



# Intelligence Report

## March 2022

**healthwatch**  
Kingston upon Hull

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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 March 2022 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:**

- Primary Care: GP and Dentist Practices
- Secondary Care: Hull Royal Infirmary
- Health and Social Care: Care Homes
- Mental Health Services
- Children and Young People's Services
- Other Services

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.

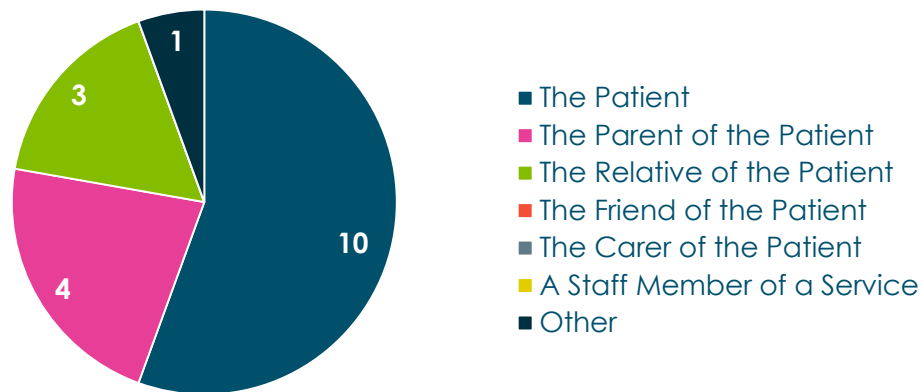
In these instances, in order to keep this report as detailed but as concise as possible we will record one experience and add a note to explain how many times a similar experience had been made. Whether published or unpublished, all experiences are included in the statistics.

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

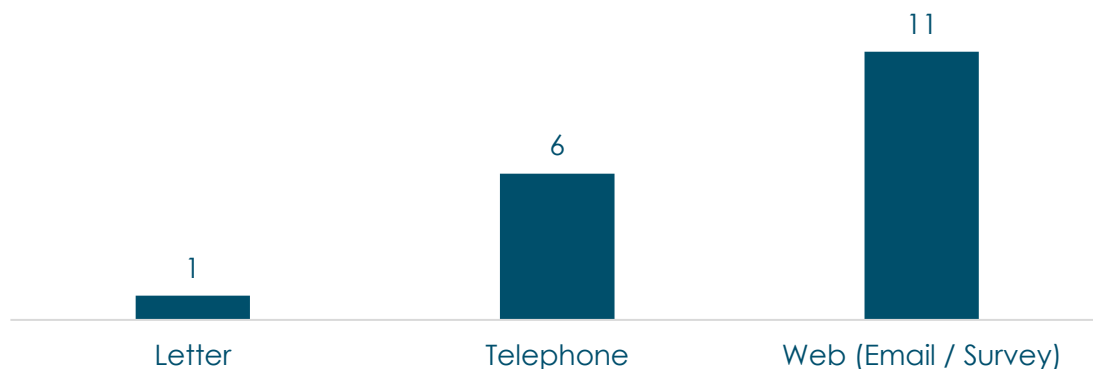
During March we had 18 people contact Healthwatch directly to provide feedback or to ask for information/advice.

### Who Contacted Healthwatch



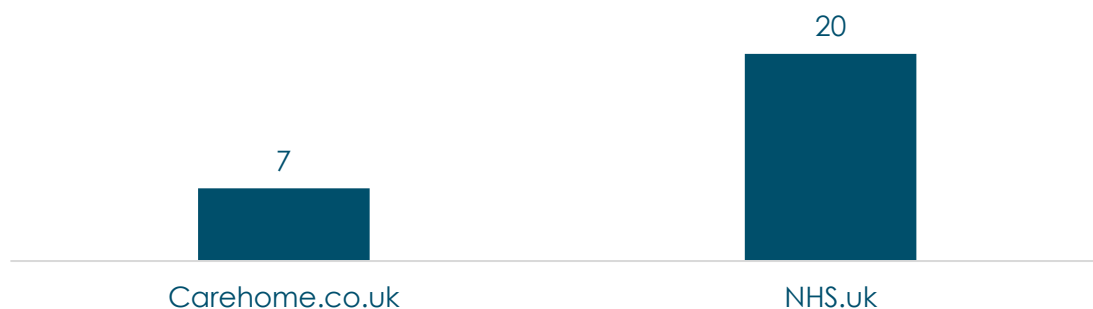
The most popular means of contacting Healthwatch this month was by 'Web' with 11 contacts.

### Method of Contact



We also conducted online research of local services, where we found a total of 27 experiences from Carehome.co.uk and NHS.uk websites.

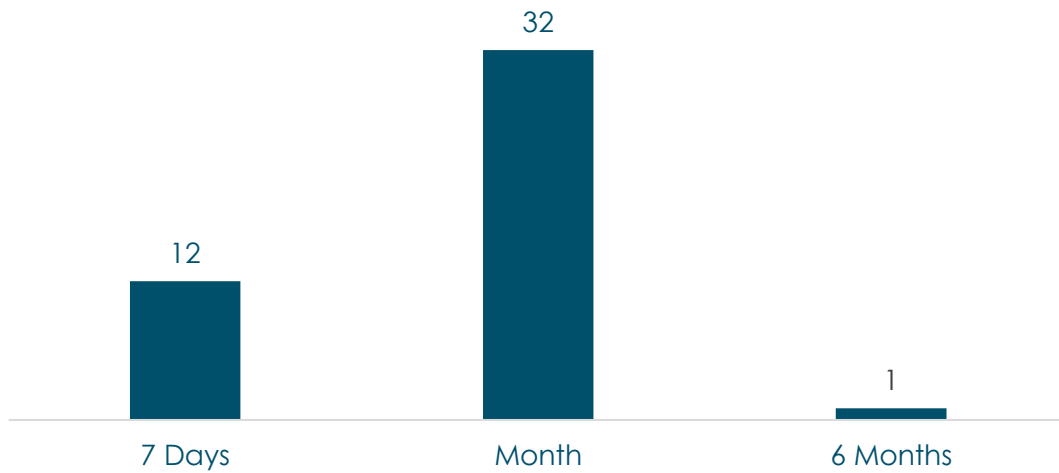
### Amount of Experiences



The total amount of information and experiences retrieved this month, through contact and research is 45.

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

## When The Experience Occurred



### 3. Information Requests

Below are the information requests we received this month and actions we took.

Service Type:	Dentistry		
Identified By:	Web (Email/Survey)	Date Recorded:	25/03/2022
Experience:	Person contacted us as recently moved into the area but is unable to find an NHS Dentist after ringing a significant amount and many quoting a waiting list of one year to four years.		
Actions Taken (Healthwatch)	Advised person to contact NHS 111 who will determine if the case is an emergency, otherwise advise they register on one of the waiting lists.		

Service Type:	Mental Health Services		
Identified By:	Web (Email/Survey)	Date Recorded:	22/03/2022
Experience:	Person contacted Healthwatch to highlight the experiences they have had relating to mental health, their ex-partner, and the many complex issues their children have suffered over the years, and the support they need now and potentially in the future.		
Actions Taken (Healthwatch)	On further discussion with the person, they were originally living in Hull but have now moved to another area so contacted the local Healthwatch for that area to discuss support and information.		

Service Name:	Adult Social Services		
Identified By:	Telephone	Date Recorded:	29/03/2022
Experience:	Person called to highlight an experience which they had trying to get correct medical diagnosis around mental health for many years and how this has impacted on their life in different ways over the years. Doesn't feel they have had right support with this and has affected their whole adult life.		
Actions Taken (Healthwatch)	Contacted Adult Social Services to see if person known to the service - who confirmed there had been some requests made by the person around financial support for specific areas. Concerns around mental health were passed on to a Social Worker who confirmed person would benefit from Care Needs Assessment.		

	Called person back to gain consent for the team to contact them which the person agreed to.
Actions Taken (Provider)	Adult Social Services to contact the person and carry out formal assessment of health and social care needs.



