

# healthwatch

Kingston upon Hull

## Intelligence Report

June 2021



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# **1. Introduction**

## **What we do**

Healthwatch Kingston upon Hull is an independent consumer champion for the local community, influencing all publicly funded health and social care services.

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 public’s views on their lived experiences of health and social care services. The views can be positive so providers can continue to deliver high standards of practice, or indeed be comments about services that need to improve.

Healthwatch Kingston upon Hull has a toolkit of methods to capture the public’s experiences. For example, online surveys, Free-post, telephone, WhatsApp, face-to-face, email, social media platforms and our Care for a Cuppa Club which we run over Zoom and is open to the public without the need of an invite.

We have a statutory power to Enter and View any publicly funded health and social care services. Enter and Views can be announced or unannounced dependant on the purpose of the visit and the type of service. Essentially, the visits help us to observe the quality of the service, capture the views of the public to see how the consumer experiences the service. We develop a detailed report and recommendations for improvements. All our reports are published and shared with the service, commissioners, and the Care Quality Commission (CQC).

We also serve to provide advice and information, and help people navigate through a range of services, supporting those people who need it, whether it is 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 all the intelligence (comments) from the public about their experiences of health and social care services and develop monthly intelligence reports.

The reports are shared with the Clinical Commissioning Group (CCG), Hull University Teaching Hospitals (HUTH), Humber NHS Foundation Trust, City Healthcare Partnership (CHCP), Local Authority and CQC.

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

## **This Report**

The details in this report apply to June 2021 and refers to all the intelligence that Healthwatch and the NHS Independent Complaints Advocacy Service received from the public during this period.

All data is anonymised and is based solely on the patient experience. For the purpose of this report, we have categorised the patient experience under

appropriate headings and we have also added some real “quotes” to demonstrate the values of “openness and transparency”.

The report identifies the number of contacts received by Healthwatch. 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 that members of the public reported to Healthwatch during this month.

**The services highlighted from the intelligence are as follows:**

- GP Surgeries
- Dental Practices
- Care Homes
- Domiciliary Care
- Hull Royal Infirmary
- NHS Humber Foundation Trust

The report also summarises some of the themes / trends that the public have raised with Healthwatch that have begun to emerge since April 2021.

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

*In addition to this, not all of 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.*

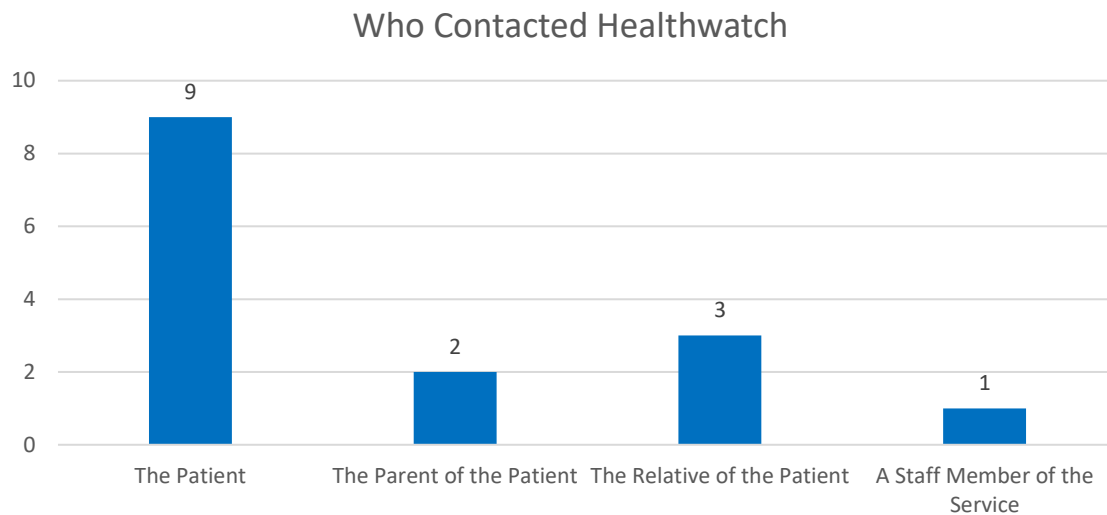
*We also may not publish every experience we’ve recorded as some experiences may be very similar to others; for example, “I couldn’t get an appointment” and “I’ve had to wait weeks to even speak to a doctor” (which are both appointment issues).*

*In these instances, in order to keep this report as detailed but as concise as possible we will record one experience and add a note to explain how many times a similar experience had been made. Whether published or unpublished, all experiences are included in the statistics.*

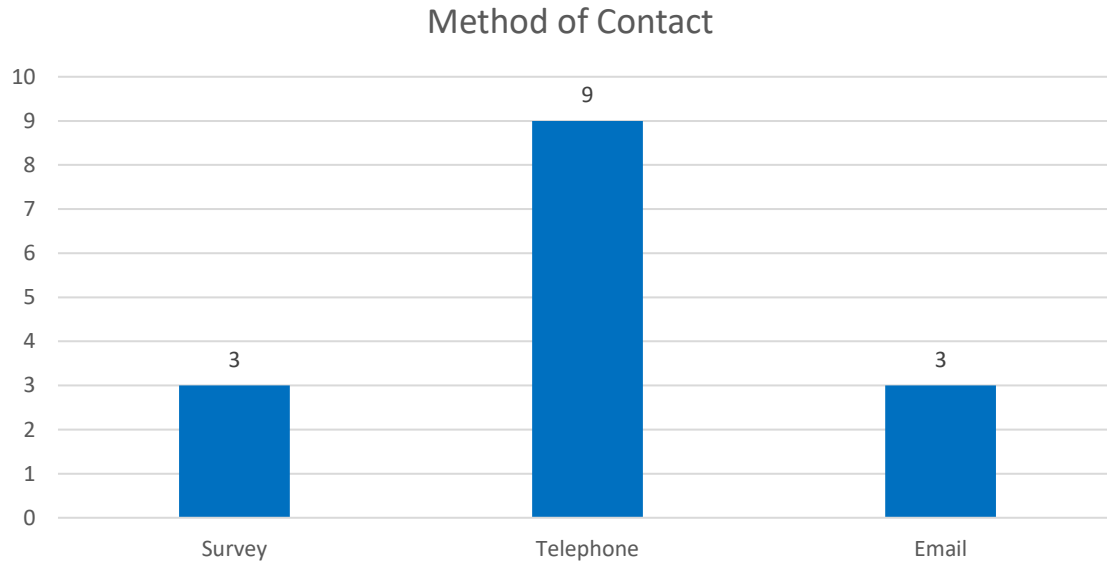
*Finally, all experiences in this report have been received and researched in good faith. Healthwatch have not investigated any of the concerns raised and have acted in accordance with the role and responsibility of Healthwatch.*

## 2. Contact Statistics

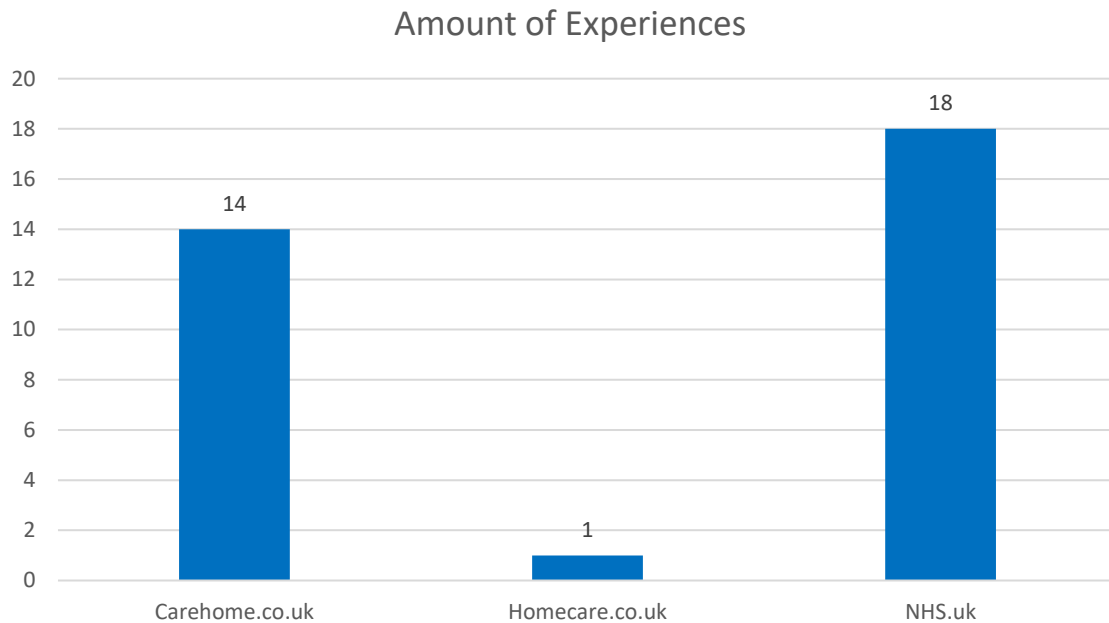
In Month we had 15 people contact Healthwatch directly to provide feedback or to ask for information / advice. The graph below provides information on who contacted Healthwatch directly this month.



The most popular means of contacting Healthwatch this month was by Telephone with 9 contacts followed by Survey and Email, each with 3 contacts.

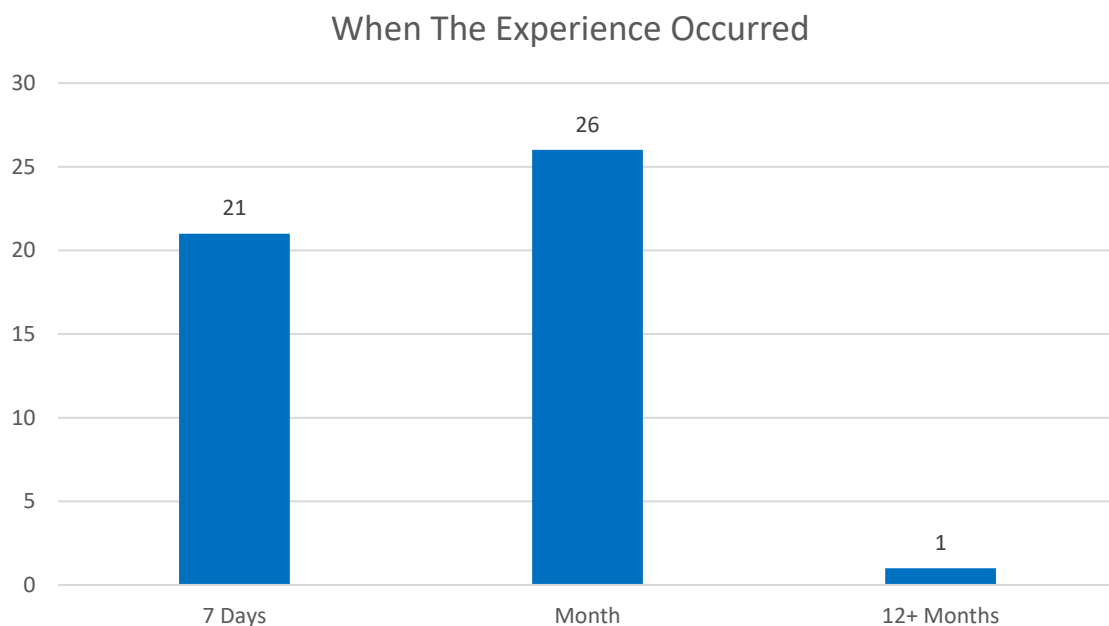


We also conducted online research of local services, looking at a range of websites and social media channels to see what people have been saying about local services, where we found 33 experiences. The graph below demonstrates where we found these experiences.



The total amount of experiences received this month through direct contact and through research is a total of 48 experiences.

From the date Healthwatch recorded the experience, we found that the majority of experiences occurred within month.



### 3. Information Requests

The Information Requests we received in Month.

<b>Area</b>	Dentist	<b>Date Recorded</b>	10/06/2021
<b>Experience identified by:</b>	Telephone		
<b>Experience</b>	Caller rang to enquire about access to an NHS dentist as had problem with top dentures falling out - has tried to glue but will only last temporarily. Has called a few dentists in immediate HU9 area of Hull but not taking on new NHS patients.		
<b>Actions Taken (Healthwatch)</b>	Advised caller of various dentists in HU7 and HU8 areas of Hull and gave contact details to call.		

<b>Area</b>	Dentist	<b>Date Recorded</b>	11/06/2021
<b>Experience identified by:</b>	Email		
<b>Experience</b>	I have a family with three children who I cannot get registered at a dentist. I have rung 543 Dentists on Anlaby Road today who said they could take names but could not give us a time frame of when they would be seen and it could be in the new year!		
<b>Actions Taken (Healthwatch)</b>	Referred to NHS England		

<b>Area</b>	Dentist	<b>Date Recorded</b>	21/06/2021
<b>Experience identified by:</b>	Telephone		
<b>Experience</b>	Unable to get access to an emergency appointment for a dentist because she is not registered with a practice. She has called several and they all denied an appointment.		
<b>Actions Taken (Healthwatch)</b>	We sent her a full list of her local dentists and advised that they have to give her an appointment specially as she is in a lot of pain. She said she has lost a lot of weight because she is not eating properly due to being in so much pain.		

