

healthwatch East Riding of Yorkshire

Together

we can make health and social care better

Healthwatch is for everyone in our community and every voice counts when it comes to shaping the future of health and social care services.

Whether you're sharing an experience or interested in joining us and making a difference, we would love to hear from you!

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Goole Hospital

Listening to local voices

An Insight Report

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Cover image: Healthwatch stall and banner from the Goole engagement event

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Introduction

About Healthwatch East Riding of Yorkshire

Healthwatch East Riding of Yorkshire (HWERY) provides an independent voice for the local residents. We listen to peoples lived experiences of health and social care services and report these experiences back to service providers. As well as seeking the publics' views ourselves, we also encourage services to involve people in decisions which affect them. Our sole purpose is to help make care better for people.



Our vision

Equitable Health and Care services that meet the needs of every person within our community.



Our mission

To give every person in East Riding of Yorkshire the opportunity to have their voices heard and empower them to play an active role in shaping services in their community.



Our values are:

- We are proud to be **independent**, and not afraid to speak up and **challenge decisions** that do not meet the needs of our communities.
- We operate a culture of **transparency** and **openness**, ensuring we are accountable to the communities in which we serve.
- Our work is **evidence** based – led by **public voice** and need.
- We are **collaborative**, working with organisations that share our vision of **equitable health and care services** that meet the need of every person within our communities.
- **Partnering** with the Government, health and care services and the voluntary and community sector to make care better whilst retaining our independence.

About this report

A joint briefing from the NHS Humber and North Yorkshire Integrated Care Board, Humber Health Partnership and various stakeholders took place to discuss and consider the opportunities of healthcare in Goole. We attended two public drop-in events to listen to experiences, thoughts, concerns and questions surrounding this subject and will be presenting the findings to senior leaders within the NHS. Our findings from the two events are contained in this report to share with services, and other stakeholders so they have an understanding of public experiences, concerns and thoughts about the future of health care in Goole.

Disclaimer

Healthwatch East Riding of Yorkshire respectfully request that when sharing or utilising any part of the information within this report (Goole Hospital – Listening to local voices) acknowledgement and full credit is given to our organisation.

All experiences and opinions within this report are those of the public, and may not be an accurate representation of services.

About this engagement

Purpose of the engagement events

The NHS decided to review healthcare services in Goole and the surrounding areas. We were keen to ensure that the public voice was accurately represented within the review. This led to us receiving an invitation to the 'Your Hospital Drop-in Events' to collect and present local independent voice.

Our role

We pride ourselves on our effective statutory, independent position, listening to the public. Our independence allows us to act without bias or agenda, ensuring that information the public share is documented and relayed to all relevant stakeholders. This report helps us champion the need for including public voice so that service development and improvement is made with the local community, for the local community.

Methodology

Our team attended 2 events, one held at The Courtyard in Goole on 28th May 2025, and the second took place at the Working Mans Club in Old Goole on 20th June 2025.

We set up a stall with materials introduce our service to the local community and provide ways to contact us in the future. We had feedback forms which the public could complete themselves then place in our post box, or talk to a member of the team with staff creating a written record of the conversation.



We heard...

Themes arising

Across both dates, our team spoke to **100** people who were keen to share their experiences, along with their thoughts and concerns about Goole Hospital. Although people were asked about their experiences, thoughts and feelings relating to Goole Hospital, some shared information relating to other areas. We can see links from the broader issues raised link to the usage of the local hospital and are therefore included within this report. Some attendees were staff at the local hospital, and also local residents. We also spoke to healthcare professionals, both active and retired, who work in the Goole community. Their voice is recorded within relevant themes depending on the information they shared. When speaking in a professional capacity as an employee of the hospital, they said they appreciated speaking to our team, affording them the option to remain anonymous, and speak without fear of negative repercussions.

All feedback was reviewed and divided into themes and their sub-themes which are as follows.