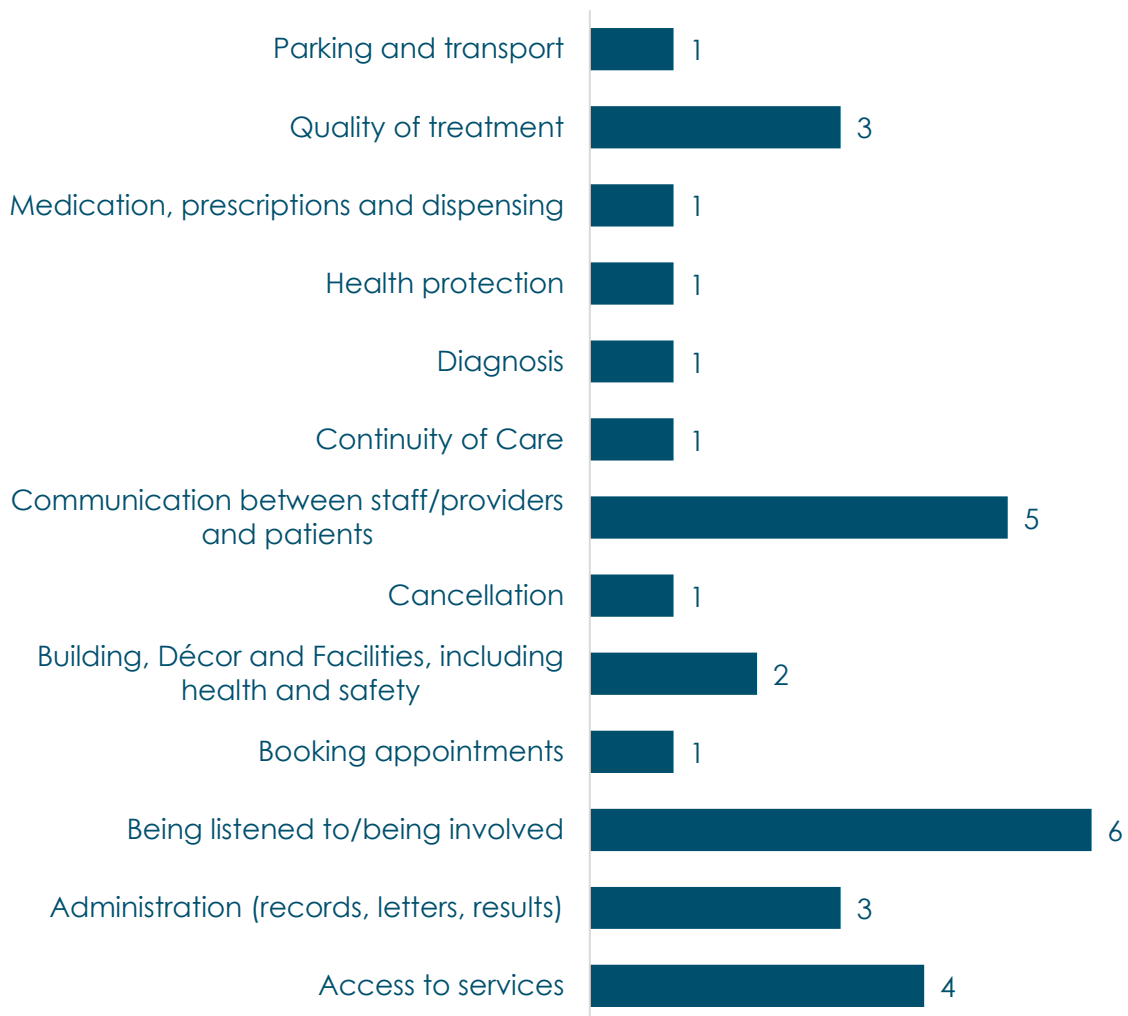
## 4. Experiences Breakdown

This month we recorded 18 experiences through direct contact, 3 of these were information requests and 27 experiences through research. Upon further analysis of these 45 experiences, we identified 30 intelligence and 47 compliments.

**Please note:** these figures differ from the amount of experiences gathered, as one experience can result in multiple intelligence and/or compliments.

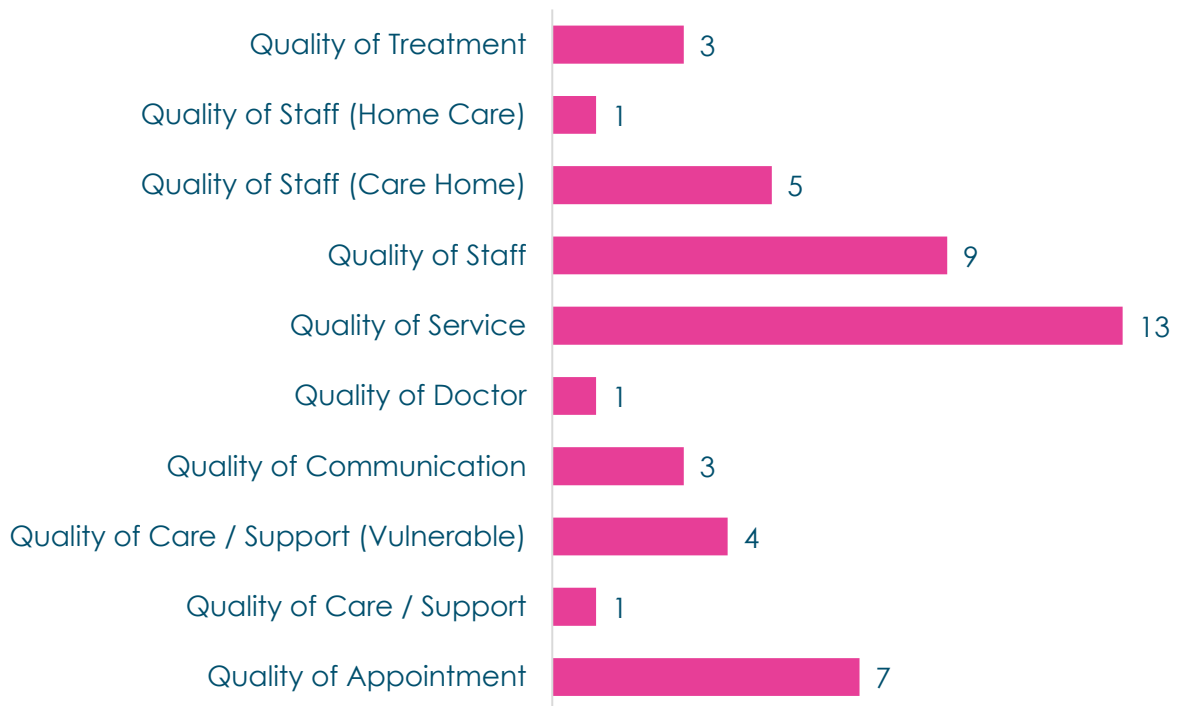
The main theme intelligence identified this month was 'Being listened to/being involved' (6).

### Intelligence



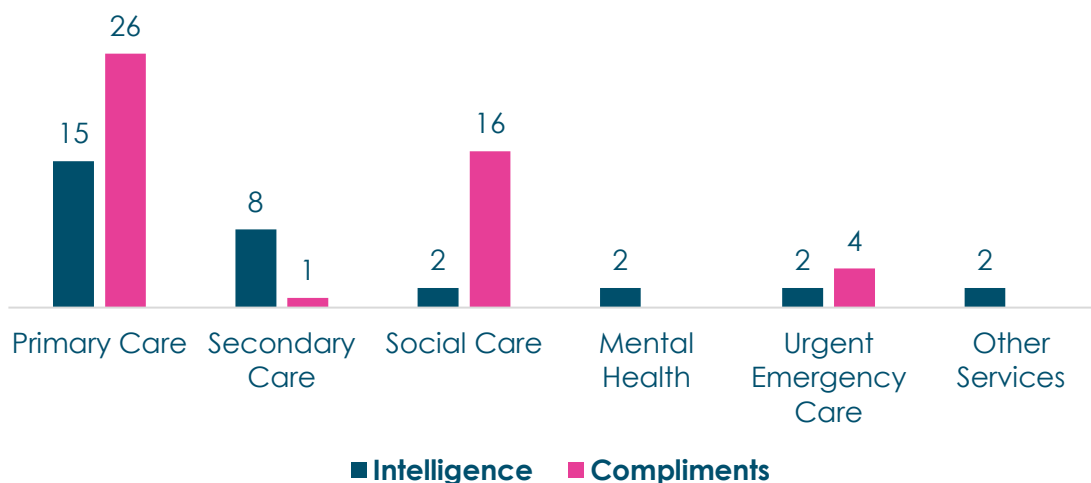
The main compliment identified this month was 'Quality of Service' (13).

## Compliments



The care type with the most themes (intelligence and compliments) this month was Primary Care (GP Surgeries and Dental Practices) with 15 intelligence and 26 compliments.

