

healthwatch

North Lincolnshire

Intelligence Report

February 2021



Contents

1. Introduction
2. Weekly Comments
 - 2.1. 01 February 2021 - 07 February 2021
 - 2.2. 08 February 2021 - 14 February 2021
 - 2.3. 15 February 2021 - 21 February 2021
 - 2.4. 22 February 2021 - 28 February 2021
3. Theme and trend analysis
4. Service Breakdown
 - 4.1 GP practices
 - 4.2 Accessing dental services
5. Feedback form

1. Introduction

The details in this report relate to February 2021, broken down into intelligence received each week. Please note that the number of contacts made and comments received may differ due to multiple comments being made during one contact.

All data is anonymised and is based solely on patient experience given in the detailed week.

Please note that the public comments reflected in this report are exactly as they were written, apart from identifiable information which has been removed. For this reason we apologise for some of the English and occasional minor expletive.

2. Weekly Comments

This section will detail all feedback comments received during each stated week of February 2021.

2.1 01 February 2021 - 7 February 2021

Attended pain management appointment (referred by GP). Pain clinic were aware that the patient is also under the care of Rdash mental health services. Patient has not consented to - and has explicitly opted out of consent for the sharing of information and the summary care record. She contacted the GP practice manager to try and determine if it was the GP who has shared the information, however it seems that this is not the case. After speaking to pain management, it would seem that the RDash records are available to view on the pain management records. The patient would like to know who's responsibility it is to gain consent.

My husband and I are looking for an NHS dentist in our area. We have been calling all practices in the area but none take new NHS patients and, if they do so, we have been told that there are 700 people on the waiting list. My husband has retired and i am unemployed. We called practices that told us we could receive private treatments but we cannot afford any of this. Please can you let us know how to either find a dentist that will accept NHS patients in our area...or how to find the funds to be able to pay privately?

Very rude responses on phone by reception staff a can't be bothered attitude and make no effort to help and definitely no empathy. No appointments ever available, poor telephone response always engaged all phone picks up then put down immediately.

When suffering from severe depression and anxiety in September 2020 my GP surgery was understanding, efficient, caring and professional. I was able to book appointments to see the same GP who initially spoke with me and also saw me face to face. I am very grateful for the excellent service and understanding from all staff that I received.

2.2 8 February 2021 - 14 February 2021

Patient needed a referral for an urgent heart scan in September but never received an appointment. Contacted Riverside surgery in Brigg who said they sent the letter, but the hospital said they never received it. Now becoming more and more out of breath. Riverside have agreed to resend the referral. Suggested waiting a couple of weeks to see if letter arrives, and if unhappy with GP practice to raise the issue with the Practice Manager

Dear Healthwatch, can you please advise how to make a formal complaint regarding the continued failure of the above referenced practice to provide a service to the residents of Brigg. I appreciate we are in difficult times but after a prolonged closure of 12 months the practice needs to start providing appointments either via an IT app or over the phone.

I am shielding & my husband is a F/T key worker. With this in mind i requested Lloyds pharmacy to deliver my meds. They refused, saying my husband could collect them. It's been an absolute nightmare, seeing as he does not get home from work til 7pm when the chemist is closed! I've had frequent issues where the chemist say the script wasn't ready & didn't collect it, the the Drs day it was collected. I can't use emailed scripts as thrn you can only use the same pharmacy on a permanent basis. Having the physical script means we can use the pharmacy where my husband can collect from the easiest depending on his work commitments that day/week.

My pharmacy couldn't be more helpful. I am not very mobile and unable to drive. When I lost my husband 3 years in February the pharmacy started delivering my meds. They carried on through lockdown. Of course now I'm always in but before lockdown if I was out they would bring it in for me. I have got to know the delivery people who always ask if I am ok etc. Ancora pharmacy Ashby Scunthorpe

I had to access the dentist recently as I had an abscess in a tooth confirmed by an X-ray at the hospital. I was booked in to see the dentist the next day as no dentist was on duty on that date. Antibiotics given and sent to the hospital for an X-ray and seen very quickly which I took straight back. A week later was rang by the practice receptionist to inform me i had 3 choices 1- leave it 2- join the waiting list 3- pay privately at a cost of £95-£450 depending on complexity. Told them I would wait out of principle! Then informed waiting list 4-5months! Informed them I would wait and if then an emergency would have to be seen! The dentist and staff had PPE a powered hood even so why the long wait? I am the main carer for my mother and helped by my sister.