NHS reputation

- There's a feeling of mistrust between Goole residents and NHS leaders
- Theories of funding being diverted from Goole to Grimsby and Scunthorpe services instead
 - *"Declining provision at the hospital due to years of mismanaged funds from the larger hospitals in the trust. Money assigned for use at Goole has be funnelled for improvements in Scunthorpe and Grimsby instead – leaving Goole District in a 'behind the times' condition."*

'We need openness, transparency and truth from those running our health trusts'

– Goole resident & NHS staff member

The two Goole engagement events

- Well-advertised
- Not well advertised
- Poor venue choice for 20.06.25
 - *'It's had lots of local advertising, but the venue is a poor choice'*
- External speaker at 28.05.25 inspiring
- Feeling of 'tick box exercise' by NHS asking for local voice

'Services are being relocated one by one hoping the public don't notice'

– Goole resident

Mixed feelings from employees about the future of Goole Hospital

- Staff retention – going well in some areas – will staff leave due to uncertainty and rumours
- No commute (time or expense) for local staff currently at Goole Hospital
- Staff are concerned about increased travel and expenses if they're redeployed to other sites
- Some staff feel as though the hospital is slowly being closed around them
 - One NHS staff member said *'they seem to have been taking bits off the [Goole] hospital since it opened'*
- There are concerns about friction between Scunthorpe and Grimsby staff with Goole staff and how this will be affected by potential redeployment of Goole staff
- Goole ambulance service commissioned differently to Scunthorpe – Scunthorpe ambulance given preferential treatment at Scunthorpe Hospital
- There's an acknowledgement of funding being a large part of the decisions being made and an understanding that it does need to be considered
- Goole Hospital likened to working with family
- Staff believe Goole Hospital needs/to keep; minor injuries service, nurse led clinics, orthopaedics, some outpatient clinics, eye clinics for macular degeneration
- Staff feel the hospital can't deliver everything – staff are at capacity and cannot add additional services or responsibility – they would need to recruit more staff
- One member of staff has been verbally threatened in talks about the future of Goole Hospital – *'I can shut this hospital down, just watch me!'*

'If staff are moved to other sites, it's extra time, travel costs and childcare expenses'

Experience of service at Goole Hospital

- Lots of praise was given to the services running at Goole Hospital:
 - *“I have made use of minor injuries, phlebotomy and MRI/CT scan facilities and being able to do so without a minimum 2-hour journey is a blessing”*
 - *“I went to the UTC in Goole for a septic insect bite. I was out with antibiotics in under an hour.”*
 - *‘Some of my patients have had cataract operations and knee replacements done and Goole. They said the service was excellent’*
 - *‘I have a lot of praise for Goole Hospital. I go every 10 weeks for an injection in my eye. It used to be every 4 weeks, so I’m pleased about that. I recently went for a hearing aid test.’*
- There were some mixed experiences of Goole Hospital
 - *“I feel the UTC’s are vitally important. Only issues I would say is the wait times”*
- Patients feel as though they are asked about their preferences on which hospital they go to, but are not always listened to
- Staff referring patient to UTC call ahead to prevent being signposted elsewhere but feel they shouldn’t need to
- Surgery done local – rehabilitation far away
- Staff are praised for their excellent care and for going above and beyond

‘I had a new hip which was done at Goole. First class service!’ **- Goole resident**

‘Staff in the NHS and carers are wonderful – the best ones are leaving because of poor working conditions’
- Goole resident