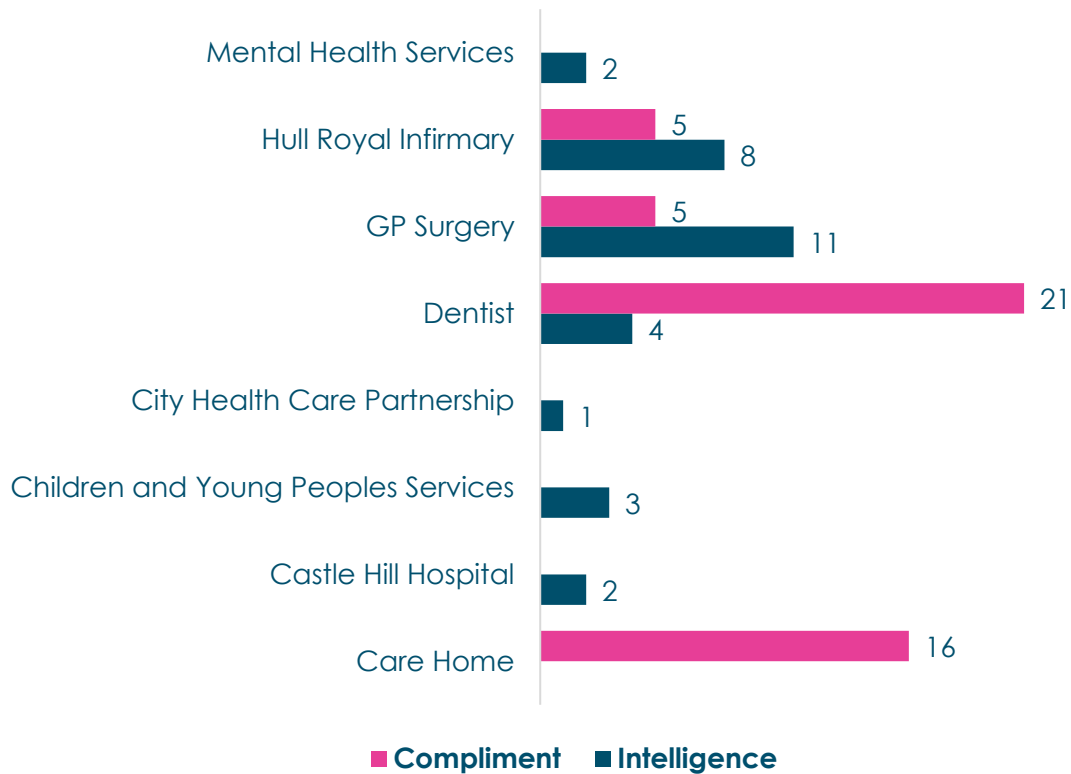
## Experience Breakdown (By Care Type)



When broken down to the service level, we found Dentists had the most themes this month, with 4 intelligence and 21 compliments.

**Please note:** these figures differ from the amount of experiences gathered, as one experience can result in multiple intelligence and/or compliments.

## Experience Breakdown (By Provider)



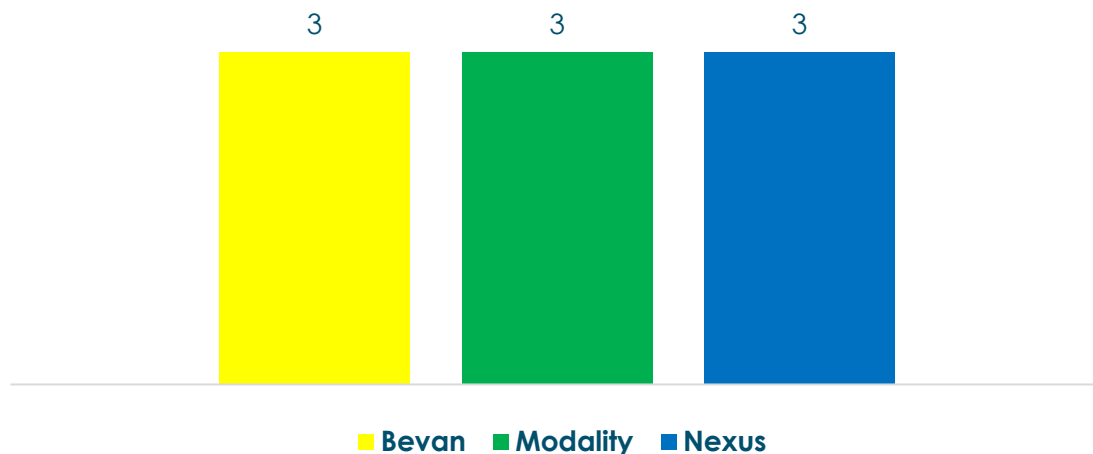
## 4.1 Experiences Breakdown – GP Surgeries

This month, we recorded a total of 9 experiences for GP Surgeries. These experiences were broken down into 11 intelligence and 5 compliments.

We found this month that we received an equal number of experiences for Bevan, Modality and Nexus Primary Care Networks.

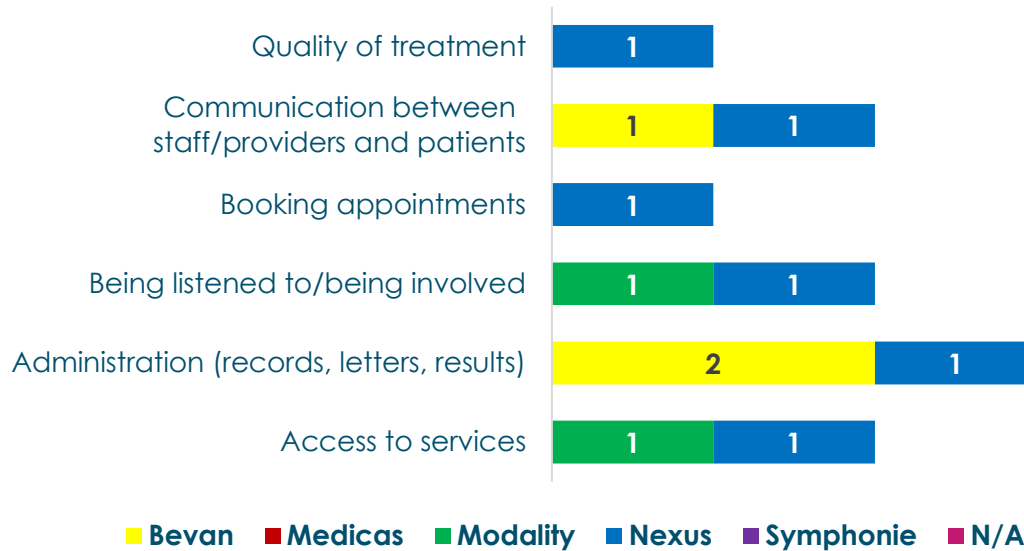
**Please note:** in some instances we received surveys without the name of the GP Surgery and/or it is related to an information request (not tied to a specific GP Practice) which means we are not able to identify which PCN it is connected to.

### Number of Experiences (By PCN)



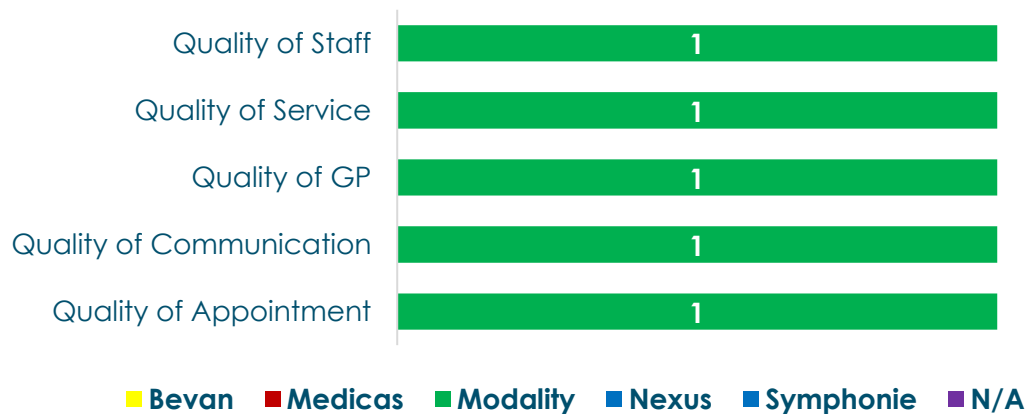
From the intelligence we identified, we found the main intelligence related to 'Administration' (3).

## Intelligence



The compliments identified were for Modality, with one of each compliment.

## Compliments



## What We Were Told

**Please note:** some experiences can have multiple intelligence or compliments and/or contain both intelligence and compliments.