<b>Area</b>	Dentist	<b>Date Recorded</b>	03/06/2021
<b>Experience identified by:</b>	Telephone		
<b>Experience</b>	We received an email from a lady with questions around government guidance for travel in regard to quarantine exemptions for stroke patients. The lady is possibly travelling to South Africa to visit a family member with dementia - this is a 'red' list country and requires strict procedures on return to the UK which includes 10 days self-isolation in a government suggested hotel as well as various COVID testing. However, she has had a stroke recently following cancer too and wanted more information around medical exemptions.		

**Actions Taken  
(Healthwatch)**

Signposted lady to the Gov.Uk website which does have information on with regard to which medical conditions may be exempt and also to her GP for further advice on travel implications.



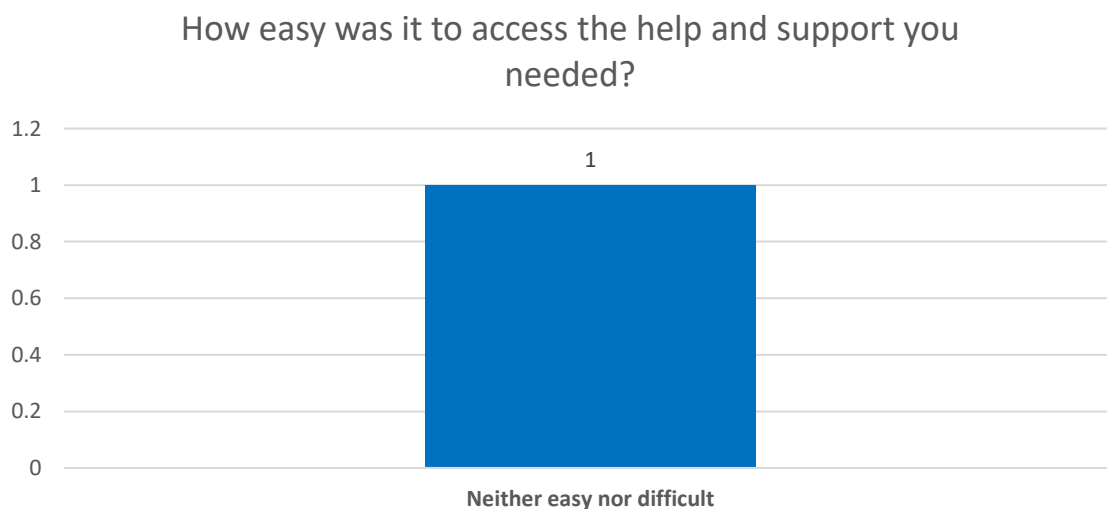
## 4. Healthwatch England

Each month Healthwatch England shares data with local Healthwatch's regarding the feedback they have received about local services. We have included this information within our report to ensure it is recorded and reported along with our own findings.

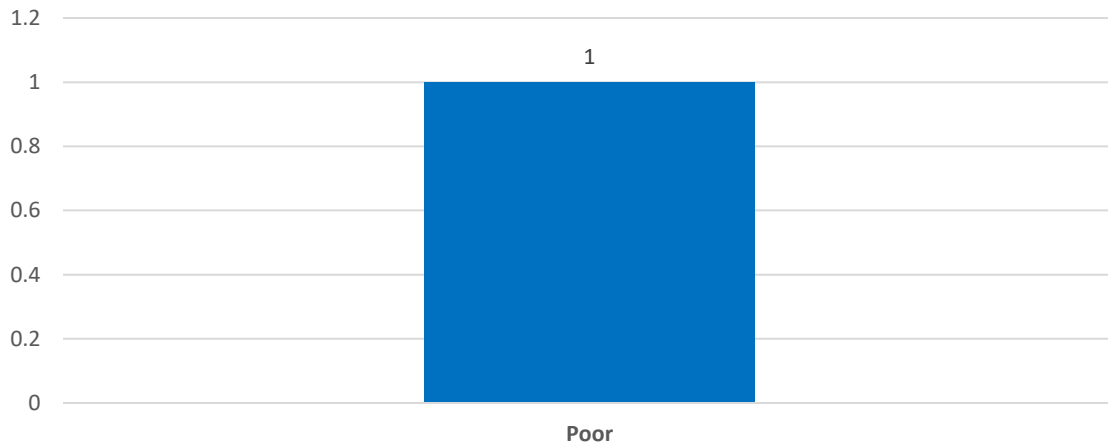
Healthwatch England's survey asks different questions to our survey and for that reason we felt it was appropriate to separate the experiences they received from our own.

*Please note, no action has been taken by Healthwatch Kingston upon Hull following this information being received as Healthwatch England does not collect the contact details of the individual sharing their experience.*

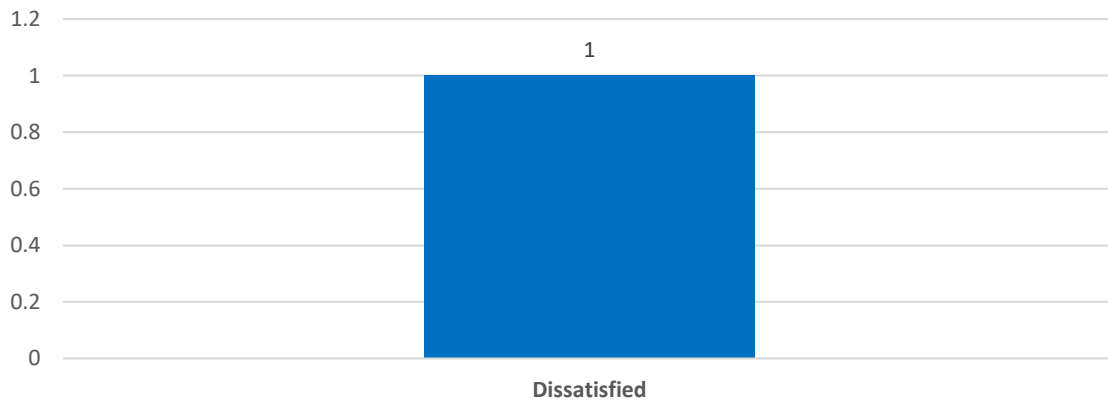
In June, Healthwatch England had 1 survey completed regarding health and social care services in Hull. Please see the breakdown of their findings below:



If you received care, how would you describe it?



How did you feel about the further treatment, care or support that you were offered?



### What We Were Told

<b>Service Name</b>	Castle Hill hospital	<b>Date Recorded</b>	24/06/2021
<b>Experience</b>	Went for second chest x-ray on Monday, 9 days later results have still not been sent through to the doctors. When I ring advised they have 10 days but both times it has been minimum 10 days. Last time had bad chest infection cough still bad after antibiotics so think chest infection not cleared up but could have been back on tablets to help.		

## 5. Experiences Breakdown

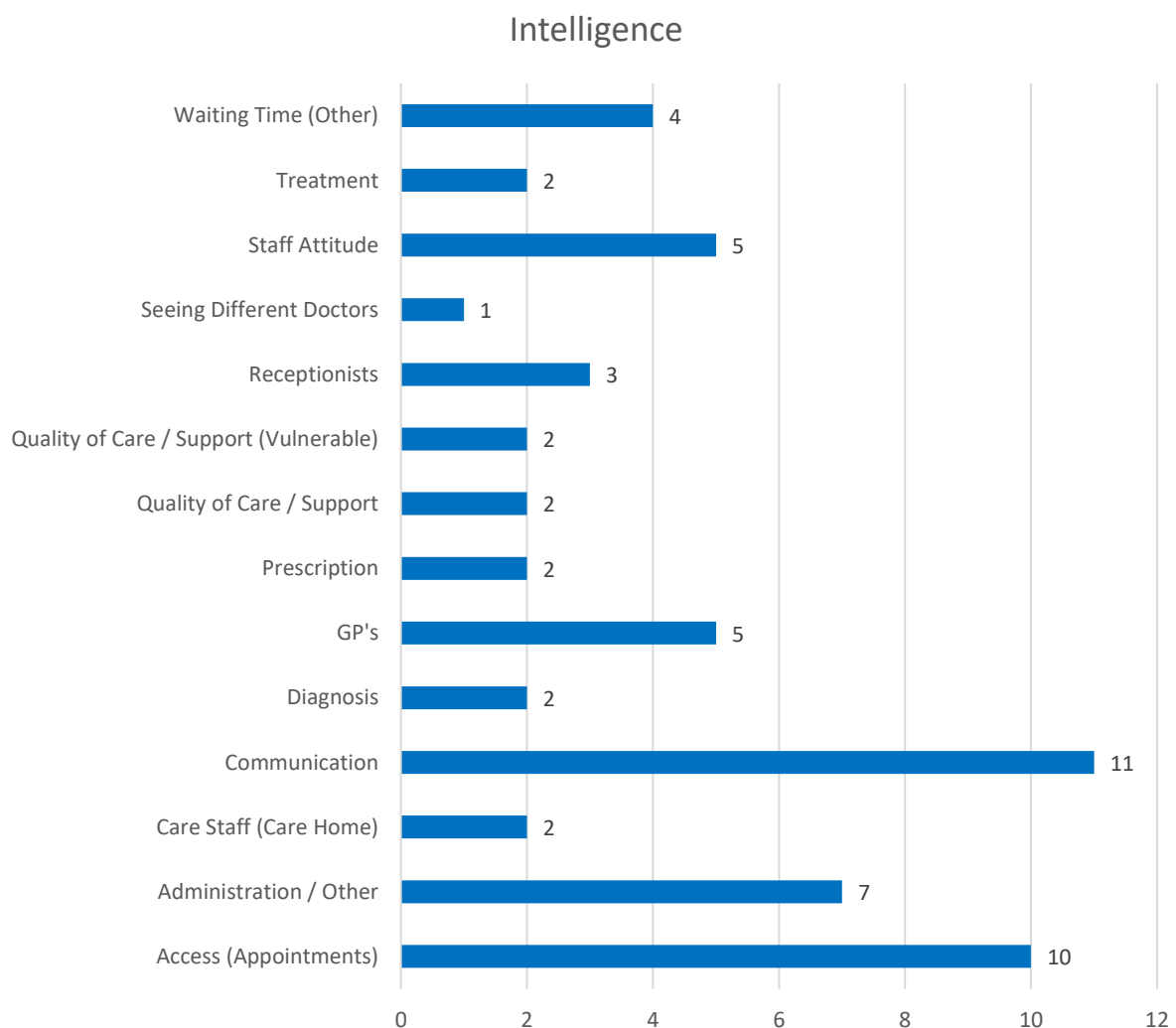
### Overall Statistics for Month

The graphs below provide an overall breakdown of the experiences we received this month. Between the 15 experiences we recorded through being contacted directly and the 33 experiences we found through research; we recorded a total of 48 experiences this month.

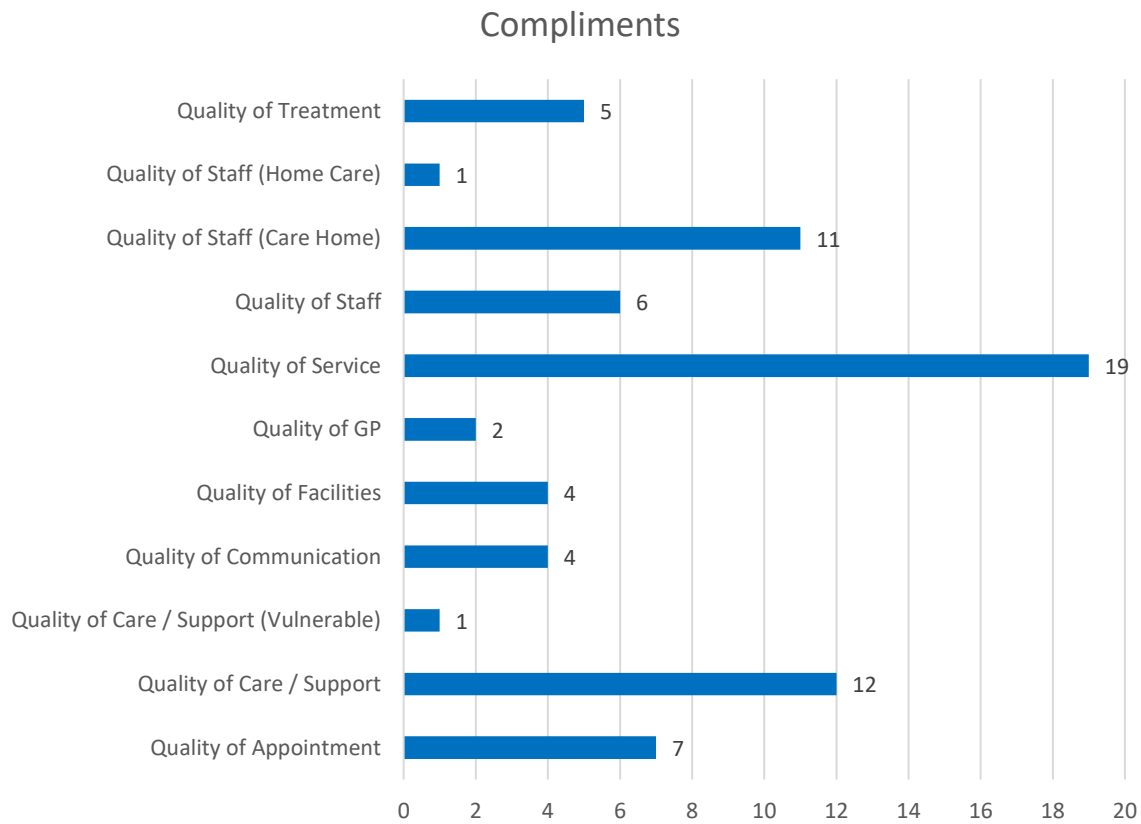
Upon further analysis of these experiences, we identified a total of 58 pieces of intelligence and 72 compliments.

