

# healthwatch

Kingston upon Hull

## Intelligence Report

July 2021



# Contents

<b>1</b>	<b>Introduction</b>	<b>3</b>
<b>2</b>	<b>Contact Statistics</b>	<b>5</b>
<b>3</b>	<b>Information Requests</b>	<b>7</b>
<b>4</b>	<b>Healthwatch England</b>	<b>9</b>
<b>5</b>	<b>Experiences Breakdown</b>	<b>11</b>
<b>6</b>	<b>Experiences Breakdown - From April 2021</b>	<b>35</b>
<b>7</b>	<b>Experiences Breakdown (PCN) - From April 2021</b>	<b>37</b>
<b>8</b>	<b>NHS Independent Complain Advocacy</b>	<b>39</b>
<b>9</b>	<b>Feedback Form</b>	<b>42</b>

# **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 July 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
- Castle Hill Hospital
- Hull Royal Infirmary
- Local Authority

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.*

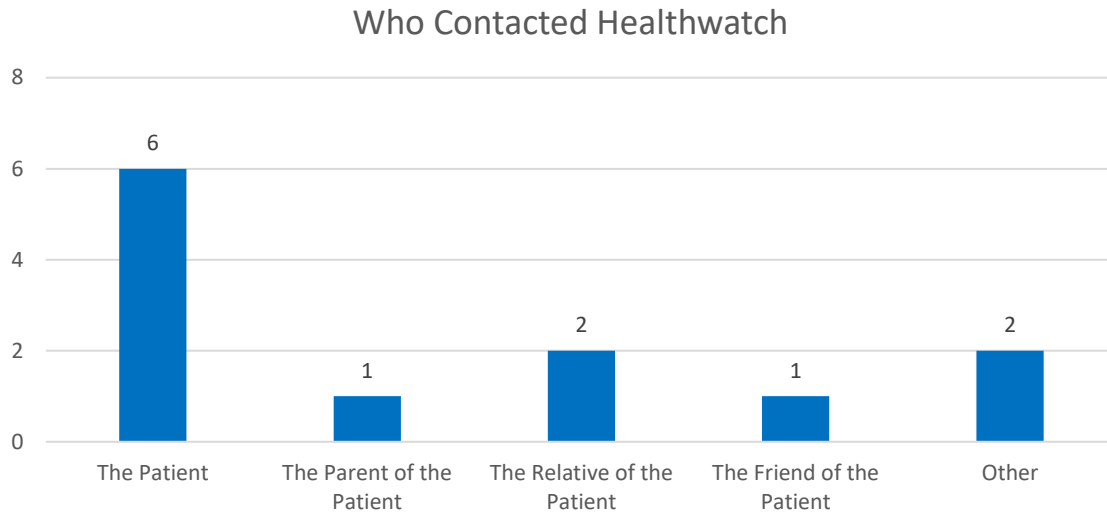
*We also may not publish every experience we’ve recorded as some experiences may be very similar to others; for example, “I couldn’t get an appointment” and “I’ve had to wait weeks to even speak to a doctor” (which are both appointment issues).*

*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.*

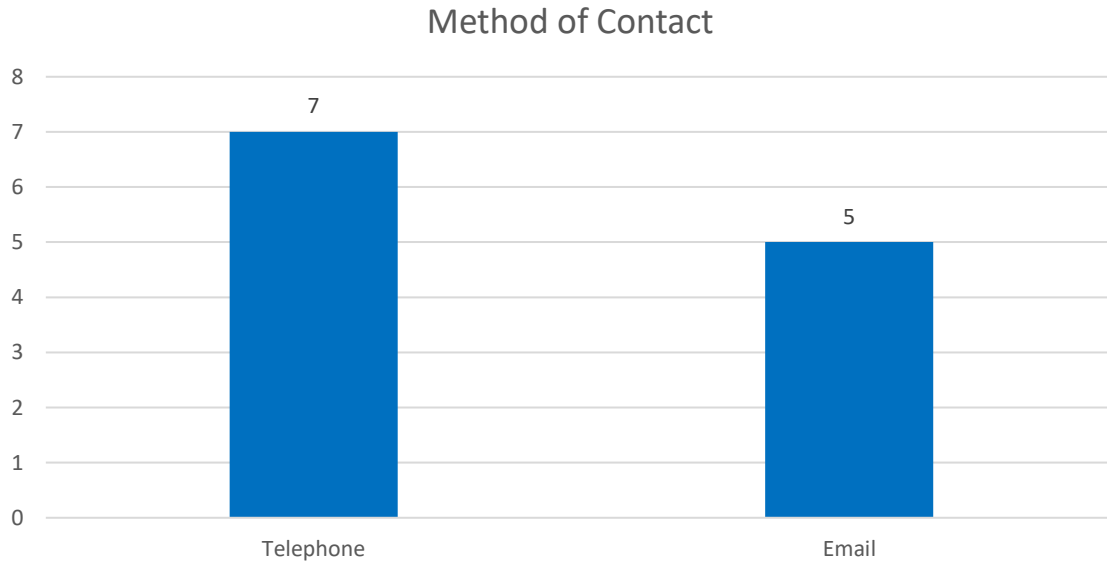
*Finally, all experiences in this report have been received and researched in good faith. Healthwatch have not investigated any of the concerns raised and have acted in accordance with the role and responsibility of Healthwatch.*

## 2. Contact Statistics

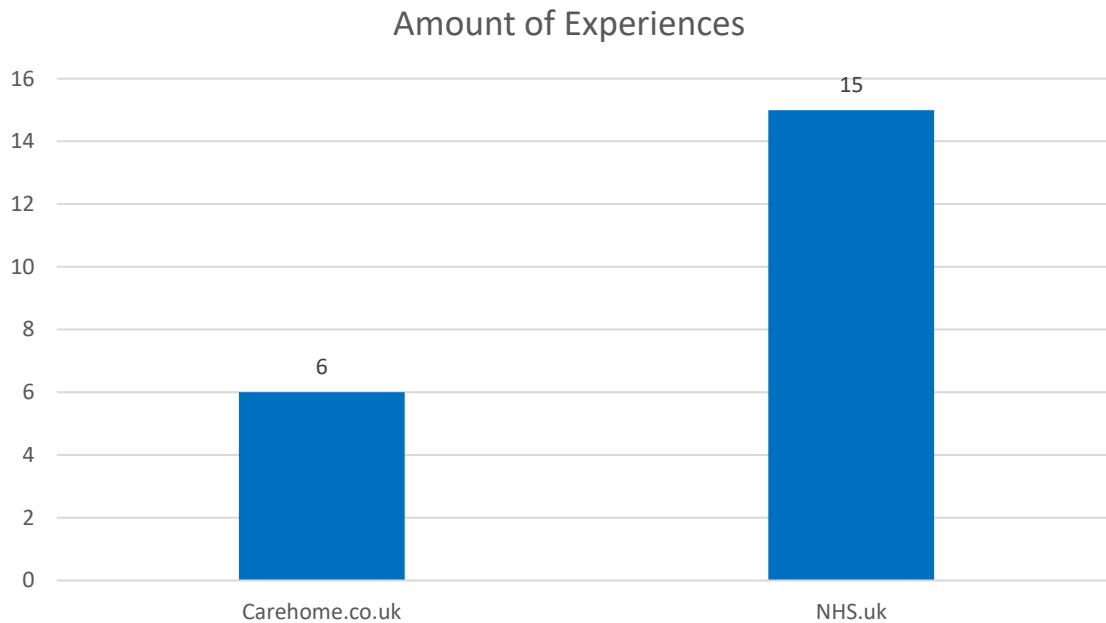
In July we had 12 people contact Healthwatch directly to provide feedback or to ask for information / advice. The graph below provides information on who contacted Healthwatch directly this month.



The most popular means of contacting Healthwatch this month was by Telephone with 7 contacts followed by Email, with 5 contacts.