### Intelligence

Service Name:	Bridge Group Practice (Elliott Chappell)	PCN:	Nexus
Identified By:	Telephone	Date Recorded:	28/03/2022
Experience:	<p>“Within the last six months I have had multiple blood tests; being told that the results have come back absolutely fine. I have also had fertility tests which have said the results were inconclusive and further tests are needed; contributing to mine and my wife's anxiety; however I later found these results came back with a detailed breakdown of where the problems lie.”</p> <p>“My most recent blood test (March 2022) I thought was only relating to fertility, however I was told at the appointment by the nurse they were also testing for diabetes as the results which ‘came back fine’ six months ago actually highlighted that my blood sugar levels were quite elevated and needed retesting. I have had a family-bereavement due to ketoacidosis so this is something which does concern me.”</p>		
Actions Taken (Healthwatch)	Would like to raise a concern, but not complain.		
Actions Taken (Provider)	Advised patient on how to make a complaint to the Practice and details for Cloverleaf.		

Service Name:	James Alexander Practice (Bransholme Health Centre)	PCN:	Bevan
Identified By:	Research	Date Recorded:	31/03/2022
Experience:	<p>“Long wait for appointment even when explaining it was needed quickly. Lost appointment date and wrong date booked in. Prescription not forwarded within 2 days and Surgery had to be contacted, told to wait another 2 days.”</p>		

Service Name:	Northpoint Medical Practice (Bransholme Health Centre)	PCN:	Bevan
Identified By:	Research	Date Recorded:	31/03/2022
Experience:	<p>"I do my repeat prescriptions online in enough time for everything to be sorted out and for my medication to be delivered to me which takes about 7/8 days, yet on the NHS app it is still showing as not been done, so now I am going to probably run out of my medication due to nobody having done it for me yet.</p> <p>I am annoyed as it should have been done straight away, so it could of been sorted out and sent to me so that I would have to go without my medication for possibly a few days or more depending on when they sort it out seen as its been left for 4 days already. I request it as soon as I can so I don't miss days so they need to think rather than causing me to end up going says without my medication for whatever reason."</p>		

Service Name:	Bridge Group Practice (Orchard Park Health Centre)	PCN:	Nexus
Identified By:	Research	Date Recorded:	31/03/2022
Experience:	<p>"Had a blood test a few months ago, was told by the receptionist that my bloods were fine (no further action) - checked my results online on the NHS app, my Iron levels were dangerously low (4). Had to put in a request to the doctor for treatment which was accepted immediately. Due to this failure by the Practice Receptionist, I was not booked in for a follow up blood test. Been trying to book a blood test for months, as the Pharmacist will no longer issue my Iron tablets without a blood test. I called and spoke to the Receptionist today who refused to book me a blood test as it needs to be referred by a Doctor, unsure why this is as my last blood test I self-referred for.</p> <p>Receptionist told me I have to see a Doctor, I have been calling every chance I get with no success in getting an appointment, and I am at work at 8am and unable to call or come in to the practice to book an appointment. It's impossible to get an appointment if you work, therefore unable to have a follow up blood test after a course of iron tablets (which is normal practice), the Receptionist today was very unhelpful and would have happily seen me without an appointment, without a blood test and have my serious condition not seen to adequately. I</p>		

	asked to speak to another member of staff, magically the Receptionist could put in a blood test request all of a sudden. Will be putting in a formal complaint to the Surgery and the NHS."
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Service Name:	Kingston Health (Wheeler Street)	PCN:	Modality
Identified By:	Web (Email/Survey)	Date Recorded:	25/03/2022
Experience:	Received email from patient stating having difficulty accessing their GP Practice and had tried various times to get through on the phone to book an appointment - they had concerns following a previous health condition - they did manage to secure an appointment but wanted one sooner than the one given.		
Actions Taken (Healthwatch)	Emailed the Practice Manager to ask if the patient is able to receive an earlier appointment given their concern.		
Actions Taken (Provider)	Practice Manager emailed back to say that they weren't on this occasion able to offer the patient an earlier appointment but hoped that from mid-April, appointment availability would improve.		

Service Name:	Kingston Health (Wheeler Street)	PCN:	Modality
Identified By:	Web (Email/Survey)	Date Recorded:	14/03/2022
Experience:	Patient emailed to highlight a recent experience whilst contacting their GP Service. They said they didn't feel listened to by this particular Doctor and found them to be rude and abrupt, they apparently finished the call before the patient had finished speaking. They do not wish to be seen by this particular Doctor again.		
Actions Taken (Healthwatch)	Emailed Practice Manager to relay patient experience and patient's wishes not to be seen by this particular Doctor again.		

Service Name:	Highlands Health Centre	PCN:	Bevan
Identified By:	Telephone	Date Recorded:	03/03/2022
Experience:	Elderly patient called to highlight their experience recently at Highlands Health Centre - seen by Clinician as had severe		



	abdominal pain although despite this said didn't do examination or take bloods. Prescribed medication which had side effects and didn't help with the pain. Patient ended up calling NHS 111 where an ambulance was called and they were taken to Hull Royal. Whilst there they also contracted Covid and Sepsis.
Actions Taken (Healthwatch)	Emailed Practice Manager to highlight patient's experience and to explain they would like a call - also advised patient of PALS details if wanted to take complaint further.
Actions Taken (Provider)	Practice Manager responded to our email to confirm the Clinician would be ringing the patient the next day.

Service Name:	Haxby – Medical Practice	PCN:	Nexus
Identified By:	Telephone	Date Recorded:	01/03/2022
Experience:	Caller rang on behalf of partner who had medical problems last year - constantly feeling dizzy and not able to manage alone. Has appointment for few weeks' time but wants to see if can get sooner more urgent appointment.		
Actions Taken (Healthwatch)	Contacted Practice Manager to highlight patient's concerns and need for more urgent appointment.		
Actions Taken (Provider)	Practice Manager emailed back to confirm that the GP would call the patient the next day.		

## Compliments

Service Name:	West Hull Health Hub	PCN:	Modality
Identified By:	Research	Date Recorded:	31/03/2022
Experience:	<p>"Saw a lovely young male Doctor today at the new Calvert Lane Surgery for a knee injection. It took a while to get through to organise the appointment, but I couldn't fault the staff at all!</p> <p>Everyone was very pleasant and helpful. He explained everything in detail and kept me at ease throughout the appointment. It seems to have done the trick!"</p>		

## 4.2 Experiences Breakdown – Dentist Practices

This month, we recorded a total of 11 experiences for Dentist Practices. These experiences were broken down into 3 intelligence and 21 compliments.

**Please note:** Some intelligence may relate to information requests as we may identify issues such as 'Access to Services' as patients struggle to receive NHS treatment.

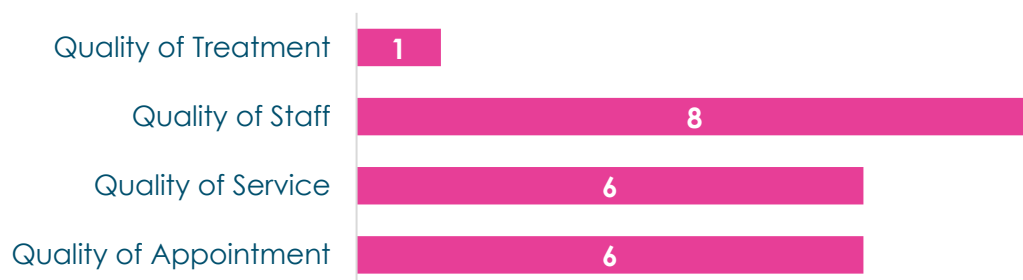
From the intelligence we identified, one of each for 'Communication between staff/providers and patients', 'Being listened to/being involved' and 'Access to Services'.

### Intelligence



The compliments we identified, we found the main compliment related to 'Quality of Staff' (8).

### Compliments



## What We Were Told

**Please note:** some experiences can have multiple intelligence or compliments and / or contain both intelligence and compliments.

### Intelligence

Service Name:	Genesis Dental Care		
Identified By:	Research	Date Recorded:	31/03/2022
Experience:	"Receptionist didn't look up from computer. Could have just acknowledged I was there: "be with you in a minute."		

Service Name:	Genesis Dental Care		
Identified By:	Research	Date Recorded:	31/03/2022
Experience:	<p>"I was given a same day emergency appointment which I was pleased with and I was promptly let in on time. When I told the Dentist my whole right side of mouth, jaw and ear was causing me great pain upon quick examination he could see no tooth decay so proceeded to X-ray the bottom right teeth.</p> <p>This showed no deep decay or infection in that area. He therefore assumed it must be an infection in the top and gave antibiotics. I wish he'd have x rayed top and bottom to get a clear picture rather than assume as I'm in a lot of pain and if the antibiotics don't work I'm back to square one."</p>		

Service Name:	Unknown		
Identified By:	Web (Email/Survey)	Date Recorded:	07/03/2022
Experience:	Received email from parent concerned about son's teeth which have had to be extracted, but he hasn't been able to access a Dentist to receive further treatment for dentures.		
Actions Taken (Healthwatch)	Advised to call NHS 111 to explain severity of son's situation to see if they can advise next steps.		

