



Intelligence Report

January - March 2026

healthwatch
Kingston upon Hull

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1. Introduction

Healthwatch Kingston upon Hull is the independent consumer champion for health and social care. We have the power and influence to ensure people's voices are heard by those providing and commissioning local health and social care services. In addition to seeking the public's views ourselves; we also encourage services to involve people in decisions that affect them.

Every month, Healthwatch gathers information from the public about local health and social care services, which is shared anonymously with the providers and commissioners of these services. This process allows for issues to be addressed as early as possible in order to prevent further escalation.

The detail in this report applies to **January to March 2026** and refers to the information Healthwatch has received and researched during this period. The report provides the nature of experiences, the intelligence and emerging trends during each monthly period for a range of care providers.

The service areas highlighted in this report are as follows:

- Primary Care
- Secondary Care
- Mental Health Services
- Community Services
- Adult Social Care Services
- Learning & Disabilities Services
- Sexual Health Services
- Yorkshire Ambulance Service

In-addition to this, our report also includes information highlighting the ongoing support provided by the NHS Independent Complaints Advocacy Service.

Please note: All experiences have been anonymised and where quotes are given they have been recorded as provided to ensure we capture the authenticity of the experience. All experiences in this report have been received and researched in good faith and where contact details have been provided and were required explored further.

Following the publication of this report we asked service providers to give feedback using the link below as it provides confidence to the public that their experiences are valued, acknowledged and acted upon:
<https://healthwatchkingstonuponhull.co.uk/reportfeedback>

2. Engagement Activity

During **January to March** we visited **16** locations, where we gathered experiences and feedback from the public.

The service area locations, we visited are outlined below;

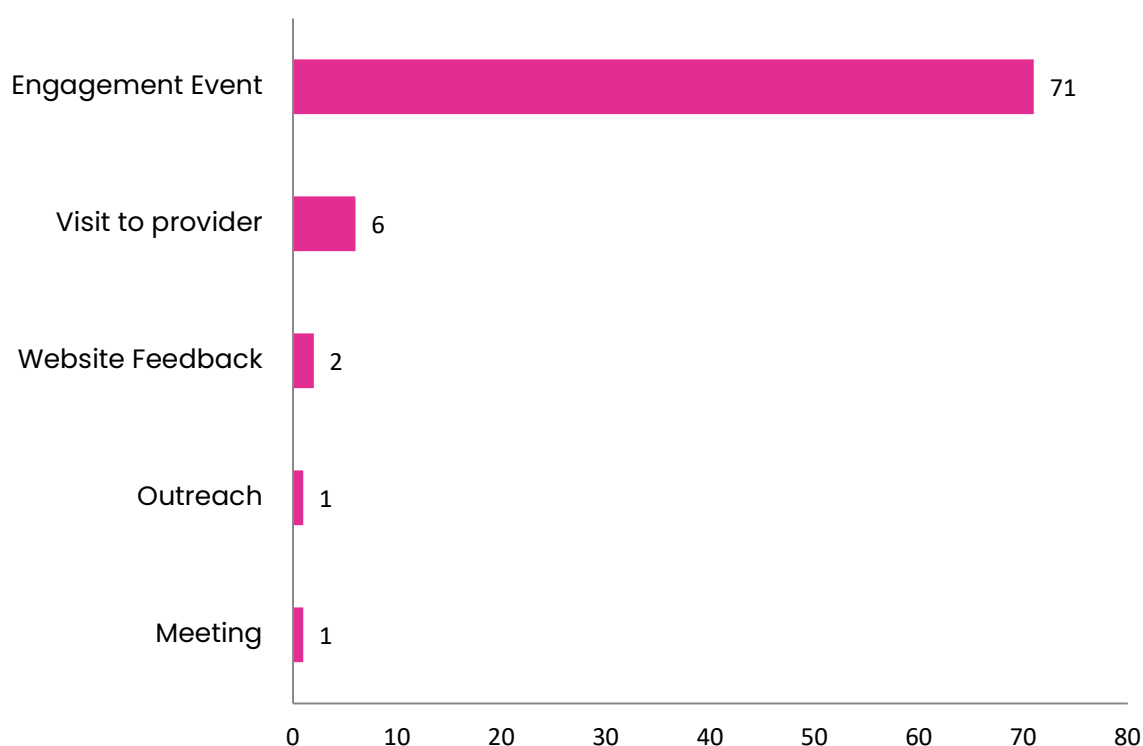
- Adult Social Care
- Community
- Secondary Care
- Learning Disability Forums

The focus of our engagement programme is to find out what people in the local community feel and think about the healthcare 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 Hull are aware that Hull residents will use services which crossover into the East Riding of Yorkshire, this is evident by the use of Castle Hill Hospital and we will continue to work to support Hull residents who are accessing these services which are outside of the immediate Hull city boundary.

