

Website analytics and pay-per-click (PPC)advertising Final Monitoring Report

25 September – 05 January

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This report shows summary website summary analytics and comments received on Pay-Per-Click (PPC) advertising using Meta platforms.





1. SUMMARY ANALYTICS

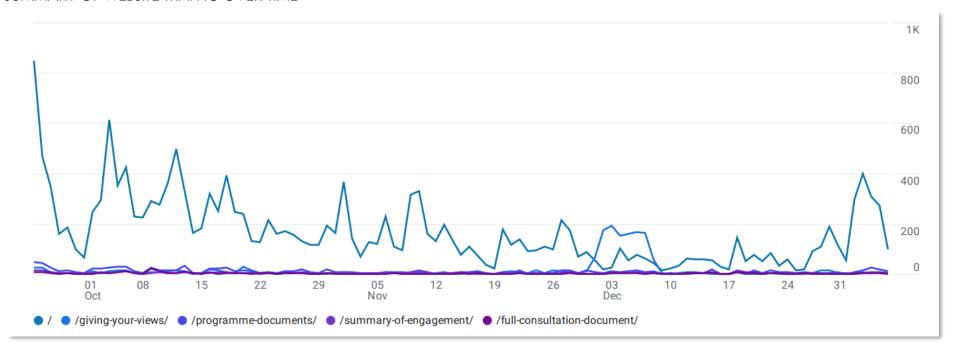
1.1 GOOGLE ANALYTICS – WEBSITE VISITORS

25 SEP 2023 - 05 JAN 2024

Page	Users	Sessions
Home	17,208	15,693
Giving your views	1,693	1,362
Programme documents	1,046	657
Summary of engagement	350	262
Full consultation document	239	163
Contact us	183	141
Updates	182	114
About	162	104
FAQs	152	90
PCBC	131	78
Total	21,574	14,216



SUMMARY OF WEBSITE TRAFFIC OVER TIME





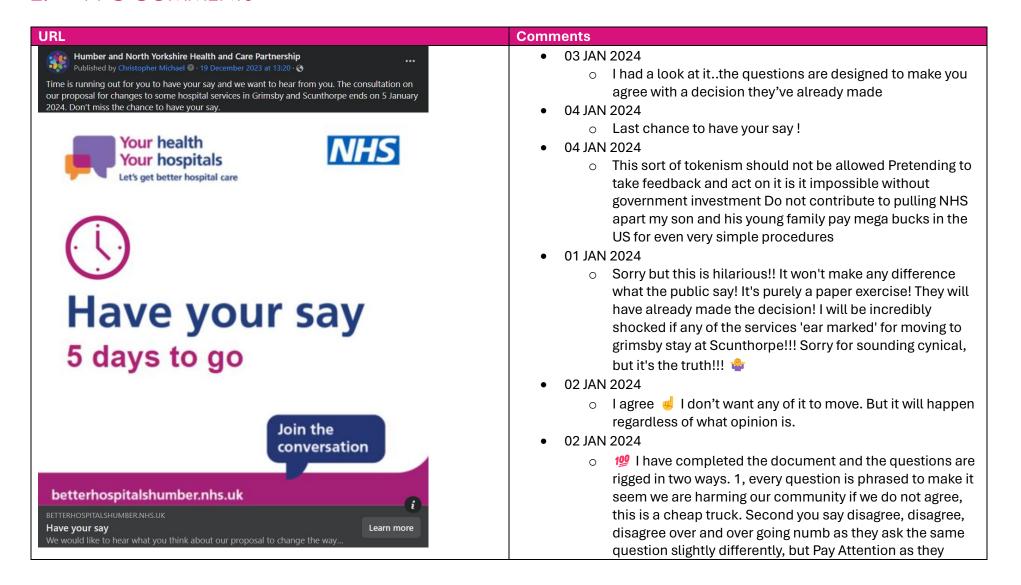
1.2 PAY-PER-CLICK (PPC) ADS

25 SEP 2023 - 05 JAN 2024

Campaign	Impressions	Reach	Link clicks
Launch Phase	187,983	39,245	3,450
Post Mid-point Review (targeted campaign)	217,558	69,466	1,302
Final days (boosted posts)	131,090	40,845	837
Total	536,631	125,887	5,589