## Compliment

Service Name:	Genix Healthcare Hull		
Identified By:	Research	Date Recorded:	31/03/2022
Experience:	"A two sessions appointment to have a tooth capped. Preparatory session consulted of a temporary filling and moulding of the cap. Second session involved fitting the cap and a deep clean. Both sessions we ahead completely painless, the administration of the anaesthetic, the drilling, the filling all done expertly. The second session absolutely faultless. Many thanks to the Dental Surgeon and the Dental Nurse who assisted. Thank you."		

Service Name:	Mydentist – Newland		
Identified By:	Research	Date Recorded:	31/03/2022
Experience:	"Best Dentist I've ever seen, great patient Dentist relationship to discuss care options and come to the decision that suits me. Very clean and on time as well."		

Service Name:	Genesis Dental Care		
Identified By:	Research	Date Recorded:	31/03/2022
Experience:	"Always happy as soon as I walk through the door - greeting Receptionists and then the Nurses are wonderful and the Dentist - everyone is awesome, I love getting my teeth done here because they know I'm nervous."		

Service Name:	Genesis Dental Care		
Identified By:	Research	Date Recorded:	31/03/2022
Experience:	"The Dentist herself was absolutely lovely. I was so nervous for my treatment, she made me feel so relaxed. I emailed the Practice to comment how nice she was."		

Service Name:	Genesis Dental Care		
Identified By:	Research	Date Recorded:	31/03/2022

Experience:	"The speed of the check-up was phenomenal, £23.80 paid for a 2 minute examination. Very friendly and courteous Dentist and staff."		
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Service Name:	Genesis Dental Care		
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Identified By:	Research	Date Recorded:	31/03/2022
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Experience:	"Dentist is lovely and so welcoming. Dental Nurse was nice too. Not waiting very long and overall a good experience at the Dentist."		
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Service Name:	Genesis Dental Care		
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Identified By:	Research	Date Recorded:	31/03/2022
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Experience:	"Friendly staff. Dentist explained everything before she did it which was very good as I'm a little nervous about Dentists."		
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Service Name:	Genesis Dental Care		
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Identified By:	Research	Date Recorded:	31/03/2022
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Experience:	"As usual very good in every department, good communications, Reception staff was smooth and a minimum wait before seeing the Dentist. He is a great guy, jolly, reassuring and professional a pleasure as it always is."		
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## 4.3 Experiences Breakdown – Care Homes

This month, we recorded a total of 7 experiences for Care Homes. These experiences were broken down into 8 compliments.

From the compliments we identified, we found the main compliment related to 'Quality of Staff' (Care Home) (4).



## What We Were Told

**Please note:** some experiences can have multiple intelligence or compliments and / or contain both intelligence and compliments.

## Compliments

Service Name:	Westwood Care and Support Services Yorkshire Ltd		
Identified By:	Research	Date Recorded:	31/03/2022
Experience:	<p>"We have been very happy with the care and support that Westwood Care provided for our mum on a daily basis for the last six months. The care team were always most friendly and understanding to our mam's needs. We gradually increased the level of care from occasional to three times daily visits as mum's condition deteriorated. The office-based administration team and finance were also superb throughout. Thank you to all and keep up the good work."</p>		

Service Name:	Victory Social Care Enterprise		
Identified By:	Research	Date Recorded:	31/03/2022
Experience:	"From the first day I took my mum into respite, we have had no problems. It's a small and friendly care home, which makes you feel you get a personal touch."		

Service Name:	Saltshouse Haven		
Identified By:	Research	Date Recorded:	31/03/2022
Experience:	"Our mother was a resident in Meaux Lodge for 4-months before she died suddenly in March. I want to thank every single person who cared for our mum; the Admin team who arranged her prompt admission, the Nursing staff and cleaners who were so kind and caring; she said they were all lovely and she wanted for nothing. Even the Estate's guy; he PAT tested her TV the day we arrived so she could watch her TV as she was initially isolated, that made so much difference to her settling in and to us knowing she wasn't sat in her room without a TV; it was an emotional day for us that day too. She had been ill on and off all of her life, but while she was here, she had never had such long spells being illness free; we thank you so much for that. I would strongly recommend this care home."		

Service Name:	St Marys Nursing Home		
Identified By:	Research	Date Recorded:	31/03/2022
Experience:	"This is not a simple review, given we are only just emerging from a global pandemic. However, I feel that my mother has been well cared for throughout an extended period of lockdown and enforced isolation. On the visits I was allowed, the staff always appeared helpful and courteous. The food always looks appetising and the facilities clean."		

Service Name:	Alderson House		
Identified By:	Research	Date Recorded:	31/03/2022
Experience:	"I have always been very happy with the care and support given to my mother. The staff have always been extremely friendly and supportive and also to me. They are very dedicated and hard-working."		

Service Name:	Kesteven Grange Care Home		
Identified By:	Research	Date Recorded:	31/03/2022
Experience:	"Everybody is really friendly and the atmosphere is so nice. I really like the food. The girls sing and dance to entertain me. They are all angels."		

Service Name:	Kesteven Grange Care Home		
Identified By:	Research	Date Recorded:	31/03/2022
Experience:	"We cannot praise enough the care received by my mother-in-law in, what turned out to be, the last month of her life. From the very beginning, the staff were so helpful and welcoming in what was a time of crisis for the family. Every aspect of her care was excellent and every single member of staff we came into contact with were kind and genuinely caring. They all went above and beyond to be helpful, particularly when my mother-in-law's health unexpectedly deteriorated. The staff could not do enough for her or the family and it comforts us to know that in her last days she was treated with dignity, respect and great professional care. I would not hesitate to recommend this care home."		



## 4.4 Experiences Breakdown – Hull Royal Infirmary

This month, we recorded a total of 8 experiences for Hull Royal Infirmary. These experiences were broken down into 8 intelligence and 5 compliments.

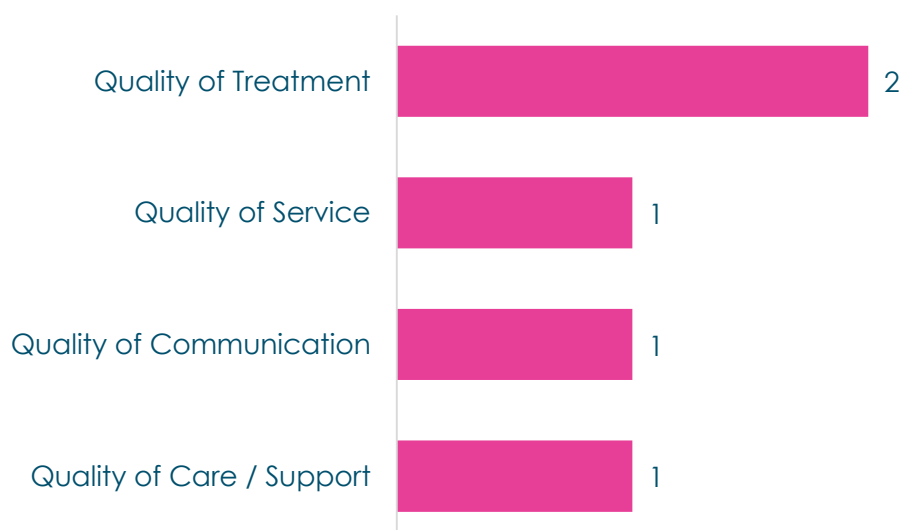
From the intelligence we identified, we found the main intelligence related to 'Being listened to/being involved'.

### Intelligence



Out of the compliments we identified, we found the main compliment related to 'Quality of Treatment' (2).

### Compliments



## What We Were Told

**Please note:** some experiences can have multiple intelligence or compliments and/or contain both intelligence and compliments.

