
Intelligence Report

September 2026

healthwatch
North East Lincolnshire

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1. Introduction

What we do

Healthwatch North East Lincolnshire is the health and social care champion for local people. We make sure that NHS leaders and other decision makers hear the voices of local people and use their feedback to improve care.

The Health and Social Care Act 2012 says that “The aim of local Healthwatch will be to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality”.

In essence, we capture the views of local people on their lived experiences of health and social care services. These views can be positive to demonstrate the high standards of practice being delivered by providers or indeed be comments about services that need to improve.

We also serve to provide advice and information and help people navigate through a range of services. We support people who need it, by advising and supporting people to make a complaint about a specific service or helping them find a local service that best meets their needs.

On a month-by-month basis we capture intelligence (comments) from the public about their experiences of health and social care services and develop monthly intelligence reports.

The reports are shared with Humber Health Partnership, The Integrated Care Board, the local authority and the CICs.

This way of working makes sure there are no surprises in the system and provides commissioners with the opportunity to address any issues raised as early as possible, to prevent escalation. Most importantly of all, it demonstrates to the public that their voice is heard, and their feedback is acted upon.

This report

The details in this report relate to September 2026 and refers to all intelligence that Healthwatch North East Lincolnshire received from the public during this period.

All data is anonymised and is based solely on the patient experience. For this report, we have categorised the patient experience under appropriate headings, and we have also added real **quotes** to demonstrate the values of **openness and transparency**.

The report identifies the number of contacts received by Healthwatch North East Lincolnshire. It also provides a breakdown of the chosen method of contact and their reason for contact. Please note that the number of contacts differs from the number of comments made about a service, due to people making multiple comments about a service during one contact.

The report also provides details of the types of services and the nature of the concerns and compliments, which members of the public reported to Healthwatch North East Lincolnshire during this month. Some experiences may relate to multiple services and / or have multiple themes so may be reported in whole or part in multiple sections. We also include information gathered through research using the following websites:

- [Carehomes.co.uk](https://www.carehomes.co.uk)
- [nhs.uk](https://www.nhs.uk)

The services highlighted in the report are as follows:

- GP Practices
- Care/nursing homes
- Hospital Services
- Dental Services
- Community Services
- Pharmacies

Please note, the experiences quoted within this report have been recorded as said and written to ensure that we capture the authenticity of the service users' experience. As such, Healthwatch apologises as there may be grammar and / or spelling errors.

In addition to this, not all the issues can be re-visited by Healthwatch as we do not always receive the contact details of the individual, unless they want us to contact them regarding their experience.

Finally, all experiences in this report have been received and researched in good faith. Healthwatch North East Lincolnshire have not investigated any of the concerns raised and have acted in accordance with the role and responsibility of a local Healthwatch.

2. Engagement Activity

During September Healthwatch North East Lincolnshire attended **29** 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.

Nurtrio, Moss Road, Grimsby, DN32 OLT
Cromwell Road Day Centre, Cromwell Road, Grimsby, DN31 2BN
Foresight, Newmarket Street, Grimsby, DN32 7SF
The Comeback, DN31INB
PALS/Healthwatch Catch-up- Teams
Assisted Living Centre, Kingsley Grove, Grimsby, DN33 1NU
Carers Partnership Meeting-Teams
Strand Court, Albion Street, Grimsby, DN32 7AZ
YMCA Humber, Freeman Street, Grimsby, DN32 7AB
Clee Medical Centre DN357XE
Discharge Lounge-Diana, Princess of Wales Hospital, Grimsby, DN33 2BA
VCSE Forum, Centre4, Wootton Road, Grimsby, DN33 1HE
Learning Disability Project Catch-up NELC-Teams
Making It Real, Grimsby Town Hall, Town Hall Square, Grimsby, DN31 1HU
Fit4Life Fair, Diana, Princess of Wales Hospital, Scartho Road, Grimsby, DN33 2BA
Adapted Bikes, Grimsby Leisure Centre (Lincs Inspire), Cromwell Road, Grimsby, DN31 2BH
Grimsby Food Kitchen Dn313LB
Church View Health Centre Dn311QZ
Diana, Princess of Wales Hospital, Scartho Road, Grimsby, DN33 2BA
Carers Support Service, Town Hall Square, Grimsby, DN31 1HY
NEL Community Living Services Provider Webinar

Scartho Medical Centre Grimsby DN333JF
Cambridge Park Academy Sixth Form, Cromwell Road, Grimsby, DN37 9JR
Burchester Court, Winchester Avenue, Grimsby, DN33 1PF
Strand Court, Albion Street, Grimsby, DN32 7AZ
Learning4Life, Freeman Street, Grimsby, DN32 7AP
Franklin College, Chelmsford Avenue, Grimsby, DN34 5BY
PLACE Assessment Training- Teams
Alzheimer's Society, Centre4, Wootton Road, Grimsby, DN33 1HE

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

3. Contact Statistics

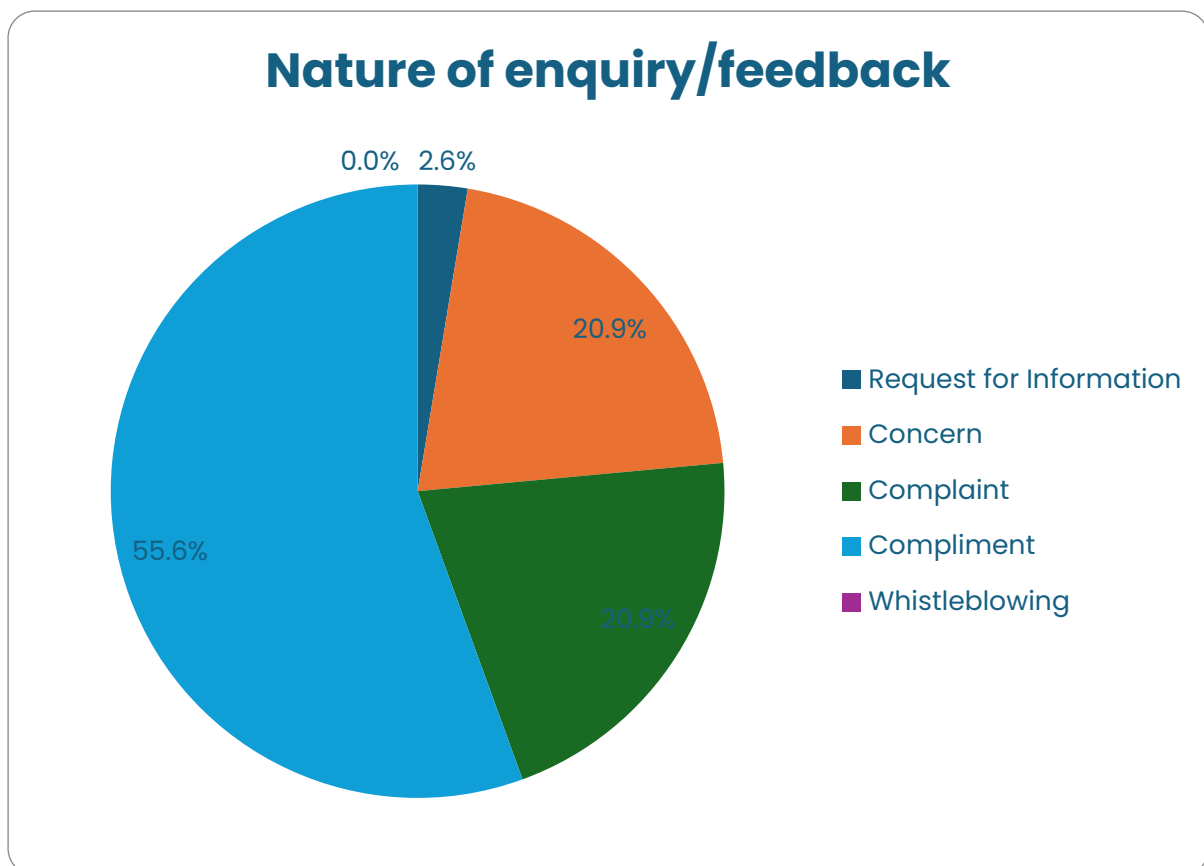
In total, **151** people contacted Healthwatch North East Lincolnshire. The figures below show that engagement event was the most popular method for people to contact us. These figures do not take into account surveys that have been completed.