3. Contact Statistics

In total **81** people made contact with Healthwatch. The figures below show that **Engagement** is the most popular method that people use to contact us.

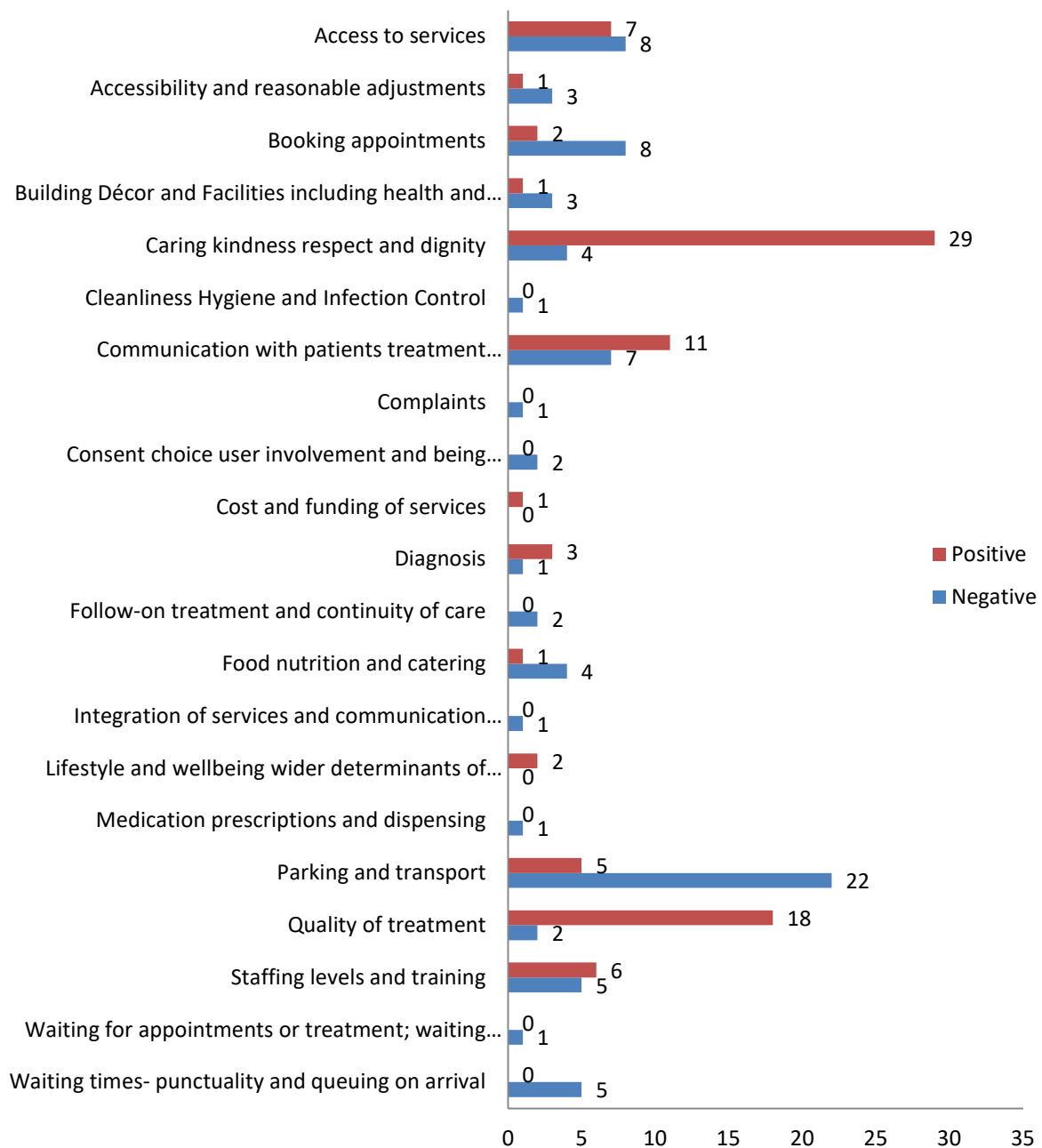


The total amount of experiences this month, via contacts and research is made up of **13** negative comments and **58** compliments.

4. Overall Experiences Breakdown

The chart below details the breakdown of what the public have been saying about primary, secondary and social care services in Hull this month, looking at both positive and negative comments. **Parking and Transport** was highlighted as the main concern for this month, whilst **Caring, Kindness, respect and dignity** received the most compliments.