## Intelligence

Service Name:	Hull Royal Infirmary		
Identified By:	Research	Date Recorded:	31/03/2022
Experience:	<p>"My grandson was rushed in to the hospital (by air) after an RTA who is only 16 years old and my son has been told he cannot go back and visit as only one person is allowed to visit at their designated time OF ONE HOUR SLOT this is disgraceful."</p>		

Service Name:	Hull Royal Infirmary		
Identified By:	Research	Date Recorded:	31/03/2022
Experience:	<p>"When you feel vulnerable, in pain and scared you do not want your first impression to be met by an aggressive security person.</p> <p>That was my first impression of walking into ED HRI. The waiting area had no seats left and patients were standing or laid on the floor for an approximate 7-8 hour wait.</p> <p>First impressions-war zone and a degrading waiting area. This is Great Britain, a little more respect in the waiting areas is needed to make patients feel cared for and safe. I saw vulnerable old people sat for hours waiting for beds on cold plastic seats.</p> <p>No vending machine just to get a hot drink. After 6 hours a lady came round asking if anyone wanted a drink. At last, it felt like someone actually cared. Small gestures go a long way.</p> <p>Emergency departments are busy and that is always going to be the case, so more thought and consideration on waiting area experience is needed."</p>		

Service Name:	Hull Royal Infirmary		
Identified By:	Research	Date Recorded:	31/03/2022
Experience:	<p>"I am totally disgusted with this hospital, the lifts are a nightmare to use only 1 working out of four went to the 9th floor and had to walk down 9 flights of stairs as could not get in the lift. There was</p>		

	even people carrying prams down this should not happen this hospital is so disorganised it is unbelievable."		
Service Name:	Hull Royal Infirmary		
Identified By:	Research	Date Recorded:	31/03/2022
Experience:	"After 3 hours at an Urgent Care Treatment Centre we were sent to A&E by the Doctor. Triage Nurse refused to take the urine sample we had managed to get while waiting. Another 3 and a half hour wait to see a Doctor in Children's A&E for them to tell me there wasn't anything wrong - wasn't vomiting (despite vomiting in the waiting room) and was only dehydrated with some blood in urine but nowt wrong - take them home!! Furious."		

Service Name:	Hull Royal Infirmary		
Identified By:	Research	Date Recorded:	31/03/2022
Experience:	<p>"I was put on the upper waiting list for the Gastrointestinal Surgery and I have been waiting patiently for over 1 year to find I haven't heard anything and I rang recently to be told the Consultant will be in contact in the near future.</p> <p>I now have to take Co-Codamol every day and Buscupan to stay out of pain as my condition has got a lot worse. I have managed my gallstones so I could lose weight and stay out of pain. I feel disgusted that my surgery isn't important to this department and I have tried my best to lose weight and reduce my blood pressure so I fit into the hospital criteria. I am really disappointed with the bad service provided by this department and I was really hoping to have my operation in this hospital as I regarded this hospital to be the best hospital in East Yorkshire but this department has let Hull Infirmary excellent reputation down."</p>		

## Compliments

Service Name:	Hull Royal Infirmary		
Identified By:	Research	Date Recorded:	31/03/2022
Experience:	"I attended same day care unit with chest pain on 15th March. The care and attention I received couldn't have been better. I'm very happy with the service and would definitely return, though, I hope I don't have reason to."		

Service Name:	Hull Royal Infirmary – Emergency Department		
Identified By:	Web (Email / Survey)	Date Recorded:	15/03/2022
Experience:	<p>"Since January 2022, I had been feeling constant discomfort regardless of whether I was sitting, standing or laying down. I had spoken to my GP about this and was in the process of waiting to be referred for a scan but the discomfort had been getting gradually worse and significantly more painful as the weeks went on. The GP was unable to confirm when I would be able to have my scan so for this reason, I decided to visit the Emergency Department.</p> <p>The Doctor I saw who went beyond anything of what I could have expected. He was absolutely phenomenal and a credit to Hull Royal Infirmary as he handled my issue with sensitivity and respect, provided me with the information and advice I needed whilst making sure I had tests and scans needed to verify the issue; all in the same day.</p> <p>Throughout his exploration, examination and explanation of the problem, he made sure I understood what he had said and gave me every opportunity to ask questions or for more clarification. I mentioned to him that the issue I was presenting with may be related to another problem which I had recently been tested for; but my GP had said that I just needed to have another test as the results was inconclusive.</p> <p>With permission, the Doctor looked at the notes from this test and informed me of the outcomes which explained why I needed to have a further test. This eased the concerns I had and stress I had been feeling for months as the initial results rooted out the worst case scenario which I had been preparing myself for.</p> <p>It was a rewarding experience going into the Emergency Department as I had been waiting a significant amount of time previously to get the scans and the information I needed; especially relating to previous 'inconclusive' tests, having some explanation for the reasons for further tests really made a difference on my wellbeing as I have felt considerably more at ease in the days/weeks since, I am really grateful to the Doctor for being so thorough in the treatment he provided and it really would be helpful if my GP could be as involved as this Doctor is in his patients care."</p>		

Actions Taken (Healthwatch)	Forwarded to PALS	
Actions Taken (Provider)	<p>Thank you for your kind compliment about the care you received by the staff in the Emergency Department. We have passed this on to their Manager to share with them.</p> <p>Compliments really do boost staff morale, especially during these difficult times, and your kind words will be much appreciated. We are grateful for the time you have taken to send this in and wish you well for the future.</p>	
Service Name:	Ward 5	
Identified By:	Web (Email/Survey)	Date Recorded: 22/03/2022
Experience:	<p>Spoke to lady with regard to her husband's care at Hull Royal Infirmary - during his stay there, she said the communication between staff and herself was poor in regard to updates on her husband's care as she wasn't able to visit due to Covid restrictions and she wasn't informed they were moving him to Castle Hill hospital.</p> <p>When he did return home with his medication, he also had another patient's medication in his bag which had been given to him in error too and also during his stay at Hull Royal Infirmary his false teeth were unfortunately misplaced and he has now been told by the Dentist they will cost £500 to replace.</p>	
Actions Taken (Healthwatch)	Sent email to PALS to highlight the patient's experience. We have also spoken to the Head of Patient Experience at Hull Royal to ask the process of tracing the patient's missing teeth - awaiting response from PALS.	
Actions Taken (Provider)	05/04/22 - Update – The patient has managed to get appointment with Dentist registered with for the end of April and PALS have given details to the person for claiming back the cost of replacing the patient's teeth.	

## 4.5 Experiences Breakdown – Castle Hill Hospital

This month, we recorded a total of 2 experiences for Hull Royal Infirmary. These experiences were broken down into 2 intelligence.

From the intelligence we identified, 'Parking and transport' and 'Cancellation' each had a single comment.

### Intelligence

Service Name:	Castle Hill		
Identified By:	Web (Email/Survey)	Date Recorded:	23/03/2022
Experience:	<p>Patient contacted Healthwatch to ask if there was anything they could do in terms of financial loss due to additional missed work days because the operation they were due to have was cancelled twice, and each time they had to isolate for five days prior.</p> <p>Prior to the operation being cancelled they were given one day's notice in the first instance and one hour in the second, by which time they had already taken the required days off in order to isolate.</p>		
Actions Taken (Healthwatch)	Advised the patient to contact the PALS team for Castle Hill hospital to see if they can advise the patient about financial loss in this way.		

Service Name:	Castle Hill - Oncology		
Identified By:	Web (Email/Survey)	Date Recorded:	02/03/2022
Experience:	<p>Received call from Healthwatch County Durham about a Hull patient accessing the Queens Centre at Castle Hill hospital for cancer treatment.</p> <p>The treatment is ongoing until June and is sometimes twice a week that he needs to attend for bloods etc, because of this, the patient is unable to manage to travel on patient transport as it takes too long for him to get home (HU4 area) and feels very tired due to his condition and treatment. The patient therefore uses a taxi although it is costing £23 per week and he wanted to know if any transport alternatives.</p>		

Actions Taken  
(Healthwatch)

Healthwatch provided information for the East Hull Community Transport who confirmed when we rang them that they do offer this type of patient transport service and the form to be completed.

We also provided telephone number for the Patient & Information Support Service within the Queens Centre, Castle Hill hospital for further advice if required.

## 4.7 Experiences Breakdown – City Health Care Partnership (CHCP)

This month, we recorded a single experience for CHCP. This experience was broken down into a single intelligence.

From the intelligence we identified, the intelligence related to 'Medication, prescriptions and dispensing'.

Service Name:	CHCP		
Identified By:	Letter	Date Recorded:	01/03/2022
Experience:	Received a letter from a prisoner at a local prison highlighting issues around medication being stopped but highlighting need for it to be continued to support his anxiety and depression.		
Actions Taken (Healthwatch)	Healthwatch contacted CHCP to confirm if a Datix instruction had been logged around person's concerns, which was confirmed.  We also sent letter to advise person they could ask for appointment with GP to include medication review, make application to Drug & Alcohol Recovery team and also ask for a professional 'Best Interest Meeting' which could also support and advise on other mental health concerns mentioned in the letter.		



