an x-ray later in the evening.
----------------------	---

Scarborough Hospital	Patient who lives in Bridlington, previously had thrombosis at the end of January, thought it had come back - doctor said this to her. She was advised to go to the hospital. The patient was in Scarborough A&E from 5:15pm - 6:15am in a stretcher then into a chair with potential thrombosis on the back of their leg. Patient was told they would have transport home, when it came to discharge this was denied and they had to pay £52.80 in a taxi on a pensioners wage.
----------------------	--



Bridlington Hospital	Service user recommends Bridlington Hospital will use 100% of its possible services and hopes to be treated at Bridlington hospital instead of having to travel somewhere else.
----------------------	---

4.3 Dentist

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

Examples received

NHS dental care	"Could you please help me or point thanks me in the right direction as to where I can join a NHS dental practice. I recently moved to Holme-on-Spalding-Moor and here and surrounding towns there are no NHS dentist appointments available for new adult patients.
-----------------	---

NHS dental care	I had to pay for an emergency extraction earlier this year as he was in so much pain and no NHS dentist. They made him a check up which he attended today, and they say he needs 2 fillings and wisdom tooth extraction. I'm only just finishing paying for last treatment and this is over £1300. He is 36 s single parent but on no benefit (on universal credit but receives no money)Can't find any NHS Dentist have been trying and ringing for years. Can you suggest anything please.
-----------------	---



4.5 Yorkshire Ambulance Service

This month, from 1 experience, Healthwatch recorded a total of 1 negative / mixed / unclear comments for Yorkshire Ambulance Service.

Examples received

Yorkshire Ambulance Service	Patient had an appointment scan in York (lives in Bridlington), has had 3 TIAs – epileptic, transport was refused for her and she was told to get a taxi which would cost £250 for a return. Patient had to cancel the appointment as she couldn't make it.
-----------------------------	---

4.6 PALs

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

Examples received

PALs / Scarborough Hospital	"I'm writing in complaint of the lack of patient care since the service for getting medication delivered has changed .In December 2025, March 2026 and June 2026 , I have had to go without having biological medication for my Rheumatoid arthritis condition. This is due to a lack of timely communication between the admin department, the signing off of mediation via my consultant and or RA nurse and the ultimate aim of the delivery service to deliver on time . On this recent occasion I called two weeks before my last injection and was told it would be sorted well in advance of my holiday . It wasn't. Because of this I have had to go without three lots of injections , which is at best –a failure to
-----------------------------	--



	best support patients . When I called the admin she was still trying to get the prescription, whilst crying to me on the phone , telling me she cannot cope anymore and she needs to leave her job Apparently, my consultant is not signing prescriptions on time which is stalling the process Apparently, the admin is doing the job of more people as someone has left and she has too much to do . Can you advise me further as PALS have not responded to my email from a week ago
--	---

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 Cloverleaf 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 and Yorkshire Council
- Public Health
- Primary Care Networks
- Care Quality Commission (CQC)
- ERSAB (East Riding 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
healthwatcheastridingofyorkshire.co.uk

Organisation	Responsible person	Comments / Actions