Contact statistics

Answer Choice		Response Percent	Response Total
1	Telephone	2.6%	4
2	Email	1.3%	2
3	Website Feedback	0.7%	1
4	Meeting	3.3%	5
5	Outreach	0.7%	1

6	Event	4.6%	7
7	Social Media	0.0%	0
8	Post	0.0%	0
9	Research	0.0%	0
10	Third Party	1.3%	2
11	Visit to provider	0.0%	0
12	Not known	0.0%	0
13	Engagement Event	84.8%	128
14	Guidance / Advice	0.7%	1
		answered	151
		skipped	2

The highest number of contacts made were to raise a compliment at 55.6% this was followed by 20.9% to raise a concern and 20.9% to make a complaint.



This month, Healthwatch took **24** actions from the experiences received

Was the person signposted?				
Answer Choice		Response Percent	Response Total	
1	Yes	15.7%	24	
2	No	84.3%	129	
answered			153	
skipped			0	

Out of these actions, we Signposted **24** people to the following services:

Health and wellbeing team St Andrews Hospice	1	Childrens Advocacy service NELC	1	Stepcharge Debt charity	1
Voice Ability	8	Humber and Yorkshire ICB experience team	7	Patient Advice and Liason Service (PALS) -Diana Princess of Wales Hospital	1
Roxton Practice	1	Citizens Advice	1	Outpatients	2
Cloverleaf Advocacy	1	Consumer council for water	1	Carers Support NEL	1
Navigo PALs	1	SENDIASS	1	FOCUS SPA	1

4. Experiences Breakdown

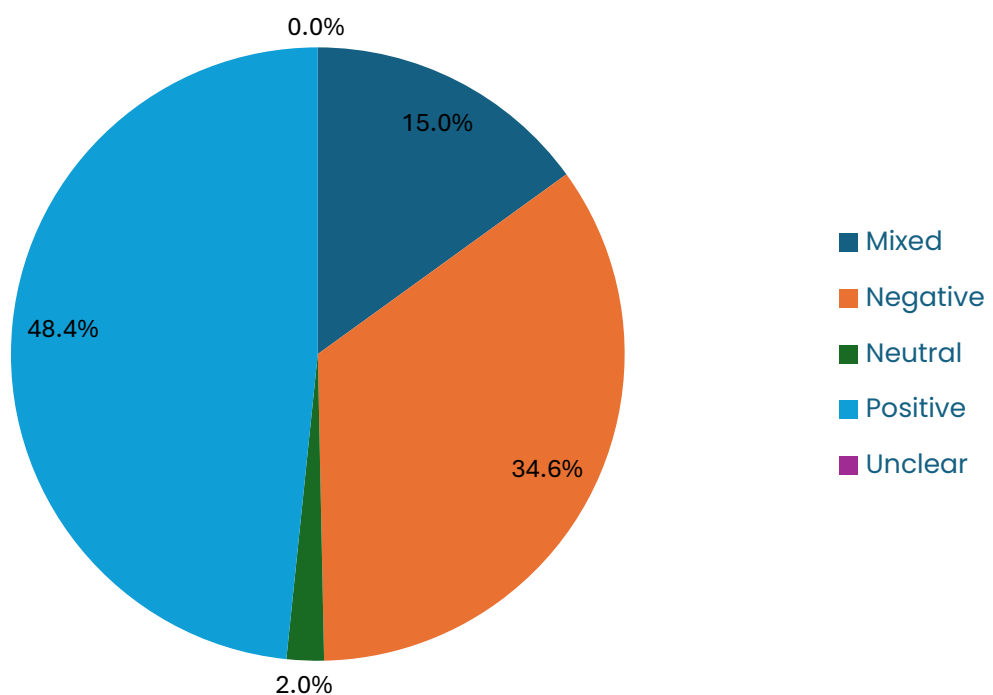
Overall experiences breakdown

The charts below detail the breakdown of what the public have been saying about health and social care services in North East Lincolnshire 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 **152** experiences received, Healthwatch recorded **34.6%** negative comments and **48.4%** positive comments across all healthcare services.

Sentiment of the information



Nature of enquiry/feedback			
Answer Choice		Response Percent	Response Total
1	Request for Information	2.6%	4
2	Concern	20.9%	32
3	Complaint	20.9%	32
4	Compliment	55.6%	85
5	Whistleblowing	0.0%	0
answered			153
skipped			0

Below highlights the service categories we received intelligence about. The biggest response was about General Practice (G.P) **41.8%**

Service category.			
Answer Choice		Response Percent	Response Total
1	Adult social care, including care packages and social workers	1.3%	2
2	Ambulances and paramedics	0.7%	1
3	Assisted living/Extra Care housing services/Supported housing	0.7%	1
4	Cardiology/heart medicine	1.3%	2
5	Care home	1.3%	2
10	Community Mental Health Team (CMHT) and specialist MH services	1.3%	2
11	Counselling/Psychotherapy/ Improving Access to Psychological Therapies (IAPT)	0.7%	1
14	Dentist	1.3%	2
15	Dermatology	0.7%	1
18	Discharge lounge/ discharge team/ discharge to assess	2.0%	3
20	Ear, nose and throat, audiology and maxillofacial services	1.3%	2
22	Emergency department (inc A&E)	4.6%	7
23	Equipment services (including wheelchairs, incontinence, home adaptations)	0.7%	1
24	Gastroenterology: digestive, intestinal, and bowel services	2.0%	3

27	General Practice (GP)	41.8%	64
29	Home care/domiciliary care including personal assistants and personal budgets	1.3%	2
30	Hospital services- not stated	0.7%	1
32	Inpatient care/General inpatients	3.9%	6
34	Maternity care	1.3%	2
35	Medical imaging, including radiography, ultrasound, MRI and nuclear medicine	0.7%	1
37	Mental health crisis service	0.7%	1
41	Obstetrics & Gynaecology	2.0%	3
43	Ophthalmology	1.3%	2
45	Orthopaedics and fracture clinic	0.7%	1
46	Other	6.5%	10
52	Pharmacy	4.6%	7
63	Services for people with a learning disability	0.7%	1
65	Services for people with drug, alcohol and other addictions	11.8%	18
66	Services other than health or social care	0.7%	1
72	Urology	2.0%	3
73	Vaccination clinics, including Covid 19 vaccine	0.0%	0
			answered 153
			skipped 0

Feedback is broken down into areas please see below.

4.1 Care Homes/ Rehabilitation- Experiences Breakdown

Examples of experiences

Royal Court Care Home	My mum was in Royal Court Care Home in Cleethorpes until she passed away last year. The care she received was really good. The building was nice – clean and spacious. The staff were brilliant – nothing was ever too much trouble. They helped her get out and about as often as they could until she got too unwell. She enjoyed the food which was home cooked every day. There were events put on for residents to socialise and keep active. The staff had a good understanding of my mum's dementia. Towards the end of her life she was being seen by more specialised staff because her needs were more significant, but the staff she'd
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	been looked after by before still popped in to see her. She had a good relationship with all the staff. The care itself was excellent and I don't feel anyone could have done more. However, all my mum's savings went into her care home fees. Then we had to sell her house (which I was living in at the time so I had to move out) to pay the bills. She was left with nothing to leave to her family. I've heard since then that a certain amount of someone's assets should be protected in cases like this, but don't know who to talk to about it.
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Yarborough House	I visit someone at a care home and they never have enough staff on shift. They haven't got any activities , as the one who was doing it is now a carer. One resident told me that she was glad that I had visited as she never has anyone to talk to.
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4.2 Dentist – Experiences Breakdown

Examples of experiences received:

Bupa -Hainton Avenue	I have a skin condition that has flared up again after 20 years. I initially went private and was prescribed a steroid cream, however this didn't work. I was referred to Dermatology at Cromwell Road and they suggested a type of heat treatment, but after a few treatments I was getting burns, however they have reduced the treatments, and now its working a lot better.
Dentology- Hainton Avenue	Dentology now called hainton avenue dental. Not had best experience there as nhs patient. Especially when intereacting with a receptionist called xxxx and witnessing the practice manager asking her how to do forms etc. Is just a nightmare when have a dental emergency and not being able to get in same week. As well as the phone lines most of the time very hard getting through so have to email even then most time dont get responded to or do incorrectly with comments being made. ive had a absess on tooth and unfortunately had to ring 111 who ended up

	getting me an emergency appointment twice after being given antibiotics as my dentist refused to book me in with attitude once saying well only one dentist on Friday by someone on phone. To comments being made previously in past by xxxx saying no appointments today which is ok but its the fact that she doesnt say or others will let dentist know for advice or will book you in this week. Ill make clear if got nhs dentist they unable to assist. Its a nightmare. Seems to be lack of management and communication there. Like today my dentist had to refer me to specialist so dental nurse had to come down with me to ask for email and xxxx the receptionist was on computer blanking people waiting to be seen when was there when on front desk making a comment well she emailed us the other day and just gave the general email which was enquiry email not direct email for the referral to specialist. Really fed up of this keep happening. They often prioritising private patients over nhs. And when ring at 9am dont answer for ages and when do refuse to assist if have a dental emergency and also say they cant give any advice which makes no sense. Am autistic and seem to pick on wrong people. Complaint was made as said to my relative theyd call back they didnt the other week when in lot of pain.
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4.3 Extra Care/Assisted Living schemes –Experience breakdown

Examples of experiences received:

Burchester Court	The cafe is closing next week, as the current provider has pulled out of the contract. There's too much back biting as everyone knows each other. We are now waiting for a new provider to come in and hopefully take it over.
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4.4 Hospitals