2. PPC COMMENTS





https://business.facebook.com/HNYPartnership/posts/pfbid0CKRbt9Wb suddenly switch the question and disagree now means 7vnWRf9iQ2LguYrvkpaoiyMuRd5LG6M6n19WcxVcsRUnnVbja4h4skiHl you agree to the move. It is a nonsense, so fill it in by all means but read the questions carefully. Surely these tactics are the basis of an appeal when this sails through? 02 JAN 2024 o totally agree they will only do what they want to do. 04 JAN 2024 o It's disgusting what they are doing, our community continues to grow and they want to ship it to another part of the county it's outrageous!!! They are working on slowly privatising the NHS I've read the white paper published a few years back!! 04 JAN 2024 o I've just read some of the questions and it basically boils down to money as always, it's cheaper to move services to Grimsby than update anything in Scunthorpe 04 JAN 2024 o Just leave as it is ... YOU WILL ONLY MAKE THINGS WORST FOR PEOPLE 03 JAN 2024 o When do they plan on making this changes?





6YLqCYnMVLzG6ttBk64Swjy42vvqL83oxga2MXLzgjNBSLNxAnzNg7gl

28 OCT 2023

- We don't need diversity managerial positions within our NHS. This money could be better spent in other areas, more nurses and doctors for instance.
- 30 OCT 2023
 - Totally agree!
- 04 NOV 2023
 - Efficiency in the administration department e.g. Letting patients know when the appointments are cancelled, it would also save fuel and time in the ambulance service
- 15 OCT 2023
 - Already have





06 NOV 2023

 I recal Margaret Thatcher, stating when she was prime minister, that all services should be local. Not everyone physically or financially able to travel to other towns-what happens to those unable to travel????





02 NOV 2023

 WE NEED THE NHS TO BE PROPERLY FUNDED BY THE TORY SCUM - NOT RUN DOWN READY FOR PRIVATISATION!!!

02 NOV 2023

 We could always use the '40 new hospitals' that the lying corrupt tory scum Johnson promised us.....?!





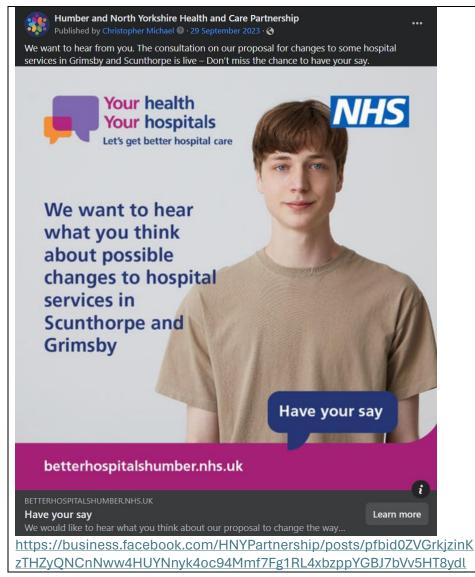
- It's just a shame. Scunthorpe hospital is lovely. And I've always have been taking care of there. Everyone is so nice. After all the population is getting bigger in the area, s. With more people living here now. As more housing is being built. Especially with contractors after more land to build on.
- Humber and North Yorkshire Health and Care Partnership (20 OCT 2023)
 - Hello. We agree Scunthorpe Hospital is wonderful. This
 consultation is about a a proposal to move only a small
 number of more complex services that are currently
 provided at Scunthorpe. You can read more here (and this
 will take you to further information too, should you be
 interested):

https://humberandnorthyorkshire.org.uk/proposed-changes.../

05 OCT 2023

 It doesn't matter what we say. Plans will still go ahead regardless!!!!!! No thought given to the elderly AS USUAL. The NHS just ignores us in the hope we'll eventually die and reduce the waiting lists.





- 18 OCT 2023
 - o Disappointed
- 25 OCT 2023
 - Services should and need to stay in Scunthorpe .. This is wrong .. Holly Mumby-Croft MP
- 28 OCT 2023
 - o if it goes we will Never get it back
- 28 OCT 2023
 - o agree





08 NOV 2023

 Why can't Radiotherapy be given at Grimsby? Travelling to Castle Hill daily for 4 to 6 weeks is tiring.