*Please note, these figures differ from the amount of contact and experiences (research) as one contact and experience (research) can result in multiple comments about a particular service.*

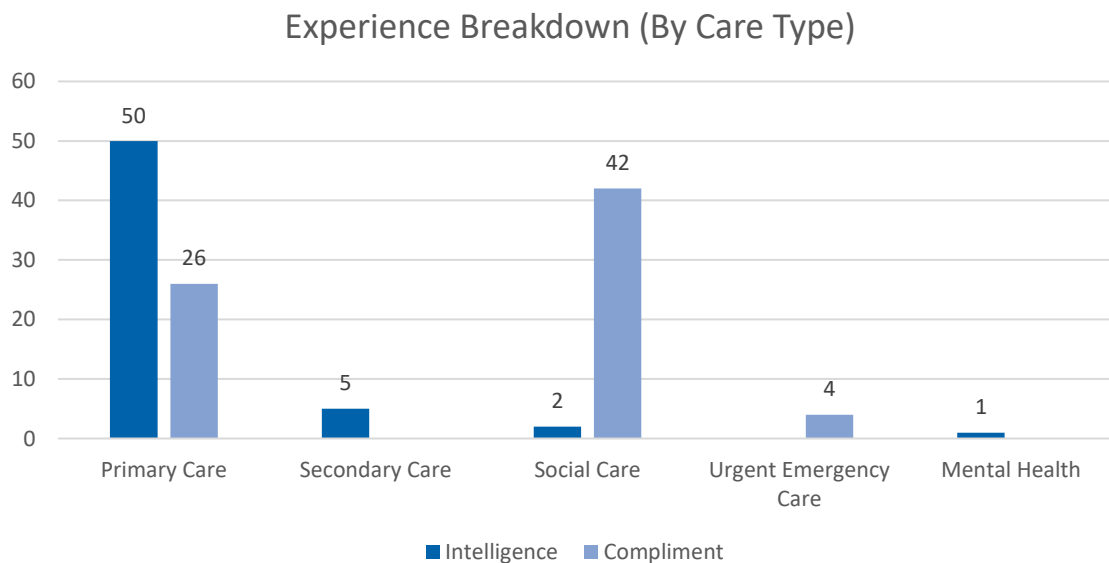
As can be seen, in the graph below, the main themes in relation to the intelligence received for this month are Communication (11) followed by Access (Appointments) (10)



As can be seen, in the graph below, the most compliments received this month were in relation to the Quality of Service (19).

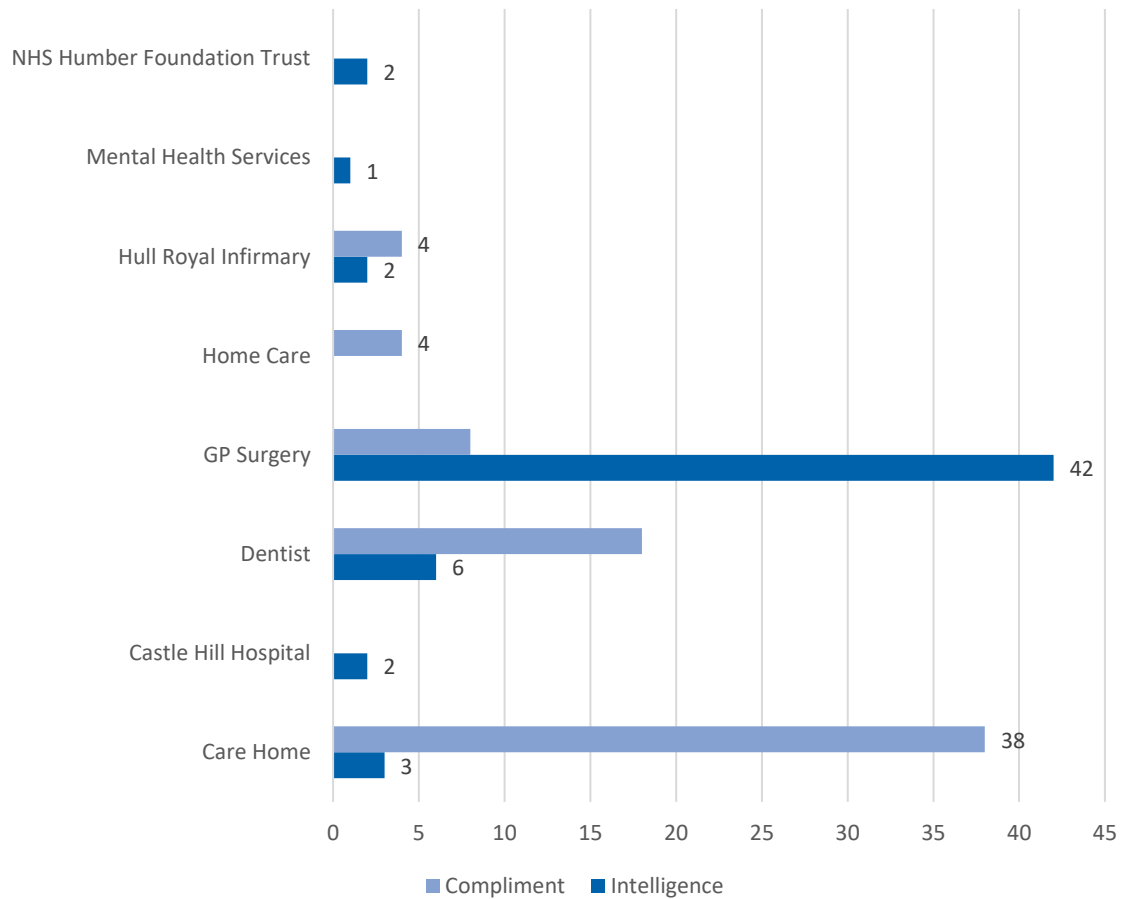


As can be seen in the graph below, most comments this month were in relation to Primary Care (GP Surgeries and Dentists) which had 50 pieces of intelligence and 26 compliments, followed by Social Care (Care Home and Domiciliary Care) which had 2 pieces of intelligence and 42 compliments.



The graph below breaks these down to the service level. We received 42 pieces of intelligence for GP Surgeries and 8 compliments, followed by 3 pieces of intelligence and 38 compliments for Care Homes.

Experience Breakdown (By Provider)

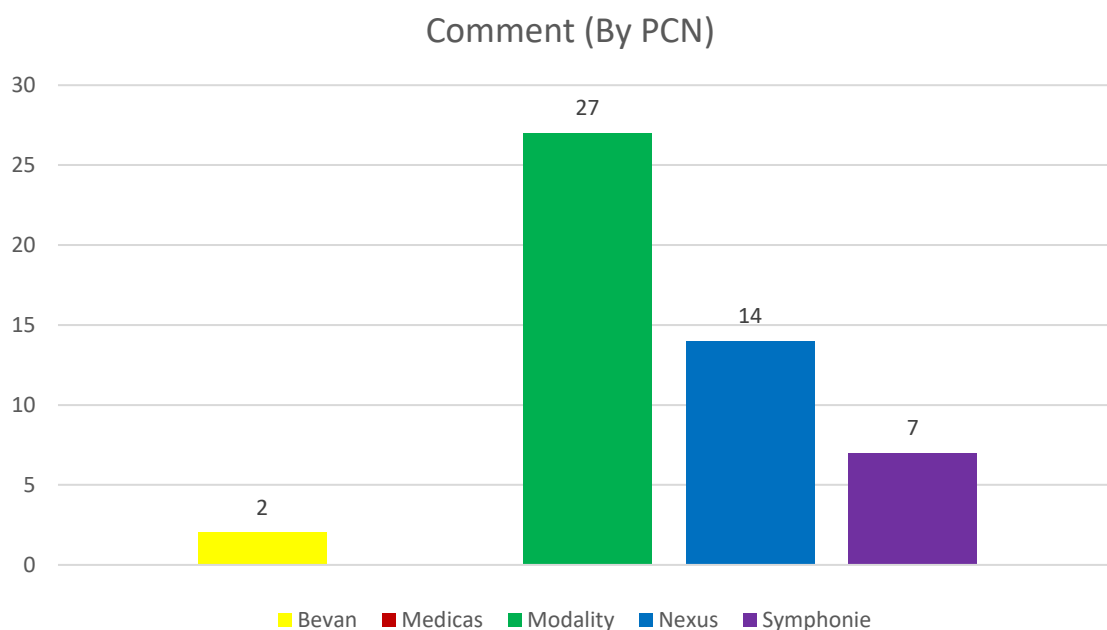


## 5.1 Experiences Breakdown - Primary Care Network (PCN)

### Statistical Information and Graphs

This month, we received a total of 50 comments about GP Surgeries. The graph below provides a breakdown of which PCN's these GP Surgeries are under. From the experiences we received this month, we found that Modality received the most comments followed by Nexus.

*Please note, in some instances we received surveys without the name of the GP Surgery which means we are not able to identify which PCN it falls under.*

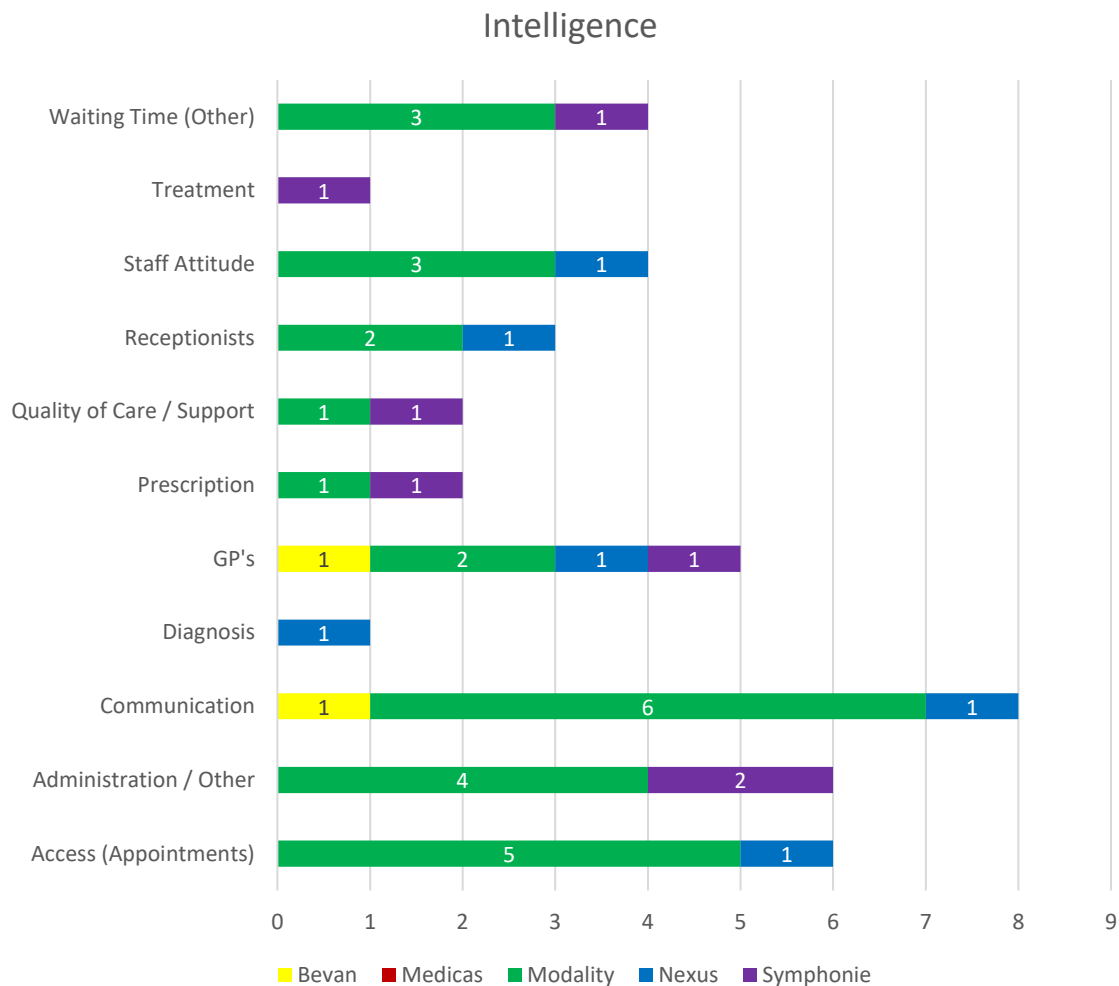


## 5.2 Experiences Breakdown - GP Surgeries

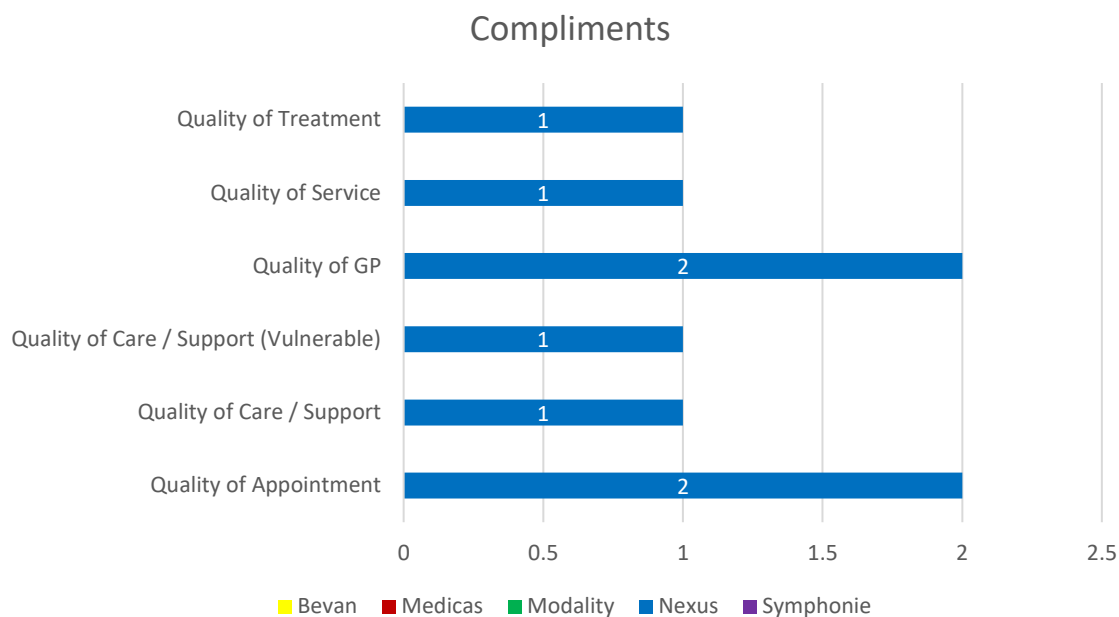
### Statistical Information and Graphs

This month, we received 50 comments about GP Surgeries. 42 of these were intelligence and 8 were compliments.