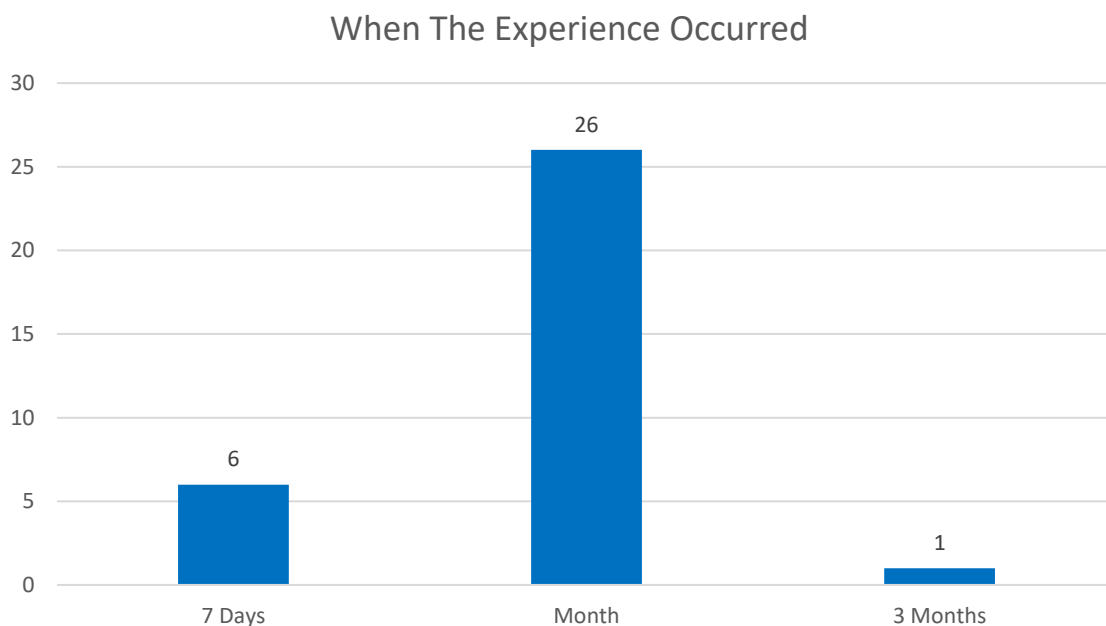


We also conducted online research of local services, looking at a range of websites and social media channels to see what people have been saying about local services, where we found 21 experiences. The graph below demonstrates where we found these experiences.



The total amount of experiences received this month through direct contact and through research is a total of 33 experiences.

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



### 3. Information Requests

The Information Requests we received in Month.

<b>Area</b>	City Health Care Partnership	<b>Date Recorded</b>	13/07/2021
<b>Experience identified by:</b>	Telephone		
<b>Experience</b>	We were advised by Cloverleaf Advocacy Advisory Service of a possible health inequality around prisoners not having access to a physiotherapist since the COVID-19 Pandemic. A letter received by the service highlighted that a prisoner was 10th on the list to see a physio - a service which apparently hasn't been available since the start of the pandemic. In the letter the Pharmacy Technician confirmed he had queried with one of their clinical team leaders when a physio would be available and let the prisoner know. They also provided the address details for the Customer Care Team at CHCP if they wanted to seek further advice.		
<b>Actions Taken (Healthwatch)</b>	Emailed CHCP Customer Care Team. We were informed that the physio would be in the prison site for two days in August. We confirmed with CHCP that the prisoner would be given an appointment on one of these days.		

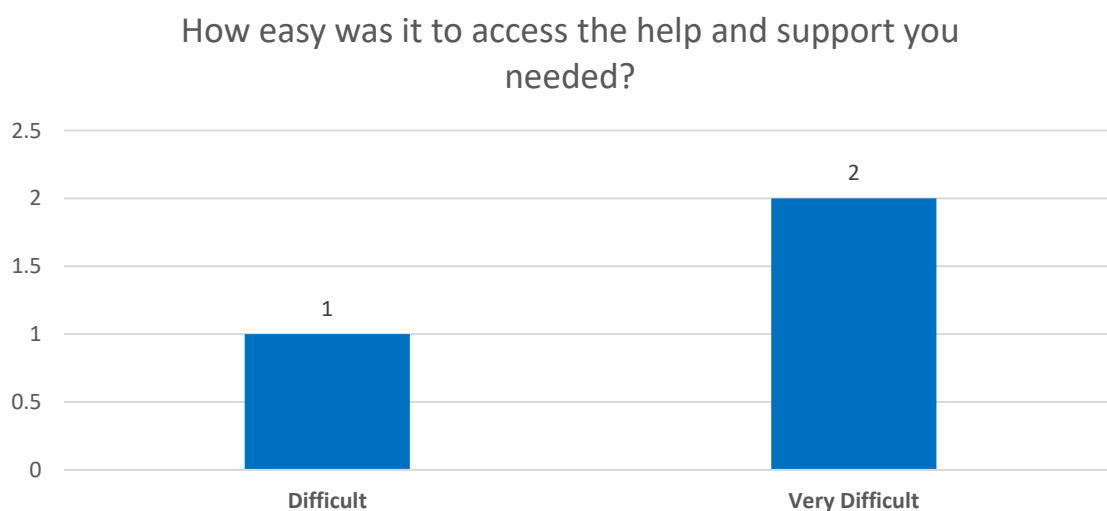
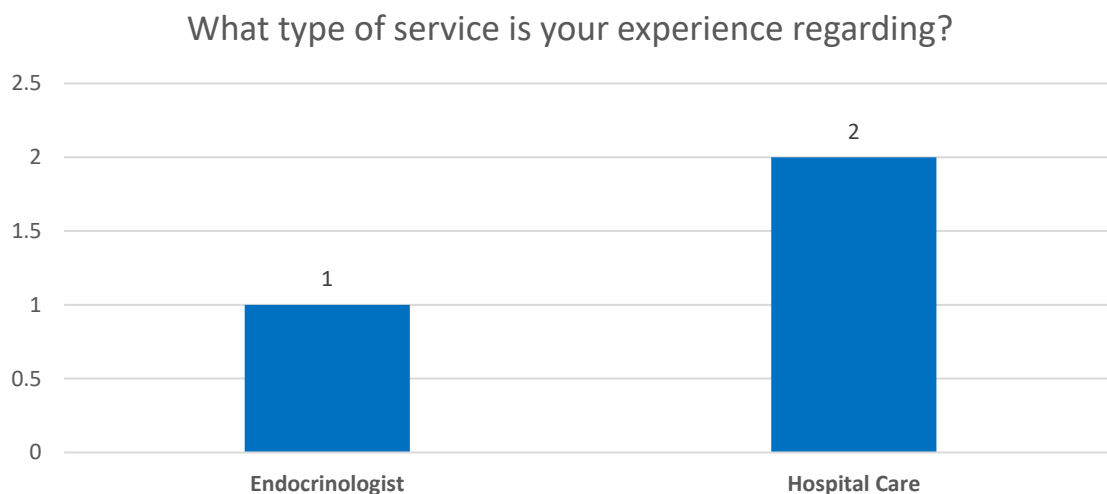
## 4. Healthwatch England

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.

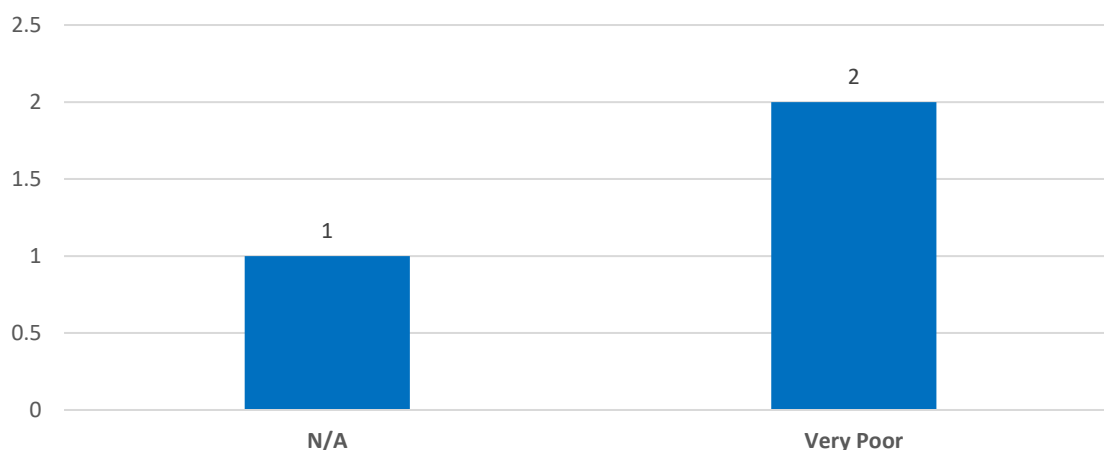
*Please note, no action has been taken by Healthwatch Kingston upon Hull following this information being received as Healthwatch England does not collect the contact details of the individual sharing their experience.*

In July, Healthwatch England had 3 surveys completed regarding health and social care services in Hull. Please see the breakdown of their findings below:

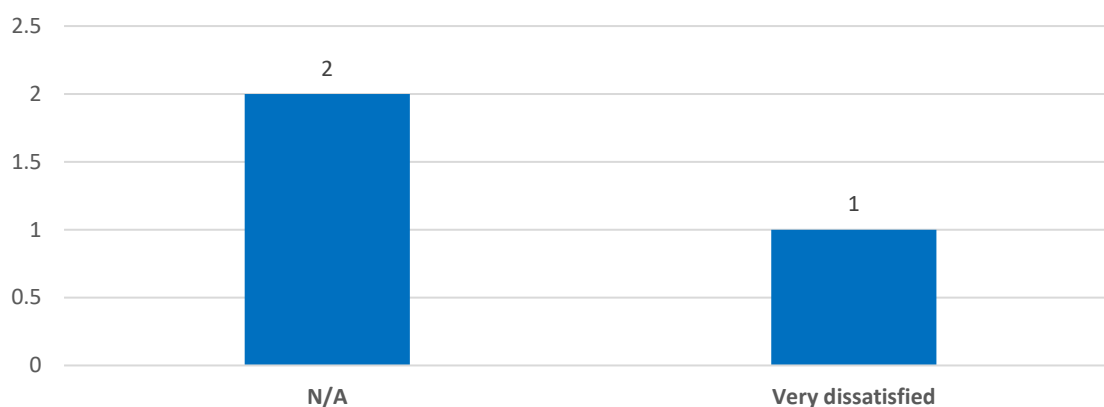




If you received care, how would you describe it?



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



## What We Were Told

Service Name	Hospital Care	Date Recorded	31/07/2021
Experience	<p>"Received bone scan during February and still no outcome. Informed my GP 's surgery and received the response ""no news is good news""".</p> <p>A few weeks later I contacted the Bone Scanning Dept to be told something on the lines of Consultant looking through scans taken last November.</p> <p>Still waiting for result. Makes me more annoyed to learn a family member living some Sixty odd miles west received her result within three/four weeks."</p>		

<b>Service Name</b>	Endocrinologist	<b>Date Recorded</b>	31/07/2021
<b>Experience</b>	<p>I have Hashimoto's thyroiditis. TSH only ever tested regularly by GP - occasionally T4. I have never felt well on Levothyroxine mono therapy and paid for private blood tests. These show a within range TSH but slightly above range T4 - 24.2 range 7 - 22 but a very low T3 level only just above the range. I think I will be better if T3 - liothyronine medication is available but no chance even of a trial. It seems obvious to me that I am getting enough T4 carrier but it is not converting to the active T3. Why am I not allowed T3? What is the reasoning for this? If a person with diabetes needs insulin is that withheld? No it isn't but doctors are prepared to offer me statins, anti-depressants and strong pain medication for joint pains when are these and all my other issues such as hair loss, fatigue, insomnia, dry skin and mouth and others, possibly could be resolved with the correct thyroid replacement. I understand my GP is constrained by clinical guidelines so this is not really about my GP surgery but about the system that withholds medication that from patients who were well before the prescribing of Liothyronine was outlawed and became symptomatic following its withdrawal and new patients who have no chance of obtaining Liothyronine that it is still available to people around the world but not in England.</p>		

## 5. Experiences Breakdown

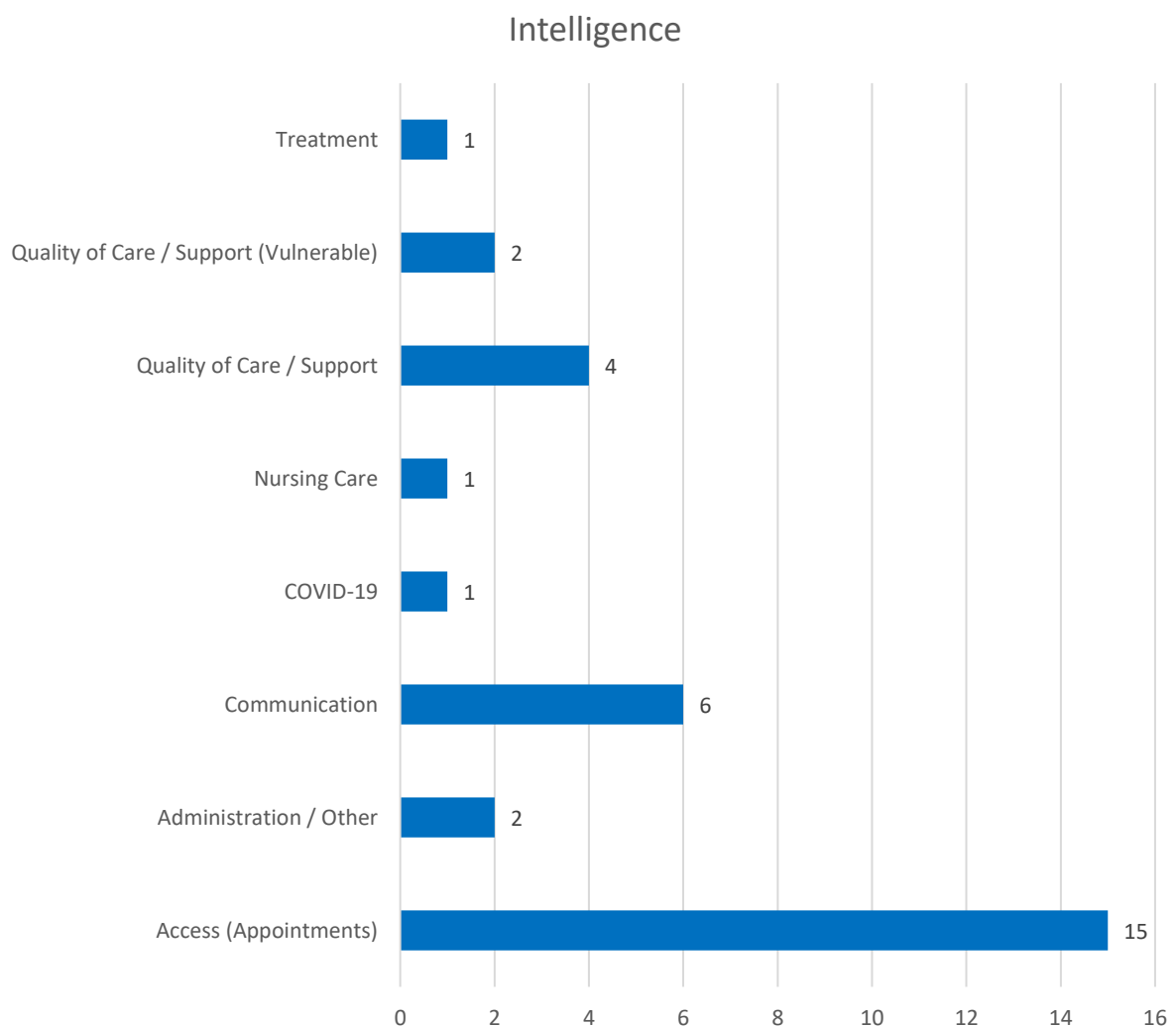
### Overall Statistics for Month

The graphs below provide an overall breakdown of the experiences we received this month. Between the 12 experiences we recorded through being contacted directly and the 21 experiences we found through research; we recorded a total of 33 experiences this month.