- A consultation which will not be taken any notice of! Come on Holly let's have your thoughts!
- Humber and North Yorkshire Health and Care Partnership
 - Hello. Thanks for your comment. The local NHS will absolutely take notice. If you haven't already done so, you're very welcome to provide your feedback here: https://betterhospitalshumber.nhs.uk/ Or, do pop along to the drop-in event in Goole today. Thank you.

13 OCT 2023

- O Humber and North Yorkshire Health and Care Partnership I hope you do take notice, however, your suggestion to 'POP ALONG" shows how little regard you have for the population of Scunthorpe and surrounding area. Not only elderly, disabled and those without transport. Not to mention that the first we heard of this event was on TV just before it began.
- Humber and North Yorkshire Health and Care Partnership
 - Hello. There are drop-in events taking place in Grimsby (Monday) and Scunthorpe (Friday) which might be more convenient for some people who might be affected by the change that is being proposed. People are also welcome to leave their comments online: https://betterhospitalshumber.nhs.uk/giving-your-views/ Thank you.

• 17 OCT 2023

 questions are skewed to give them the answer they want aswell. Seem more interested in not offending "protected groups" aswell. Horrendous questionnaire. If you need an emergency operation who cares what protected group you come from!





• 11 OCT 2023

 Considering this will also affect a lot of people in Lincolnshire (as we access NHS healthcare in Grimsby) I trust this has been shared with Lincolnshire NHS trust to circulate too or you may get survey results that reflect only some of the people who access Grimsby





 Now found the crumbling concrete here so will certainly be carried out now, Grimsby here we come

• 26 OCT 2023

 please, please respond to the consultation, it only takes 5 mins. They have to publish the results so we need as many people as possible to vote against

• 29 OCT 2023

o it does'nt matter what we say it is going to happen it already is in some departments they really dont care

29 OCT 2023

o well it certainly won't if people don't bother to speak up!

18 OCT 2023

 It's usually already a done deal before the public hear about it!

26 OCT 2023

 please, please respond to the consultation, it only takes 5 mins. They have to publish the results so we need as many people as possible to vote against

26 OCT 2023

 As Grimsby has a larger population than Scunthorpe, it won't really matter what people in Scunthorpe think or want. They will move emergency and necessary services to Grimsby. Cost cutting exercise, to pay Managers massive pay checks

26 OCT 2023

 please, please send these comments and respond to the consultation, it only takes 5 mins. They have to publish the results so we need as many people as possible to vote against

26 OCT 2023

o already done.



O I think this is so sad ,all that money wasted ,for what ?Our NHS won't be here for much longer ,surely everyone can see how it is failing !! Why should people have to travel to Grimsby for treatments etc when we have our own Hospital ,surely this cannot be good ,what about the very young ,the aged ,the infirm ,how is everyone supposed to get to Grimsby ,.We are Scunthorpe ,let us keep Our own hospital and service ,let Grimsby keep theirs too ,it will all probably end up in disaster ,possibly with unnecessary deaths happening too ?

• 25 OCT 2023

 \circ what about the money the spent our money on the new A@E.

28 OCT 2023

 same thing happened at Bridlington. Now if you are I'll it's Hull, York... and when you take in the population of Bridlington, Filey etc during holiday season especially with all the static holiday homes.. how can they get rid of a fully functioning Hospital and referral now is miles away if your I'll?

29 OCT 2023

 exactly are they still planning to build a new diagnostic unit behind the multi story in town or have those plans being shelved

• 18 OCT 2023

What's the point? They'll just do want they want anyway
 Just a lot of hot air ,still their getting paid for it I presume
 So it's better than working for a living or providing aService



• 26 OCT 2023



 please, please respond to the consultation, it only takes 5 mins. They have to publish the results so we need as many people as possible to vote against

• 26 OCT 2023

o sorry, sore point with me I have an appointment next Thursday at 10.15 they wanted me to go to Goole, till I said I'm reliant on someone else for transport . Next appointment Monday 6th November at 7.30 am in Grimsby !!! at Princess Diana apparently the only machine they have is there. There is nothing "National " and there is no service ,so all I can say is "God Help You if your sick



• 30 OCT 2023

 7:30am for someone who is not well to travel from Scunthorpe to Grimsby is just wrong even if you had your own transport. Why can't they check addresses when they make appointments out of area and at least give a reasonable time slot?