We identified 11 different areas where intelligence was received. The graph below identifies the number and area of concern and is broken down by PCN.



Out of the intelligence we received, the main two pieces of intelligence related to Communication with 8 comments.



We recorded 6 different areas of compliments, the main area where compliments were received was Quality of Appointment and Quality of GP each with 2 comments.

## What We Were Told

*Please note, some experiences contain both intelligence and compliments. Although the experience may be placed under one of the sections below, any intelligence and compliments made in the same experience are recorded in separately in the intelligence and compliments statistics.*

*When conducting online research, we have found that on occasions there is not a specified date, in these instances we will record the date we identified the experience.*

## Intelligence

<b>Service Name</b>	Newington Surgery	<b>Date Recorded</b>	16/06/2021
<b>Experience identified by:</b>	Survey		
<b>Experience</b>	<p>My mum took my daughter to see the doctor, due to a cough she had been having for over 2 1/2 weeks. When the doctor called they asked some questions and then said the wanted to see her to listen to her chest (child had been tested for COVID negative). She asked if I could bring her as both parents was at work so grandma took her in.</p> <p>Doctor asked if grandma had, had both vaccines yes. When got to the doctors the receptionist was very rude. Could not find the appointment, not only for my child but for another 3</p>		



	<p>patients. In addition to this she was rude to a disabled person due to being late because of her bus totally Unnecessary. After a 5min wait the receptionist found my daughter on the system, while still being rude and very short. No apology for having to wait and not being able to find her.</p> <p>When it was my daughters turn the doctor called her and came out covered in PPE (the only doctor in the building covered my daughter is only 4) she then refused to see my daughter unless her grandma wore a mask. She is exempt, she has severe asthma made even worse by the heat as well has having anxiety issues. This was explained. But still was refused at this point both my mum and daughter started to get visibly upset.</p> <p>The doctor then got short and carried on saying if she did not wear a mask my daughter would not been seen. (if this was mentioned on the telephone call I would have tried to make other arrangements for someone else to take her or waited until my day off. My mum reluctantly put on my daughter's face mask so she could be seen. However, my daughter now petrified had to be held down so the doctor could examine her. This I blame on the PPE. I appreciate it's a safety precaution but the doctor could have tried to reassure her, but now. Safe to say my daughter for the first time came out crying, asking never to see the doctor again. Way to go, on scaring a 4-year-old and making seeing a doctor, which should be a safe place a scary and unsafe place to be.</p>
<b>Action Taken (Provider)</b>	Not known
<b>Action Taken (Healthwatch)</b>	No action taken, we were requested not to contact the person

<b>Service Name</b>	Springhead Medical Centre	<b>Date Recorded</b>	30/06/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	Received a text booking a telephone call on 25 /05 for a medication review on 3/06. Already had a review two weeks previous. I received two further texts confirming an appointment at springhead surgery at 09/30. Once again, I was turned away and told it was a telephone appointment. It is now 11, am and I am still waiting.		
<b>Action Taken (Provider)</b>	Not Known		
<b>Action Taken (Healthwatch)</b>	N/A		

<b>Service Name</b>	Wilberforce Surgery	<b>Date Recorded</b>	30/06/2021
<b>Experience identified by:</b>	Research		

<b>Experience</b>	Lost my bloods, don't know what they're doing. Meant to be referred to the hospital! Not taking my problem seriously.
<b>Action Taken (Provider)</b>	Not Known
<b>Action Taken (Healthwatch)</b>	N/A

<b>Service Name</b>	Wilberforce Surgery	<b>Date Recorded</b>	30/06/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	I've been told to wait in car and they will call me in an hour, they called after 3, didn't even see my daughter, but send antibiotic prescription straight to pharmacy, and that was for a FOUR-YEAR-OLD child. You better off googling your symptoms. Staff is lazy, incompetent and "care" is non-existent there.		
<b>Action Taken (Provider)</b>	Not Known		
<b>Action Taken (Healthwatch)</b>	N/A		

<b>Service Name</b>	Kingston Health (Wheeler Street)	<b>Date Recorded</b>	30/06/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	Had a telephone conversation with GP today, spoke awful to me. Normally a really good practice with friendly staff, but won't be calling about anything again, or will be refusing to speak to that specific GP, left the telephone appointment in tears.		
<b>Action Taken (Provider)</b>	Hello, we value all the feedback we receive. In order to investigate your complaint more fully please contact the surgery so we can discuss. Thank you		
<b>Action Taken (Healthwatch)</b>	N/A		

<b>Service Name</b>	Diadem Medical Practice	<b>Date Recorded</b>	30/06/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	Wanting to book an appointment to speak to a doctor about my depression. Couldn't get through initially, line would not connect. Finally put into queue no.15 - 2 hours later received a call back, only to be on the phone for 45mins. Kept on hold twice for 15 mins each time, whilst they spoke to the doctor, gave the wrong information on the first time. Told to go through e-consult to get a sick/fit note for work. Waste of my time, their time and the doctors time. Automated message tells us that these people are highly trained operatives that help us get to the right people. Seems to me that they are		

	reading from a pre-determined script based on what you say is wrong with you, have to consult the doctor anyway as they have no knowledge themselves. Would have been quicker and more efficient to just book me in to speak to a doctor. I had heard stories about modality taking it over, but I was not prepared for this level of poor service. It was far better before.
Action Taken (Provider)	Not Known
Action Taken (Healthwatch)	N/A

Service Name	Diadem Medical Practice	Date Recorded	30/06/2021
Experience identified by:	Research		
Experience	3-4 hours on hold to be told I would be put through to the duty GP, got cut off. Duty GP phoned me back and no sound, so they ended the call followed by a text message from them telling me they have telephone issues and to contact 111. 111 contacted and was told I could not be helped as it was a chronic ailment and to contact my GP. After 2 hours on hold the following day I was given a nurse led appointment and told a prescription has been sent my nominated pharmacy. Arrived at the pharmacy to be told they have no prescription. Went into the GP again to avoid another lifetime spent on hold to be told the prescription has not been signed by a GP and the receptionist would contact me to let me know when this has been done. 10 hours later and still awaiting an urgent appointment for an inhaler prescribed to help with trouble breathing!		
Action Taken (Provider)	Not Known		
Action Taken (Healthwatch)	N/A		

Service Name	Diadem Medical Practice	Date Recorded	30/06/2021
Experience identified by:	Research		
Experience	Not been to the doctors for years and asked to attend, tried to ask the receptionist before going in a question about a prescription and was told by the receptionist sitting next to her by putting her hand up at me that they could not help and to move on. Since joining the partnership, the surgery has gone downhill and cannot keep blaming COVID on their unhelpfulness.		
Action Taken (Provider)	Not Known		
Action Taken (Healthwatch)	N/A		

<b>Service Name</b>	New Hall Surgery	<b>Date Recorded</b>	30/06/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	<p>I visited the surgery today as I had a smear test booked. I have been trying to get an appointment for weeks and was finally given one for today so I took time off work to go as no other day was available. I checked in at the reception sat down and waited and waited after half an hour I asked the receptionist how much longer it would be as I had to get back to work. She then apologised and told me that the nurse had had to go home, I asked why was I allowed to check in and why didn't anybody say anything, once again she apologised and asked if I wanted to be put on a waiting list for another appointment I said can't you just book me one now to be told they couldn't! So, I have taken time off work and lost money for absolutely no reason. It wouldn't have been so bad if they just told me when I arrived instead of sitting there for half an hour and enquiring myself! This also happened to my partner a few months ago at Newland practice. Is there any communication at all between staff and patients as I really don't think so?</p>		
<b>Action Taken (Provider)</b>	Not Known		
<b>Action Taken (Healthwatch)</b>	N/A		

<b>Service Name</b>	Springhead Medical Centre	<b>Date Recorded</b>	30/06/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	<p>Every process is designed to be awkward and difficult to access. Booking a telephone appointment is impossible. Join a large queue, request a call back, after 15 mins the call comes and as the 'care navigator' answers, the phone is put down. All further calls to the appointment line after this fail to connect. When you speak to staff, they are rude and lack empathy. So, as it stands, my three-year-old is still at home with a throat infection and no suitable medication. You'd think the previous reviews would prompt action by the practice, but it seems not. I would leave a review on the practice website, but that's too difficult to access too!</p>		
<b>Action Taken (Provider)</b>	Not Known		
<b>Action Taken (Healthwatch)</b>	N/A		

<b>Service Name</b>	The Quays Medical Practice	<b>Date Recorded</b>	11/06/2021
<b>Experience identified by:</b>	Survey		
<b>Experience</b>	<p>When arranging my repeat prescription there's often delays in connecting to medical practice</p>		

<b>Action Taken (Provider)</b>	Not Known
<b>Action Taken (Healthwatch)</b>	N/A

<b>Service Name</b>	James Alexander Family Practice	<b>Date Recorded</b>	08/06/2021
<b>Experience identified by:</b>	Telephone		
<b>Experience</b>	Lady called to express her dissatisfaction with the James Alexander Practice when she called with extreme pain and discomfort in her neck and throat very swollen following a recent COVID vaccination. The receptionist quizzed her along with the doctor who was insistent that the pain she had was due to dental problems. She found the doctor to be very submissive and aggressive over the phone - she did invite her in for a face to face consultation, but the lady felt she would just have a go at her insisting it was a dental issue.		
<b>Action Taken (Provider)</b>	Not known		
<b>Action Taken (Healthwatch)</b>	The caller had already spoken to the Practice Manager but wanted to log complaint further so advised them to contact Hull CCG PALS and provided the telephone number and email address.		

<b>Service Name</b>	Burnbrae Surgery	<b>Date Recorded</b>	08/06/2021
<b>Experience identified by:</b>	Letter		
<b>Experience</b>	My mum successfully overcame breast cancer around 5 years ago but for at least a year leading up to her further diagnosis she had been complaining and visiting the Burnbrae Surgery on Holderness Road in Hull with severe pains in her back. I appreciate my mum did suffer with nerve damage and we assumed the pain was linked to this, but as doctors they should have been more vigilant in ordering investigative procedures given that we now know that breast cancer often travels to other parts of the body. It was only in October 2020 when my auntie went along with my mum and begged for someone to help as she was in so much pain that they listened and sent her for scans. My mum had visited the GP surgery on many occasions before this and they had not listened, and she said they made her feel like a fake. This is incredibly upsetting given that she was now suffering from bone cancer and once she had been diagnosed the doctors said 'now we understand the pain and no wonder you were suffering' Had this been diagnosed sooner we may have had time to spend quality time together and make memories to treasure and mum would not have spent months in unnecessary pain. I would also like to understand why when mum got the diagnosis in November		

	2020 treatment did not start until February 2021? Had treatment started earlier my mum may have had a better chance of fighting the cancer, as by the time she received the treatment she was too ill and too much for her body to cope with. Also, a document - Respect Form - Recommended Summary Plan for Emergency Care & Treatment relating to a different patient was included in her discharge letter from HRI back in April 2021. I had read the clinical recommendations believing them to be my mum's wishes which clearly, they were not.
<b>Action Taken (Provider)</b>	Not known
<b>Action Taken (Healthwatch)</b>	Emailed the caller with details of the Practice Manager of the surgery concerned, also the telephone number and email address for Hull CCG PALS and HUTH PALS plus information for the Advocacy service.

## Compliments

<b>Service Name</b>	Newington Surgery	<b>Date Recorded</b>	30/06/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	As part of a support team I was extremely impressed by the high level of support provided to one of our vulnerable customers within his supported housing. The prompt response following a request for a home visit and the caring and understanding visit by the Dr has really supported our customer.		