Had hip replacement Feb 20 not gone well and health deteriorated feel let down.

Telephone consultations are very unsatisfactory and have been going on in our practice since March 2019 continuously whether in lockdown or not

Contacted by a young lady who is looking for counselling due to having pain due to 'female issues' was referred by GP to IAPT at the talking shop. They said she didnt meet the criteria for counselling. Tried phoning another service near Doncaster but didnt meet that criteria either.

I am unable to find a dental practice accepting new patients and I need to see one quite urgently. I have done some research on line and have been led to believe that you may be able to help me.

I am searching for a NHS dentist taking on in and around Scunthorpe I have had to have private treatment but cannot afford to continue with it any help appreciated

2.3 15 February 2021 - 21 February 2021

Lack of communication, unprofessional secretaries. I have been waiting 4 weeks since my cancer diagnosis operation for results. The results are back but nobody can give me them until the surgeon is back from his holiday. The secretary told me she had to wait 6 weeks for her results so I should be great full it's 4. On my discharge from hospital I was told it would be 3 weeks for results and a follow up appointment. My wound and recovery hasn't been assessed since I left hospital. Complained to department team leader to be told the secretary had made a complaint about me. To be told this when I am at my absolute lowest and mentally desperate for results to find out if I have cancer or not it's beyond comprehension.

I have had a knee issue since March 20 and throughout The pandemic I have received Dr, Physio and Hospital appointments without any delay due to Covid. The service has been great.

2.4 22 February 2021 - 28 February 2021

Individual contacted us as their daughter had been referred to a 'long-covid clinic' in Scunthorpe a number of weeks back, but had not heard anything back after an initial assessment. No contact number/address was given.

Caller has an appointment in Hull at 9.30am on 31 March. He is unable to get to the appointment on time using public transport and so asked about patient transport. He was given a number but was passed from person to person saying they couldn't understand or hear him. He would like to know if there are any alternatives he can access to get to his appointment on time as if he is not there on time he will lose the appointment. He asked for a later time and they have told him that this is the latest appointment time as the Dr is only seeing 3 patients a day.

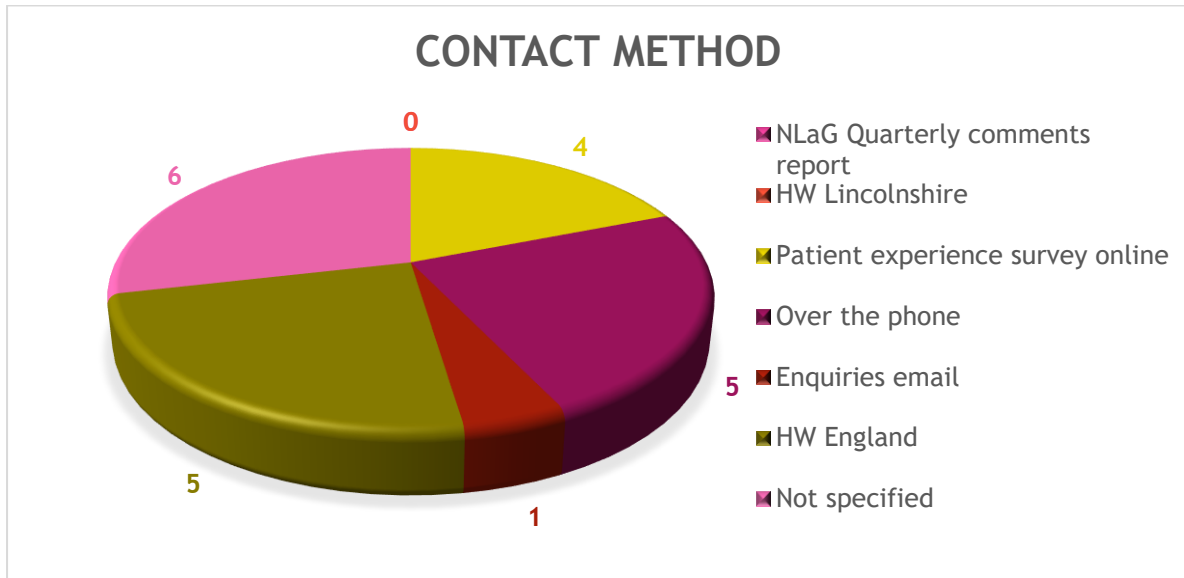
Caller advised he had changed dentist when he attended university, he had a dentist in Leeds where he was living at university. On his return from university he contacted his old dental practice and they advised as they hadn't seen him for a number of years they would not accept him back as a patient. Whilst looking for a dentist online he had seen something that advised he could contact his local healthwatch for help finding a dentist.