## 4.8 Experiences Breakdown – Mental Health Services

This month, we recorded four experiences for Mental Health Services:

Two of these are listed in Information Requests (Section 3).

One of these experiences also related to Children and Young People's Services and is listed in Section 4.9.

These experiences were broken down into two pieces of intelligence, 'Diagnosis' and 'Access to Services.'

Service Name:	Mental Health Crisis Intervention Team		
Identified By:	Web (Email/Survey)	Date Recorded:	22/03/2022
Experience:	Received email saying patient has suffered Emotional Unstable Personality Disorder (EUPD) for 10 years and been in and out of inpatient hospitals. They have now been discharged from all community support and appear to have no family support. They were due to go to a specialist unit for a year for therapy but this apparently has now been withdrawn.		
Actions Taken (Healthwatch)	After speaking to the patient and gaining all the details we explained the service of the Independent NHS Complaints Advocacy Service and how they may be able to assist.		

## 4.9 Children & Young People's Services

This month, we recorded two experiences for Children & Young People's Services. These experiences were broken down into three pieces of intelligence.

One of these experiences also related to Mental Health – Section 4.8

From the intelligence we identified, the intelligence related to 'Continuity of care, diagnosis and health protection.'

Service Name:	Unknown		
Identified By:	Web (Email/Survey)	Date Recorded:	17/03/2022
Experience:	Parent emailed with regard to the issues they are having trying to get an assessment for son's ADHD which previously confirmed some years ago by paediatrician. Referral forms sent in to CAMHS which appear to have been misplaced - now apparently with Neurodiversity Team.		
Actions Taken (Healthwatch)	<p>Person already contacted Children &amp; Young Peoples Mental Health at the Children's Centre, Walker Street, so we followed up with an email to ask for an update on progress and time scales.</p> <p>Response received that the case has been passed to the Neurodiversity Team.</p> <p>After discussion with parent, Healthwatch passed details to Cloverleaf Advocacy to escalate and move case forward.</p>		

Service Name:	Unknown		
Identified By:	Telephone	Date Recorded:	02/03/2022
Experience:	Call with regard to teenage daughter who doesn't have mental capacity and battling to get right continual care for her. Caller stated her care plans are not followed despite having a Social Worker nothing seems to be moving on and she is way behind on her immunisation programme.		
Actions Taken (Healthwatch)	Referred caller to Independent NHS Complaints Advocacy Service to get further advice and support with many of the issues and areas involved.		

Actions Taken  
(Provider)

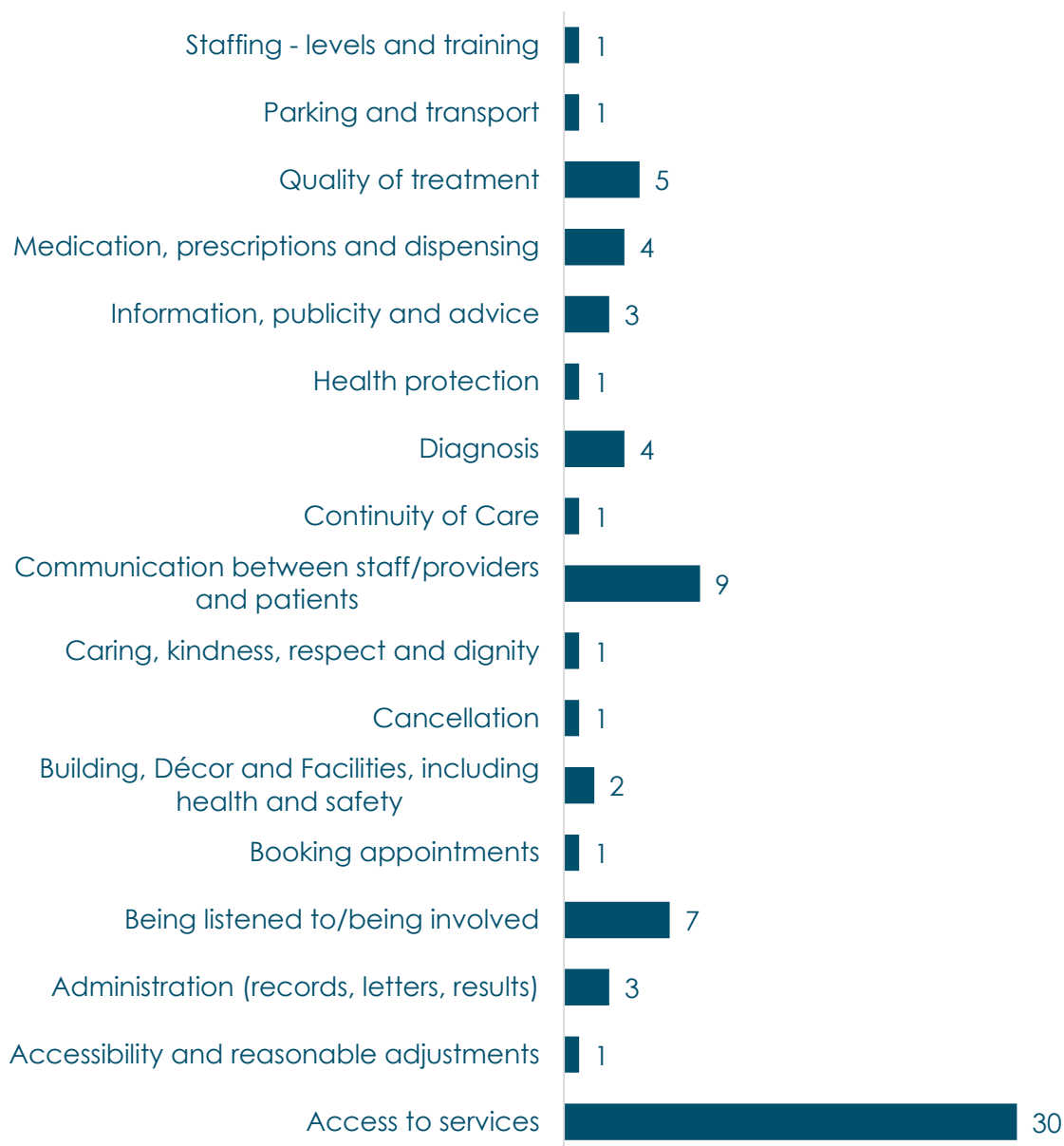
Independent NHS Complaints Advocacy Service contacted the parent to outline how could assist and has drafted a letter on their behalf to the required service to help move things forward.

## 5. Experience Breakdown – Quarter 4 2021/22

From the experiences we have recorded at this stage in Quarter 4 (January to March 2022), we have now identified 75 pieces of intelligence and 82 compliments.

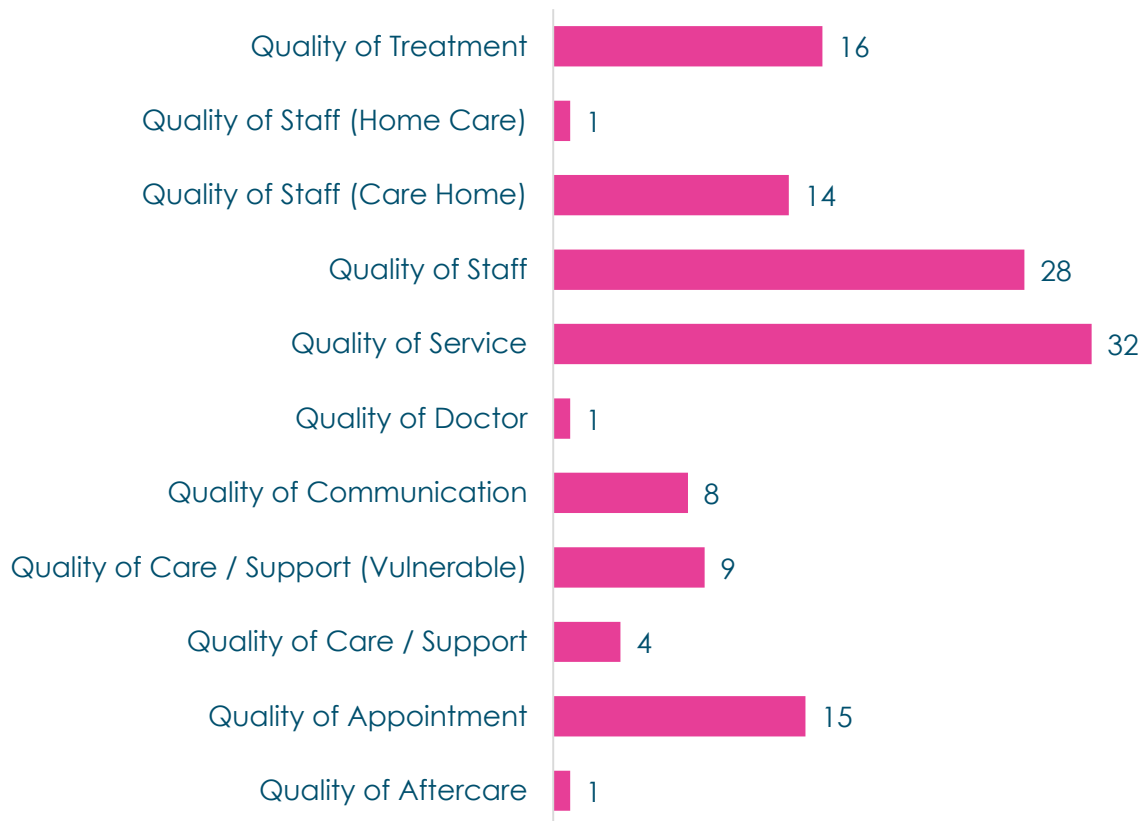
The main theme of intelligence identified this quarter was ‘Access to Services’ (30).