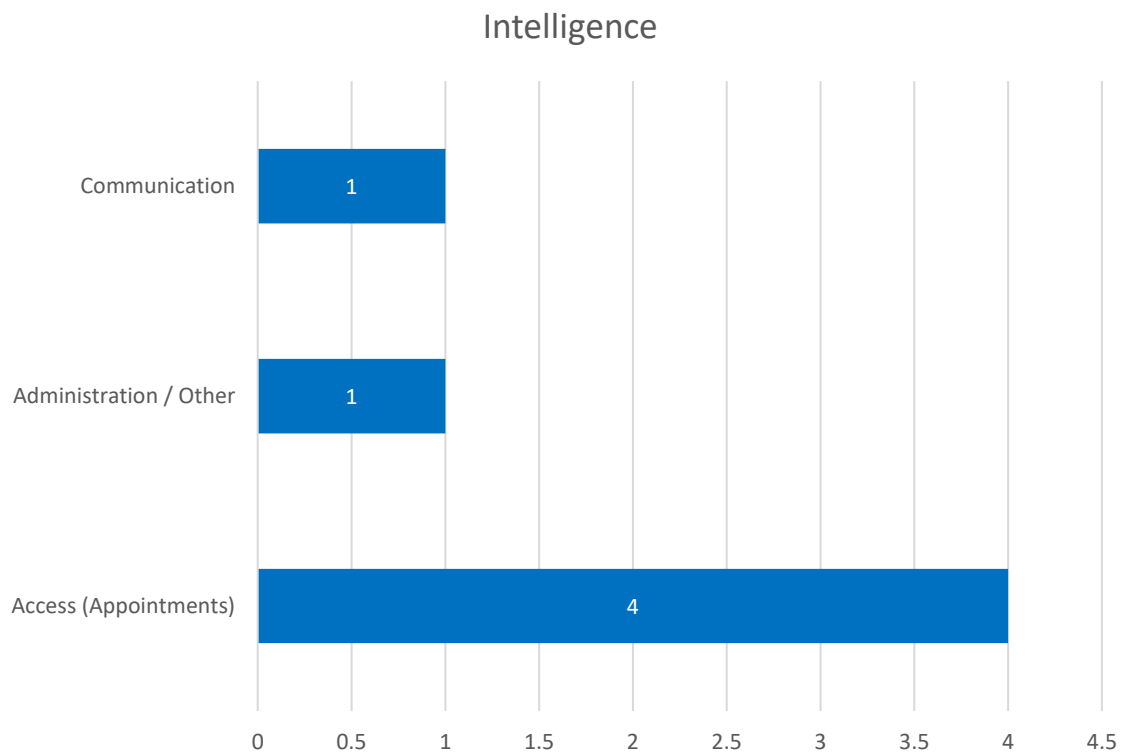
<b>Service Name</b>	Kingswood Surgery	<b>Date Recorded</b>	30/06/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	Having recently moved to Haxby - Kingswood following a negative experience with another GP Surgery, I can only say positive things! The online query form is easy to use, I was offered an appointment the same day, the GP's have been extremely welcoming and listened, repeat prescription service is easy (order via the app!), the receptionists have all been lovely and informative. The one time I have used the telephone, there was a delay in answering (I think I was caller 22 and took approx. 25mins) but this is the same in all GP Surgeries since the Pandemic and is to be expected. Overall very happy. Thank you		

## 5.3 Experiences Breakdown - Dentist Practices

### Statistical Information and Graphs

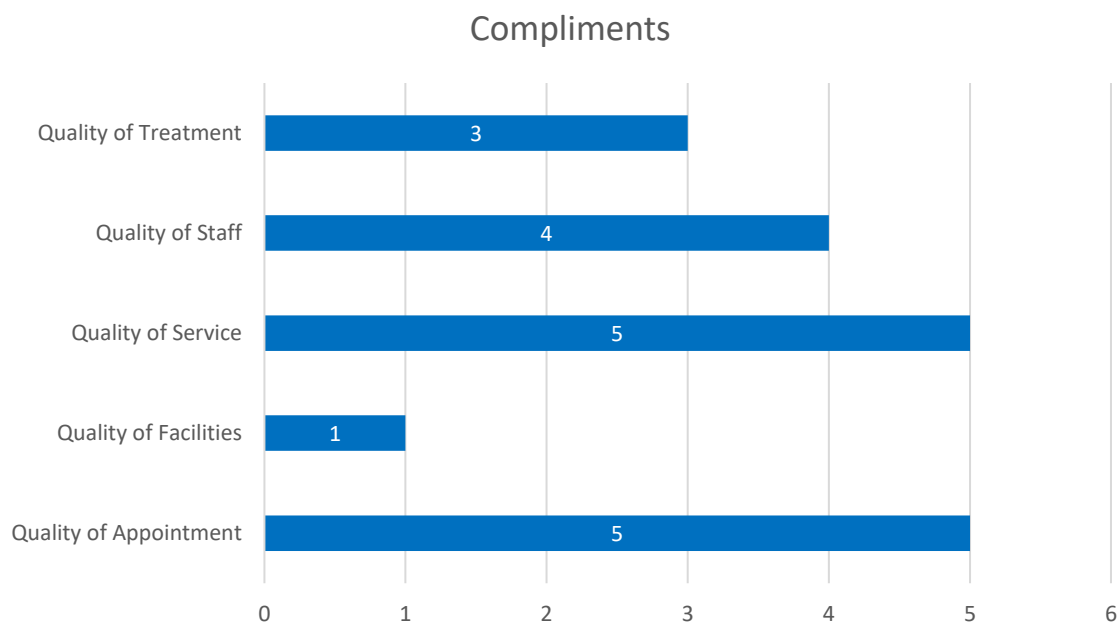
This month, we received 24 comments about Dentistry Practices. 6 of these were intelligence and 18 were compliments.

We identified 3 different areas where intelligence was received.



Out of the intelligence we received, the main piece of intelligence related to Access (Appointments) with 4 comments.

Some of these Access issues relate to the Information Requests we received in Section 3 of this report.



We recorded 5 different areas of compliments, the main area where compliments were received was for Quality of Service and Quality of Appointment with 5 comments each.

## What We Were Told

*Please note, some experiences contain both intelligence and compliments. Although the experience may be placed under one of the sections below, any intelligence and compliments made in the same experience are recorded in separately in the intelligence and compliments statistics.*

*When conducting online research, we have found that on occasions there is not a specified date, in these instances we will record the date we identified the experience.*

## Intelligence

<b>Dentist Practice</b>	Genesis Dental Care	<b>Date Recorded</b>	30/06/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	I was de-registered for a missed appointment when I contacted Genesis to explain that I was due to miss my appointment as I was instructed to self-isolate due to covid-19 on that same day. Contact with Genesis was made prior to my appointment, they still de-registered me. After successfully appealing this I was again de-registered for arriving 8 minutes late to my re-scheduled appointment. I am 17 and from Eritrea so reliant on public transport and do not know the area too well and was only 8 minutes late. I asked to arrange another appointment, but they told me I was de-		



	registered. Disappointing lack of understanding by this service and too quick to make that decision
Action Taken (Provider)	Not Known
Action Taken (Healthwatch)	None Taken

Service Name	Various	Date Recorded	25/06/2021
Experience Identified by:	Telephone		
Experience	<p>2017 she went to the dentist and they told her she had an x ray and she gave her a treatment that Gum Diseases. She was recommended to do a daily cleaning regime with her Gum to get better. She also had some anti biotics at the time. She was supposed to have a clean-up in May 2020 but was unable to due to lock down. In august 2020 she went back, she had a clinical assessment of her mouth but no cleaning as they were not doing that anymore. The dentist told her "I cannot deal with this, I will have to send you to a specialist" She then referred her to Leeds dental institute, they are the specialists for this issue. In October, she did another clinical assessment and by this point the patient started having throat issues. The diagnosis was that the patient has "Advanced Periodontal Diseases" with 60% bone loss - October 2020. Hull city dental services St James Street is where she initially went for her dentist. Her gums were in really bad state with liquid coming out of it, she told her dentist and he dismissed her concerns. She told him she had swallowing problems, and he took scans however the scans did not detect anything. So he sent her to the restorative department within the hospital itself (castle hill). She was told at the hospital that there was nothing they could do there and she should go back to her dentist. Dentist received a letter from Leeds with her discharge and her dentist was in shock as they sent her there for extra care. Her condition was worse. The patient was then sent to Castle Hill- Dr (from castle hill) was extremely Rude to her and said "You have advanced Periodontal disease so I will refer you back to your dentist". She had no care at all from Castle Hill. She was desperate to be seen by someone, seen someone in York, and various dentists in Hull. All dentists said her dental issue was too severe for them to treat her. She paid money for some care but no one has helped her. She was referred to Broke dental studio- she had to wait months and paid for yet another assessment. They told her all that she already knew and told her it was critical. the cost for 3 months treatment £1500, and she was told that this treatment may not work, so she would need a further 3 months and that would cost another £1500 still with no guarantee. dentist sent her to Orchard Centre-Link practice - She had a really bad experience there too.</p>		

	Despite having telling them that she was in extreme pain, she was losing her teeth, and all her teeth was coming out, they simply took 3 of her tooth out that were infected and one top teeth that was rotten. Ended up having anxiety then developed acute anxiety disorder and now she is currently suffering with clinical depression and is in treatment for this she has been dismissed by all the practices she visited. To this date this was not resolved. she is in extreme pain still
<b>Actions Taken (Provider)</b>	Not known
<b>Actions Taken (Healthwatch)</b>	Signposted to NHS England complaints

## Compliments

<b>Dentist Practice</b>	Ayer Dental Surgery	<b>Date Recorded</b>	26/06/2021
<b>Experience Identified by:</b>	Survey		
<b>Experience</b>	After having issues with my appointment cancelled last month, I was given an appointment several days after my cancelled one and from there the treatment I've received has been fantastic. The dentist surgery is completely compliant with COVID safety and have given me all the information and advice I've needed to ensure my oral issues do not reoccur in the future.		

<b>Dentist Practice</b>	Genesis Dental Care	<b>Date Recorded</b>	30/06/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	I like the dentist I see he is excellent and I wouldn't want to see anyone else He is very professional and knows what he is doing and very gentle on my teeth and always does a good job		

<b>Dentist Practice</b>	Genesis Dental Care	<b>Date Recorded</b>	30/06/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	We were seen on time and both the dental nurse and the dentist were helpful and gave us advice on dental hygiene going forward.		

<b>Dentist Practice</b>	Genesis Dental Care	<b>Date Recorded</b>	30/06/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	I was obviously apprehensive after shielding due to my health but felt very safe with precautions that were in place.		

<b>Dentist Practice</b>	Genesis Dental Care	<b>Date Recorded</b>	30/06/2021
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<b>Experience Identified by:</b>	Research
<b>Experience</b>	Dentist listened to my concerns when planning my treatment. Kind and prepared to explain and made me feel safe and comfortable. Friendly receptionists help put me as a nervous patient at ease.

<b>Dentist Practice</b>	Genesis Dental Care	<b>Date Recorded</b>	30/06/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	Very helpful and friendly dentist. Treatment carried out well with no problems. Disappointed I couldn't register my 10 month old daughter as was told at my first appointment I could only to be told the second appointment it wasn't possible.		

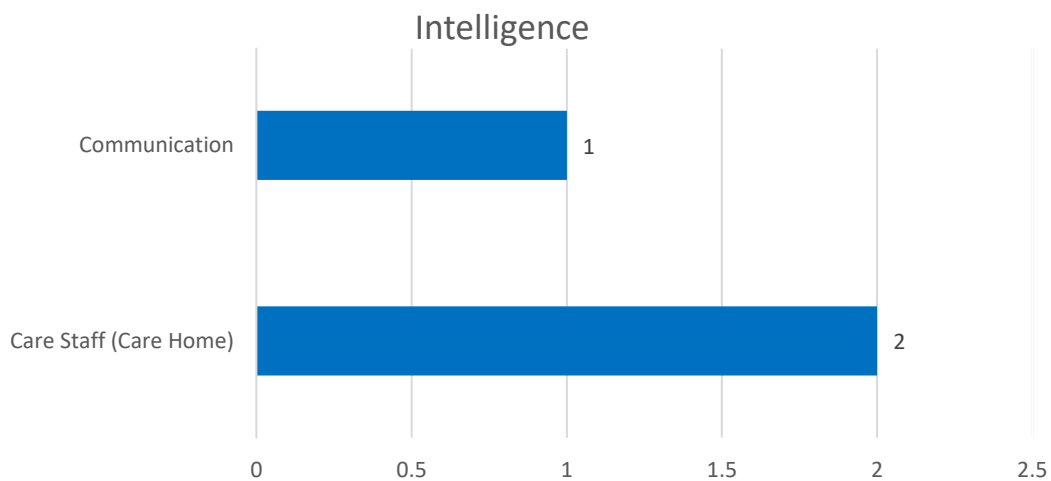
## 5.5 Experiences Breakdown - Care Homes

### Statistical Information and Graphs

This month, we received 41 comments about Care Homes, 3 of these comments were intelligence and 38 were compliments.