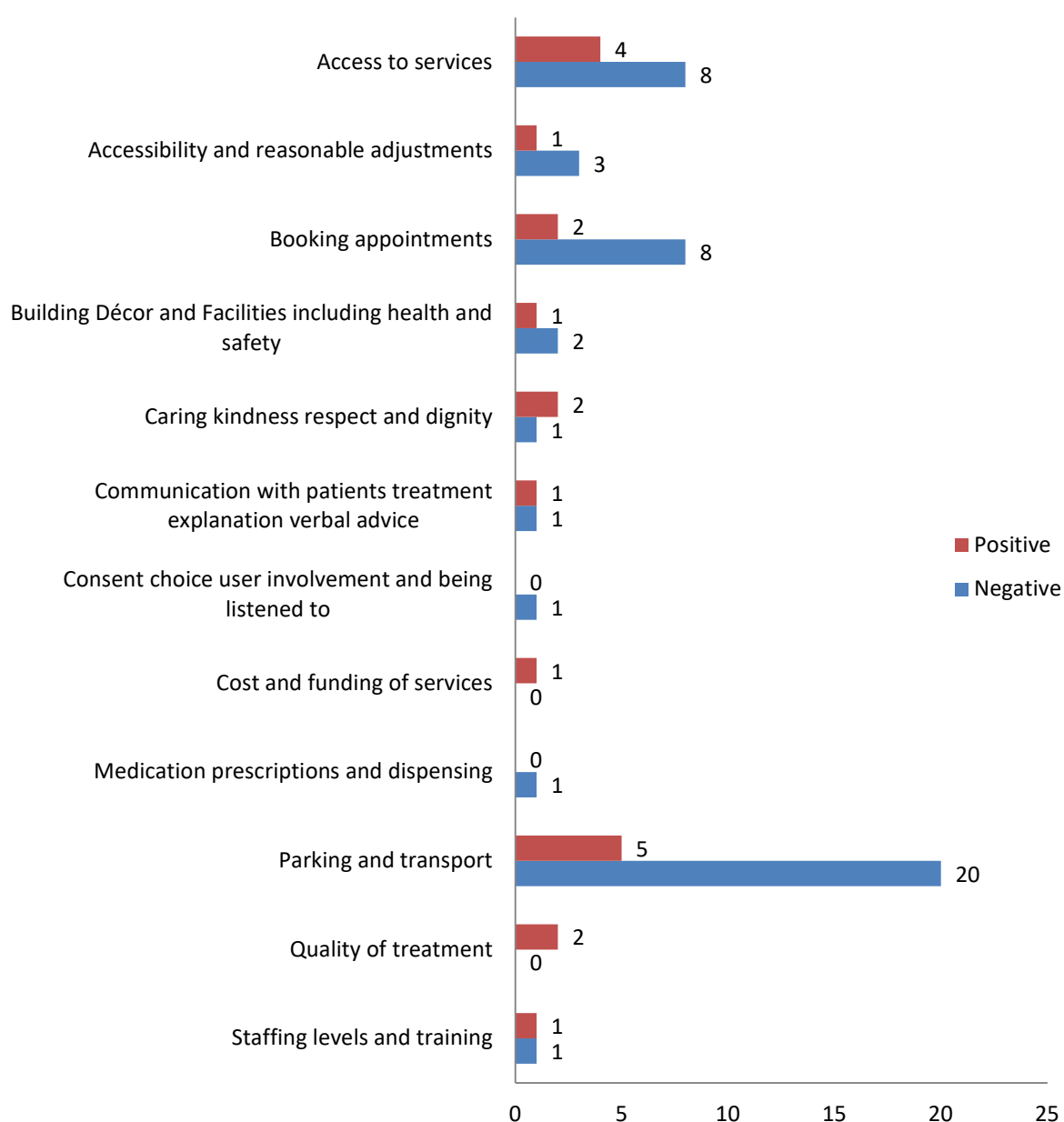
We recorded **81 negative comments** and **87 compliments** in total across all healthcare services from **80 experiences**.



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

5. GP Surgeries – Experiences Breakdown

This quarter, Healthwatch recorded a total of **41** comments about GP Surgeries, Healthwatch recorded a total of **46 negative / mixed / unclear comments** and **20 compliments** for General Practice (GP).



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An example of a negative comment made is:

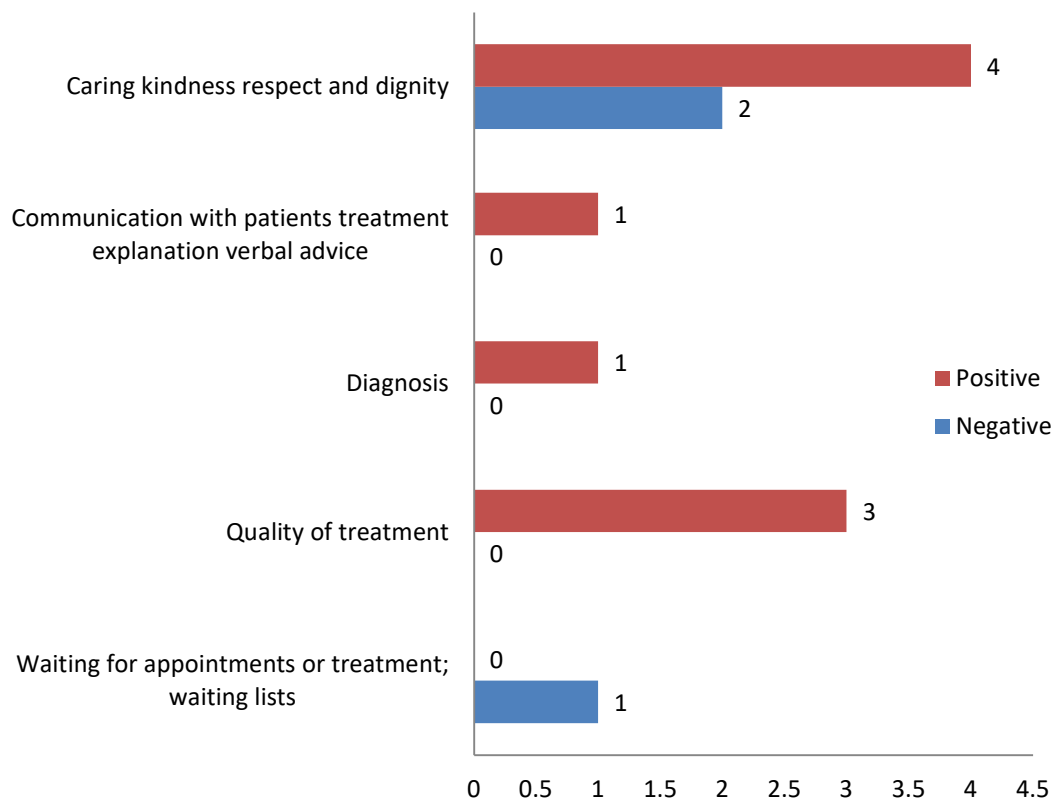
“I've been at the same GP practice for years, they've suddenly made the switch to an online booking system, and it's made it completely impossible to get an appointment. If you ring up, you're in the queue for well over an hour and when you finally get through there are no more appointments.”

An example of a positive comment made is:

“I had a positive experience at Wolseley Medical Centre; I explained my symptoms and afterwards received antibiotics. I felt better after taking them. I would recommend this service to others.”

6. Dentists – Experiences Breakdown

Healthwatch recorded a total of **8** experiences about dentistry in the last quarter. Healthwatch recorded a total of **3 negative / mixed / unclear comments** and **9 compliments** for Dentists.



An example of a negative comment made is:

"I attended the White House Dentist for a check-up and had a negative experience; my dentist was rude and judgy. This made me feel annoyed. I wouldn't recommend his service to someone else."

An example of a positive comment made is:

"I had a positive experience at Bonsai Dentist, I was provided with good customer service, useful treatments and good advice on how to maintain healthy teeth. This made me feel very good and valued."

7. Yorkshire Ambulance Service

This quarter, Healthwatch Hull will be supporting the local Healthwatch teams with a Patient Transport Study to gain feedback on non-emergency transport in the area.

This will allow us to monitor improvements and feedback into the partnership to support the Healthwatch team.

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North Lincolnshire

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North East Lincolnshire

Do you rely on Patient Transport to get to hospital appointments?

Did you know ...

In April this year, the criteria for accessing non emergency patient transport changed.