Service user concern

- There is an underlying fear of declining services and of losing Goole hospital as a whole
 - *'We need more services, not less'*
 - *'People are worried about losing the hospital'*
 - *'The UTC is just a name above a door. It's not being ran like a UTC. The offer keeps reducing'*
 - *'Heaven help me if I am ill during the night'*
- There's some concern that the available services at Goole hospital are underutilised
- If health services are not physically seeing patients, something may get missed
- There's a lack of awareness of things that pharmacists can help with – if more people used them there it would prevent unnecessary demand on hospitals and GPs
- The population of Goole is increasing as health services reducing
 - *'More people are moving to Goole for jobs, so not a good time to be reducing health services. We should be increasing them so that people will not need to go to other hospitals, i.e. Scunthorpe and Hull.'*
- One person was concerned that lessons are not being learnt about winter pressures
 - *'Winter pressures, they happen every year, what has been learnt? Where is the contingency? Be the first to have a contingency ready for pressures. The hospital is pushing people to other hospitals but not expanding its resources'*
- There is worry about detrimental health impact if the person is not assessed and treated quickly
- There's a disconnect of systems between services – they use different databases with patients acting as liaison

'What happens to a person that has a stroke if Goole Hospital closes. Strokes are time critical!'

– Goole resident

Appointments/Accessibility

- Some people have been referred to other hospitals for basic needs (x-ray, antibiotics)
 - *'A boy who needed 2 stiches after a fall was taken by ambulance to Scunthorpe. He had only fallen and had no other injuries. What a waste of time!'*
- Goole appointments not on the system to be booked
- Patients say they are being sent to Scunthorpe and Grimsby hospitals for short appointments without being offered Goole as an option
 - *'I have friends who were sent over 50 miles for a 10-minute appointment which is totally wrong'*
 - *'My daughter went to Grimsby for a gynaecology procedure despite living in Goole. The consultant didn't know why she'd been sent to Grimsby as they do the same procedure in Goole'*
- Appointments at Scunthorpe/Grimsby told made in error and need to be rereferred
- There's a demand for more mental health services based in Goole Hospital
- Online number provided for Goole phlebotomy only has options to connect to Scunthorpe and Grimsby
- Times of day for appointments adds to travel challenge
- Long wait times for Scunthorpe/Grimsby yet hospital nearby
- Other hospitals 2 hours delay on appointments as they're so busy at Scunthorpe

'Patients are currently being told they can't be seen in Goole for no reason, further perpetuating the lack of services and fuelling the idea that no one wants to come to Goole District Hospital for appointments, operations or care'

Travel & Parking

- Needing to travel to Scunthorpe/Grimsby – same services available at Goole
- Financial impact – £24-£41 public transport costs (1 train and 2 buses for appointments in Grimsby from Goole)
- No support network to assist access Scunthorpe/Grimsby
- Lack of wider health impact consideration when referring elsewhere – immunosuppressed using public transport – same service available at Goole
- Visitors struggle to travel to Scunthorpe/Grimsby – patient then isolated
- Public transport to alternative hospitals challenging
 - *'I have been an inpatient at Goole Hospital as well as attending the outpatient's department for orthopaedics, hearing tests and blood tests. This is a vital hospital. If it closes, I have no way of getting to any other hospital.'*
- Time not valued – 3 hours on public transport to Scunthorpe
- Hospital car parks expensive
- Avoiding expense of hospital car parks seeing ill patients walking further to access free parking
- Too few spaces at other hospital car parks
- Not driving or having access to a car increasing reliance on support network
- MediBus available for Goole Hospital – will not transport to Doncaster when referred there
- Desire for MediBus to be extended to 5pm – last trip back to Goole from Scunthorpe is 3pm
- Additional impact of stress needing to travel

'There is no transport to the Grimsby Hospital, so my sister had to come from London to take me there'

– Goole resident

Communication

- Jargon – communication from the NHS to the public about the future of the hospital filled with jargon making it inaccessible to those with little internal health service knowledge.
 - *'We do try to understand but don't understand the language they use'* – *Goole resident*
- Silence making way for rumour
 - *'I can't understand what is going on with Goole Hospital'* – *Goole resident*
- Confusing and conflicting information about the future of hospital
- Systems not connected – some records can't be seen by other services
 - *'Systems need to be connected for all services'* – *Goole resident and NHS staff member*
- Previous communication said there was £10mil for improving Goole Hospital but believes nothing has materialised
- Unsure what Goole Hospital offers due to confusing communication
 - *'... no knee replacements, but my neighbour had their knee replaced 3 weeks ago'* – *Goole resident*