Examples received

Diana Princess of Wales Hospital	I've recently had a procedure with the cardiology department at Diana Princess of Wales Hospital. I felt very well looked after. The nurses explained everything – about the procedure & how to prepare for it, about the chance of
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	success, about the routes available to me if it isn't successful. I feel very well informed on everything. They gave me an information sheet as well so I could look back over anything I wasn't sure of. There was a clear pathway explained to me about everything that was going to happen. When I came to have the procedure, I was worried about the oxygen mask making me feel trapped & that I might panic. The anaesthetist was really nice and she said I could hold it myself instead of having it strapped on until the sedation took effect, that made it easier for me to manage my anxiety about it. Unfortunately the procedure didn't work on me, however I understand my choices going forward and I'm being allowed to choose for myself which route I'd like to go down rather than just being told what is next. The specialist nurse in charge of my care has given me a card with his direct number on so I can contact him if I am worried about anything. It's been 10/10 service all the way through.
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Diana Princess of Wales Hospital	I was seen by the gastroenterology department at Diana Princess of Wales Hospital Grimsby due to problems with my liver and pancreas. All the staff I saw there were really good. I was seen by the same specialist every time I came in which makes a really big difference for me – I don't want to feel like I have to explain everything all over again every time I come in. The staff who did my scans were good too – explained exactly what they were doing and why so I felt informed throughout the process. After my treatment finished I was given clear information about how to get more help if any of my symptoms return.
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St Hughs Hospital	I have a skin condition that has flared up again after 20 years. I initially went private and was prescribed a steroid cream, however this didn't work. I was referred to Dermatology at Cromwell Road and they suggested a type of heat treatment, but after a few treatments I was getting burns, however they have reduced the treatments, and now its working a lot better.
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Diana Princess of Wales Hospital	I have been waiting for an appointment for my son with the Gastro Team. He has had ongoing health issues for a while. This is the first time I have felt that they don't want to treat him as he has a learning disability.
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Diana Princess of Wales Hospital	I have recently used A+E and was seen fairly quickly, considering it was a Friday evening.
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St Hughs Hospital	I was referred from A+E to the Orthopaedic Clinic after hurting my hand. The experience was not great as the Consultant was very arrogant. He didn't allow me or me husband to finish speaking, and basically told us to shut up. My daughter was also there and asked for me to be seen by someone else.
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Diana Princess of Wales Hospital	Urology have been brilliant; I received excellent care. I am now in remission.
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Diana Princess of Wales Hospital	Gynaecology have been really good, I cannot fault the Consultant! After going backwards and forwards for appointments it was decided that I needed a hysterectomy.
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Diana Princess of Wales Hospital	I've been to the hospital for an Xray last week. I was in and out in thirty minutes. The staff were all smashing – really helpful. Great service.
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Diana Princess of Wales Hospital	I was seen in the ophthalmology dept of DPOW for a burst vein in my eye. The nurses were brilliant, very professional and focussed which you want when someone's got a needle near your eye. I felt well informed about my treatment and it was all straightforward. I've got two more treatments to go and feel fine about going back even
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	though it's a ghastly procedure. I was in and out in 15 minutes so that was good.
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Diana Princess of Wales Hospital	I was on an impatient unit (possibly B2 or B3) for five days in February 2026. The staff were good and clearly doing their best, however there was a patient in the bed one along from me who had mental health issues and took up a lot of staff time and resources. For example, I was due my medication at 9pm (IV antibiotics) and was told by a nurse she'd be along in just a minute to administer this – however there immediately followed a mental health related incident with the other patient which resulted in the staff nurse having to keep watch over him for the next five hours. I eventually got my medication at 2am. Similar events happened every night that I was on the ward with staff being redirected to attend to this one patient and not getting time to speak to anyone else. Under the circumstances I still think the staff did a good job however I didn't understand why the patient wasn't on a specialist ward as he seemed to have very high care needs. I did mention it to the doctor on the ward who was very apologetic, but did not seem to be able to do anything about it.
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Diana Princess of Wales Hospital	I was in A&E in 2025 for a partially severed finger. It was busy and there was a nurse checking in with all the patients waiting to be triaged to identify anyone who'd be more suitable to be redirected to their GP. She looked at my finger and got me seen within two minutes. I've also been seen in A&E several times over the years for kidney stones. They've always been good and I felt well supported.
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Diana Princess of Wales Hospital	In January 2024 I supported my 24 weeks pregnant daughter to A&E. She had swollen ankles and shortness of breath. Her blood pressure was taken in triage and it was found to be very high. We then waited five hours to be seen. The doctor then said it was a chest infection and that she would be discharged with antibiotics. I said I was worried
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	about her blood pressure and didn't think she should go home. The doctor re-took her blood pressure at my insistence and found it was still very high. She was admitted to the maternity ward and it was discovered on investigation that she was in liver and kidney failure. She was transferred to a hospital in Coventry where she delivered two weeks later at 26 weeks. She and her baby son were then moved to Scunthorpe to get her closer to home as she did not feel comfortable returning to Grimsby hospital after what had happened. We complained through PALs and received an apology and the assurance that lessons would be learned from the experience, but that didn't seem good enough to me. If I hadn't been there to insist the doctor check her BP again who knows what would have happened.
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Diana Princess of Wales Hospital	I was an inpatient is DPOW for three days for a gastroenterological issue in June 2025. I had a very blocked bile duct which had caused my gall bladder to become inflamed and affecting my liver health. I was discharged when I was feeling better after three days however I've still been offered no information about why that happened. I was told I'd be booked in for an MRI and an endoscopy but this hasn't happened.
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Diana Princess of Wales Hospital	I waited 3 months to be booked in for a phone appointment with the Urology dept at Grimsby hospital. They finally rang forty minutes late only to tell me the appointment couldn't go ahead because their system was down. I was rebooked for the end of September, four weeks away. I've had problems in this area for years and been waiting ages for an appointment. When I've worked with them before they have turned out to be a good service, it's just getting in with them that's really hard.
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Diana Princess of Wales Hospital	I came to hospital a week ago by ambulance and was taken straight to A+E. I had breathing difficulties and issues
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	with my heart. The staff were so kind, and the food was lovely, I didn't want to go home.
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Diana Princess of Wales Hospital	I am currently waiting on the Discharge Lounge to be admitted to a ward after coming in on Monday to A+E. They've kept me up to date with what is happening.
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Diana Princess of Wales Hospital - Audiology	I came to A+E on Saturday and waited over 4 hours to be seen. I then went to SDEC, where I stayed until today. I'm now waiting for my medication on the Discharge Lounge before I can go home. Everything was perfect.
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Diana Princess of Wales Hospital	I came to A+E on Saturday and waited over 4 hours to be seen. I then went to SDEC, where I stayed until today. I'm now waiting for my medication on the Discharge Lounge before I can go home. Everything was perfect.
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Diana Princess of Wales Hospital	Had an appointment with the gynaecologist at Grimsby hospital for on going problem. Patient was upset as she felt she wasn't listening to and said doctor spoke to her as if she was a child. Patient didn't feel that he answered any of her concerns.
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Diana Princess of Wales Hospital	Taken to accident and emergency by ambulance after collapsing at home. Spent 6 hours in this department before being taken to ward C2. Patient spent 2 weeks on ward having blood tests head scans and was found to have multiple clots and infection on lungs. Patient had felt ill since July and had to wait three weeks for appointment she had to ask for a scan and blood tests. Patient went to Louth for scan and had phone call from her doctor to get in touch straight away. After ringing her doctor was once more told she would have to wait again another 3 weeks to
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	speak to him. Patient collapsed before the appointment.
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Diana Princess of Wales Hospital	93 year old patient taken to hospital by ambulance after fall spent 10 days on ward C1. Was being discharged to care home but said that he had been waiting in bed on discharge ward since night before.
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Diana Princess of Wales Hospital	I've had cataract surgery last week and I'm not happy. Since the surgery I can't see properly especially in the bright sunlight, and my eye hurts. I'm booked in in a couple of weeks to have the other eye done but I'm not sure I still want it done. I didn't much like the way to doctor spoke to me either – felt like he treated me like a child, not like an adult. The nurses on staff were okay but seemed very busy. I was booked in for 12.30pm and told to come 10 minutes early. I did as they said but wasn't seen until 4.30pm. The staff didn't seem able to give much of an update on waiting times, just said 'it'll be soon' when I asked. I feel someone could have explained beforehand how long the wait was likely to be. After the procedure the doctor told me what i needed to do with my eye drops but didn't give me any other aftercare information or tell me what to look out for.
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Scunthorpe Hospital	Taken by ambulance to Scunthorpe hospital with suspected stroke. Patient was very happy with treatment there saying staff and food were very good. Patient said all treatment was discussed with him and felt that he was treated very well but waited eight hours in discharge lounge before been transferred back to Grimsby. Treated very well in Grimsby.
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Diana Princess of Wales Hospital	There is one really brilliant doctor in the gynaecology department at Grimsby hospital. He is 10/10 – amazing – remembers my name and my medical history, and he
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	makes me laugh. I hate it if I have to go in and he isn't on shift as the other staff are a bit more hit and miss - the doctors and the nurses both. Most of the department seem to be under-educated on my condition (endometriosis) - you'd think they'd know more. I wasn't able to get a diagnosis through Grimsby and had to use the Right To Choose pathway and get my diagnosis at a private hospital. I've felt like I've had to be my own doctor and become an expert on my own condition so I can advocate for myself. That's ok for me but I think there are probably people who aren't in a position to do that who might not be getting the care they need because they can't advocate for themselves.
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Diana Princess of Wales Hospital	The gastroenterology dept. at Grimsby Hospital are a bit hit and miss. I was tested at 17 for crohn's disease but the test was unsuccessful, instead of rebooking it they said my symptoms were probably due to an unrelated health condition I have (endometriosis). That was eight years ago. A&E recently (3 weeks ago) referred me back to gastro to have the test redone but I haven't heard back yet. My endometriosis specialist in Hull referred me to back to gastroenterology 9 months ago but they haven't been in touch after that either.
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Diana Princess of Wales Hospital	I had a baby in Grimsby Hospital at the end of July 2026. the midwives were lovely and kind - I felt really well looked after. They listened to me and were quick to respond whenever I needed something. My only criticism was that it was very hot on the ward - 28 degrees - better air conditioning would have been good!
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Diana Princess of Wales Hospital	The Vulnerabilities Team at DPOW are brilliant, more people should know about them! They work to streamline services and make them easier to access.
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Diana Princess of Wales Hospital	There should be dedicated quiet waiting areas in DPOW for people with sensory issues and a system for letting doctors know where to find people. For some people (like some people with autism) waiting in a standard hospital waiting room is too much. It wouldn't be hard to implement and would prevent people getting distressed & remove a barrier to care.
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Diana Princess of Wales Hospital	A phone call was received from a patient who had sustained injuries following an attack. She said she received injuries to her back, jaw, and a bleed to the brain. All injuries were dealt with appropriately apart from her jaw which she continued to have significant pain from. She went to hospital four times in pain, and eventually argued with staff to enable her to have an x-ray. The x-ray showed that she had two and a half broken teeth in her jaw. She was told to go to Hull for a consultation, thinking that she would be admitted for an operation, however when she got there she was told that there were no beds available and would need to wait. She came back to Grimsby and said she was disgusted with the behaviour of the staff in A+E, and was handed over to a male nurse. She said that she has a support worker at the moment supporting her to appointments so that she is not on her own, and is also being supported by adult social care and victim support. She feels that she needs mental health support, however she has been told that she is not medically fit. She continues to get infections in her jaw and has been to see her GP regarding this, however it has depended on which GP she has seen at her surgery in how supportive they have been. She has complained to PALS about her treatment, but was told that it was not in their remit and have referred her on somewhere else, but she is unsure were.
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Diana Princess of Wales Hospital	My feedback is about the maternity ward at DPOW. I have noticed that due to student midwives needing 40 births on their record to get their qualification, this leads to student midwives 'fighting' for births. If a doctor steps in and takes
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	over this no longer counts as the midwife's birth which narrows the field even more. This leads to their being a lot of people in the room for births so they can get their numbers which impacts women's experience of birth. I think there is sometimes pressure on women to agree to be observed, but it's important to give people a free choice. People lose sight of the fact that it's about what the patient wants. I also think that the induction & caesarean rates are higher than they should be - Drs seem to be stepping in to induce without giving women the chance to do it themselves, even when the birth is considered low-risk - I think just because they need the bed for the next birth. The doctors don't always listen to midwives.
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Diana Princess of Wales Hospital	I was recently in A&E with me dad who was unwell. The care assistant working the night shift was great - she never stopped the 12 hours we were there! Nothing was too much trouble. We were sitting in the ambulance zone a long time but felt well looked after.
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Castle Hill	The communication between different trusts is not good. I was recently referred to cardiology at Castle Hill and when I got to the appointment they seemed to have no access to my notes and I had to explain to them what I was there for. The trusts don't seem to work together. Different trusts all seem to work differently and don't share information with each other. I feel like services aren't keeping up with the size of the population. When I've actually had treatment it's been great, but communication between services is obstructive and causes delays.
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Diana Princess of Wales Hospital	I was referred to ENT three months ago by my GP and still haven't been booked in for an appointment. I got a letter this week asking me to confirm I still want the appointment in case I've miraculously got better while I've been waiting.
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	They said the delay was due to Covid. I don't see how that's still a valid reason in 2026.
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Diana Princess of Wales Hospital	I attended A&E on the advice of my GP who sent me with a letter explaining his concerns. I was seen very quickly. the consultant explained I was very ill with sepsis and blood clots and an abscess on my liver. I was in a chair for 24 hours waiting for a bed and then moved onto an inpatient ward. I was on IV drips for two days. The food in hospital was absolutely disgusting. The doctor came round after two days and said, I'm pleased with your bloods results but your nutrients are low, I showed her what I'd been brought for lunch and asked, would you eat that? She said she wouldn't. Luckily my wife brought me sandwiches every day.
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4.5 General Practice (GP) – Experiences Breakdown