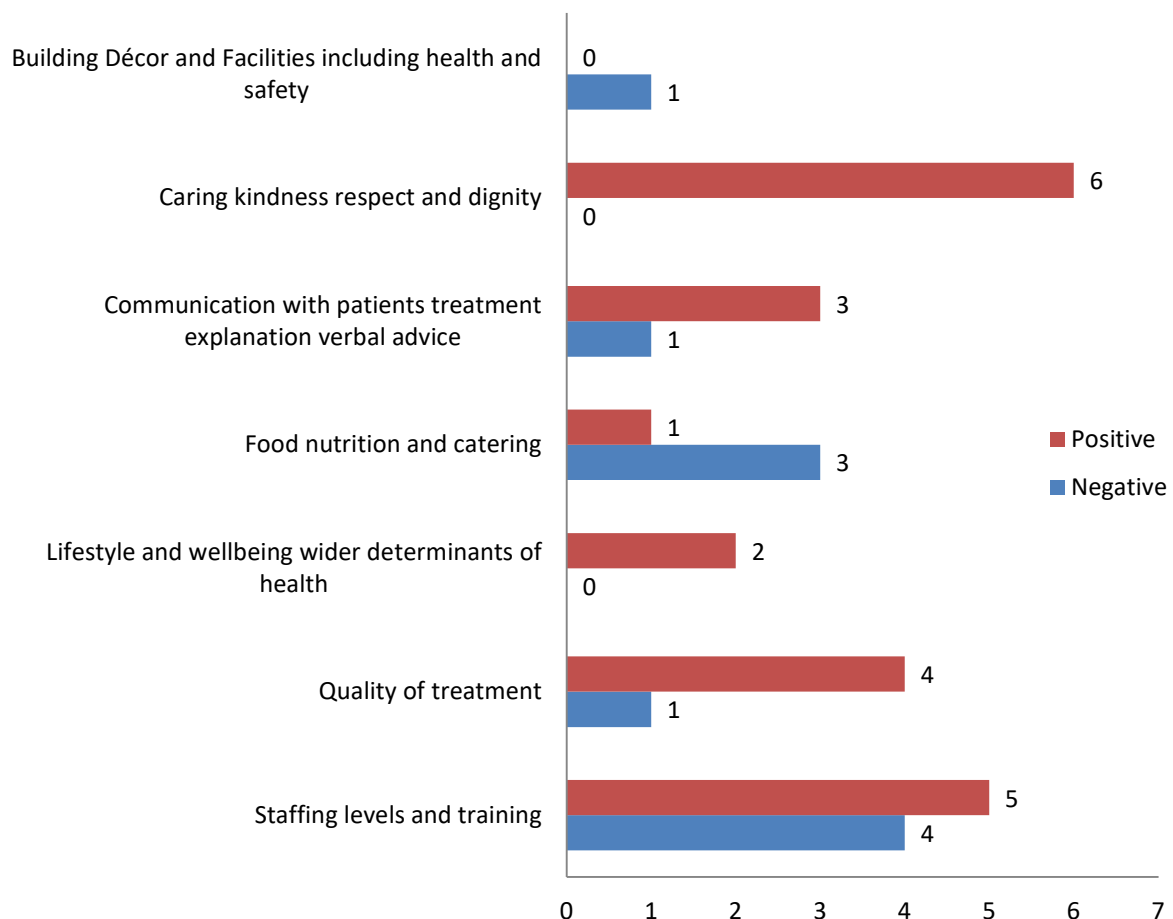
This means that unless it is deemed as unsafe or impossible to attend an appointment without help from the Patient Transport service, then you are no longer eligible to access the service.

The changes align with NHS England's Urgent and Emergency Care Plan 2025/26, which aims to reduce pressure on ambulances and hospitals by ensuring transport is reserved for those with genuine medical need.



8. Adult Social Care

This quarter, from **8** experiences, Healthwatch recorded a total of **10 negative / mixed / unclear** comments and **21 compliments** for Adult Social Care Services.



This quarter, **Staffing levels and training** were the most **negative** comments received, and **Caring kindness respect and dignity** were the **positive** comments received for Adult Social Care Services.

An example of a positive comment made is:

“I was taken by surprise when they first came here (St Mary’s Nursing Home), the care and commitment shown by the staff is fantastic, if you ask them something and they don’t know the answer, they always come back when they’ve found out. We’ve been here 3 years now, the change from the old building to the new was surprisingly easy. We initially came in to use the rest bite service and the comparison here to other places is ridiculous. It’s fantastic here. They don’t seem short of staff, sometimes they’re rushing around. There’s lots of freedom here, but it’s good to know they’re safe.”