Caller was inquiring about clarity around the eligibility for the COVID vaccination after her 18 year old asthmatic son was offered the vaccination but then had the appointment cancelled (30 mins before appointment time). when she enquired why is had been cancelled she spoke with Michelle Slimm who told her that he had been called by accident and he was not eligible for the vaccination, he would have the wait until all other 18 year olds were called.

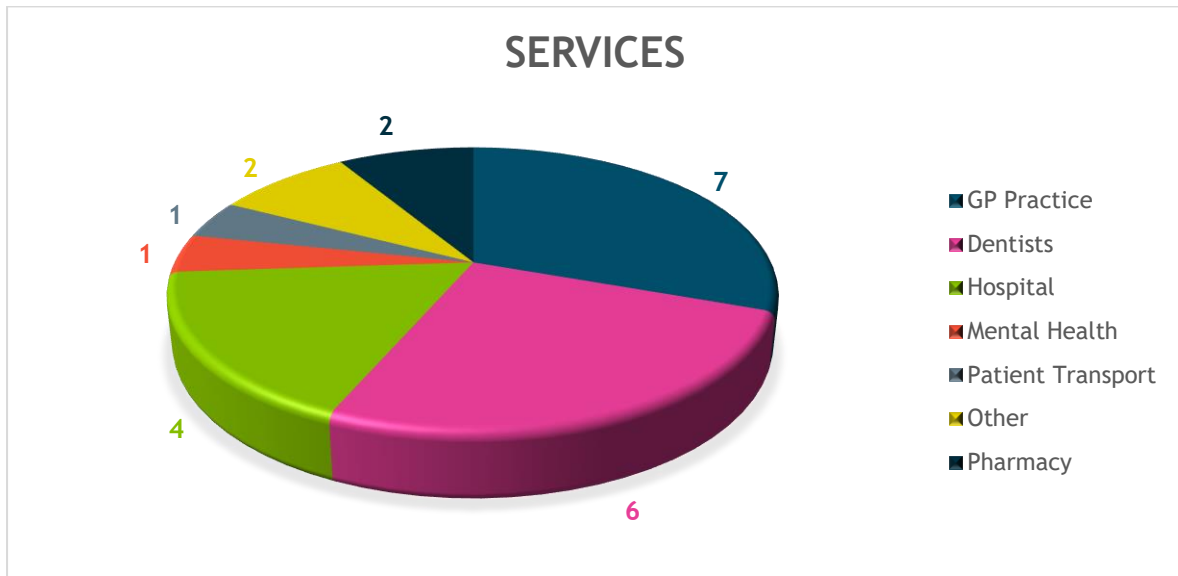
Enquiry regarding accessing local dental services. The individual is pregnant and currently unable to register with an NHS dental practice due to long waiting lists.