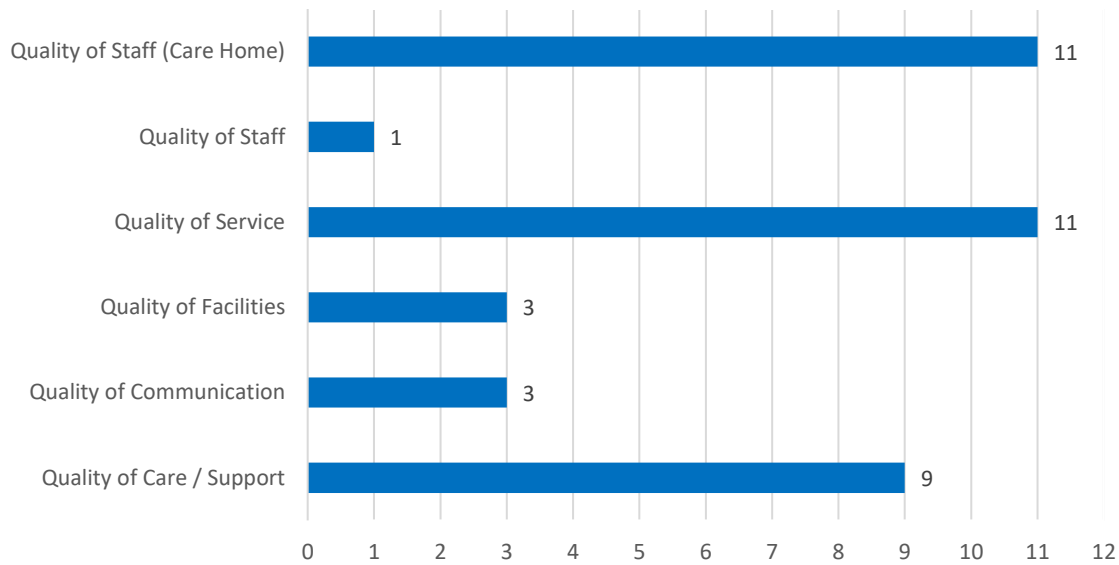
From the experiences we received this month, we found that Hamshaw Court and Castle Park received the most comments.

From the experiences we received, we identified 2 different areas where intelligence was received. The graph below identifies the number and area of concern.



Out of the intelligence we received, the main piece of intelligence related to Care Staff (Care Home) with 2 comments.

## Compliments



We recorded 6 different areas of compliments, the main compliments we received was in relation to Quality of Staff (Care Home) and Quality of Service with 11 comments.

## What We Were Told

*Please note, some experiences contain both intelligence and compliments. Although the experience may be placed under one of the sections below, any intelligence and compliments made in the same experience are recorded in separately in the intelligence and compliments statistics.*

*When conducting online research, we have found that on occasions there is not a specified date, in these instances we will record the date we identified the experience.*

## Intelligence

<b>Care Home</b>	Sunningdale	<b>Date Recorded</b>	30/06/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	The home is warm and comfortable. Food is good, varied and nutritious. High standard of cleanliness. Staffing levels; any care requirements (personal) arising around mealtimes seem to present challenges to the carers. Distributing and serving meals appears to take priority over other tasks that may arise		
<b>Actions Taken (Provider)</b>	Thank you very much for your positive review of Sunningdale Court. We are delighted that you think we offer a clean, warm and comfortable home, with nutritious food. Some residents find mealtimes to be particularly challenging and it can be a		

	busy time for our team. However, residents care needs are supported at all times.
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<b>Care Home</b>	Sunningdale	<b>Date Recorded</b>	30/06/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	Sunningdale Court is a well-run and well-managed care home. The facilities and food are excellent; the staff work hard to maintain high standards. My mother has poor health and mental health problems, and I believe the staff do their best to help, but unfortunately, she needs more one-to-one time, that the hard-pushed staff don't have. I think the residents would all benefit greatly if more staff were employed to engage with the residents directly.		
<b>Actions Taken (Provider)</b>	Thank you very much for your excellent review of Sunningdale Court. We are delighted you think that the home is well-managed and you find the care team maintain high standards. The staff to resident ratio at the home matches the needs of the residents, which are higher than the norm across the care sector. This allows the team to provide one to one engagement, where needed, for personal care and interaction and activities.		

<b>Care Home</b>	Elm Tree Court	<b>Date Recorded</b>	21/06/2021
<b>Experience Identified by:</b>	Telephone		
<b>Experience</b>	The daughter was calling to say that she has concerns about the way her dad has been treated in the care home. One example is that her dad was out and about still wearing his PJ tops and sometimes he would be wearing socks that are really thick and not appropriate for hot weather. She also said she was concerned about her dads' ankles being a bit too swollen		
<b>Actions Taken (Provider)</b>	Not known		
<b>Actions Taken (Healthwatch)</b>	Advised to speak to the Manager of the care home		

## Compliments

<b>Care Home</b>	Rossmore	<b>Date Recorded</b>	30/06/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	It was lovely in Rossmore, all the staff and everybody concerned. The food was like being in a five-star hotel. Thank you.		

<b>Care Home</b>	Rossmore	<b>Date Recorded</b>	30/06/2021
<b>Experience Identified by:</b>	Research		

<b>Experience</b>	I was not happy when I first arrived at Rossmore, I know I was not a nice person to the carers and staff as I didn't want to be there but as time went by I realised I was there for my own good and the staff were there to help my recovery, I then made friends with the staff and became a lot more happier to be there, great place. Lovely staff, sorry for being a pain.		
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<b>Care Home</b>	Salthouse Haven	<b>Date Recorded</b>	30/06/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	My aunt has been in Preston Lodge at Saltshouse Haven since August 2019, and I have always been impressed at the way she has been looked after, with the kindness and attentiveness of the staff towards her and other residents. Every time I have visited, there seems to be someone cleaning, and the residence is spotless and smells clean, and the carers appear to be attentive, warm and friendly to all of the residents. I live abroad and have no problems in calling and being able to speak to my aunt, and they have been very fast in advising me if she has any extra health issues. My aunt used to be in and out of hospital all the time when she lived at home with bladder infections, but I think she has had to make just one visit in the past 2-years as they are very much on top of issues, which gives me great peace of mind, especially in these difficult times. They also have a Facebook site with videos and photos posted regularly, and it's nice to be able to see her looking healthy		

<b>Care Home</b>	The Elms	<b>Date Recorded</b>	30/06/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	The staff at the Elms are always cheerful, friendly and attentive to both residents and visitors. Mum always seems content and happy.		

<b>Care Home</b>	St Clare House	<b>Date Recorded</b>	30/06/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	Following emergency respite care admission, my mother is now a permanent resident at St Clare House. The management and staff are caring and very helpful, especially dealing with my numerous enquiries with patience and understanding. It is also apparent that all St Clare House treat residents as individuals. During the pandemic, strict COVID procedures are in place to ensure the safety of residents		

<b>Care Home</b>	Castle Park	<b>Date Recorded</b>	30/06/2021
<b>Experience Identified by:</b>	Research		

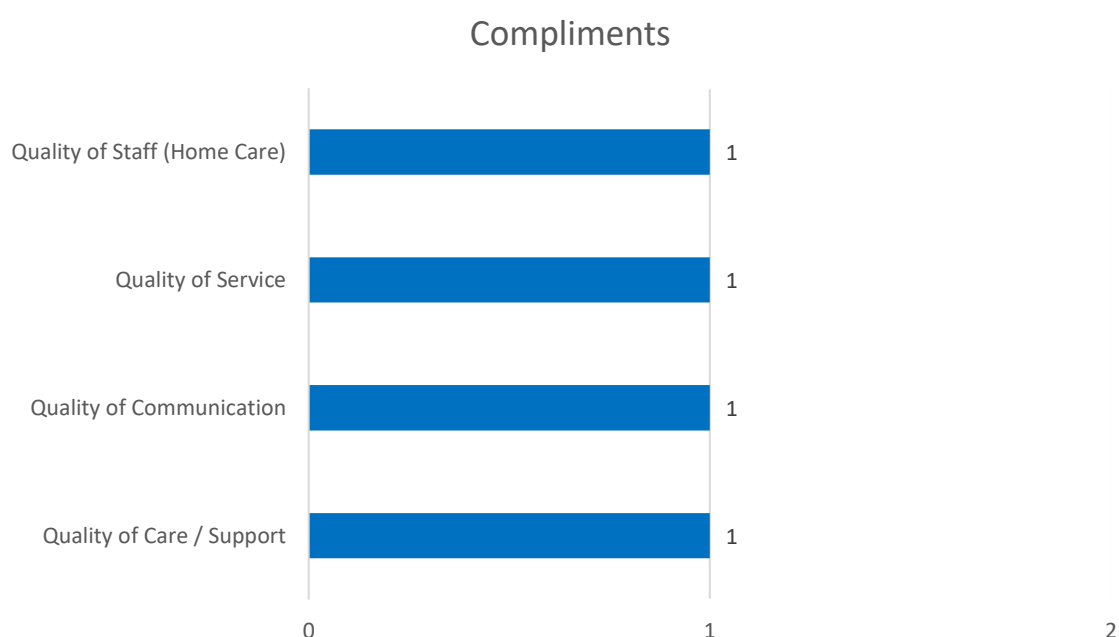
<b>Experience</b>	A very professional run care home. Since my wife has been a resident now for over a year, she has been treated with the utmost dignity and care.		
<b>Care Home</b>	Castle Park	<b>Date Recorded</b>	30/06/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	Very happy with all aspects of care my daughter receives, all I want is for her to be happy and she is.		
<b>Care Home</b>	Castle Park	<b>Date Recorded</b>	30/06/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	My husband moved from another home and settled extremely well. I feel this is down to the lovely caring staff who welcomed him and have made his stay homely and comfortable. I also feel they have made me feel welcome and reassured.		
<b>Care Home</b>	Hamshaw Court	<b>Date Recorded</b>	30/06/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	Hamshaw Court care home is a well-run home. The staff are friendly and very caring. On entering, you are provided with a Covid test and PPE. All very organised. Staff are on hand to provide you with any questions or worries. Residents are cared for in a loving environment and shown dignity at all times.		
<b>Care Home</b>	Hamshaw Court	<b>Date Recorded</b>	30/06/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	The staff is very friendly and helpful and go out of their way to assist with any questions and problems you may have.		
<b>Care Home</b>	Hamshaw Court	<b>Date Recorded</b>	30/06/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	I was really impressed with the testing for COVID before we were allowed to visit. The staff were all very friendly and professional. My friend seemed to be happy and was obviously being looked after extremely well.		



## 5.6 Experiences Breakdown - Domiciliary Care

### Statistical Information and Graphs

This month, we received 4 comments about Domiciliary Care, all of these comments were compliments. The graph below identifies the number and area of concern.



### What We Were Told

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*When conducting online research, we have found that on occasions there is not a specified date, in these instances we will record the date we identified the experience.*

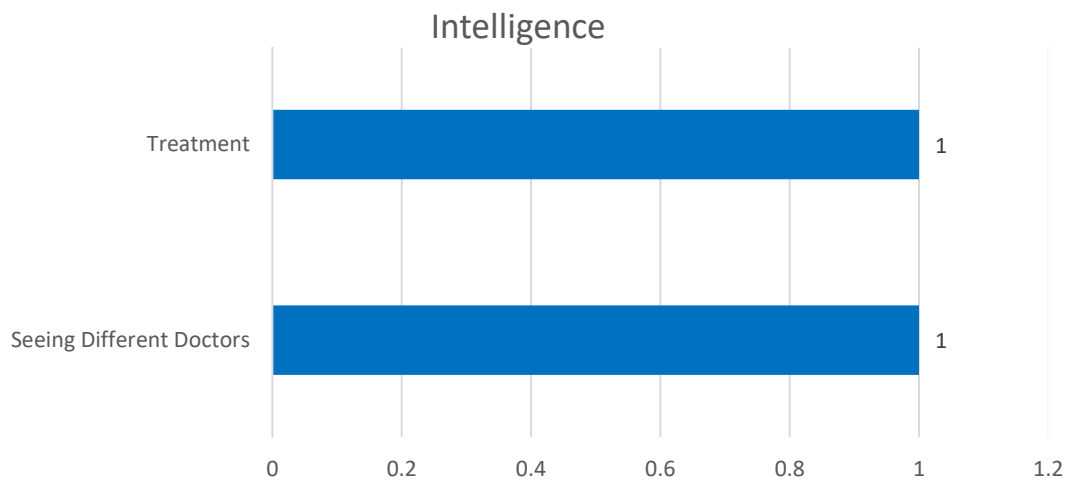
### Compliments

<b>Service Name</b>	Sure Homecare	<b>Date Recorded</b>	30/06/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	I only needed the post-operation service very short term, but the service was responsive, timely and fully able to meet my needs. The carers were both friendly and used full PPE. They understood my needs and were able to meet them. My contact with the managers/office staff was efficient and helpful.		

## 5.7 Experiences Breakdown - Castle Hill Hospital

### Statistical Information and Graphs

This month, we received 2 comments about Castle Hill Hospital, all of these comments were intelligence. The graph below identifies the number and area of concern.