05 NOV 2023

o What's the point it's already decided.

• 15 OCT 2023

 Some very leading questions. Very hard to decipher how to answer as questions worded to have a positive outcome in favour of the merger when it shouldn't be. And why ask questions about diversity and inclusion. If you need emergency surgery who cares what colour/sexuality you are?

• 16 OCT 2023

o true!

02 NOV 2023

 Just another thought, if I get to choose where I have my treatment what if I say I want it in Scunthorpe and am told



has to be Grimsby? What are they doing about parking at Grimsby? Its a nightmare at the best of times but with all the increase traffic it'll be even worse. And getting through Grimsby is not easy at the best of times and we don't have that issue in Scunthorpe. What about bringing it the other way? People from Grimsby have to come here?

• 07 NOV 2023

o exactly what I thought, very leading questions, extremely unfair. Not exactly a consultation.





- 16 OCT 2023
 - o Too far to go from Goole to Grimsby,
- 14 OCT 2023
 - Nothing is good about your hospital appointment being 50 miles away and no bus or train service
- Humber and North Yorkshire Health and Care Partnership
 - O Good morning the proposal being put forward by the local NHS would see a small number of hospital services (trauma unit, overnight surgery, some medical specialties where someone may need a hospital stay of more than 72hrs, paediatric overnight inpatient care) consolidated at Grimsby. You can find out more - and have your say, here: https://betterhospitalshumber.nhs.uk/

• 16 OCT 2023

 Humber and North Yorkshire Health and Care Partnership And how does that make accessibility any easier. We should be joined with a nearer major hospital either Hull or York or Doncaster any where with a bus or train service. This is just plain stupid for the people of Goole and surrounding villages.

18 OCT 2023

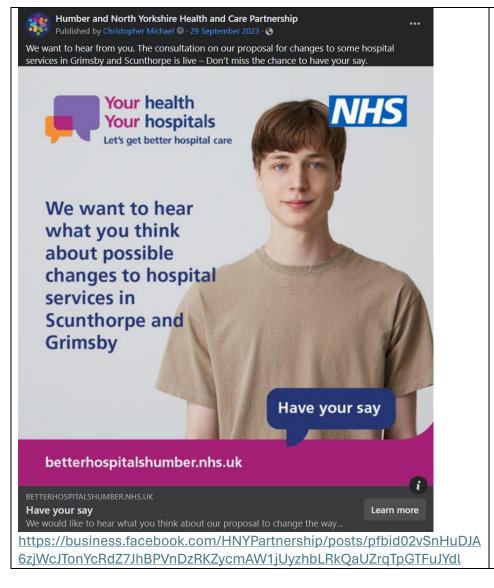
 How is this going to help the majority of people who have no transport and no direct bus or train service





- 28 OCT 2023
 - We are an Industrial town and need all the current services and an A&E dept here in Scunthorpe
- 07 NOV 2023
 - Good to see they are transfering cases to Grimsby, so much for consultation. It





Goole residents cannot have to travel to these hospitalsas Scunthorpe is almost 30 miles away - and Grimsby lots more than that! - So unfair to patients +visitors! We are ALL suffering because of the huge influx of illegal immigrants into the UK!

• 20 OCT 2023

 I'd argue that the reason the NHS is suffering is because of the influx of Tory MPs doing their utmost to dismantle it for profits for themselves & their donors Patricia Mary Brookes but you cling on to the disinformation the MSM feed you

20 OCT 2023

- o agree with first bit but not the poorly informed second
- 20 OCT 2023
 - o spot on.

20 OCT 2023

- And things were going to be so good when Goole Hospital was downgraded further in favour of Scunthorpe services a few years ago. Our representatives sold us out and the trust churned out dodgy stats. Don't get fooled again.
 Services located miles away on the edge of nowhere is never going to be good for Goole let alone Scunthorpe
- Humber and North Yorkshire Health and Care Partnership
 - Good afternoon. If I may, could I draw your attention to the pre-consultation business case, here: https://betterhospitalshumber.nhs.uk/programmedocuments/ Many thanks.





