

# healthwatch

North Lincolnshire

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## Intelligence Report

### March 2021

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# 1. Introduction

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The details in this report relate to March 2021. Please note that the number of contacts made and comments received may differ due to multiple comments being made during one contact.

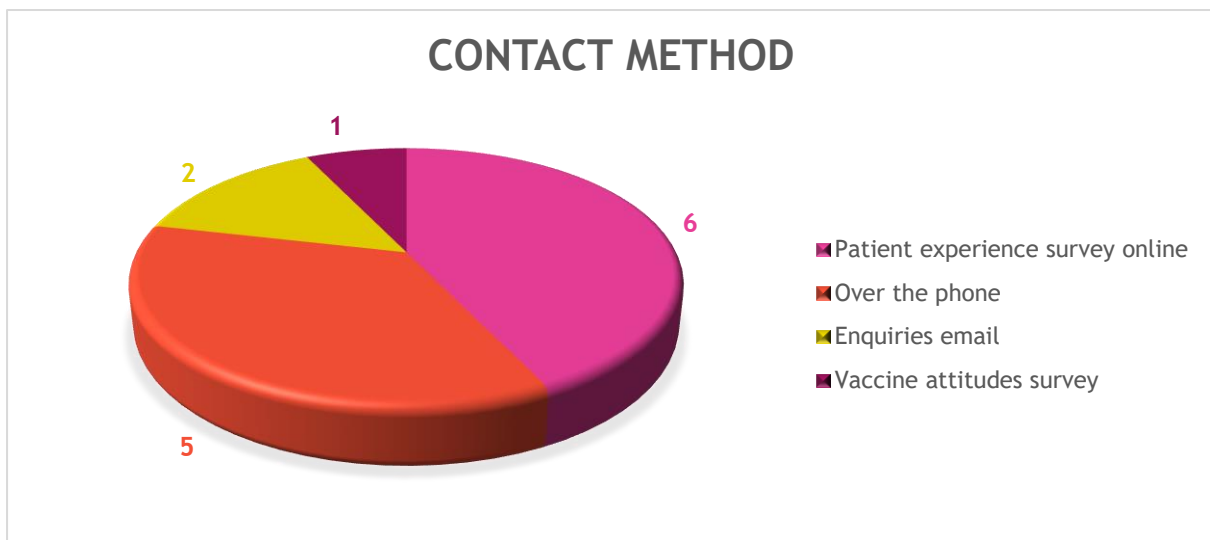
The feedback received has been broken down by service area and split between themes of accessing services and quality of services.

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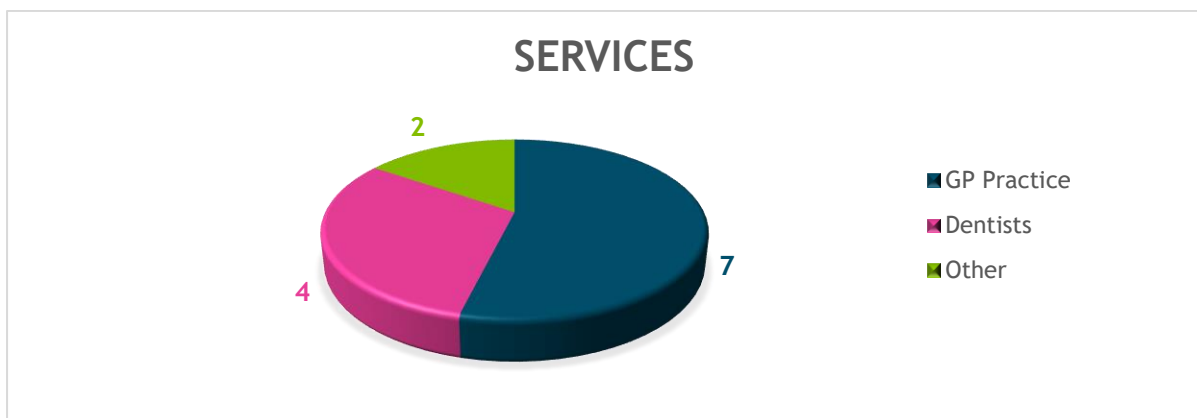
## 2. Theme and trend analysis