### What We Were Told

*Please note, some experiences contain both intelligence and compliments. Although the experience may be placed under one of the sections below, any intelligence and compliments made in the same experience are recorded in separately in the intelligence and compliments statistics.*

*When conducting online research, we have found that on occasions there is not a specified date, in these instances we will record the date we identified the experience.*

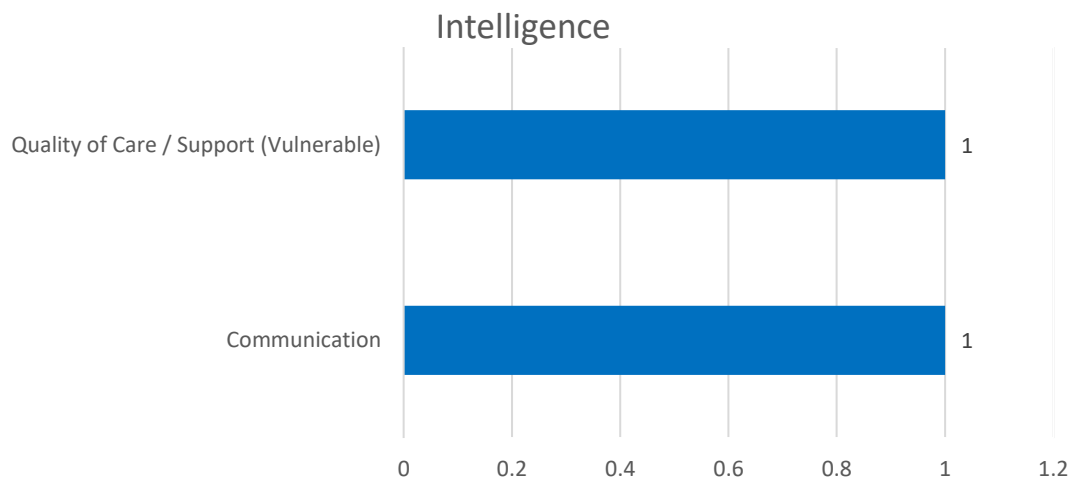
### Intelligence

## 5.8 Experiences Breakdown - Hull Royal Infirmary

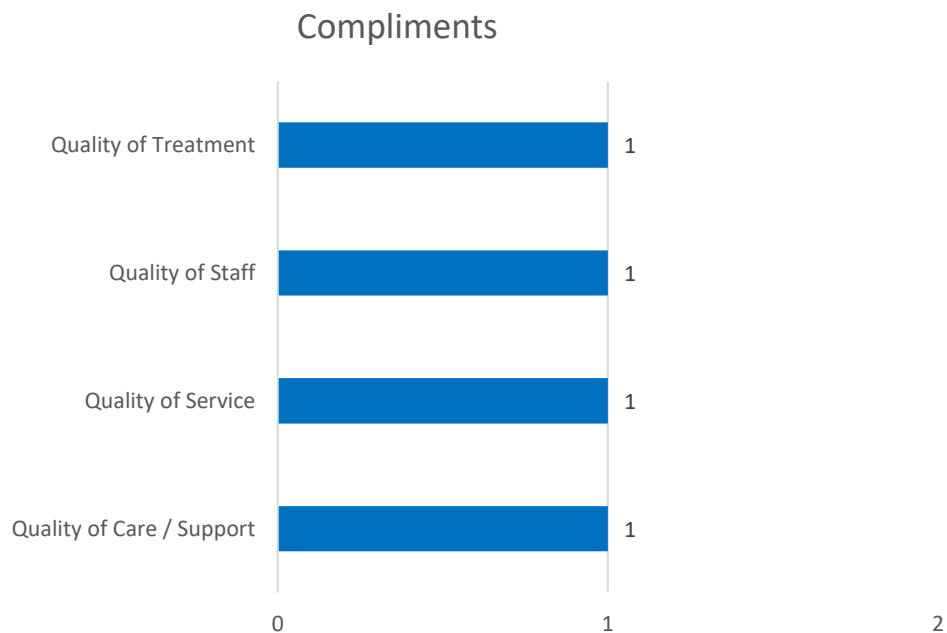
### Statistical Information and Graphs

This month, we received 6 comments about Care Homes, 2 of these comments were intelligence and 4 were compliments.

From the experiences we received, we identified 2 different areas where intelligence was received. The graph below identifies the number and area of concern.



We recorded 4 different areas of compliments, all of which received one comment.



## What We Were Told

*Please note, some experiences contain both intelligence and compliments. Although the experience may be placed under one of the sections below, any intelligence and compliments made in the same experience are recorded in separately in the intelligence and compliments statistics.*

*When conducting online research, we have found that on occasions there is not a specified date, in these instances we will record the date we identified the experience.*

## Intelligence

<b>Service Name</b>	Ward 90	<b>Date Recorded</b>	29/06/2021
<b>Experience Identified by:</b>	Email		
<b>Experience</b>	My mother was discharged from Ward 90 at Hull Royal Infirmary on 16/06/21 she had been admitted a few days earlier suffering from dizziness, poor balance and confusion. Her blood sugar and blood pressure were both high. I was her named visitor and main point of contact. She had various tests done then was discharged. I discovered she had been diagnosed with Parkinson's only through reading her discharge letter. No one mentioned this to me and there has been no care package or follow up information for her. I would like to know why I wasn't informed of the diagnosis, why there has been no mention or anyone been in contact about any follow on care or appointments. There was a garbled sentence on the discharge letter about a Parkinson's nurse, but no other information or contact numbers. Also my mother was initially moved from the elderly assessment unit to ward 9, but was left sitting in a chair on this ward for 9 hours before a bed was found for her.		
<b>Actions Taken (Provider)</b>	Lady had already been in contact with PALS at Hull Royal, also the details for Adult Social Care given at Hull City Council.		

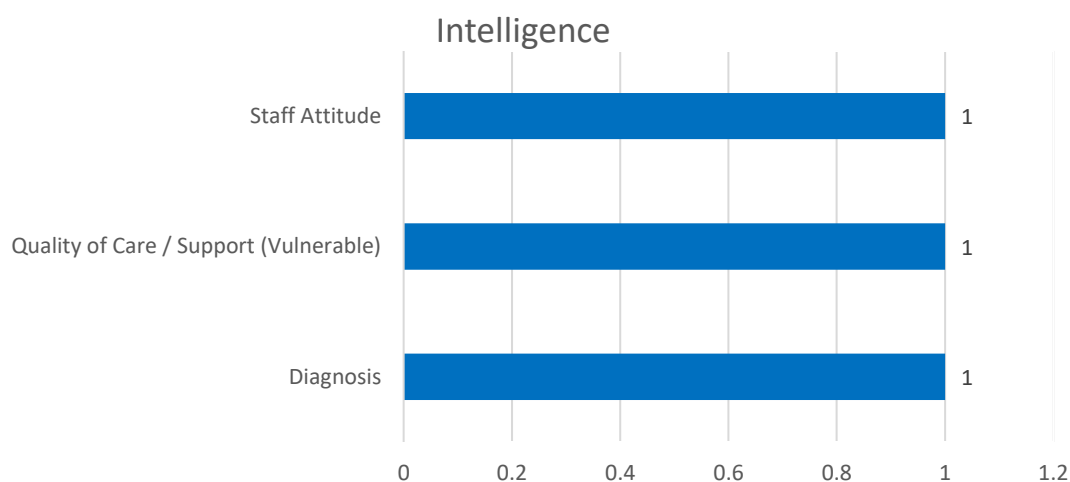
## Compliments

<b>Service Name</b>	Emergency Department	<b>Date Recorded</b>	30/06/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	Well done to A&E For the love, care and kindness you gave my mother and the young man who took great care of my mam when taking glass out of her foot. So kind and gentle with her		

## 5.10 Experiences Breakdown - NHS Humber Foundation Trust

### Statistical Information and Graphs

This month, we received 3 comment about the NHS Humber Foundation, these comments were in relation to intelligence. The graph below identifies the number and areas of concern.



### What We Were Told

*Please note, some experiences contain both intelligence and compliments. Although the experience may be placed under one of the sections below, any intelligence and compliments made in the same experience are recorded in separately in the intelligence and compliments statistics.*

*When conducting online research, we have found that on occasions there is not a specified date, in these instances we will record the date we identified the experience.*

### Intelligence

<b>Service Name</b>	Autism Team	<b>Date Recorded</b>	30/06/2021
<b>Experience Identified by:</b>	Telephone		
<b>Experience</b>	<p>Caller rang to express concerns over initial assessment received for Autism - been waiting some time - but only received 1 hour Zoom call on which a decision was made. The lady said she felt the person who did the assessment was quite dismissive and interrupted her quite a lot and ignored many of her questions. The outcome was that she was not classed as autistic and 'not suffering enough' although the lady feels she is showing many traits and has had to be off work for 2</p>		

	months. She doesn't think the 1 hour call over a small screen was adequate to diagnose her condition and would look to have a second opinion, which she has tried to pursue through PALS, without success.		
<b>Actions Taken (Healthwatch)</b>	Lady had already been in contact with PALS at Hull Royal, also the details for Adult Social Care given at Hull City Council.		
<b>Service Name</b>	Avondale	<b>Date Recorded</b>	15/06/2021
<b>Experience Identified by:</b>	Telephone		
<b>Experience</b>	Today we had rather a distressing call from a lady about her son who was recently assessed by the Crisis Team at Hull Royal Infirmary and then admitted to Avondale Assessment Unit, Miranda House, Gladstone Street where he was discharged after 24 hours. Following his discharge some days later, he attempted to commit suicide by jumping from the Humber Bridge - which incidentally was unsuccessful - but completely harrowing for all his family and as the lady explained for all the people who witnessed it and were involved in his rescue. She wishes to complain about the care her son received at Avondale as she feels it was not at all adequate in keeping her son safe, in the fact that he was discharged within 24 hours of admittance but still had clear suicide tendencies.		
<b>Actions Taken (Provider)</b>	Not known		
<b>Actions Taken (Healthwatch)</b>	Referred the lady to Humber Mental Health Complaints Team - gave telephone number and postal address, as wished to send letter rather than email, although gave email address for daughter to possibly follow up. Cloverleaf Advocacy Service telephone number too.		

## 6. Experience Breakdown - From April 2021

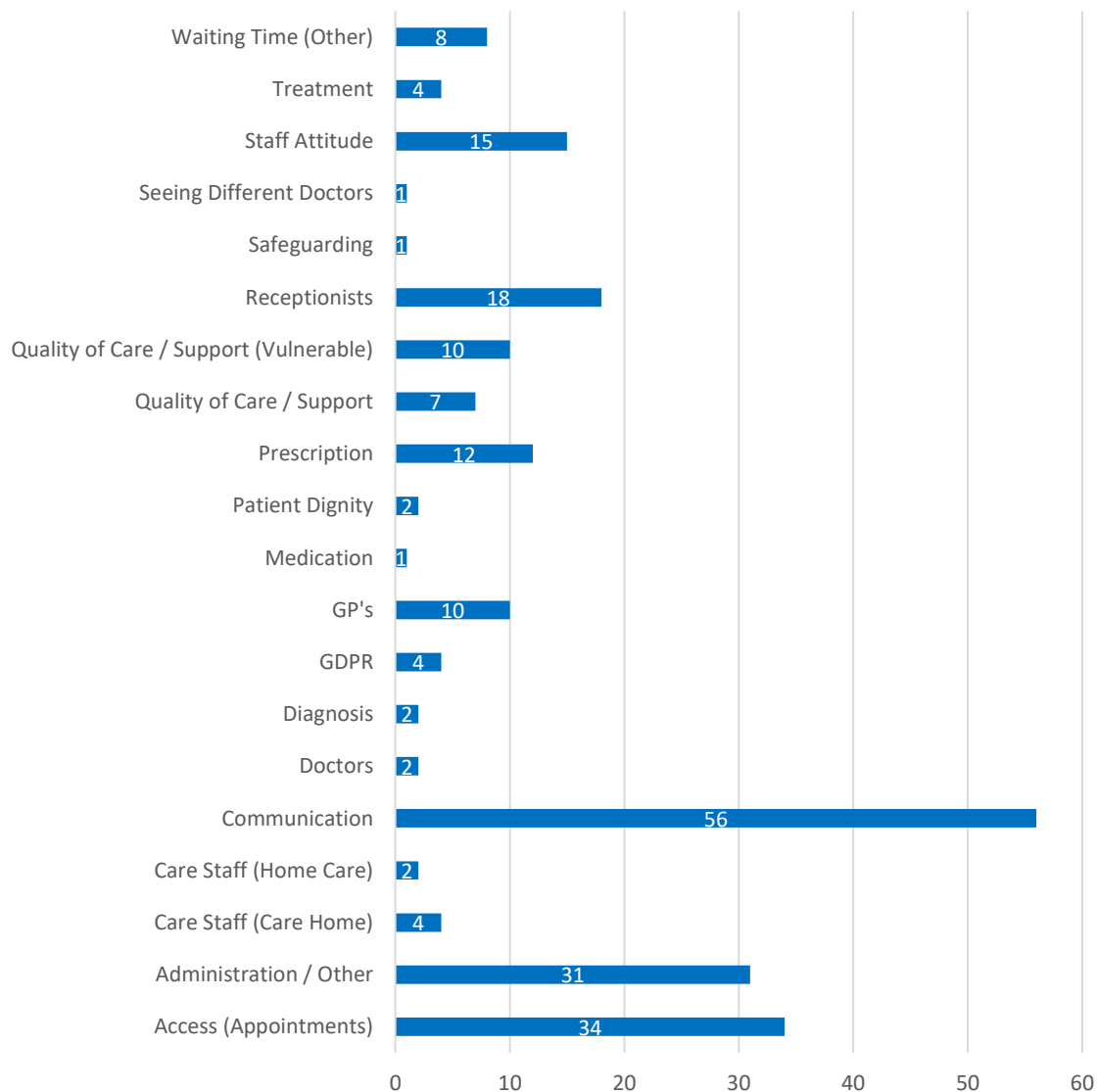
### Statistical Information and Graphs

The graph below provides a breakdown of the intelligence we have identified from the experiences we have recorded from April 2021. We have now identified 224 pieces of intelligence and 192 compliments.

The most reoccurring themes are Communication with 56 comments followed by Access (Appointments) with 34 comments.