3. Theme and trend analysis

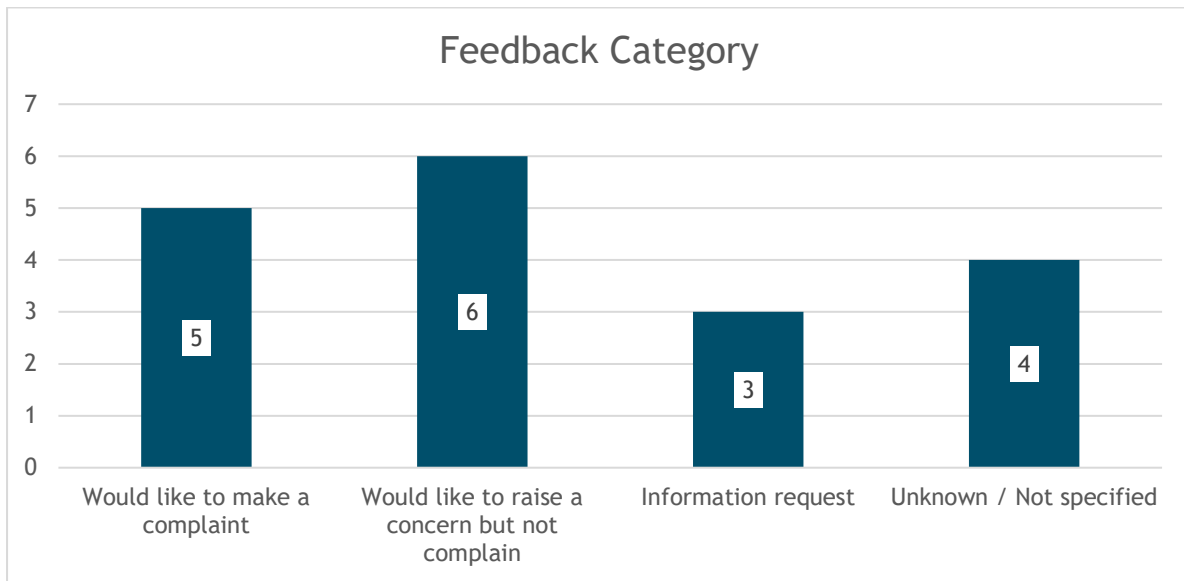
Throughout February 2021 we have received 21 initial contacts. Most comments were gathered through online patient experience surveys.



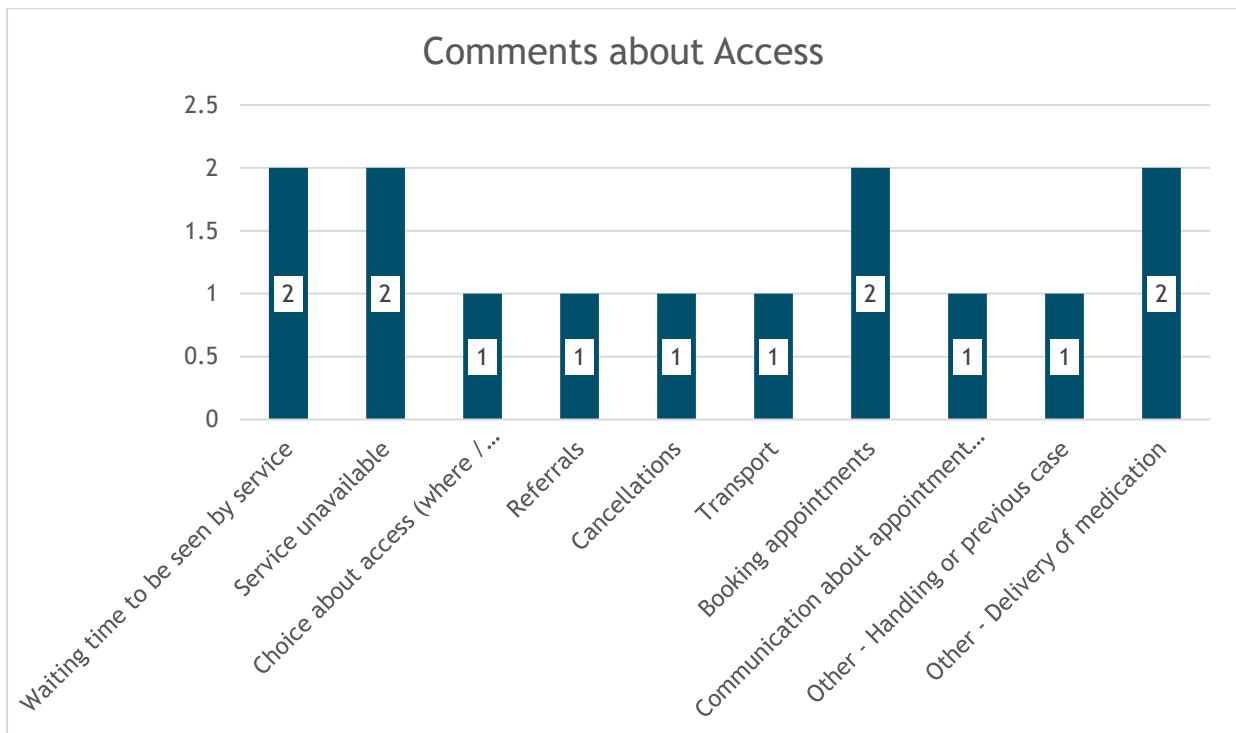
Most comments throughout February 2021 were in relation to access to GP practices and accessing NHS Dentists. These will be explored in more detail within the service breakdown section.