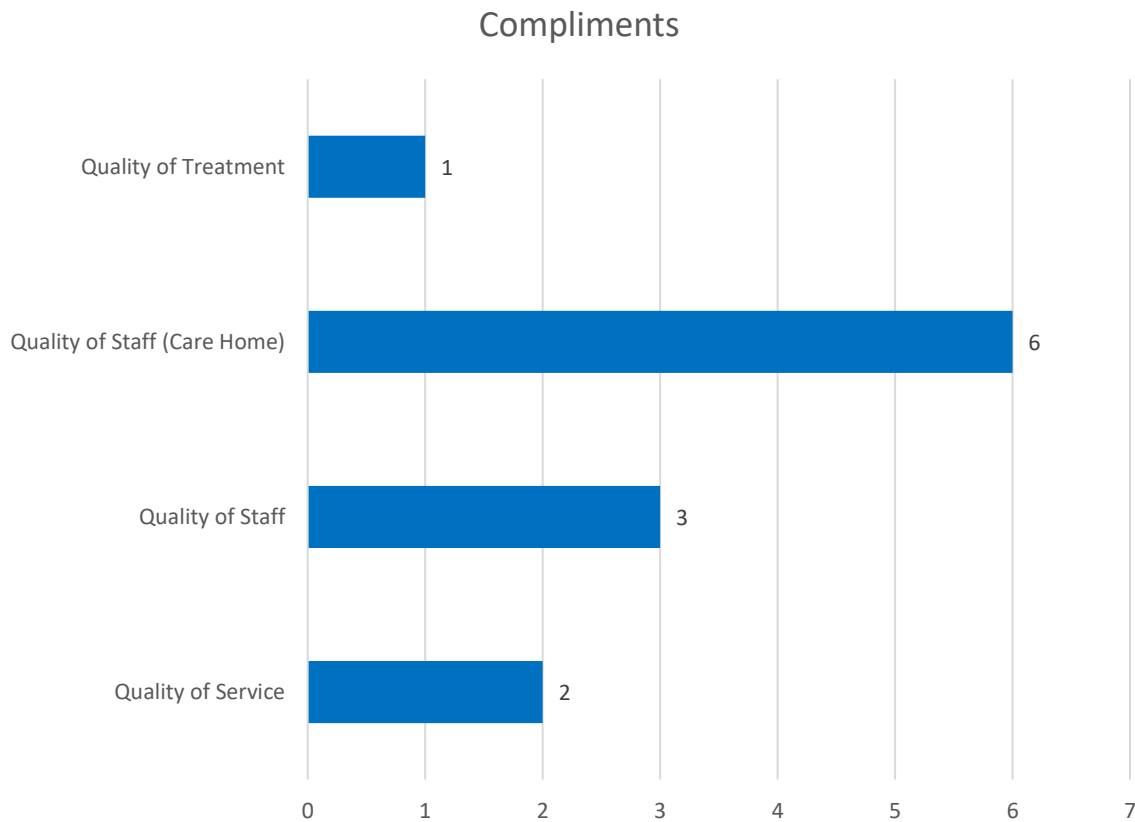
Upon further analysis of these experiences, we identified a total of 32 pieces of intelligence and 16 compliments.

*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.*

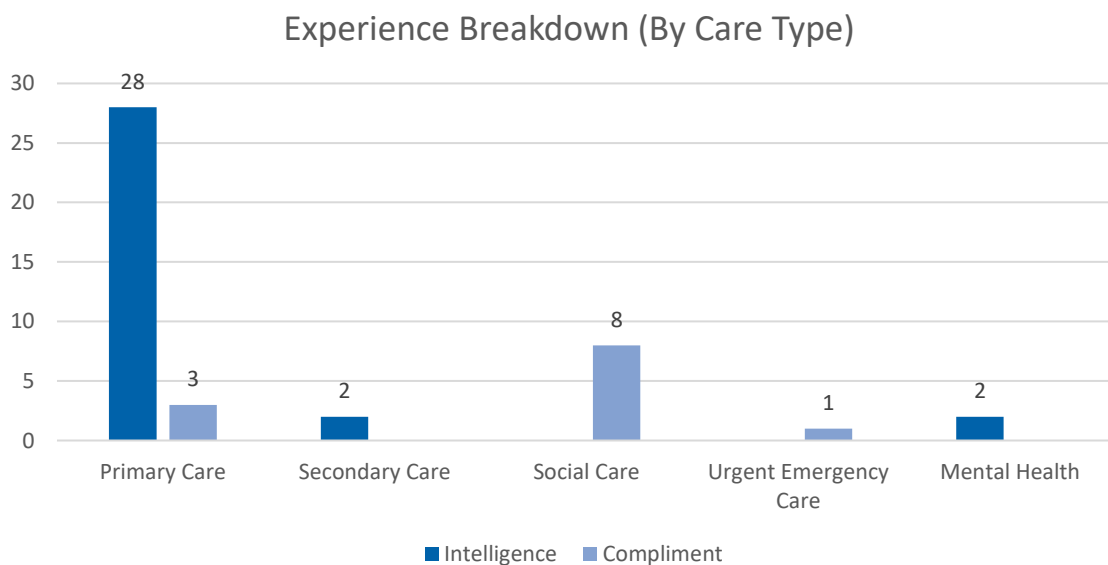
As can be seen, in the graph below, the main themes in relation to the intelligence received for this month are Access (Appointments) (15) followed by Communication (6)



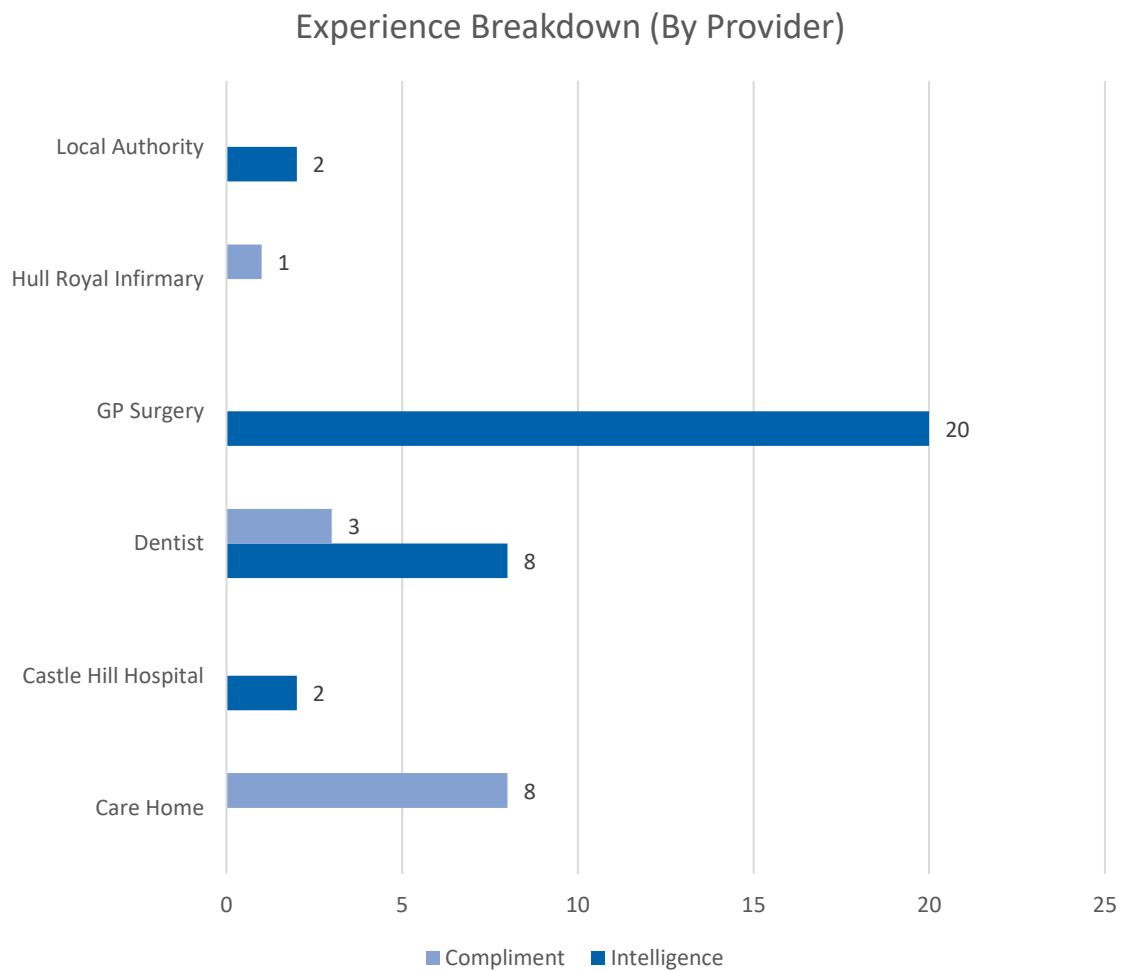
As can be seen, in the graph below, the most compliments received this month were in relation to the Quality of Staff (Care Home) (6).



As can be seen in the graph below, most comments this month were in relation to Primary Care (GP Surgeries and Dentists) which had 28 pieces of intelligence and 3 compliments, followed by Social Care (Care Home and Domiciliary Care) which had 8 compliments.



The graph below breaks these down to the service level. We received 20 pieces of intelligence for GP Surgeries, followed by 8 pieces of intelligence and 3 compliments for Dentists.