Examples of experiences received:

Roxton Weelsby View	I'm registered at the Roxton Practice (Weelsby View). It's easy to get an appointment and the staff are good – friendly.
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Scartho medical centre	I've been in hospital recently, seriously ill with sepsis and blood clots. I first went to my GP practice and was seen by the practice nurse twice & had bloods and a BP check. There was no outcome from this (didn't hear any results) & when things didn't improve I came back to see my doctor. My GP was concerned and sent me straight to A&E. He sent me with a letter outlining his concerns which I think enabled me to get seen straight away when I got there. It turned out I was very seriously ill and was admitted. After I was well again I came back to see my doctor to shake his hand and thank him for saving my life.
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Core Care family practice	I was wondering if you could help me please. I am an 18 year old student, advocating for my 15 year old brother. For the last two months, xxxx has experienced, dizziness, blackouts, tremor and fainting episodes described by onlookers as presenting as seizures. We initially sought opinion from a BUPA GP and provided two appointment notes to the practice. They recommended an ECG and urgent referral to cardiology. The practice said they needed to assess xxxx themselves. They spoke to xxxx and my mum who has a disability. The clinician stated it sounded like epilepsy, something my mum has, but there was "nothing they could do". Blood test were authorised many weeks ago, but no ECG. This goes against their own NHS pathway for these episodes as well as a BUPA GP's advice. We don't have the results of the blood yet. I made a complaint about this. I am unfortunately struggling as the practice below has refused to communicate in writing. Hopefully the email will help you understand why I do not want the substance of this to be dealt with over the phone. I have cc'ed you into this. I would be incredibly grateful if you could help me please if the practice continue to refuse a written response or do not provide my brother with any kind of care plan. He is very anxious due to these and the absence of support and is struggling. We are waiting for a serious incident to take him to A&E however the stress of just waiting for another 'seizure' before any help can be given is causing him anxiety especially as we don't know what this is. He has sensory issues which makes A&E difficult. It is frustrating as the practice can preform an ECG on site and also make the necessary referrals. Thank you so much for your time
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Clee Medical	Clee Medical centre are really good at communicating with NELRP around client support.
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Open Door Surgery	Open Door Surgery are really good at communicating with NELRP around client support.
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Clee Medical	Clee Medical Centre are really good on the whole. It's easy to get booked in – you ring up first thing or use the online booking option which is easy to use. Most of the staff are brilliant. There was one nurse who refused to see my young son because we were three minutes late for his appointment – he had an upset stomach and couldn't get off the toilet so we could leave on time – however a doctor intervened and ensured that we were still seen.
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Scartho Medical	Scartho medical centre have been brilliant! I've been in for check-ups and been referred for scans as my doctor was worried about my liver and pancreas. There was a shadow over my pancreas and my liver wasn't very healthy. I was started on treatment and my liver is now on the mend and the shadow has disappeared. I feel well supported and well informed about my treatment and feel comfortable telling my GP if I have any worries.
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Core Care Family practice	I'm registered at Core Care Family Practice (Cromwell Rd Primary Care Centre Grimsby). The advanced nurse practitioner has twice now sent me for x-rays at the hospital and on arriving it's turned out all the paperwork has been done wrongly. I also recently went to my GP for a bad chest that wouldn't clear. They sent me for an x-ray which confirmed I had a chest infection. I got the results of the Xray on the Thursday. I rang the practice up during the day on the Friday to ask if I could be prescribed antibiotics – I was told I should have called earlier in the day and that I'd have to wait until Tuesday now. I ended up just waiting for it to clear on its own.
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Woodfield Medical practice	I am registered at Woodfield medical practice. I felt they made it really difficult to get on HRT. In 2022 I spent 6 months trying to get seen for an appointment to discuss HRT. While I was waiting for an appointment I did some of my own research and used resources published by a menopause expert, Dr Newson. When i was finally able to see the nurse, I explained I would like a specific medication which I thought might suit me best. The nurse was very dismissive, saying sarcastically, "Would you now?". When I said I had accessed Dr Newson's resources she was patronising, saying "Ohh, Dr Newson is it?" She then said Dr Newson was causing trouble for medical professionals by encouraging women to ask for specific medications. I felt that this perspective was about money. She was initially not going to prescribe the medication but eventually agreed. However, she said that although she would do the prescription I would likely face a delay waiting for the pharmacy to get it as there are shortages. The first pharmacy I took my prescription to said they were well stocked and shortages of this medication were rare.
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Roxton Practice	I had an appointment with my son at 4.50pm at the GP's. However on the way there had been an accident on the road where the practice was, and we were going to be late. I tried calling the practice but the phones were out of action. At this point my son was becoming agitated so I decided to take him home. I'm still trying to rearrange the appointment through Ask My GP.
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Pelham Medical Practice	I don't have many issues when making an appointment at my GP practice. Once I get through I can book an appointment in 3-4 days. If I need to see a GP I will request this, otherwise I see a Nurse Practitioner
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Pilgrim Primary Care Centre	My mum loves this place! She knows everyone here and they support her really well. She's received a really good standard of care. They go above and beyond here. My experience of using the surgery has been good too. I feel well informed about my health conditions. My only criticism is it can take a while to get
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	through on the phones – twenty or thirty minutes when you ring up in the morning. When you do get through the receptionists are always helpful. There's an online system you can book through but I can't really use computers so that's not for me.
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Pilgrim Primary Care Centre	I can always get an appointment to see the doctor. I rang up first thing the morning and was asked to come in. I have not complaints about the surgery. The doctors are all good here. I've been told everything I need to know about my health condition and my treatment. I just ring up – there's an online service which the telephone system directs you to so you have the choice to use it instead of speak on the phone, but that isn't right for me, I prefer to speak to a person. I was 22nd in the queue and got to speak to someone in about 15 minutes.
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Pilgrim Primary Care Centre	I rang up for an appointment this morning and waited 20 minutes on hold. I spoke to a care navigator who was polite and friendly and got me booked in for my appointment. The doctors here are brilliant.
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Pilgrim Primary Care Centre	I'm booked in for routine bloods today – I've not been here before as I usually go to their other branch in Keelby. First impressions are really good – lovely space, really clean, and all the staff are really nice.
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Pilgrim Primary Care Centre	I came in for a mental health issues two years ago. They responded really quickly and got me the help I needed. My wife had a similar issue with her mental health recently and also had a really good experience with the surgery. We've felt well looked after. I use the Ask My GP service to book my appointments which is great – really useful. It gives me the chance to exchange a few messages with someone before I'm seen so I'm not rushing at my appointment trying to explain everything. The only criticism I have is that you can only order medication through Ask My GP at certain times of day – if you
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	miss them because of work or driving you have to wait until the following day to try again.
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Pilgrim Primary Care Centre	I've come in for my arthritis injection. I rang up a week ago and was booked in for an appointment today. It was easy to get booked in. The staff are always very polite and helpful. They try and get you in ASAP. Can't fault them. You very occasionally get a care navigator who's a little awkward but that's really rare – usually they're brilliant.
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Pilgrim Primary Care Centre	My wife and I both think this surgery is excellent – the doctors are very very good. No complaints at all. We feel very fortunate – you hear stories from other areas about the quality of GP care – it's not like that here. We're very lucky.
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Pilgrim Primary Care Centre	The staff here are good. I work on site and recently had a health event during my shift. A doctor saw me straight away and sent me straight to hospital with suspected stroke.
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Pilgrim Primary Care Centre	The care is good here. I was redirected here from my usual practice in Keelby as they didn't have anyone to see me there. The doctors and nurses are great – very helpful. I'm seen by a different doctor every time I come here, but they're all very good. I rang up first thing and was 21st in the queue so I chose the call back option which I find useful. They called me back within about 20 minutes, which is a bit faster than usual.