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



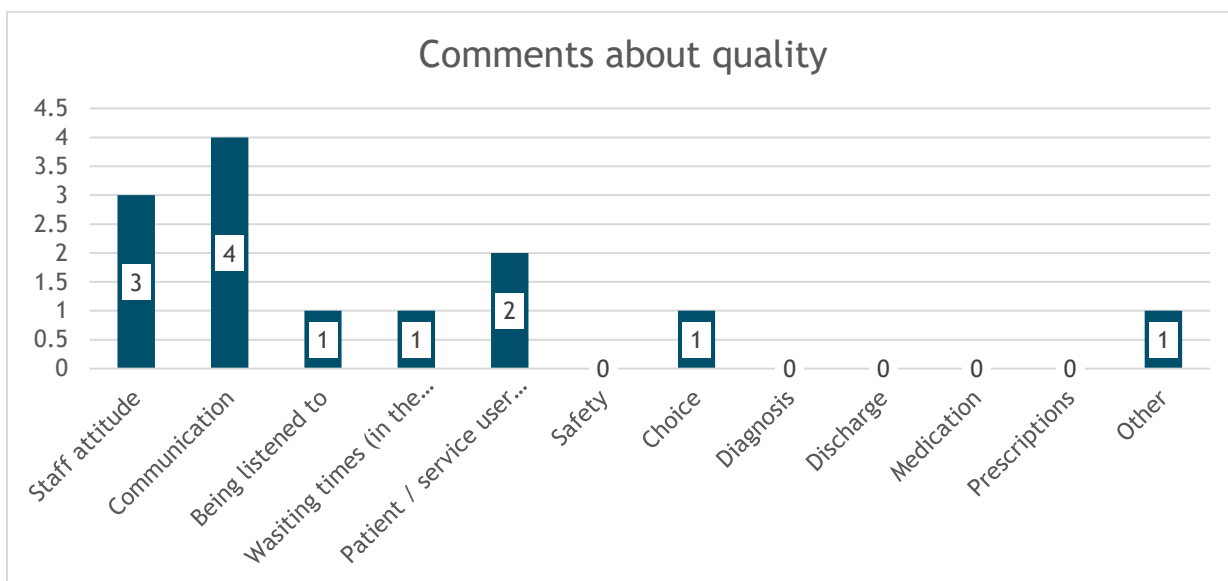
Here is a theme breakdown in relation to comments made about accessing services:



Negative	
Theme	Responses
Waiting time to be seen by service	2
Service unavailable	2
Choice about access (where / when they wanted to be seen etc)	1
Referrals	1
Cancellations	1

Transport	1
Booking appointments	2
Communication about appointment	1
Other - Delivery of medication	1
Other - Handling of previous case	1
Positive	
Theme	Responses
Other - Delivery of medication	1

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



Negative	
Theme	Responses
Staff attitude	3
Communication	4
Being listened to	1
Waiting times (in the service)	1
Patient / service user records	2
Choice	1
Other - Poor treatment / errors	1

Key Themes

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

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

- Access - The waiting time to be seen by services and unavailable services
- Quality - Communication and staff attitude

4. Service breakdown

4.1 GP Practices

During February 2021 we received seven comments in relation to GP practices in North Lincolnshire. These comments were received from patients, service users or family members, comments were predominantly negative.

Negative Themes

Communication and a lack of service - People were dissatisfied with Riverside Surgery in Brigg. Comments included referrals going astray, miss-communication over Covid-19 vaccinations and a generalised feeling that services are not being provided.

Recommendations

- Riverside surgery to evaluate communications procedures for hospital referrals and customers.

4.2 Accessing dental services

During February 2021 we received six comments in relation to the accessing dentists in North Lincolnshire, the majority of these comments were negative.

Negative Themes

Difficulty in obtaining an NHS dentist - Comments have shown the problems residents are experiencing in trying to access NHS dental services.

Recommendations

- More work needs to be done on increasing dental provision within North Lincolnshire.

5. Feedback Form

We request that the feedback form below is completed by commissioners and/or provider responsible for the service to enable members of the public to be assured that their feedback is recognised and acted upon and contributes to ongoing service development.

Please complete the form and return to:

cbutler@healthwatchnorthlincolnshire.co.uk

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

Date:

Signed:

... 2021