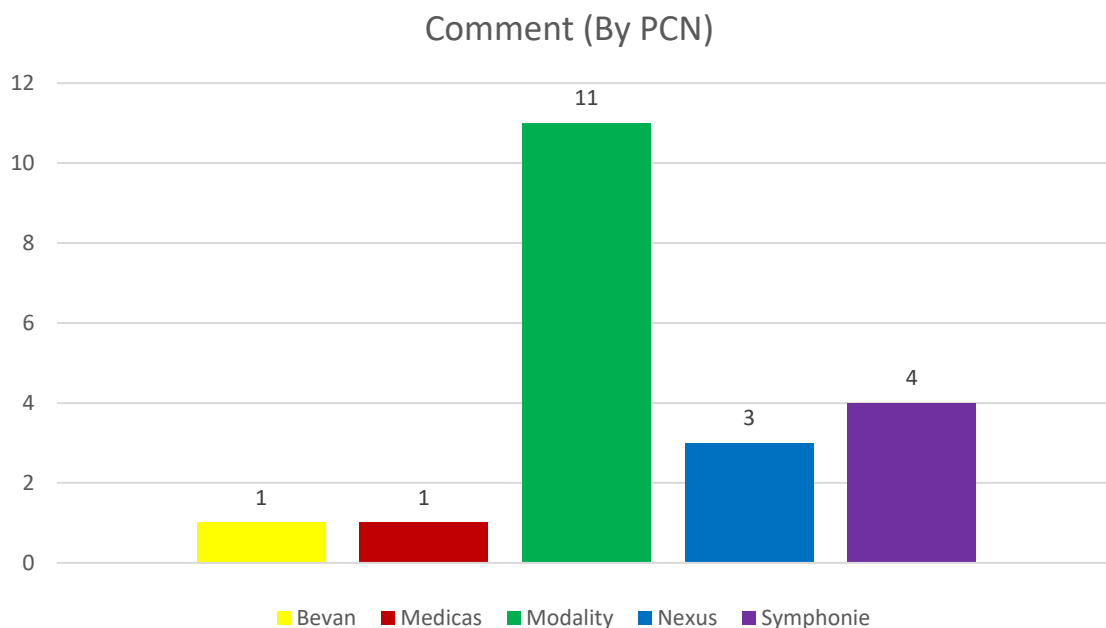


## 5.1 Experiences Breakdown - Primary Care Network (PCN)

### Statistical Information and Graphs

This month, we received a total of 20 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.*

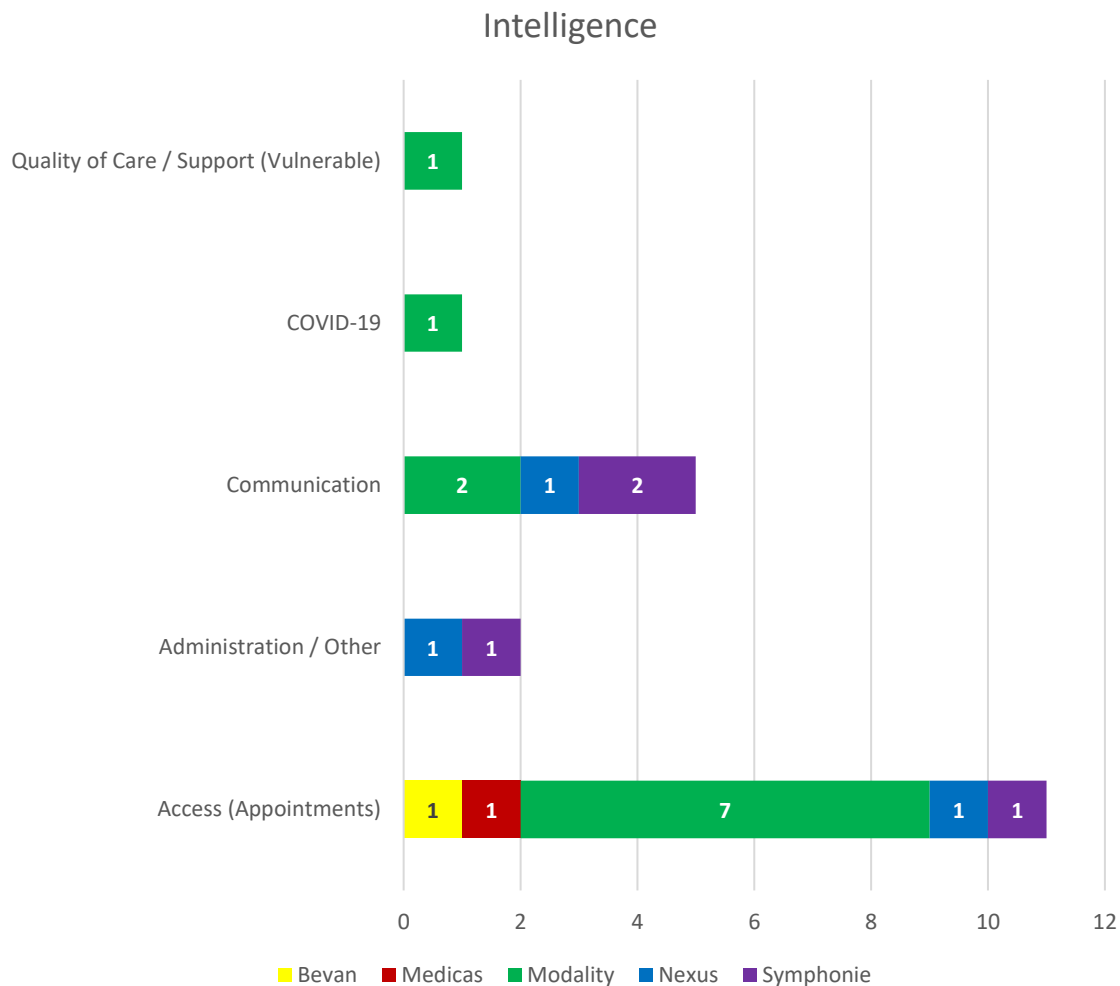


## 5.2 Experiences Breakdown - GP Surgeries

### Statistical Information and Graphs

This month, we received 20 comments about GP Surgeries. All 20 of these were intelligence.

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 Access (Appointments) with 11 comments and Communication with 5 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>	Newland Group Medical Practice	<b>Date Recorded</b>	05/07/2021
<b>Experience identified by:</b>	Email		
<b>Experience</b>	<p>Caller rang with regard to repeated ignored requests (made by various healthcare professionals) for blood and urine tests to be taken for his brother at Newland Group Medical Practice in order to determine his future care at the current residential care home he is at in Cottingham. It needs to happen before the 5th July apparently as that is when the next assessment for his brother's care is due to take place. The request has been followed up several times but the GP practice has not responded. Caller sent email to practice but not acknowledged at all although states on the website that enquiries will be responded to within three days.</p>		
<b>Action Taken (Provider)</b>	See below		
<b>Action Taken (Healthwatch)</b>	<p>Having emailed the Practice Manager to let them know of the issues, no response was received so called the practice, one of the Call Navigators called back and said would arrange urgent referral with district nurses to carry out blood tests as required. Took telephone number for district nurses to be able to pass to caller to follow up. Advised caller of PALS email to pursue complaint against surgery as also annoyed that didn't acknowledge his email within three days as stated on their website.</p>		

<b>Service Name</b>	Oaks Medical Practice	<b>Date Recorded</b>	13/07/2021
<b>Experience identified by:</b>	Email		
<b>Experience</b>	<p>Email received from the Manager at Hull &amp; East Yorkshire Centre for the Deaf: There is a Deaf couple having a bit of an issue with The Oaks Medical Centre in Hull. The gentleman needs to see his doctor, he has an underlying lung condition and has regular appointments with a specialist at HRI. This gent would like to see his GP, he is suffering at the moment and took himself to the walk in centre earlier in the week and because of communication issues and the fact they don't have his history, they said he was fine. He is since feeling much worse and would like to see his GP. This isn't an issue regarding interpreters, as he is happy to see a doctor without. The receptionist at Oaks Medical Centre has told me that they can only access an appointment via telephone call, she said</p>		



	<p>the GP will video call them BUT after a telephone call first. This gentleman cannot take a telephone call... The receptionist said there is no way she can contact the GP to explain the situation to ask if either a face to face or video call appointment can be arranged. This gentleman has to now wait until tomorrow morning to see if the doctor will attempt to ring him or if she will video call him and if she does ring him, he then has to contact me to attempt to contact the GP surgery again. The only other solution from the receptionist was for him to go to the walk in centre again (masks and communication issues) or to take himself to A&amp;E! Any help would be gratefully received.</p>
<b>Action Taken (Provider)</b>	<p>The Practice Manager at the Oaks replied to my email promptly and made the necessary arrangements for the patient to be seen by the GP that day by video call and updated his medical records to instruct any future appointments should be face to face or by video call given the patient's circumstances.</p>
<b>Action Taken (Healthwatch)</b>	<p>Emailed the Practice Manager at the Oaks to explain the issue for the deaf patient - she emailed me promptly back and called too - she was able to arrange for the patient to be seen by the GP that day by video call which would work better for him in the circumstances and updated his records that any future appointments should be face to face or by video call. Also updated the manager at the Deaf Centre for which she was grateful for our help.</p>