What happens next

Where this information is taken

Our team will share the report, and findings will all relevant services and stakeholders. The reports library on the Healthwatch East Riding of Yorkshire website provides services and the public the opportunity to access and utilise this information at any time. In addition, this report will be available on the JSNA (Joint Strategic Needs Assessment) website which is used predominantly by services who are looking for information on a particular topic, or relating to a local area.

Who will listen

- East Riding of Yorkshire Place Director.
- NHS Humber and North Yorkshire Integrated Care Board (ICB).
- NHS Humber Health Partnership.
- NHS England will oversee all information provided and proposals made by the NHS (Humber & North Yorkshire Integrated Care Board).

The next steps

This report and public voice will be presented at both the Hull and East Riding Joint Place Quality Group, East Riding Health and Care Committee and the Goole Multi-agency meeting. Following these meetings, the report will be made available to members of the public, along with any response the NHS provided us in relation to the information provided in this report and supporting presentation.

What else will happen

Our team would welcome an invitation to any future events relating to Goole Hospital and other health services in Goole, to ensure there are independent feedback mechanisms in place.

We would like to remind members of the public that we are available to hear feedback and experiences of any publicly funded (for example, not a private dental practice) health or social care services used by anyone who is a resident within the East Riding of Yorkshire boundary. Our contact information to do this can be found on the rear cover of this report.

Recommendation

NHS Humber and North Yorkshire Integrated Care Board would find value in analysing data of missed appointments (DNA – Did Not Attend) at Goole Hospital. Attention should be paid to patients residential location, speciallically those who are travelling to Goole Hospital. An investigation in to reasons for DNA's, focusing on transport may uncover an issue for those travel to Goole, similar to that of Goole residents travelling out of town.

Appendices

Recorded findings

Every response received by our team is recorded here. Some attendees shared multiple responses.

- 'Travelling is a concern, especially if required to travel to Grimsby'
- 'I wouldn't send my dog to Hull Royal. Awful experience with my husbands' care after heart bypass and stroke. I was so pleased when he got moved to Goole Hospital'
- 'Whenever I have needed a GP, I've been able to go to Goole. I'm also about to have an MRI and CT scan which will happen at Goole Hospital. When I'm having a bad day, I'm very happy not to travel far.'

The staff at the hospital are fabulous. As Goole gets bigger there is more need for health services. Why waste what you've got'

- 'Goole needs to be first service for appointments. Not everyone drives so difficult to go to appointments out of town. Mental health services in Goole are not good. My Grandsons appointments are all out of town. Need better health care services in Goole. Not everyone can drive'
- 'I really worry than local services will be cut. I don't drive and have a small support network so find it difficult to attend Scunthorpe or Grimsby. This is my biggest worry about healthcare. I need services to stay local'
- 'Googled the phone number for blood tests at Goole Hospital. On the answerphone I was only given the choice of phlebotomy at Scunthorpe or Grimsby. Why not Goole? Is it being phased out?'
- 'I was referred to a diabetic consultant and had to go to Grimsby at an early hour. There is no transport to the Grimsby Hospital so my sister had to come from London to take me there and look after me for the three days it took me to recover from the 5-minute appointment. I had no tests done and was told I shouldn't have gone! Why couldn't this have been done at Goole or over the phone?'
- 'I feel the UTCs are vitally important. Only issue I would say if the wait time'
- 'We need our NHS in Goole as non-workers with no transport would find it hard to go anywhere else'
- 'CHCP Palliative Care needed in Goole – nurses are sent from Withernsea'
- 'Suggestion for Goole – a community outreach team'
- 'Everyone in out assisted living uses MediBus for Goole Hospital. No good being sent to Doncaster instead'
- 'Daughter-in-law had to take 3 days annual leave to drive dad for a knee replacement at Doncaster'
- 'Goole seems like the backwater of the East Riding. Health provision often seems an afterthought. The East Riding regards Goole as an unwanted appendage and healthcare seems to be directed towards Beverley. Dental provision for an area with high levels of need is very

poor. Goole should be seen as a centre for the local area and services directed here'