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Medality Practice	Patient advised they have been referred by their G.P via right to choose for an ADHD assessment. The provider confirmed there would be a six week waiting time which the patient was really pleased about. Shortly afterwards they received notification that they were unable to complete the assessment due to the fact that HNYICB would not fund the assessment. This has meant further stress and anxiety to the person and having to be re referred to another provider and a much longer waiting list.
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Birkwood Medical	My doctors is really good, although it can be tricky getting an appointment when you want one.
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Clee Medical	I like that the surgery has a pharmacy right inside – there's a pharmacy closer to my house but I prefer to use the one at the surgery because it means if there's a problem with my script I can go right across the hall to the GP reception to ask about it.
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Clee Medical	Clee medical are brilliant – the receptionists, doctors and nurses are all really good. All of them are friendly and polite. I wouldn't want to go anywhere else. It was easy to book in – I rang up about 9.30am and was booked in for an appointment at 3pm. The doctor addressed all my issues and I felt listened to.
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Clee Medical	Clee medical are brilliant. We're a family of nine and all registered here. It's easy to get through on the phone and you're normally seen the same day. I've been well supported with some health problems I've recently developed, been referred to specialists and supported to understand a complicated diagnosis. I have regular reviews to make sure things are going okay.
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Clee Medical	Clee medical are very good. It's easy to get an appointment. I ring up first things and usually am on hold for about 20 minutes which I don't mind. I'm usually seen the same day.
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Clee Medical	Clee Medical have always been fine for us. We've been with the surgery ten years without issues. We chose to stay with the surgery when it changed location some years ago.
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Clee Medical	We've just moved to the area and found Clee medical much better than our old surgery. There are two diabetes nurses who are both excellent. The staff have a very professional manner. The quality of care is great. When I call for a phone appointment always get a call back within the day.
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Clee Medical	We've just moved to the area and found Clee medical much better than our old surgery. There are two diabetes nurses who are both excellent. The staff have a very professional manner. The quality of care is great. When I call for a phone appointment always get a call back within the day.
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Clee Medical	Clee medical are fantastic. They get you seen really quickly. The nurses and doctors are really helpful. I am able to drop in to speak to the receptionist about an appointment instead of ringing up which is more comfortable for me than ringing up.
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Clee Medical	I had been given a machine by my GP practice for my Diabetes. I didn't use it for 6 weeks as I couldn't grasp how to use it. It created problems with my readings, and eventually I was given a different machine by the nurse at my practice that I could use properly. Just because a machine is new it doesn't mean that it's the best. My Insulin levels were not the best and I was worried about having hypo's.
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Woodfield Medical Centre	Caller advised they required further diagnostic tests and that a Grimsby hospital consultant advised these would be completed within 4 weeks. 4 weeks came and went and when they contacted the hospital to follow up they were advised the wait would be much longer and that they were unable to give an appointment time as yet. They decided to speed the process up that they would pay privately to have these tests completed. The G.P practice initially refused to refer to another hospital and then said that they would require an assessment by the private hospital to see if the tests were required despite Grimsby Hospital saying that they were needed. This cost the
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	patient £300 to be told that the private consultant agreed with the NHS consultant in Grimsby and the tests did need completing. Once complete the patient advised that the G.P practice then advised you have chosen to go private so you are no longer an NHS patient . Patient advises of a lack of support and knowledge around the process of referring a patient and aftercare.
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Pelham medical	The waiting times at Pelham Medical are not good. I always aim to arrive ten minutes early so i don't miss my slot. I was here 11.10am for an 11.20am appointment, it's now 11.45am and I still haven't been seen. If I was late for my appointment I'd be told to go home. It's one rule for us and one rule for them. I was waiting 30 minutes on the phone this morning to book in - I was only ninth in the queue so who knows what was happening. You're usually waiting 30-45 minutes for an answer. they need more staff on the phone in the mornings. The actual doctors and nurses are fine once you're able to see them, it's booking the appointment that's the problem.
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Chantry health Group	Chantry health group are amazing! I changed from another GP because it was taking me weeks to get an appointment. Now I can ring up and get an appointment the same day. The staff are very hands on. It's good to have the pharmacy next door too - it reduces stress. I rang up to ask for an appointment at 8am and my appointment was booked for 11am sit's been really quick to get in. Ringing up at 8am works well for us. We're always seen ASAP. The staff on the phones are always lovely and the doctors and nurses are as well. I've recommended the practice to others.
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Chantry health Group	I have no problems with Chantry health group. I've been seen twice a week for over a year for an ongoing condition. They book me my upcoming appointments for me, I don't have to ring up. I I know the nurses well now and have a good relationship with them. Everyone knows me and says hello when I come in. The receptionist signs me in when I arrive as I can't use the digital displays, that's helpful.
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Pelham medical	Pelham medical are absolutely spot on! I'm always able to speak to someone if I need to and get the information I need. I feel well informed about my treatment. It's very easy to book in over the phone – I was waiting only ten seconds for the call to be answered when I booked this appointment. I rang up two days ago and booked ahead. The receptionists are very pleasant. I am able to use the digital screen to sign in which is easy to use even for a technophobe like me. The staff here are very pleasant and informative professionals. They put you at ease. I've heard that it's hard to book in an appointment at other surgeries but it's not like that here.
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Chantry Health group	It's really useful being able to have children's blood testing at Chantry health group – it saves having to take my child to the hospital & having to pay for parking.
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Chantry Health centre	Chantry health centre aren't too bad! I've been with them 20 years and not wanted to change so they must be doing something right! I don't like having to ring up at 8am though – I work shifts and it's really hard to ring up at 8am around work. It'd be better if there was two windows of time to ring up in e.g. 8am and 12pm. I have chronic health issues which can be quite unpredictable, so I book in often. Sometimes I can't get booked in due to not being able to ring at 8am which means I have to go to A&E instead – this isn't great as i feel like I'm wasting their time with something which is urgent but not an emergency.
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Chantry Health centre	The nurses here at Chantry Medical are great – five star! I feel well looked after. They always talk to you and explain what they are doing – they make eye contact – they treat you like a person, not a number! I've not seen a doctor here yet but haven't needed to. They prescribe emergency packs for me due to my bronchitis which I can pick up whenever I need them. It's easy to get seen here – when I ring up they book my in same day or the next day.
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Chantry Health centre	It's great being able to get paediatric blood tests in the community at Chantry health group - saves going up to the hospital which is really hard for me as I don't drive.
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Chantry Health centre	The booking system at Chantry health centre needs improvement- I used the NHS app to try to forward book only to be told I needed to ring up at 8am to book in. This doesn't work for me due to working night shifts. My partner called on my behalf and was 62nd in the queue! She used the callback option and was called back in 30 minutes or so. I don't see how they can have got through 62 people in that time, I think a lot of people probably give up before they get to the front of the queue. I'd like to be able to book online more easily.
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Chantry Health centre	I've supported an autistic client to book in with Chantry Health group this week, but he got a message saying he still needed to ring the surgery. I think for autistic clients this adds friction and makes it likely they will not end up booking an appointment if they don't have support. A lot of autistic clients struggle with implicit or unwritten rules or expectations so it's important instructions are really clearly explained including the reason why something needs to be done- I don't think the surgery always does a good job of this. The building isn't very well adapted for people with sensory needs also - the halogen lights in here flicker - most people don't notice it at all but for someone with sensitivity to light it's unbearable. There's a 'triple empathy' problem within the NHS - in addition to the difficulty that neurodivergent and neurotypical people sometimes have communicating with each other, there is the difficulty then translating their experience into medical terminology.
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4.6 Mental Health Services – Experiences Breakdown