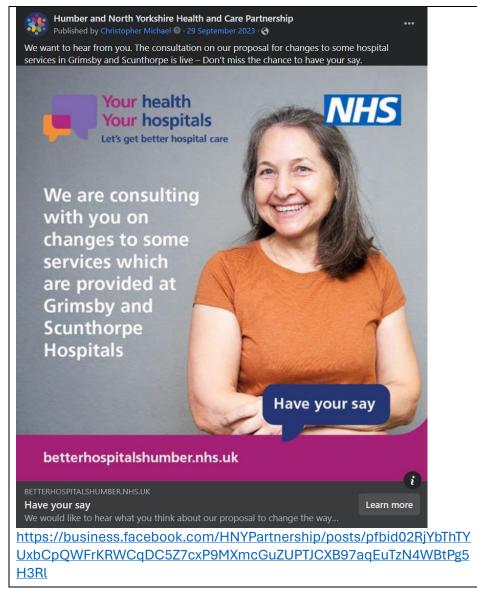
- 04 NOV 2023
 - o Please fill in the survey, so that your opinion is registered
- 04 NOV 2023
 - the survey is skewed so far to the tory side its impossible to register a fair opinion - which is exactly what these people want.





- 09 OCT 2023
 - Fill it in folks. Don't ignore it. Only ignore the completely unnecessary questions about gender, sexuality etc.
 Apathy will allow them to go ahead unopposed!
- 23 OCT 2023
- 28 OCT 2023
 - Whatever I say won't make an apporth of difference. The Accountants hold the purse strings. It's nothing to do with what's best for the patients anymore
- 21 OCT 2023
 - o Done





 I agree with Goole people don't. Want to travel to Grimsby we have a lovely hospital of our own I wonder how many Grimsby people would like to have to travel here

16 OCT 2023

 I should like MIU reinstatingas Goole has heavy industry, a motorway nearby and an ever growing population. Back in the day the department could deal with 90 plus casualties, some complex. The town has been stripped of many Medical resources, and its people deserve better.

17 OCT 2023

 It's bad enough having to travel to Scunthorpe especially if you don't have transport, Grimsby would be a nightmare to try and get to, we want services nearer to home not Grimsby.!!! Goole resident

11 OCT 2023

- Please, everyone in Goole and surrounding villages take part in the survey. Put our side forward as we are being ignored and sidelined yet again. We have to advocate for ourselves as it seems no one else will!
- Humber and North Yorkshire Health and Care Partnership
 - Hello. Please, do visit the consultation website and give the local NHS your views: https://betterhospitalshumber.nhs.uk/ We would also encourage people living in Goole to pop along to The Courtyard tomorrow - anytime between between noon and 8pm - to find out more about what is being proposed and share your thoughts. Thank you.

05 NOV 2023

- We need to be in with hull at Goole it is to far to go to Grimsby and there is no trains or buses
- 16 OCT 2023



- As last time this will be a done deal with loaded questions and less than honest stats.
- Humber and North Yorkshire Health and Care Partnership
 - Good evening. If you're interested, you can find the preconsultation business case and other documents here: https://betterhospitalshumber.nhs.uk/programmedocuments/

05 NOV 2023

 Goole is growing with all the extra people coming to work here we need our hospital back to how it was No one wants to travel to Grimsby or Scunthorpe if your not feeling well But as I've said Goole is expanding with all the new houses and people coming to work here We need our hospital back how it was

• 12 OCT 2023

- You seriously expect people to travel about 100 miles round trip to a not local hospital, and obviously get no visitors if staying in hospital. I think you need to re-start your consultations and get realistic.
- Humber and North Yorkshire Health and Care Partnership
 - Hello. The NHS anticipates the proposed change to a handful of more specialist services would affect fewer than one person a day from Goole and surrounding area. However, your comment is perfectly reasonable. Should you wish to take part in the consultation, do pop along to The Courtyard today, any time between noon and 8pm, or you can find out more and provide your feedback here: https://betterhospitalshumber.nhs.uk/

13 OCT 2023

 Humber and North Yorkshire Health and Care Partnership It doesn't just effect one person a day from goole it effects all there family from goole as well the mental health of



these patients should be taken into consideration when not been able to receive visits from relatives because of the distance away from Goole not good $\stackrel{\smile}{=}$

06 NOV 2023

 Humber and North Yorkshire Health and Care Partnership one persons per day stuck in Grimsby is far too many. I went along to the consultation and like many others believe this is a done deal and we in Goole will not be listened to which would make sense for Goole to go in with another trust where we could get to the hospitals via public transport if do not drive.