- 'Having Goole Hospital is a god send. If we were forced to travel to Grimsby, Scunthorpe, Hull or Doncaster it would involve a complicated journey by bus and rail which is very expensive'
- I made us of minor injuries, phlebotomy and MRI/CT scan facilities and being able to do so without a minimum 2-hour journey is a blessing. Do not remove vital services!'
- The service by MediBus should be extended to 5pm. Last journey from Scunthorpe is at 3pm'
- 'Too many new houses for Goole to cope with no new Doctors'
- 'Can understand why surgeons go to Scunthorpe instead when they're paid more per operation, but it's the patients who suffer'
- 'We need openness, transparency and truth from those running our health trusts. Why should our residents have to travel miles to access services'
- 'We find it difficult to get doctors' appointments and when we do it's a locum who we don't know'
- 'If you need a hospital they send you to Scunthorpe. A lot of people don't have transport'
- 'My husband had a heart attack recently. We are waiting to see a cardiologist at Scunthorpe. There used to be one at Goole Hospital as I used to take my aunt to see him. So why do we have to travel to Scunthorpe? We have been told by a cardiac nurse we will be waiting weeks for an appointment. It seems we are not important because we live in Goole'
- 'It is very frustrating to have a perfectly functioning hospital in Goole with professional staff, and then be constantly referred to Scunthorpe. The patient should not have to travel to the consultant for a 5-minute conversation when it should be done in Goole, our local hospital. My 89-year-old father, in the end, refused to go as after 2 years it was too stressful just to hear the same thing repeated. One time he had to wait 2-hours after his appointment time because the consultant was so busy'
- 'Lack of preventative mental health care in Goole – wait until crisis – services so stretched there not enough for those in need'

- 'Telephone calls are no good – there's a lack of face-to-face services. Have to argue for a face-to-face appointment at the doctors. Happy to be assertive with services but not everyone is'
- 'Staff in the NHS and carers are wonderful – the best ones are leaving because of poor working conditions'
- 'I cut my hand (deep but not life threatening). I went to the MIU (Major Incident Unit) thinking as in the past it would close at midnight, but at 8.30pm on Friday it was closed. I was not able to get to a major A&E, and it wasn't back enough for an ambulance. As I am diabetic and have a number of auto-immune conditions it took a long time to heal without stitches'
- 'My father had dementia and fell while in rehab in Hull fracturing his spine. We asked for him to be transferred to Goole Hospital but it was refused as one of the wards had been closed. He ended up spending 3-months in Beverley Hospital. This was a nightmare for him and any visitors'
- 'Declining provision at the hospital due to years of mismanaged funds from the larger hospitals in the trust. Money assigned for use in Goole has been funnelled for improvements in Scunthorpe and Grimsby instead leaving Goole district in *behind the times* condition'
- 'Patients are currently being told they can't be seen in Goole for no reason, further perpetuating the lack of services and fuelling the idea that no one wants to come to Goole District Hospital for appointments, operations or care'
- 'There are no local provisions for rehab or palliative, end of life or hospice care meaning that people are declining and dying alone'
- 'We feel like changes to the hospital are for the convenience of the consultants, not of the patients. The older you get, the harder it is to travel'
- 'Over 70,000 people in the area. This will add extra stress on the other hospitals. I have prostate cancer. I had a new hip which was done at Goole. First class service! For osteoarthritis I had to go to Grimsby for an appointment which lasted 3-minutes – no service at all'
- 'Additional bank staff are being brought onto empty wards'
- 'We need more NHS dentists. Doctors are struggling to cope with the increased population due to housing developments'