Examples of experiences received:

Navigo-Harrison House	Navigo have really long waiting lists for support. They seem to be short staffed. Appointments seem to be regularly cancelled. I've tried to refer clients for urgent support and not been helped – recently I had a client waiting to be seen at Harrison house for 10 hours in a mental health crisis.
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Navigo – ADHD service	It's challenging to get support from the ADHD service. However, once you get the support it's brilliant. The staff are supportive and make it easy to talk to them – they are funny and don't make it feel the appointments feel too serious.
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Navigo	Carers are being signposted to Talking Therapies, however they are finding that the waiting lists are extremely long and it takes a while before they hear anything back.
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Navigo	Navigo claim to be person centred in approach – I don't see it. I think there's a lot of lip service. They seem satisfied that saying they'll do something is as good as actually doing it. I'm not sure they have a good understanding of person centred theory.
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Navigo	I think there should be more interim mental health support for people waiting for treatment with Navigo – e.g. people who have been referred to Talking Therapies, ADHD/Autism services and Community Mental Health – there's nothing for them to help while they are waiting to get to the top of the waiting list which can take months or even years for some services.
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Navigo	A parent has spoken of the issues she has had in gaining support for her son. He has learning disabilities and his behaviours have become more aggressive in the last three years. His behaviours have included biting, hitting, self harm, breaking walls, and causing a fracture to her wrist. His behaviours have resulted in the police being called on occasions. Many services have been involved including Focus
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	Independent Adult Social Work, Navigo and the Intensive Support Team, however he is either being rejected from services, or she is not being believed regarding her sons behaviour. She feels the services have been useless regarding the support that her son needs. Her GP has been helpful and has requested that her son needs support. She has tried to get her son a place in a supported living setting, however they are rejecting him due to his behaviours. She feels he has a borderline personality disorder or schizophrenia. She also feels that the transition between childhood and adulthood services wasn't handled very well.
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4.7 Adult Social Care Services – Experiences Breakdown

Examples of experiences received:

Focus Independent Adult Social Work	A parent has spoken of the issues she has had in gaining support for her son. He has learning disabilities and his behaviours have become more aggressive in the last three years. His behaviours have included biting, hitting, self harm, breaking walls, and causing a fracture to her wrist. His behaviours have resulted in the police being called on occasions. Many services have been involved including Focus Independent Adult Social Work, Navigo and the Intensive Support Team, however he is either being rejected from services, or she is not being believed regarding her sons behaviour. She feels the services have been useless regarding the support that her son needs. Her GP has been helpful and has requested that her son needs support. She has tried to get her son a place in a supported living setting, however they are rejecting him due to his behaviours. She feels he has a borderline personality disorder or schizophrenia. She also feels that the transition between childhood and adulthood services wasn't handled very well.
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Comfort Call	The care agency had one carer for the whole building during the daytime, I felt sorry for her. Any double up calls had to wait until another carer in the community was able to come in and support. Confidentiality is not great, its not like it used to be. One tenant is supposed to have two sits a day, this has been done
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	through social workers at Focus, but she's not getting this. She has no family and cannot speak up for herself.
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Comfort Call	Someone from the care agency should be in the office once a week, however the lights are always off and the blinds are down. Someone from the council is supposed to be coming and do ad hoc drop-ins, this hasn't happened.
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North East Lincolnshire Council	I called the number given for the Feedback Team at North East Lincolnshire Council, conducted through an internet search, and was initially put through to the Fraud Team. I then called the council direct and asked for information from them directly. I was told all Adult Social Care complaints now come through to them, and that people can also record a complaint with VoiceAbility Advocacy. I was also told that people can complain by phone, online or by email. If someone is not happy with how the complaint has been dealt with by the council this would be escalated to a Stage 2 complaint, and they would then liaise with the ICB. If this is not rectified at ICB level it would go to the Ombudsman. When checking the online feedback page at North East Lincolnshire Council for Adult Social Care, it states that complaints can be sent by email, phone or in writing. The page also lists the big three organisations that provide Adult Social Care Services, Care Plus Group. Focus and Navigo. The complaints contact details for Focus are still those of the ICB. Further down the page the contact details for Advocacy services are for Cloverleaf, which have not been dealing with Adult Social Care complaints since October 2025, and the contact number is for the ICB Experience Team. All very confusing!!
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Focus Independent	I have put in a complaint which is currently sitting with the Ombudsman, after the initial complaint went to the ICB and was not dealt with appropriately. I feel Focus are trying to find out
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Adult Social Work	what I am complaining about. I have contacted the Ombudsman yet again to say that they are continuing to harass me. The staff there are obviously not trained properly in the complaints process, or how to actually talk and communicate with people. I wonder how many other people they have done this to and they have got away with it.
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4.8 Pharmacy- Experiences Breakdown

Examples of experiences received:

Lloyds Pharmacy Laceby Road	I've just changed pharmacies temporarily as my old one is being refurbished. I'm at the Lloyds on Laceby Road now. The transfer process was a bit complicated but I'm settled now. They are better than my old pharmacy – they always have my medication ready on time and I never have to wait. The staff are friendly and helpful.
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Lincs Pharmacy Bradley Cross Roads	Until lately I was using Bradley Cross Roads pharmacy for my methadone prescription. However, I was waiting a long time every time I went to get my medication. I'm finding my new pharmacy better and probably won't return to Bradley when it reopens.
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Weelsby View Pharmacy	The pharmacy at Weelsby View are good. They always have my OST prescription ready for me, I don't have to wait around for it. The staff are sound, nice. I moved from a different pharmacy where there were always people fighting outside, I feel much better being at Weelsby View.
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Cottinghams Pharmacy Wellington Street Grimsby	I moved my OST prescription to another pharmacy as I didn't feel comfortable at Cottinghams – it was so busy and there were often people fighting outside which made me really uncomfortable.
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Weelsby View pharmacy	The Weelsby View pharmacy are good – my Subutex is always ready for me and I don't have to wait around. The staff are always smiling, and they make me feel welcome.
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Weelsby View pharmacy	I have my prescription at Weelsby View pharmacy. The staff there are alright – sound. I never have problems getting my medication.
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Lloyds Kennedy Way Immingham	Kennedy Way Pharmacy are really good at communicating with NELRP around client medication.
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Laceby Village Pharmacy	Laceby Pharmacy are good – always friendly and have my medication ready on time.
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4.9 Ambulance and paramedics – Experience breakdown

Examples of experiences received:

East Midlands Ambulance Service	I had to call an ambulance for my mum in July 2026. When the paramedics arrived, all the batteries in their medical equipment appeared to be dead. Their pulse oximeter was dead and they had to use mum's own one instead. They were very apologetic and seemed absolutely mortified but it wasn't good.
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4.10 Drug and alcohol services-Experiences breakdown

Examples of experiences received:

North East Lincs Recovery Partnership	NELRP have been a godsend for me. I was transferred to the service back in 2022 when GPIP closed down. At first I didn't want to be transferred because I didn't want to change workers but it's turned out well. I get to see my worker at Centre 4 usually which is good for
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	me as there are less people there who might make me feel triggered to use. 've had two keyworkers since moving to the service, I didn't want to change from my old worker at first as she was great, but my current worker is really good too – I feel well supported. I'm very stable on my methadone script. I was offered the chance to move to buprenorphine at one point, however it would have meant that I had to have a two day period without any medication while I changed over and I didn't want to do that, so I've stayed on methadone. Methadone has worked well for me but I worry it has affected my dental health, even though I'm on the sugarfree version. I've been given a naloxone kit and been trained how to use it.
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North East Lincs Recovery Partnership	My friend recommended NELRP to me and they got me on a OST script really quickly. I feel well supported by my keyworker. My only criticism is that when I'm seen or my appointments at Centre 4, sometimes other clients knock on the door wanting to talk to my worker. Sometimes this has happened when I've been talking about something really emotional and it completely throws me off and makes me not want to talk anymore.
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North East Lincs Recovery Partnership	The criminal justice team at NELRP are not helpful. I'd rate the service 2/10. I'm here on a DRO and wouldn't come if I didn't have to. I've got to discuss things I don't like talking about.
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North East Lincs Recovery Partnership/Turning point	We have a good team culture here. All the recovery workers muck in and support each other if it's busy. Placed on reception I get to see all the team dynamics and I can see everyone helps each other and gets on well. We've had a lot of new workers join recently and keyworkers have made sure clients transitioning to new workers are well supported, keyworkers have been booking joint appointments
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	with clients and their new workers to ensure a proper handover takes place.
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North East Lincs Recovery Partnership	I think this is a good service, I've never had any problems. I transferred from a service in Middlesbrough and the transfer was smooth. They took over my OST prescribing with no issues. It's easy to get booked in for an appointment here. I tend to see different non medical prescribers every time I visit but I don't mind that. I've been given plenty of information about my medication. My worker has been really good – best worker I've ever had – however I'm moving to a new worker today – this will be our first appointment. By this time next year I'm hoping to have finished my prescription. I feel well supported and feel confident asking to be reduced when I feel ready. My worker has given me a naloxone kit and has trained me how to use it.
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North East Lincs Recovery Partnership	I find the staff at NELRP honest, adaptable and positive. I've been in the service ten years and it's been run by lots of different people. When I first came the service was rubbish but it's really good now. My keyworker knows her stuff (doesn't know as much as me but I don't mind). She doesn't go mental if I don't turn up or I miss an appointment – she knows I'll phone her to explain. She's trained me to use naloxone and I've got a kit. The NMP put me on Subutex – I used to have methadone but it didn't suit me. Subutex is much better. I see my NMP about every six weeks which feels about right for me. I am working towards reducing my dose and I feel like they're supporting me with this. The outreach team are good too – always stop for a chat with me and make sure I'm ok.
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North East Lincs Recovery Partnership	The outreach team have a new manager who is very good and very organised – it's really making a difference for the team.
North East Lincs Recovery Partnership	My worker has changed a lot of times at NELRP, I find that really difficult – I've had 6 in total so far – it does affect your relationship with them.
North East Lincs Recovery Partnership	Having to change keyworkers frequently is hard. I don't like talking about myself at the best of times – it makes it worse when your keyworker keeps changing.
North East Lincs Recovery Partnership	My son is open to NELRP. He seems to be doing well and they've got him on the right track. I worry about him less now. The reception staff are always lovely. I've not been trained to use naloxone – I'll ask if someone can train me to use it.
North East Lincs Recovery Partnership	"Visited NELRP (Grimsby) today and was welcomed by the receptionist. The receptionist was friendly and professional. Clients visiting the service received a warm welcome and she appeared to know many of the clients well. Clients seemed to be waiting only a short time for their appointments. Staff members waiting in reception for their clients to arrive were friendly and professional and seemed very knowledgeable, one staff member was explaining to a client the risk of nitazene contamination in various street drugs. He was able to provide an interesting history of the drug's use in addition to discussing its current risks. Clients transferring over to new keyworkers were being seen for joint appointments with their current and new workers.

	A naloxone kit and training on its use were provided by the organisation's harm reduction lead in a private room off the main reception. A choice of either nasal or injectable naloxone was offered with information on the pros and cons of each one. The harm reduction lead was able to answer questions in detail about risks of different drugs and was able to correct common misconceptions about different substances. There were posters up in the room making clients aware of naloxone and encouraging them to access the needle exchange.
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The Comeback	I've been sober seven years. I started with attending a weekly recovery group at the comeback. The support helped me to stay focussed on my goals. Hearing from other people's experiences of relapse, recovery and the health issues they'd had from drinking really helped me in my recovery. The lived experience in the service is really important to me. I've attended services before where you can tell the staff didn't have lived experience – you really need someone who has been through it themselves to explain what recovery is going to be like, especially withdrawal – you couldn't possibly understand what it's like unless you'd been there yourself. You wouldn't trust a sports coach who had a degree in sports psychology but had never kicked a football. Hearing other people's experiences and understanding that you're not the only one, you're not crazy, makes a big difference. Pride can stop people accessing services – people can be embarrassed talking about the reality of their addiction so you need people around you who can say yes, that's normal, I've been there too. My recovery has meant I've had to give up parts of my social life and hobbies that were important to me because they were too triggering – a volunteer at the Comeback helped me find other things to do and now I can sit in the pub with a lime and soda and it never bothers me that other people are drinking. The Comeback don't
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	put pressure on you to change – I think pressure makes it harder and people dig their heels in – they let you engage when you're ready. Now I am able to help other people who are in the same situation I was – I can give something back.
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The Comeback	I've been coming to The Comeback 9 years – the support has been just right for me. I like the painting, the art, and the ability to give back to a community that I've stolen from in the past. It gives me a purpose & a reason to live. I've been able to learn new skills as well as use skills I used to use for crime in positive and useful ways instead. To me, volunteering is aftercare. The staff team are really helpful. When you're really suffering you can talk to them about what's going on for you and they listen and never judge. They accept me as I am. There's nothing I would change about the service, and if I have ideas about new things we can do I feel confident about bringing them to management. I run a lot of my own projects, currently doing a lot of recycling. We do up cars as well. They've helped me keep away from crime – I know the consequences of going back to my old life.
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The Comeback	The Comeback are brilliant. I'm really glad I came back. I stopped coming for a while because I didn't get on with one of the staff members but she's now left and I'm really glad to be back again. I come to do art and crafts two days a week and attend the drop in two days a week as well. It helps fill my days, puts me in touch with my art, there's lots of humour and it gives me a really good grounding for my recovery. there's lots of support available and I get on really well with everyone here.
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North East Lincs Recovery Partnership	I am supported by North East Lincs Recovery Partnership (Cleethorpes). I've been open to them for
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	a while and was there for the transition over from With You to Recovery Partnership. The transition period was crap – no one was seen for six weeks. Things have settled down now and the service is actually much better than it used to be – a massive improvement. There are more groups and more of a focus on aftercare than before. I've been to lots of the groups, some are better than others. The group about education around alcohol is really good – you learn about units, alcohol's effect on the body, the science of alcohol tolerance, and all sorts. I also go to the Living Sober group. I like that this group exists because it's focussed on aftercare but I find the content a bit wishy-washy. I'm going to go for a few more weeks and see if something clicks but I'm not sure it's for me. They could do with more access to basic resources for example the last two weeks they've not been able to find the cable to connect the laptop to the TV so they haven't shown us any of the videos we were supposed to see. Apparently there was only one cable for the whole building? It makes the staff look a bit incompetent. No one thought to tell us where we might access the videos from our own devices at home. If I was going to add something to the service I'd add meditation and mindfulness groups (a lot of people talk about mindfulness but it needs teaching properly to make it work), I'd also love it if there was a tai chi group.
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North East Lincs Recovery Partnership	The North East Lincs Recovery Partnership aren't open after hours, weekends or bank holidays. I don't understand the reason for this. People don't stop having addictions at the weekend. I also feel they don't work very well with other agencies – it feels like there's no joined-up support. We've raised this before and been told things will improve but I'm not sure they have. There are other smaller pieces of feedback I don't think they've responded to as well – for example I made them aware of a non-working link on their website which
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	was supposed to automatically send resources for carers to your email address. I was told this would be fixed, it still hasn't been and this was in January or February 2026. So their website offers a service that doesn't currently work. They also don't do any groups or other support for carers and affected others.
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The Comeback	The funding was pulled from The Comeback that was used to pay for indian head massage, professional skincare, hair care and other holistic treatments. People really benefitted from it and it made people feel good about themselves which is really important in recovery. However, in March 2026 the contract that allowed for the funding ended.
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4.12 Services other – health or social care – Experiences Breakdown

Examples of experiences received:

Carers support centre (Angels Group)	I attend the Angels Group at Carer's Support. I find them highly supportive. The group is very established now. the group was able to have a voice when the recent news about contaminated drugs came out early in 2026 and were able to meet with the local commissioner to start a conversation about about addiction support. The group raised that local service do not do enough to support family. It's good to have a group where these kind of issues can be raised. It's not always easy for people to find the group because people who support users of substances don't always view themselves as carers.
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Assisted living centre	Wheelchair services are really good, and its easy to park!
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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:

- North East Lincolnshire Council
- Public Health
- Primary Care Networks
- Care Quality Commission (CQC)
- Navigo
- Care Plus Group
- NELSAB (North East Lincolnshire Adults Safeguarding Board)
- Voice ability
- Carers Support Centre

Healthwatch North Lincolnshire 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
- Northern Lincolnshire Joint Place Quality Group
- 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 rational 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:

lwilkinson@healthwatchnortheastlincolnshire.co.uk

Organisation	Responsible person	Comments / Actions



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