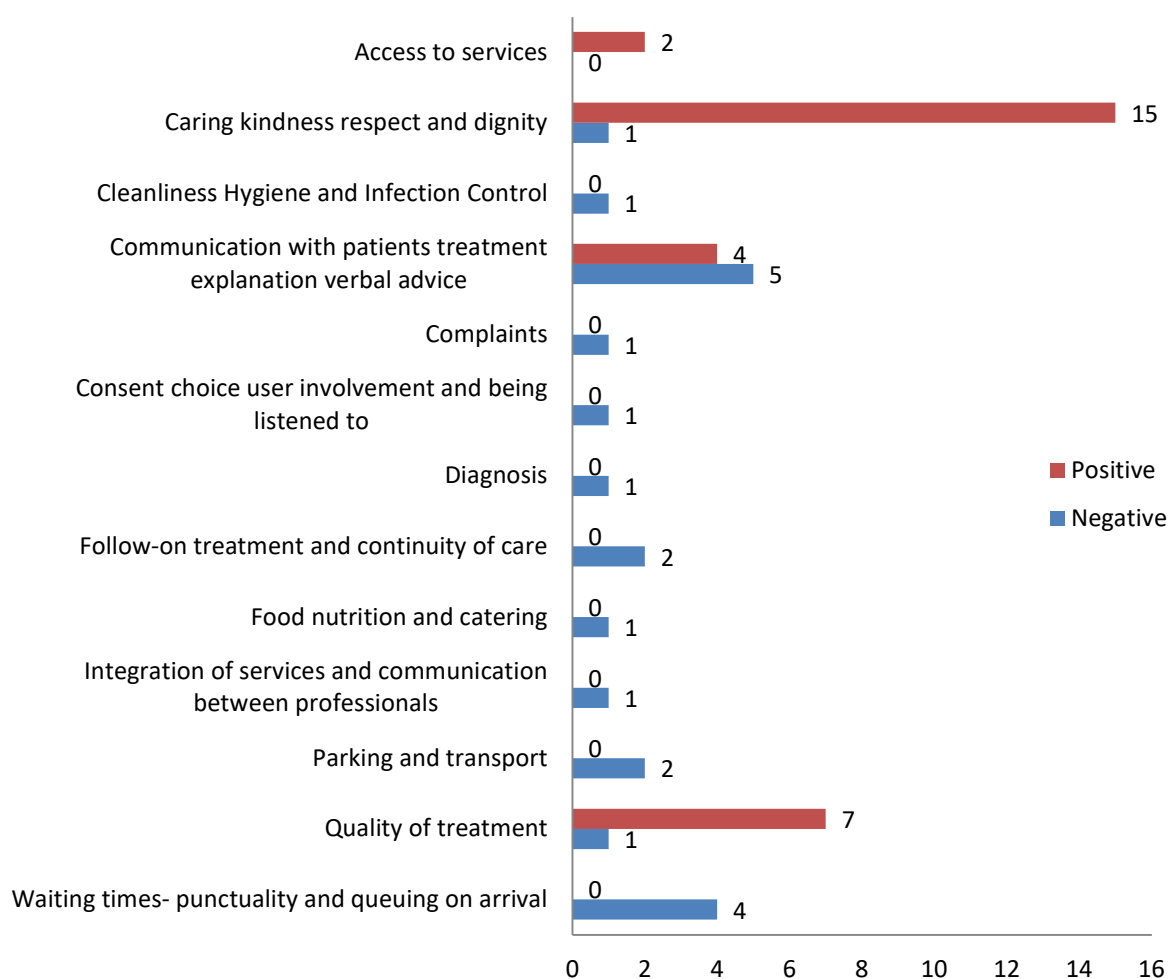
9. CYP – Children and Young People

Due to resource issues, there has been no feedback gathered from Children and Young People from January to March.

A report is being produced on a quarterly basis from feedback shared with us by children and young people at our Healthwatch Hubs. This report is shared at place level as well as at ICB level through the Children and Young People’s Transformation Programme to ensure young people’s voices are championed.

10. Hospital Services

This month, from **19** experiences, Healthwatch recorded a total of **21 negative / mixed / unclear** comments and **28 compliments** for Hospital Services.



This month, **Communication with patients treatment explanation verbal advice** were the most **negative** comments received, and **Caring kindness respect and dignity** were the **positive** comments received for Hospital Services.

An example of a positive comment made is:

"I went to have my eye surgery, and it was a scary process but I loved how all of the staff offered me a person centred approach which was amazing and made me feel valued."

An example of a negative comment made is:

“91yo - I have a urine infection; I have done for about a month. I came in yesterday, but it took too long to be seen so I was sent home again. I came back in today at 3.15, I'm now waiting to be transferred up to ward 12. It's busy in here so they've not got much time for me it feels like. No one's said anything about the move for a while now. They're all working within their capabilities, it's just so busy that you spend lots of time waiting.”

11. Mental Health Services

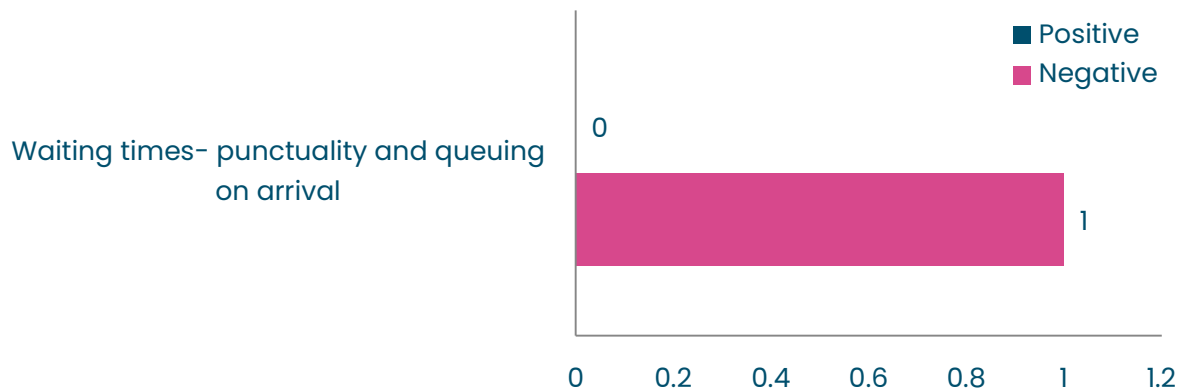
This month, we received **0** comments from individuals accessing Mental Health Services across Hull. We are implementing engagements in Quarter 1 2026 to ensure the independent voice isn't lost in this area.