<b>Service Name</b>	Kingston Health	<b>Date Recorded</b>	12/07/2021
<b>Experience identified by:</b>	Email		
<b>Experience</b>	<p>I received a COVID-19 Astra Zeneca jab on 13/3 at KCOM - batch number 42202001. I waited for a text from Kingston Health Care, Wheeler Street, Hull to book the 2nd jab and received no communication from either the GP or NHS. Add to this, I booked an online appointment again at KCOM for Saturday, I was asked to Book a 2nd jab appointment and did this and thought I would cancel the 2nd jab. On arrival I was advised they were not doing the Astra Zeneca injections that day. They booked me another appointment for Friday which has not been confirmed I called 119 who advised that the GP was at fault for not entering the details. The GP have taken a copy of the vaccine card and wanted to know which arm was injected. I would be grateful if you can confirm the first jab has been recorded, if not why not. Also is the 2nd appointment a valid appointment. I work in a large factory and the jab is required immediately as I have to sign declarations every day and soon they will be asking why I haven't had the 2nd jab</p>		
<b>Action Taken</b>	Not Known		

<b>(Provider)</b>	
<b>Action Taken (Healthwatch)</b>	Healthwatch signposted to Kingston Health

<b>Service Name</b>	Kingswood Surgery	<b>Date Recorded</b>	29/07/2021
<b>Experience identified by:</b>	Telephone		
<b>Experience</b>	My wife has been struggling to get a face-to-face appointment with her GP, we looked at raising a complaint with the GP and it advised not to telephone but to send it in writing and they will respond in due course. We have been waiting three weeks now without response, she did message them on Facebook and after several responses they stopped replying. Who would be the best people to go to regarding this issue and complaint?		
<b>Action Taken (Provider)</b>	Not Known		
<b>Action Taken (Healthwatch)</b>	Signposted to PALS and provided information for the Independent NHS Complaints Advocacy Service		

<b>Service Name</b>	East Hull Family Practice	<b>Date Recorded</b>	29/07/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	I work 5 days a week, so trying to get an appointment is like getting blood out of a stone, spent 1and a half hours trying to get through, spent another 30 mins waiting in line, I was caller 13, then was told, either by a receptionist or clinician go to a walk in. This practice was not that good before COVID, now it's unbelievably bad!		
<b>Action Taken (Provider)</b>	Not known		
<b>Action Taken (Healthwatch)</b>	N/A		

<b>Service Name</b>	Newland Group Medical Practice	<b>Date Recorded</b>	29/07/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	This GP practice is a perfect example of why you need a private health care provider! Since they disabled the e-consult system it's impossible to get seen by the doctor, it's impossible to even contact the practice through the phone as it cuts you off! Then Hospitals wonder why they are full of patients if you can't even get through to your own GP. This seriously needs looking at.		
<b>Action Taken (Provider)</b>	Not Known		
<b>Action Taken (Healthwatch)</b>	N/A		

<b>Service Name</b>	Newland Group Medical Practice	<b>Date Recorded</b>	29/07/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	<p>This practice was really good until Modality took over. A month ago I visited a lovely Dr who after examining me said I needed some blood tests and I would be contacted about when these would take place. A month later I've heard nothing from the surgery so today I decided to ring up and find out what was going on. I've been on hold in a queue for 45 minutes and I'm still number 27 in the queue! I've been waiting for an asthma review for almost 2 years and they wouldn't issue me with a repeat inhaler prescription without the review and obviously I couldn't have one because of the pandemic so for over a year I've been using my partner's inhalers because even now, according to the receptionist, they still have no appointments for asthma reviews. This surgery used to operate like a service, now it operates like a business and it has its priorities all wrong.</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>	29/07/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	<p>I am trying to get a telephone appointment or speak to someone at the surgery. Whenever I call there are 30 or more people in the queue and the phone disconnects or tells me to hold. I go to work, I cannot hold for hours on end whilst at my desk. On the one occasion when there was only 15 in the queue, I was told my place would be held and I would get a call back. Over an hour later I did get a call back and was placed 6th in the queue, if it takes an hour to answer 9 calls to get me to number 6 that means I would have to hold for at least 45 minutes. There is no e mail facility now either. How are we supposed to access a GP? Luckily enough to be in a health plan at work that offers go video calls. After I requested this service I was connected to a go within the hour. The GP has referred me to a consultant but it still has to be passed through to my own go for NHS referrals otherwise I have pay privately. I am in pain and need some help but cannot even get through to the surgery. What is going on? This cannot be COVID related. Spring Head surgery used to be brilliant, it is now an absolute disgrace.</p>		
<b>Action Taken (Provider)</b>	Not Known		
<b>Action Taken</b>	N/A		

<b>(Healthwatch)</b>			
<b>Service Name</b>	Northpoint Medical Practice	<b>Date Recorded</b>	29/07/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	The doctors and staff have been amazing whilst we have been going through a traumatic year. I cannot say how much there help and support has meant through such a difficult time. Thank you to everyone.		
<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>	29/07/2021
<b>Experience identified by:</b>	Email		
<b>Experience</b>	Patient contacted us about the Quays Medical Practice and accessing their medical records. They had requested a copy of their records back in November 2020 as they have now moved from Hull back to Hong Kong. Unfortunately a copy of their records were sent but they went to their old address in Hull which they had moved from, even though the practice had been informed of the move. The person is still trying to get a copy of their records and is concerned that somebody else - at their old address - may have had sight of them and feels the surgery should have done more checks before sending.		
<b>Action Taken (Provider)</b>	Practice asked patient to confirm request by email and then would be able to send - update patient's home address details.		
<b>Action Taken (Healthwatch)</b>	Spoke to the Quays Medical Practice to explain patient required copy of medical notes - they confirmed would need to send email to that effect and then would be able to send. Explained patient now moved to Hong Kong and previous notes gone to old address in Hull so to check records up to date. Also advised of Hull CCG Patient Advice & Liaison Service with regard to notes going astray.		
<b>Service Name</b>	Diadem Medical Practice	<b>Date Recorded</b>	29/07/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	I need a medication review - E-consultation has been removed so I have no choice but to wait on the phone in a "queue above 30". This is completely ridiculous.		
<b>Action Taken (Provider)</b>	Not Known		
<b>Action Taken (Healthwatch)</b>	N/A		
<b>Service Name</b>	Newland Group Medical Practice	<b>Date Recorded</b>	29/07/2021

<b>Experience identified by:</b>	Research
<b>Experience</b>	This place gets worse every month. The surgery puts profit over people. I've tried to call Newland Surgery for the past 4 days. You get to hold for 20 min until an automated voice gives you the line you are over 30 people waiting in a queue. At 70 min it cuts you off. The e consul has been suspended so you can't contact that way. The NHS should have some sort of ombudsman to monitor such big profit oriented surgeries like modality. It's a disgrace. I will probably get an automated reply to this complaint saying the usual "we pride ourselves. I can't see how a company can be proud of the way they treat people just proud of the profit to its shareholders.
<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>	29/07/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	My wife called in July to try to get a hospital appointment expedited. She was told it would be done straight away. She called the hospital a few days later to confirm if it had been done. It hadn't. Tried to call the doctors back and was in a queue for 15mins and went from position 15 to over 30 in the phone queue. Had no end of issues with this surgery over the past 2 years and they clearly haven't been able to adapt to the COVID situation like almost everyone else has.		
<b>Action Taken (Provider)</b>	Not known		
<b>Action Taken (Healthwatch)</b>	N/A		