### Intelligence



The main compliment identified this quarter was 'Quality of Service' (32).

## Compliments

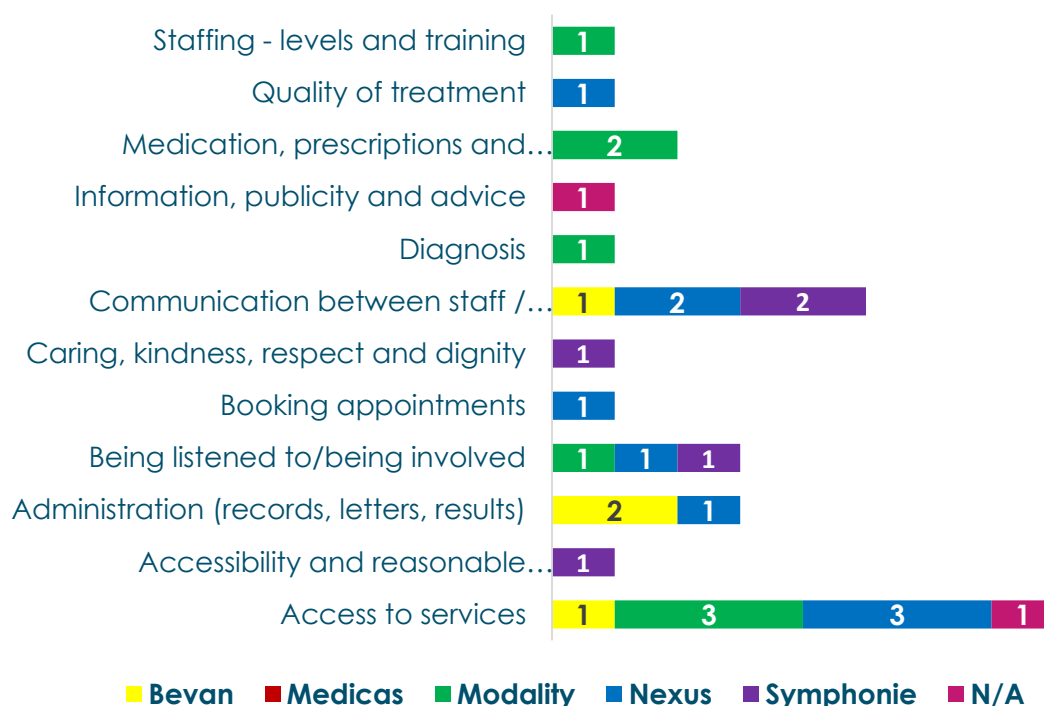


## 6. Experience Breakdown (PCN) – Quarter 4 2021/22

From the experiences we have recorded at this stage in Quarter 4 (2021 / 22), we have now identified 28 pieces of intelligence and 11 compliments.

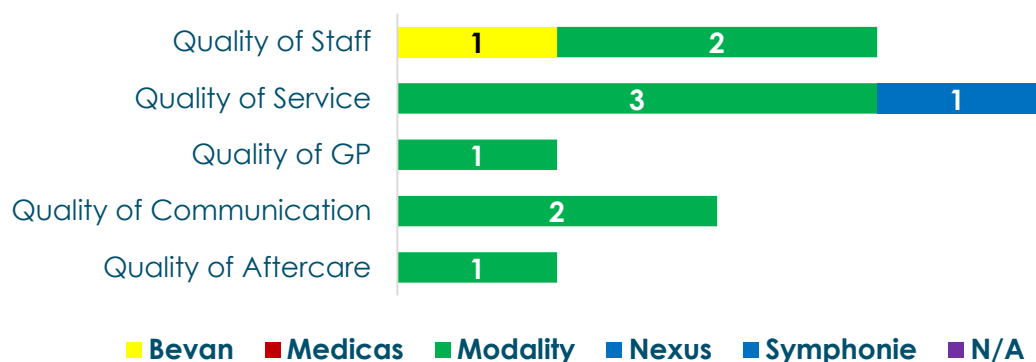
The main theme intelligence identified this quarter related to 'Access to Services' (8).

### Intelligence



From the compliments we identified this quarter, the main complement related to 'Quality of Service' (4).

### Compliments



## 7. NHS Independent Complaints Advocacy

This month the Independent NHS Complaints Advocacy Service received 9 complaints.

<b>Date of Incident</b>	17 <sup>th</sup> February 2022
<b>Who delivered the care to patients?</b>	Hull University Teaching Hospitals NHS Trust
<b>Nature and substance of complaint</b>	Dissatisfactory outcome to unsuccessful attempt to remove kidney stones.
<b>Date of Incident</b>	November 2021 (approx.)
<b>Who delivered the care to patients?</b>	Humber Teaching NHS Foundation Trust
<b>Nature and substance of complaint</b>	Alleged delay of implementation of Care Plans by the Learning Disability Team to enable adolescent patient diagnosed with severe autism and learning disability to voluntarily proceed with vaccination programme including Influenza and Covid-19.
<b>Date of Incident</b>	July 2021 (approx.)
<b>Who delivered the care to patients?</b>	Newhall Surgery (Modality)
<b>Nature and substance of complaint</b>	Full detail relating to complaint pending, but initial aspect of complaint addresses allegation of unnecessary referral to undergo biopsy.
<b>Date of Incident</b>	11 <sup>th</sup> July 2020
<b>Who delivered the care to patients?</b>	Humber Teaching NHS Foundation Trust
<b>Nature and substance of complaint</b>	Dissatisfactory assessment of patient's mental health issues and expression to commit serious self-harm.

<b>Date of Incident</b>	March 2022
<b>Who delivered the care to patients?</b>	Humber Teaching NHS Foundation Trust
<b>Nature and substance of complaint</b>	Dissatisfactory support with chronic mental health issues and allegation of inappropriate discharge from services by Consultant Psychiatrist after initial admission to a Mental Health Unit for assessment.

<b>Date of Incident</b>	March 2022
<b>Who delivered the care to patients?</b>	Hull University Teaching Hospitals NHS Trust
<b>Nature and substance of complaint</b>	Alleged maladministration regarding appointments to attend appropriate venue to undergo blood tests to enable treatment for severe arthritis.

<b>Date of Incident</b>	11 <sup>th</sup> March 2022
<b>Who delivered the care to patients?</b>	Humber Teaching NHS Foundation Trust
<b>Nature and substance of complaint</b>	<p>Patient discharge from Mental Health Services after failing to attend an on-line conference call therapy session.</p> <p>Subsequent attempts to re-instate therapy sessions dismissed.</p>

<b>Date of Incident</b>	February 2020 – Present
<b>Who delivered the care to patients?</b>	Humber Teaching NHS Foundation Trust
<b>Nature and substance of complaint</b>	Difficulty encountered with gaining access to assessment of Attention Deficit Hyperactivity Disorder (ADHD) for adolescent patient.



<b>Date of Incident</b>	March 2020
<b>Who delivered the care to patients?</b>	East Hull Family Practice (Medicas)
<b>Nature and substance of complaint</b>	Continued doubts about legal validity of Do Not Resuscitate Order (DNR) due to a break down in trust of patient/Doctor relationship.





# Intelligence Report

## March 2022

**healthwatch**  
Kingston upon Hull