• 12 OCT 2023

- Why can Goole go in with Hull instead of Scunthorpe and Grimsby it 2 of the worst places to get to from Goole
- Humber and North Yorkshire Health and Care Partnership
 - Hello. There are no proposed changes to services provided at Goole and District Hospital - the consultation relates to a small number of services in Scunthorpe and Grimsby hospitals which patients in the Goole area might currently access. You can find out more and give your feedback here, should you wish:

https://betterhospitalshumber.nhs.uk/giving-your-views/

• 12 OCT 2023

- Humber and North Yorkshire Health and Care Partnership I agree with REDACTED though, why do people from Goole have to go to Scunthorpe, which is very difficult to get to? Hull would be much easier.
- Humber and North Yorkshire Health and Care Partnership
 - Evening if you haven't done so already, do have a look at this website: https://betterhospitalshumber.nhs.uk/ It sets out the change that is being proposed and the reasons



why that change is being put forward. And should you wish, do provide your feedback. Thank you.

• 15 OCT 2023

Humber and North Yorkshire Health and Care Partnership
 I have already filled in the online form to provide feedback.

22 OCT 2023

It's wrong

30 OCT 2023

o I live in what could be termed the Goole catchment area. Traveling to Scunthorpe or even Grimsby is difficult without your own transport. The survey focuses predominantly on restructuring services between Scunthorpe and Grimsby. I understand money is tight in the NHS and many complex and indeed political issues prevail. So a survey based on those pressures is from experience going to be shall we say be biased that way and not really "customer focused". The way that surveys like this work is:- The lead think tank group come up with an idea to "streamline" and cost cut (efficiency savings). The idea is the plan. It won't suit a lot of people, but that's the plan we must stick to it. Politics dictate that it goes out to review, survey or public opinion. Public generally have a degree of apathy and tend not to respond. To ensure success of the plan it must be worded to play up the good bits and shroud the bad bits alternatively confuse. The term done deal is almost correct, there has to be "wiggle room" to show " we have listened to our customers and made positive change". Am I being cynical..... Yes. Too long in Home Office services!

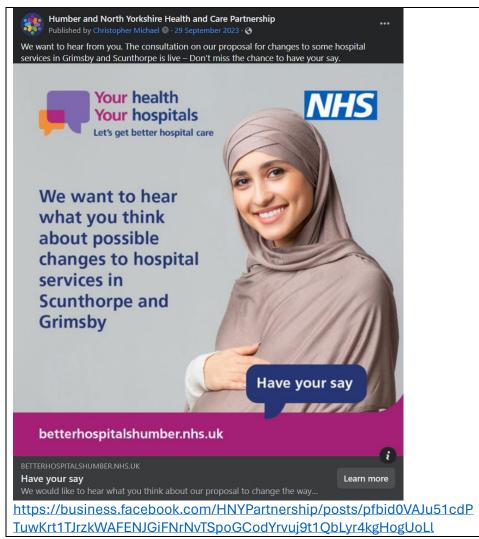
16 OCT 2023

 Three hospitals in the trust. Though Goole is often forgotten. Geographically Scunthorpe is in the middle, the

verve	
	natural place for a service hub. When appointments are
	made no account is taken of where the patient lives and
	getting to Grimsby by public transport from the Goole area will be a nightmare.
	 Humber and North Yorkshire Health and Care Partnership
	 Hello. This might be of interest to you:
	https://betterhospitalshumber.nhs.uk/programme-
	documents/ And there's information about how you can
	make your views known, here:
	https://betterhospitalshumber.nhs.uk/giving-your-views/
	• 29 OCT 2023
	 the people of Goole will not be listened to as a minority
	and the forgotten town. I went to the consultation and got
	the impression it will be a done deal from the powers that
	be. Not sure if people brought in from outside to do all the
	consultation but I do know will be costing a fortune which

could be money well spent elsewhere





• 08 NOV 2023

 This is a Christian country, so why do we have a non-Christian on the Message. I find this anti-Christian and possibly racist