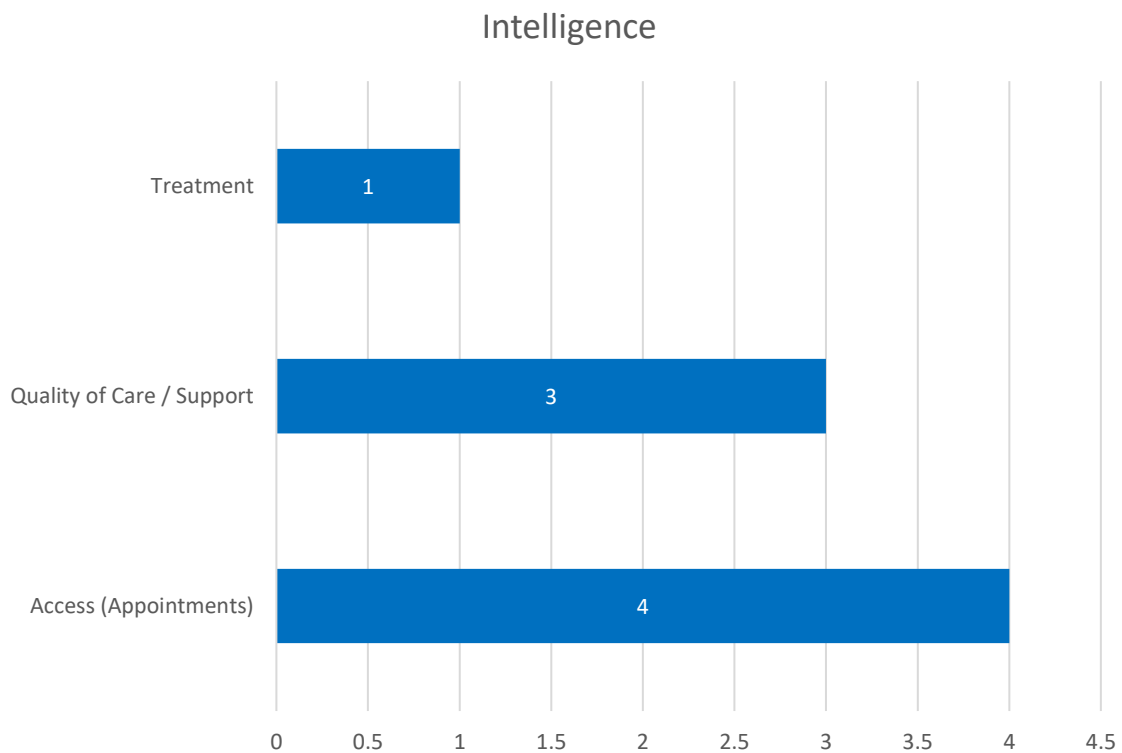
<b>Service Name</b>	Springhead Medical Centre	<b>Date Recorded</b>	29/07/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	The nearest appointment I can get a 5 minute blood test done for my 16 year old daughter is 7 days. What a joke.		
<b>Action Taken (Provider)</b>	Not known		
<b>Action Taken (Healthwatch)</b>	N/A		

## 5.3 Experiences Breakdown - Dentist Practices

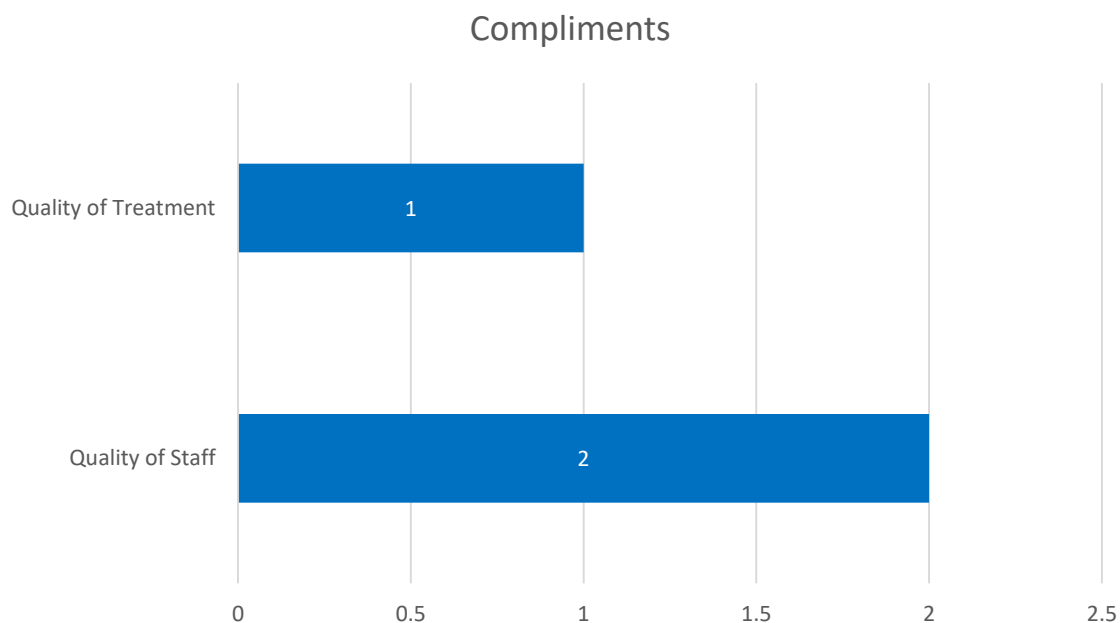
### Statistical Information and Graphs

This month, we received 11 comments about Dentistry Practices. 8 of these were intelligence and 3 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.



We recorded 2 different areas of compliments, the main area where compliments were received was for Quality of Staff 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>Dentist Practice</b>	Genesis Dental Care	<b>Date Recorded</b>	29/07/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	Not enough time Waiting weeks for appointment followed by weeks of waiting for treatment. Feels like they can't wait to get you out of there.		
<b>Action Taken (Provider)</b>	Not Known		
<b>Action Taken (Healthwatch)</b>	None Taken		

<b>Dentist Practice</b>	Mydentist - Holderness Road	<b>Date Recorded</b>	29/07/2021
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<b>Experience Identified by:</b>	Research
<b>Experience</b>	<p>I questioned about teeth whitening as I was seriously considering it. When I heard the price and that it was to be paid in full, I said I would have to wait. The dentist then said to me 'its £200, you can't afford £200?' He then said 'What's your job?' I answered and again he questioned why I couldn't afford it. I felt so humiliated by it. He was then rude doing my x-ray. He placed it in my mouth, lined up the machine and said 'you're not pregnant right?' Unable to speak, I tried to shake my head and he snapped at me to stay still. After all of this, he then kept calling me by the wrong name, resulting in me not answering him as I believed he was speaking to his assistant only for her to correct him. I hurriedly answered and it wasn't until the assistant said I was finished I knew to leave. The dentist spent his time with his back to me. Throughout the appointment he rudely continued to say 'are you sure this is one of my patients?' to his assistant, I am and have been a while but did not go to dentist 2020 due to COVID and the beginning of the year not being within my check-up time. Overall made me hate the experience. I'm not a huge fan of the dentist anyway but now I am absolutely dreading returning. I felt embarrassed and barely like a human being in that chair. Terrible, terrible people skills. You work in care for the NHS. Have some respect and morality when speaking to PATIENTS.</p>
<b>Action Taken (Provider)</b>	Not Known
<b>Action Taken (Healthwatch)</b>	None Taken

<b>Dentist Practice</b>	Night Dental Limited	<b>Date Recorded</b>	29/07/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	<p>Having rang 111 to arrange an appointment, I was slotted in at this practice. Extreme pain and loose teeth top and bottom. On examination the dentist said "well I'm not taking three out " ... then proceeded to tap all loose teeth and wiggle them ...asking repeatedly which is the most painful ... I understand the need for an examination however ... so I stated the bottom was the most painful at that point ... dentist says " that's impacted tooth it will be very difficult to remove I'm not sure how to do it " Now correct me if I'm wrong but that hardly puts a patient at ease . I have previously had 8 extractions in one day and immediate dentures fitted at a different practice, believe me that procedure was painless carried out by professional staff. I would not recommend a visit here unless it was the last dentist in Britain.</p>		



Action Taken (Provider)	Not Known
Action Taken (Healthwatch)	None Taken

Dentist Practice	Trenton Dental Practice	Date Recorded	05/07/2021
Experience Identified by:	Telephone		
Experience	Caller rang to say that Trenton Dental Practice are now closing and any patients must travel to Grimsby for treatment now. She has a problem with her crown but unwilling to travel to Grimsby although she has called over fifteen dentists in the local Hull area to see if any are taking on new NHS patients and advised none of them are.		
Action Taken (Provider)	Not Known		
Action Taken (Healthwatch)	Discussed options with lady - possibly travel to current dentist now at Grimsby for treatment, source treatment privately which had been suggested to her many times by the dentists she had rung, gave some telephone numbers of NHS dentists that not already tried.		

Dentist Practice	Rejuvament	Date Recorded	05/07/2021
Experience Identified by:	Telephone		
Experience	Caller rang with regard to a problem with her bridge which is loose and a broken tooth - she has been taken off the patient list at Rejuvament on Freetown Way in Hull as she has not been for two years but as she says because of the COVID-19 pandemic she hasn't been able to go anyway and feels it is harsh to strike her off altogether.		
Action Taken (Provider)	Not Known		
Action Taken (Healthwatch)	Advised caller of possible NHS dentists available in HU5/HU6 area.		