- 'More facilities and appointments needed at Goole Hospital, not cutbacks. All investment should be at Goole. It is a far superior hospital compared to Scunthorpe. Newer and cleaner. A&E is needed. Travelling elsewhere adds stress to unwell patients'
- 'There are insufficient facilities now, yet the population is increasing. More houses are being built in Howden and Goole'
- 'It's stressful, our doctors surgery and dentist are in Howden. We need more, not less'
- 'Goole Hospital is in a far, far better condition than Scunthorpe. It should be a *flagship hospital* for the NHS'
- A&E at Hull, Scunthorpe and York – all not suitable for this population'
- 'A boy who needed 2 stitches after a fall was taken by ambulance to Scunthorpe. He had only fallen and had no other injuries. What a waste of time!'
- 'I have recently lost my father due to Parkinsons and dementia. Social care services have been difficult to communicate with. A Parkinsons nurse was assigned to my father but was always unavailable when needed. Often in the situation where advice was needed when his condition advanced, no one was available. His consultant was based in Hull, and he was in Goole. I feel more should be done in Goole to help'
- Pocklington couple in their 80s both had hip replacements at Goole Hospital – 'It was a really good experience'. Highlighted that would have struggled to get to Scunthorpe. They added that Goole Hospital has been good at taking care of them for years.
- 'My daughter went to Grimsby for a gynaecology procedure despite living in Goole. The consultant didn't know why she'd been sent to Grimsby as they do the same procedure in Goole'
- 'Families need to find information for help'
- 'Went to Goole UTC for septic insect bite. Was out with antibiotics in under an hour.
- My mother-in-law was recently in hospital. She has dementia. She told the hospital staff that she didn't require any social care. She did need it, and trying to then get the help she needed with dressing, washing, and being safe in her home is still getting sorted 2-months later. It must be made easier for the elderly'

- 'Hospital signage is poor at Scunthorpe hospital'
- 'I have always found services at Goole good. X-rays and orthopaedics are looking after my parents and elderly aunt. Been on our doorstep makes it easier to attend and visit'
- 'I have a lot of praise for Goole Hospital. I go every 10 weeks for an injection in my eye. It used to be every 4 weeks so I'm pleased about that. I recently went for a hearing aid test. I have tinnitus but I do also need a hearing aid so I'm on the list. I also have a spur heal that I'd never heard of before. I'm getting insoles for my shoes'
- 'More services are being removed from Goole Hospital and transport to Scunthorpe is difficult if you rely on public transport. To access Grimsby via public transport is impossible. A train and 2 buses. You would never be able to make your appointment. The journey via public transport is over 3 hours and the cost is between £24-£41 dependant on times travelling'
- 'Using local GP services is sometimes problematic. They have technical issues and phonelines are all down. When you get through it can be difficult to make an appointment'
- Bartholemew Medical Group 'Excellent, can't fault them. Always ring and get an appointment. New phone system works very well'
- 'Improve access to doctors'
- 'Expensive parking charges'
- 'Why do we have to go so far away for treatment? Heaven help me if I am ill during the night'
- 'I don't want to have to go to Hull Royal Infirmary – it's a long drive, dirty building, terrible parking and the lists never work'
- Local resident said their daughter has endometriosis and had to go to Scunthorpe for an emergency scan. Mother had to drive daughter as she was in too much pain. Said it's a 'long way to go when in pain and was worried about not being able to find a parking space and care parks are expensive', adding that they live 2 miles from Goole Hospital'
- 'Recent health problems have meant repeat trips to other hospitals such as Hull, Scunthorpe, Grimsby, Doncaster and Bassetlaw when much could have been done at Goole'