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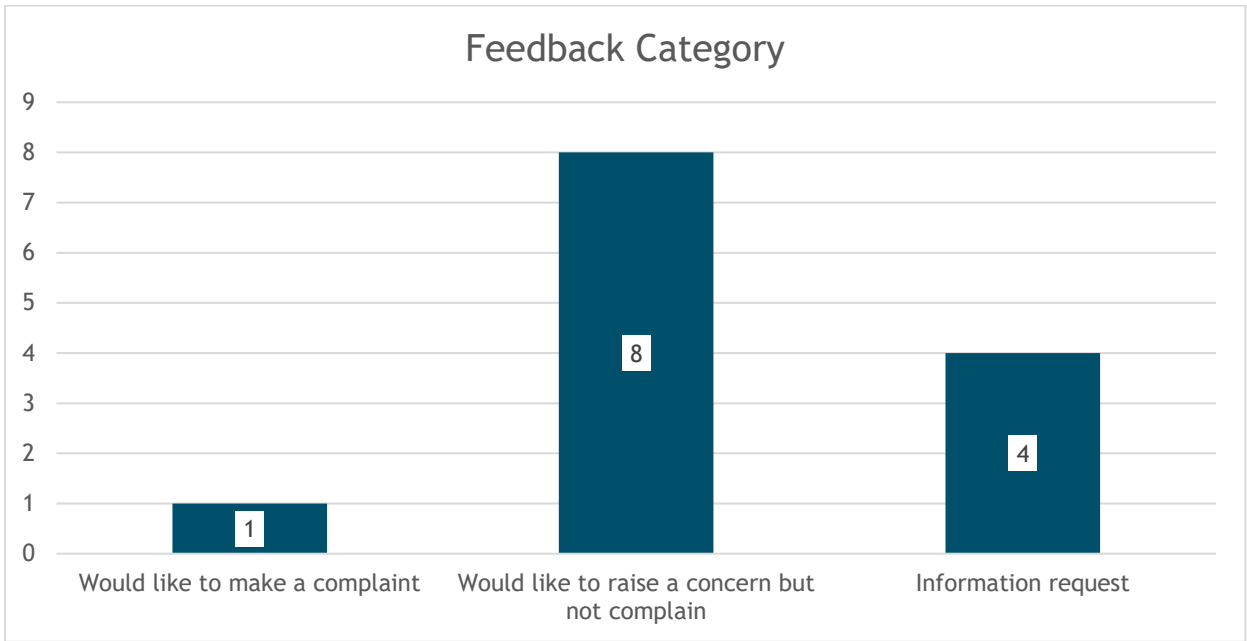
Throughout March 2021 we have received 21 initial contacts. Most comments were gathered through online patient experience surveys and over the phone.