*Please note, these figures differ from the amount of contact and experiences (research) as one contact and experience (research) can result in multiple comments about a particular service.*

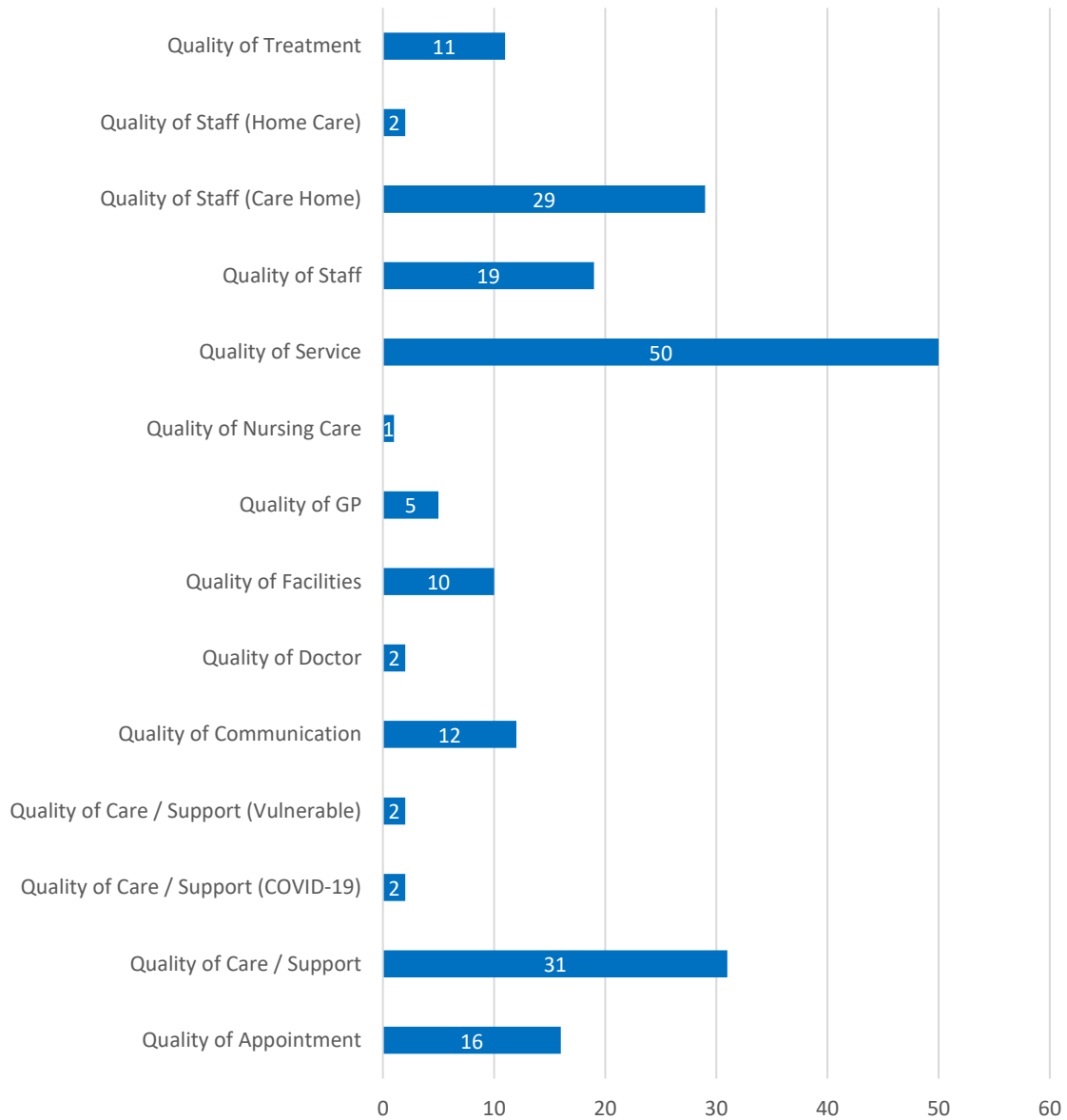
### Intelligence Gathered From April 2021



The graph below provides a breakdown of the compliments we have identified from the experiences we have recorded since April 2021.

The most reoccurring compliment is Quality of Service with 50 comments followed by Quality of Care / Support with 31 comments.

### Compliments Gathered From April 2021





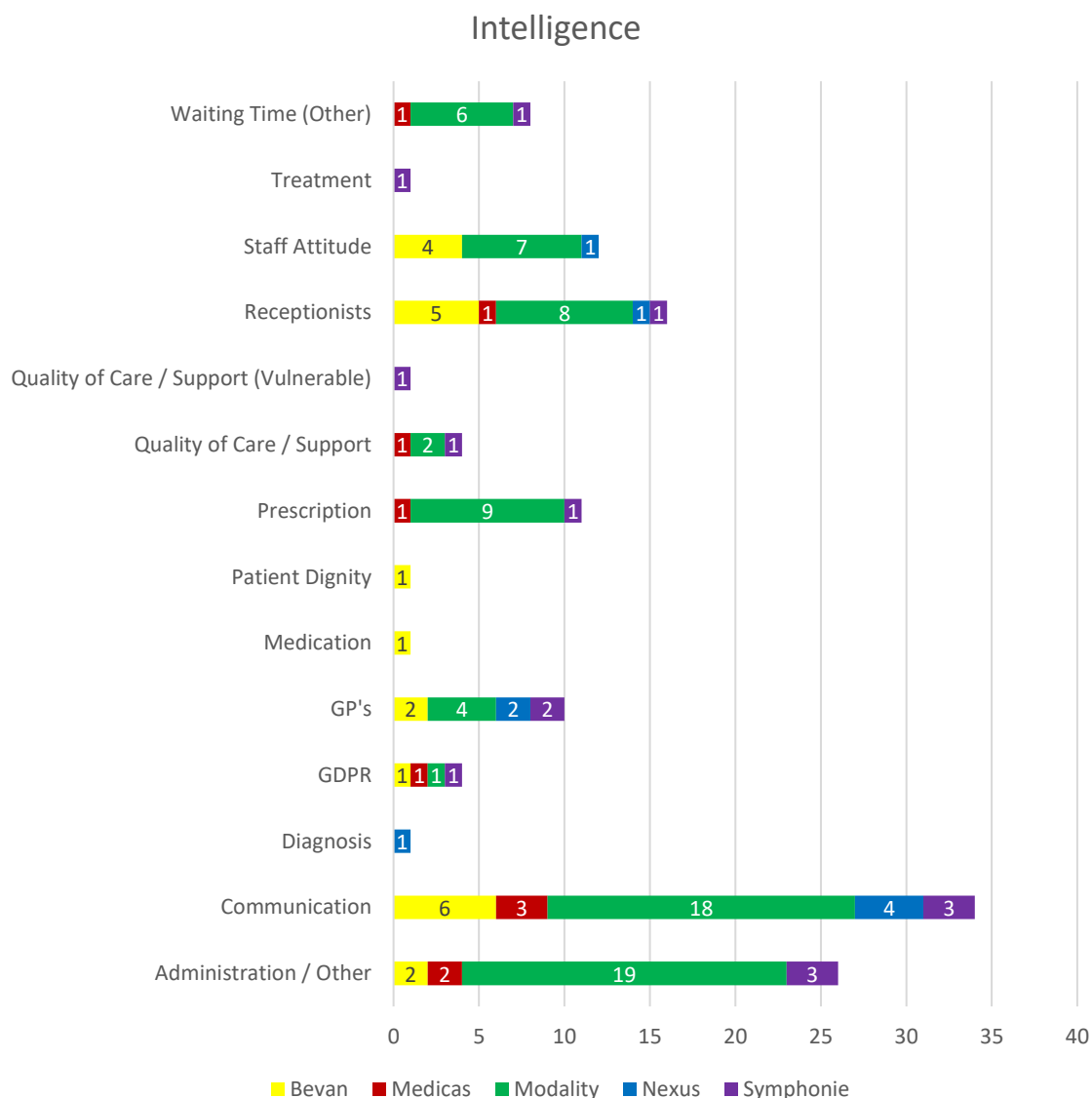
## 7. Experience Breakdown (PCN) - From April 2021

### Statistical Information and Graphs

The graph below provides a breakdown of the intelligence we have identified from the experiences we have recorded from April 2021 by Primary Care Network (PCN). We have now identified 130 pieces of intelligence and 26 compliments.

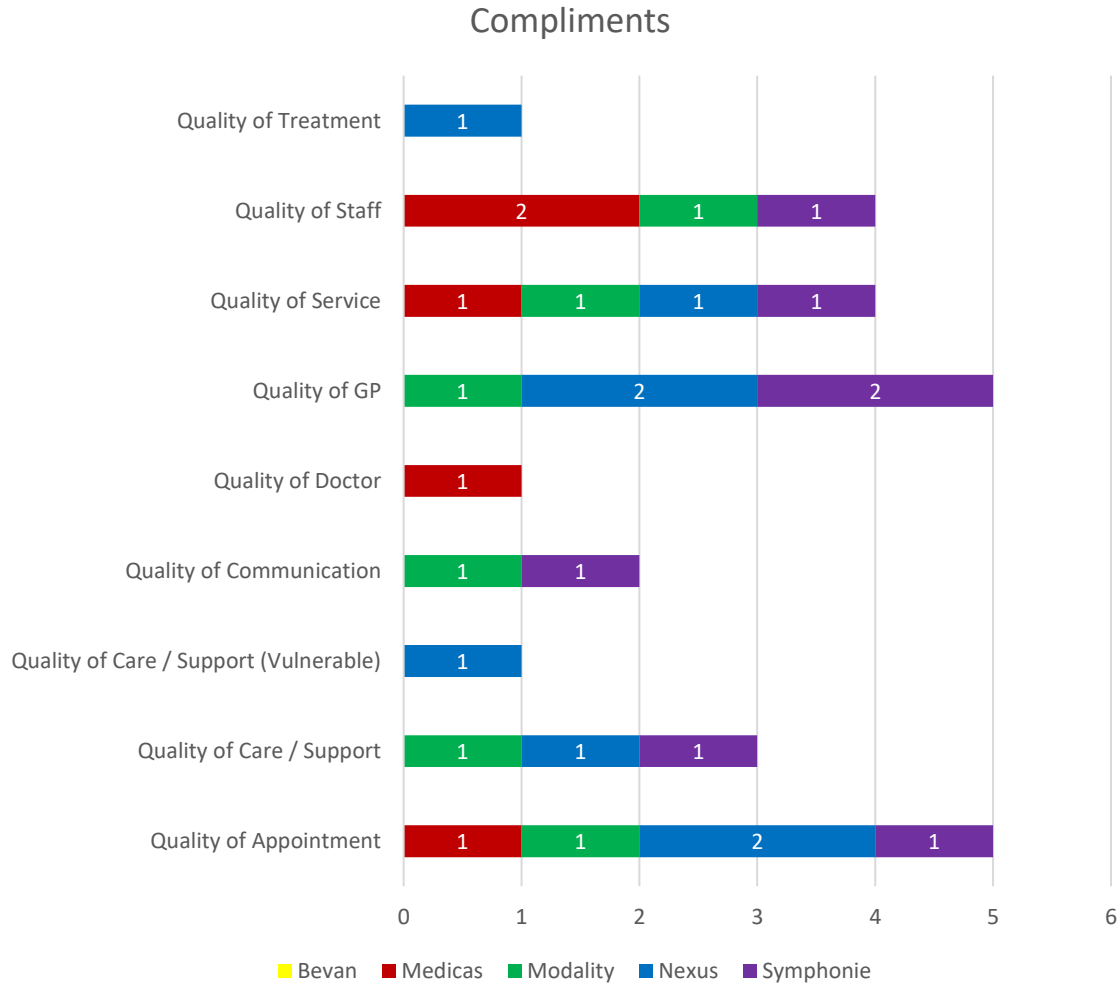
The most reoccurring themes are Communication with 34 comments followed by Administration / Other with 26 comments.

*Please note, these figures differ from the amount of contact and experiences (research) as one contact and experience (research) can result in multiple comments about a particular service.*



The graph below provides a breakdown of the compliments we have identified from the experiences we have recorded since April 2021 by PCN.

The most reoccurring compliments are Quality of GP and Quality of Appointment, each with 5 comments.



## **8. NHS Independent Complaints Advocacy**

### **Statistical Information and Graphs**

This month the Independent NHS Complaints Advocacy Service received 4 complaints.

#### **Nature and Substance of complaint:**

Patient unhappy with lack of definitive medical investigation and treatment plan for persistent back pain.

#### **Who delivered the care to patient?**

East Hull Family Practice

#### **Date of incident?**

9th June 2021

#### **Nature and Substance of complaint:**

Serious suicide attempt 5 days after discharge from Mental Health Unit.

#### **Who delivered the care to patient?**

Humber Teaching NHS Foundation Trust.

#### **Date of incident?**

9th June 2021

#### **Nature and Substance of complaint:**

Dissatisfied with Mental Health Services and Adult Social Service's decision to place patient in inadequate residential Care Home.

#### **Who delivered the care to patient?**

Humber Teaching NHS Foundation Trust.

#### **Date of incident?**

January - July 2021

#### **Nature and Substance of complaint:**

Loss of personal jewellery item whilst undergoing CT scan.

**Who delivered the care to patient?**

Hull University Teaching Hospitals NHS Trust.

**Date of incident?**

11th June 2021

## 9. 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:  
[mharrison@healthwatchkingstonuponhull.co.uk](mailto:mharrison@healthwatchkingstonuponhull.co.uk)

Organisation	Responsible person	Comments/Actions

# healthwatch

Kingston upon Hull

## Intelligence Report

June 2021