12. Sexual Health Services

Healthwatch Hull received **0** experiences from individuals accessing Sexual Health Services January to March.

13. Patient Transport and NEPTS

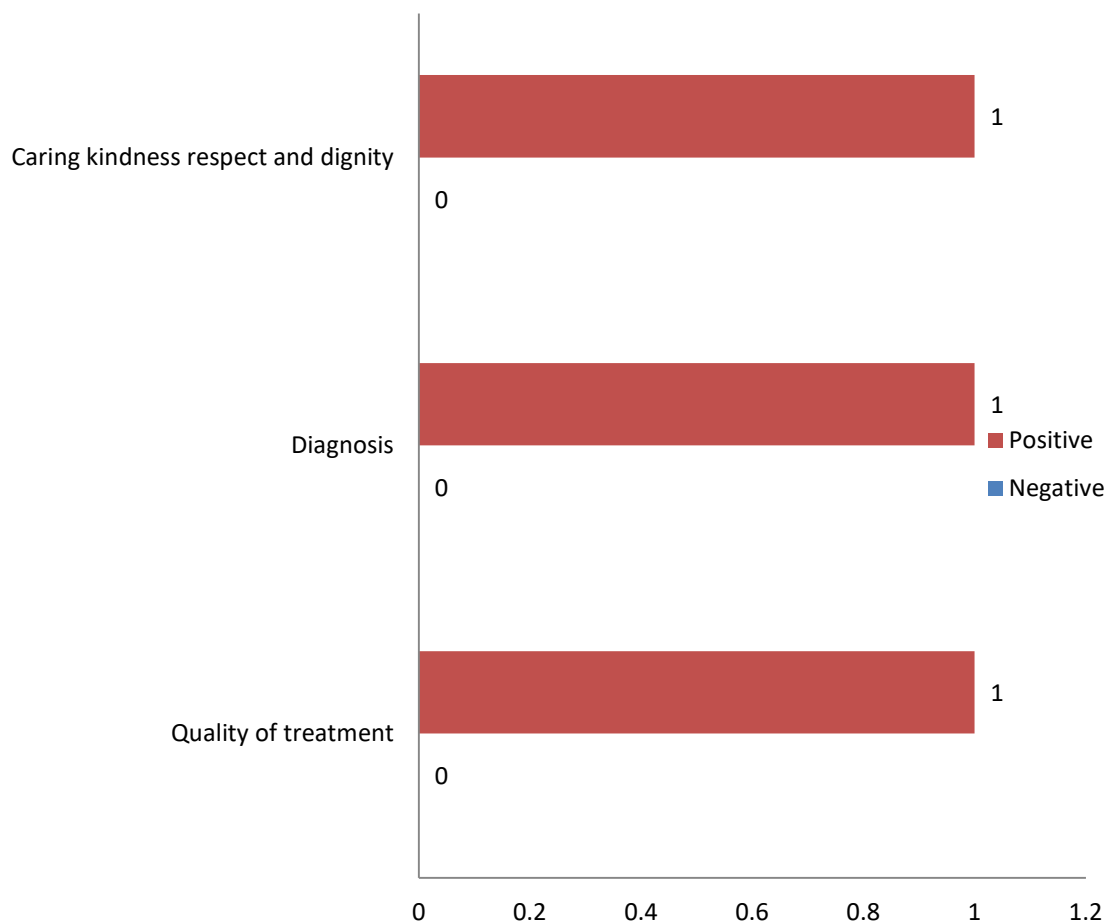
This month, from **1** experience, Healthwatch recorded a total of **1 negative / mixed / unclear comments** for Patient Transport and NEPTS.



“My mother-in-law requires the use of patient transport services to get to her hospital appointments. There are occasions where they are late to collect her with no warning, they just come when they like. We’ve recently had to call the hospital to change her appointments around so she can still get seen. It causes her so much anxiety, she’s worried that she won’t get seen if she turns up late.”