- 'I have had surgery twice at Goole recently, but both times pre-op and rehab had to be carried out at Scunthorpe'
- 'Goole hospital has literally been a life saver. Out options for outpatient care are HRI or Goole, equal distance. The choice is up 12 hours waiting at HRI, or a 2 hour wait at Goole'
- 'We feel that more use could and should be made of Goole Hospital rather than considering closure or a reduction in services'
- 'No out of hours GP provision recognised on the NHS111 system'
- 'I have been an inpatient at Goole Hospital as well as attending the outpatient's department for orthopaedics, hearing tests and blood tests. This is a vital hospital. If it closes, I have no way of getting to any other hospital. Transport is being cut so people like me who worked for the NHS for over 40 years would be unable to access healthcare. Keep Goole Hospital open!'
- 'What happens to a person that has a stroke if Goole Hospital closes. Strokes are time critical!'
- 'I have to go to Scunthorpe for infusions'
- 'More people are moving to Goole for jobs, so not a good time to be reducing health services. We should be increasing them so that people will not need to go to other hospitals, i.e. Scunthorpe and Hull. They are more than 25 miles from Goole and Grimsby is 50 miles away'
- 'My wife can't get a mammogram at Goole and has to go to Hull'
- 'I have had to go to Scunthorpe for an MRI and treatment of a cyst'
- 'All A&E are horrific. Once in the system (mainly Scunthorpe) it's excellent, no complaint'
- '...suffer from a blocked bowel. I'm worried about there being no surgery at Scunthorpe Hospital on a night meaning I'd need to travel to Grimsby. It's bad enough having to travel 30 miles, never mind 52 miles to Grimsby'
- 'I'm concerned about waiting to get an NHS dentist'
- 'My assessment for ADHD I was put through a private company (Right To Choose) based in another part of the country for assessments. I stalled on filling in the form. I wasn't happy, it was asking for next-of-kin details, i.e. family members. I want to keep my

enquiry, assessment and any possible treatment private. I haven't bothered taking it further as a result'

- 'Winter pressure, they happen every year, what has been learnt? Where is the contingency. Be the first to have a contingency ready for pressures. The hospital is pushing people to other hospital but not expanding its resources'
- People are dying in the corridor of A&E with no dignity, privacy or respect. We need a HDU, and a step-down ward at Goole Hospital'
- 'We have been sent to Scunthorpe when on occasions the appointment could have been at Goole. This has happened more than once. This is always at a cost when if we were in Goole we could walk to the hospital. At one of the Scunthorpe appointments, we were sent home without have a scan as no one told us blood tests were needed first'
- 'I have friends who were sent over 50 miles for a 10-minute appointment which is totally wrong'
- 'My husband died 3 years ago – before he died he was transferred 3 times! First Doncaster – verry unsatisfactory, then Scunthorpe – slightly better and eventually Goole Hospital – the best treat ever where I could visit every day. I can't thank the staff enough'
- Mixed and confusing information about what is offered at Goole Hospital. Resident told 'no knee replacements, but my neighbour had their knee replaced 3 weeks ago'
- 'People are worried about losing the hospital'
- Small groups shared that they are feeling frustrated at the lack of appointments available for services which should be available in Goole forcing appointments to be made elsewhere
- 'Services are being relocated one by one hoping the public don't notice'
- 'The allocation of funding and resources along with preferential treatment is creating tension between the staff at Goole Hospital and staff at Scunthorpe or Grimsby. It would be really difficult for any staff redeployed from Goole to one of those'
- 'Systems need to be connected for all services'
- 'How are people expected to get to Grimsby on the bus... with great difficulty not that anyone cares!'