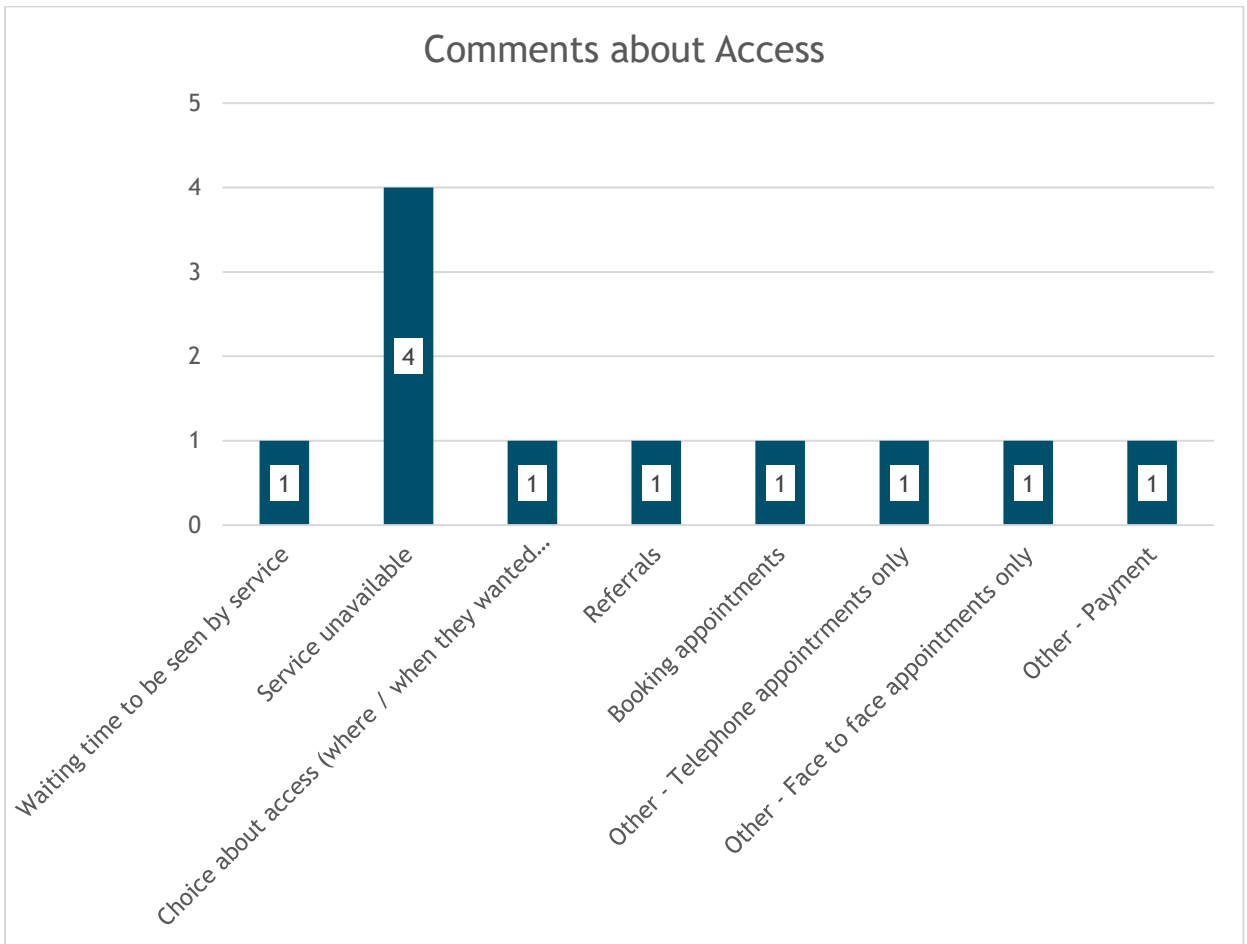
The majority of comments throughout March 2021 were in relation to GP practices and Dentists. These will be explored in more detail within the service breakdown section.



There were more negative comments made this month than positive/neutral.

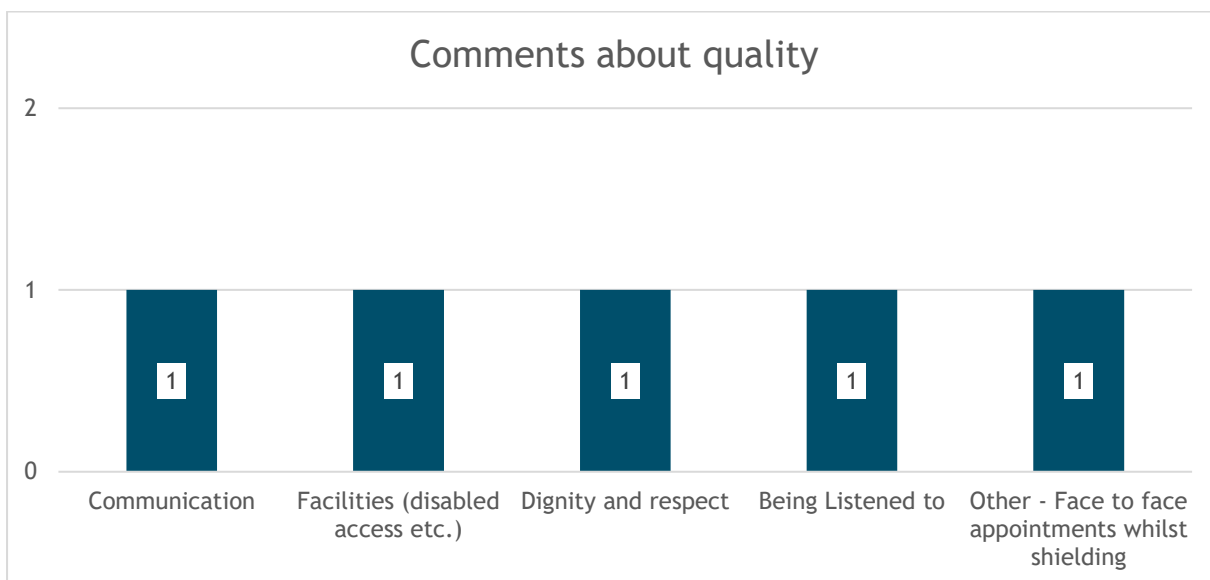


Here is a theme breakdown in relation to comments made about **accessing services**:



Negative	
Theme	Responses
Waiting time to be seen by service	1
Service unavailable	2
Referrals	1
Booking appointments	1
Other - Telephone appointments only	1
Other - Face to face appointments only	1
Other - Payment	1
Mixed Negative and Information Request	
Theme	Responses
Service unavailable	1
Information Request	
Theme	Responses
Service unavailable	1
Choice about access (where / when they wanted to be seen etc.)	1

Here is a theme breakdown in relation to comments made about the **quality of services**:



Negative	
Theme	Responses
Communication	1
Being listened to	1
Dignity and respect	1
Facilities (disabled access etc.)	1
Positive	
Theme	Responses
Other - Face to face appointments whilst shielding	1

## Key Themes

No *positive* themes that have come through during March 2021.

Key *negative* themes have been identified in March 2021 have been:

- Access - Services being unavailable
- Quality - N/A (no themes have emerged)

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## 3. Service breakdown

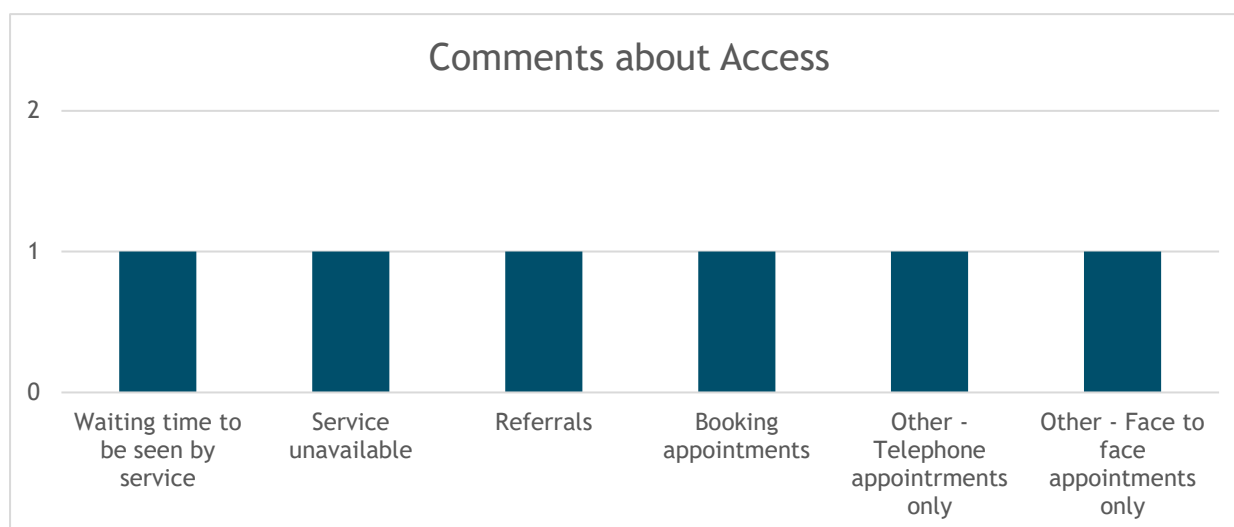
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This section focuses on the **two** services that have received the most comments in the last month.

### 3.1 GP Practices

During March 2021 we received seven comments in relation to GP practices in North Lincolnshire, six of these comments were negative one was positive. These comments were received from patients, service users or family members.