14. Optometry services / opticians

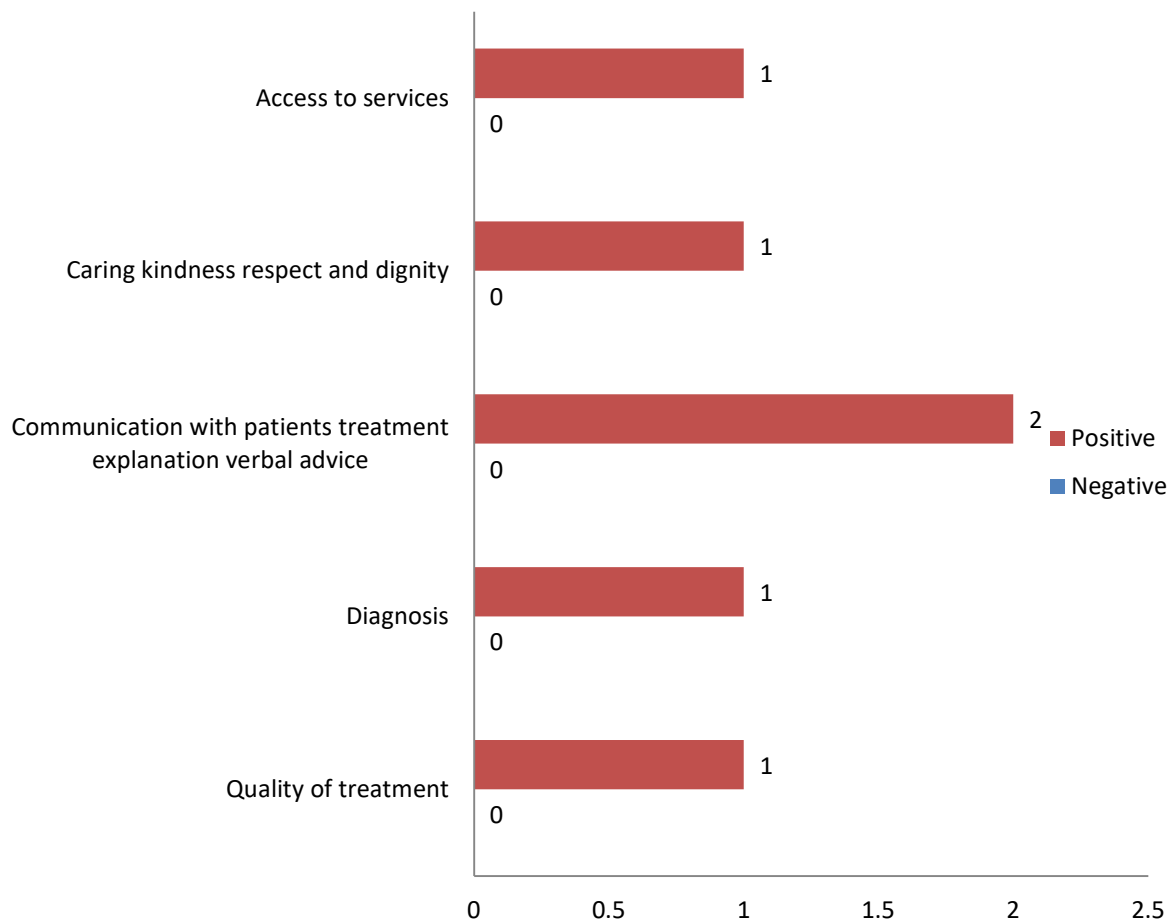
This month, from **1 experience**, Healthwatch recorded a total of **3 compliments for Optometry services/opticians**.



This month, **Caring kindness respect and** dignity were the **positive comments** received for Optometry services/opticians.

15. Pharmacy

This month, from **2 experiences**, Healthwatch recorded a total of **6 compliments** for Pharmacy.



This quarter, **Communication with patients' treatment explanation verbal advice** were the **positive comments** received for Pharmacy.

16. Independent NHS Complaints Advocacy Service

The Independent NHS Complaints Advocacy Service is a free, independent, statutory advocacy service, funded and commissioned by local authorities.

In Hull, this service is delivered by our partner organisation Cloverleaf Advocacy who supports Hull 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.

17. Who we share this report with

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:

- Hull Health and Care Partnership (formerly, NHS Hull Clinical Commissioning Group)
- Humber Teaching NHS Foundation Trust (HTFT)
- City Health Care Partnership (CHCP)
- Hull City Council
- Care Quality Commission (CQC)
- Hull University Teaching Hospitals NHS Trust (HUTH)

- NHS England and NHS Improvement (NHSE/I)
- Healthwatch Hull Independent Strategic Advisory Body
- Independent NHS Complaints Advocacy Service

Healthwatch Kingston upon Hull 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
- Health and Social Wellbeing Overview and Scrutiny Committee
- Primary Care Quality Committee
- Adult Social Care Continuous Improvement Board
- Joint Place (Hull and East Riding) Quality Group

The information provided in our intelligence reports also contribute to our rationale to use our Healthwatch statutory power to 'Enter and View' and our decision-making in future project work.