- 'Community health worker shared that is the send a patient to the UTC they call first to say they are on their way, otherwise the are often sent elsewhere. Person believes this shouldn't be needed as they are able to treat them but for unknown reasons 'bounce' patients on
- 'There is a bigger list of minor ailments that East Riding pharmacists can treat, it needs promoting better to take the strain off other services. I only found out through some training at work'
- 'Goole ambulance service is part of a different trust to Scunthorpe Ambulance service. When both arrive at Scunthorpe Hospital, they let their ambulances push in the queue regardless of patient priority or how long they've been waiting. It ties Goole Ambulances up waiting an unfair amount of time and it's not right for the patients either'
- 'Quite a few people who use 5 Rivers independent living have been getting sent to Scunthorpe. Why can't they be seen in Goole? A few have *eye things*; they go to Goole Hospital for that. The service is great'
- NHS staff member said 'they seem to have been taking bits off the [Goole] hospital since it opened'
- 'When my father was alive they used to send him to Scunthorpe Hospital'
- 'The UTC always send me on to A&E. I got to Leeds A&E once and all they did was x-ray and prescribe antibiotics. This was all available at Goole, but they said no'
- 'I had tonsillitis and was sent to Scunthorpe for antibiotics'
- 'I can drive, but when I'm ill it's not so easy'
- My daughter got sent to Grimsby during COVID. I was able to drive her but couldn't go in due to restrictions so spent 8 hours in the car waiting'
- Person shared that they had to go to Grimsby for cancer care using public transport which takes hours, risking picking up an infection whilst having a weak immune system and little energy
- A retired friend was in Grimsby Hospital for 6 months – her husband visited every day adding 10k miles on his car and using a lot of fuel. They hadn't been apart since their late teens. Same care was available at Goole but was denied

- ‘...not using the facilities they’ve got’
- ‘Beds [at Goole Hospital] have got less and less’
- ‘My dad has gangrene in his foot and spent 7 months in Grimsby recovering. No one could tell me why he couldn’t recover in Goole Hospital’
- ‘Some of my patients have had cataract operations and knee replacements done and Goole. They said the service was excellent’
- ‘Staff don’t suddenly want to travel for work’
- ‘We need more face-to-face appointments with GPs’
- ‘Use of online bookings and the NHS app is penalising patients – where is the choice?!’
- ‘We need more services, not less’
- ‘I can’t understand what is going on with Goole Hospital’
- ‘This consultation has not been published wide enough’ (Our team explained it was an ‘engagement event’ and not a formal consultation. The person responded ‘It’s a box tick job’
- ‘We want to hear the NHS plans, not fob us off with, *we want you to feed into plans*’
- After walking around the stalls talking to NHS staff at the second engagement event, ‘I’m no clearer what is happening. It feeling like that are strengthening their long-term target of closing Goole’
- ‘I heard the pitch in December about change in the NHS. Staff retention has been good, but people won’t stay. I feel more confident in my role, but if I worked on the surgery team, I’d be worried’
- Talking about the Old Goole engagement event, ‘It’s had lots of local advertising, but the venue is a poor choice’
- ‘If staff are moved to other sites it’s extra time, travel costs and childcare expenses’
- ‘The guy who came to the other hospital event was really inspiring. He helped save Huddersfield Hospital’
- ‘There’s a huge disconnect between Goole and Old Goole. It’s been like it for 85 years and needs to be resolved’
- ‘People think stuff is closing. We do try to understand but don’t understand the language they use’

- 'I want to know if there is £10 million in funding. It was mentioned before now no one can answer me. It was for Goole Hospital. Why isn't any work being done'
- 'Why are things being discreetly removed'
- 'Why are people being sent elsewhere when the services are on their doorstep?'
- 'The UTC is just a name above a door. It's not being ran like a UTC. The offer keeps reducing'
- 'Staff were verbally threatened at the early talks. He [unspecified person] said, *'I can shut this hospital down, just watch me'* when people challenged what he said'
- 'I can see it from both sides. The public purse can't continue as it is'
- Working at Goole Hospital was describe as 'It's like a little family'
- 'Closure would be big. Infrastructure is poor. It needs a minor injuries'
- 'More nurse led clinics needed'
- 'We can't deliver every service that would benefit certain outpatients – non weight bearing beds'

Acknowledgements

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