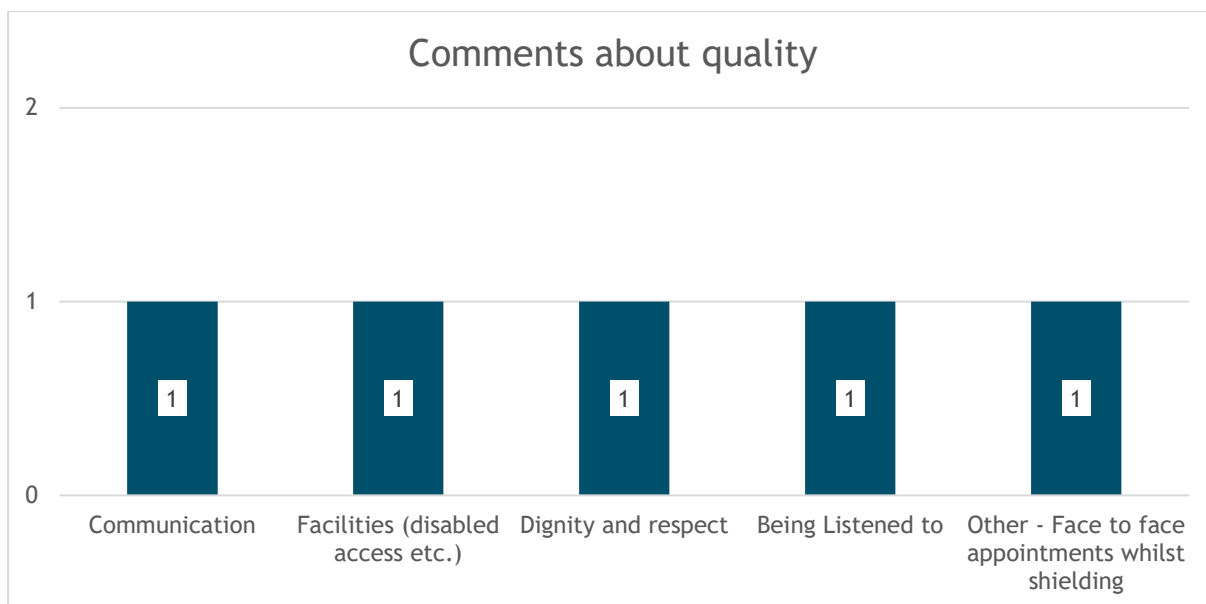
Here is a theme breakdown in relation to comments made about **accessing services**:



Negative	
Theme	Responses
Waiting time to be seen by service	1
Service unavailable	1
Referrals	1
Booking appointments	1
Other - Telephone appointments only	1
Other - Face to face appointments only	1

Both the table and the chart show no trends in the comments received for accessing services.

Here is a theme breakdown in relation to comments made about **quality of service**:



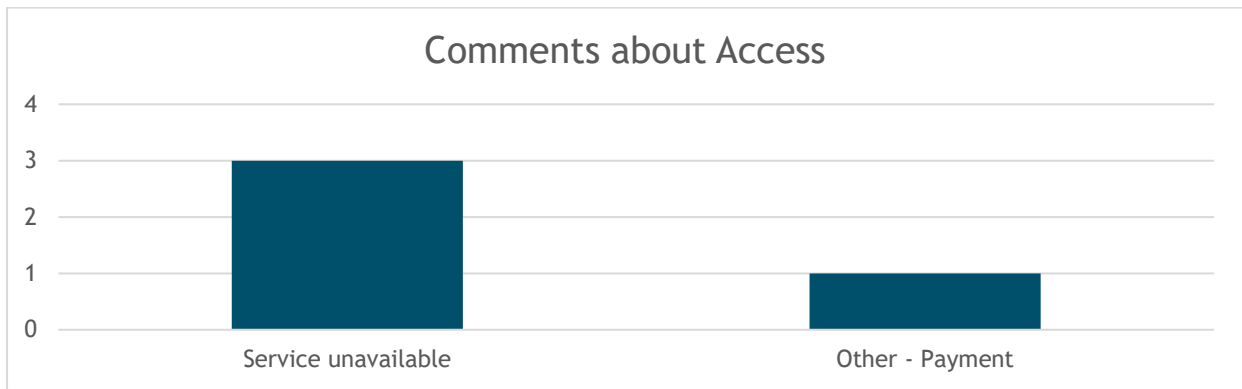
Negative	
Theme	Responses
Communication	1
Being listened to	1
Dignity and respect	1
Facilities (disabled access etc.)	1
Positive	
Theme	Responses
Other - Face to face appointments whilst shielding	1

Both the table and the chart show no trends in the comments received for quality of services.

### 3.2 Accessing dental services

During March 2021 we received four comments in relation to dentists in North Lincolnshire.

Here is a theme breakdown in relation to comments made about accessing services:



Negative	
Theme	Responses
Service unavailable	1
Other - Payment	1
Information request	
Theme	Responses
Service unavailable	2

All three of those who have specified that the service was unavailable have had difficulty obtaining NHS dental treatment. This is the predominant trend identified for March 2021.

No comments were made about the quality of dental services.



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## 4. Feedback Form

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We request that the feedback form below is completed by commissioners and/or provider 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:

[cbutler@healthwatchnorthlincolnshire.co.uk](mailto:cbutler@healthwatchnorthlincolnshire.co.uk)

Organisation	
Responsible Person	
Report	March 2021 - Intelligence Report
Comments/Actions	

Date:

Signed:

... 2021