## Compliments

Dentist Practice	Genesis Dental Care	Date Recorded	29/07/2021
Experience Identified by:	Research		
Experience	Amazing service, so patient and reassuring as I was nervous because I hadn't been to the dentist in over 10 years.		

Dentist Practice	Genesis Dental Care	Date Recorded	29/07/2021
Experience Identified by:	Research		
Experience	The woman I have is absolutely fantastic! She needs to pull my front tooth out due to accident a few years ago, the cap		

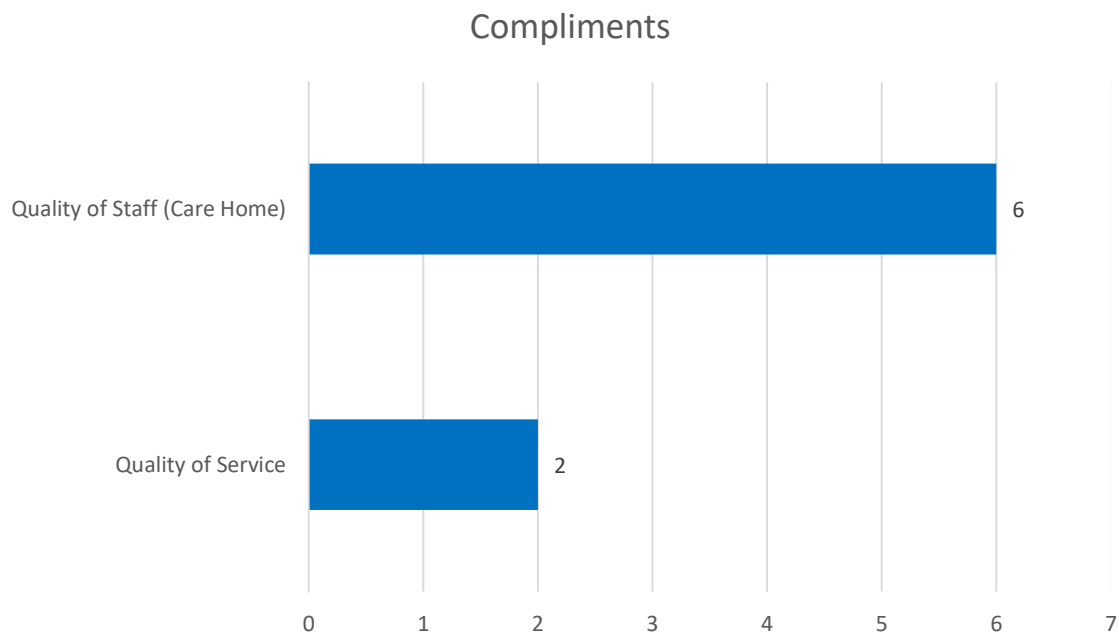
come out and she just cant save it, I was so upset but she was so reassuring the whole time and told me I'll have a lovely smile with a denture and then a dental bridge after 6 months. She really has taken care of me and has always been so lovely and very professional! The receptionists are very lovely women too! Would never go anywhere else not even if you paid me.

## 5.5 Experiences Breakdown - Care Homes

### Statistical Information and Graphs

This month, we received 8 comments about Care Homes, all 8 were compliments.

From the experiences we received this month, we found that Castle Rise received the most comments.



We recorded 2 different areas of compliments, the main compliments we received was in relation to Quality of Staff (Care Home) with 6 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.*

### Compliments

Care Home	Castle Rise	Date Recorded	29/07/2021
Experience Identified by:	Research		
Experience	Helpful, Efficient and friendly staff throughout.		

<b>Care Home</b>	Castle Rise	<b>Date Recorded</b>	29/07/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	I have found the staff to be very lovely and friendly and the care given to be efficient. The building is very clean and the environment cheerful. Feel happy knowing my mum is happy too.		

<b>Care Home</b>	Castle Rise	<b>Date Recorded</b>	29/07/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	I visited my friend in January 2021. This was in the middle of the pandemic but I felt very safe and was pleased to see all the staff adhering to safety measures to keep all patients, staff and visitors safe. The staff I encountered were extremely friendly, helpful and professional. The environment was very clean and looked well cared for. My visits to the care home were as good as they could be, taking into account the restrictions that were in place to comply with government guidelines. Although it was a little difficult to communicate as there were screens in place I was just very relieved to be able to visit at all as I know this was not possible in some places. I would recommend this to anyone looking for a care home for a friend or relative.		

<b>Care Home</b>	Saltshouse Haven	<b>Date Recorded</b>	29/07/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	I would just like to say how wonderful the staff were. They showed respect and gave endless care and love. The level of attention to medical care was better than the hospital. We were always kept up to date and regularly got full rundowns of her health and dementia, so when we saw her, we knew what was going on. We don't know what else to say, except they became her family and ours, and we will miss them, but we know my relative had the best time in their caring hands; thank you		

<b>Care Home</b>	Castle Keep	<b>Date Recorded</b>	29/07/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	The Nightingale ward staff are amazing! They really do go above and beyond to look after all the residents and really create amazing events and activities for them to enjoy and be involved with! They really do CARE! During Covid-19 lockdowns they had to step up further to be there when family members couldn't and that meant everything to me and my family. I just wish admin was a person with empathy and excellent people skills as it's needed when working in the care sector.		

<b>Care Home</b>	Rossmore	<b>Date Recorded</b>	29/07/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	The care staff were friendly and helpful, responding as quickly as they could to requests. The food was nice and always hot. Therapists always encouraged me to get moving and to push myself to improve my mobility. Due to COVID visiting hours were short but in order to accommodate all residents, I understand why this was important.		

## 5.6 Experiences Breakdown - Hull Royal Infirmary

### Statistical Information and Graphs

This month, we received 1 comments about Hull Royal Infirmary, this comment was a compliment for Quality of Staff.

### 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.*

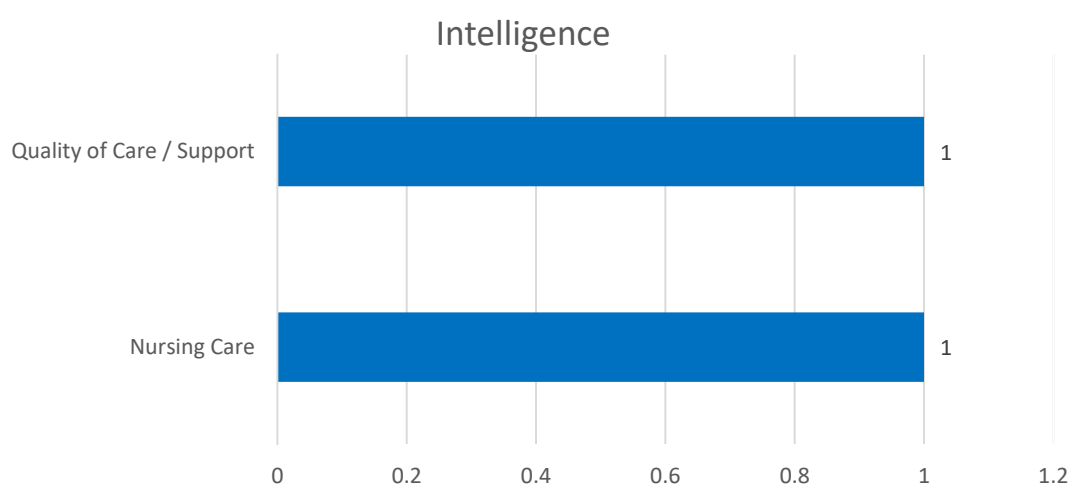
### Compliments

<b>Department</b>	Emergency Department	<b>Date Recorded</b>	29/07/2021 10:41:57
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	Attend A&E last night for the first time due to shoulder injury. Despite the 3 hour waiting time (which I was expecting, and not at all bothered about) I was very impressed with the professionalism and patients of the staff on duty, especially considering the pressure they all have been under. I would like also like to commend the doctor who treated me. Despite being very busy and seeing a lots of patients, she took the time to let me explain my problem and didn't try to rush me. She was very caring and compassionate, and also understanding of my concerns. She and the whole of the A&E staff are a credit to the Hospital and the NHS.		

## 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

<b>Department</b>	Ward 15	<b>Date Recorded</b>	29/07/2021 10:14:27
<b>Experience Identified by:</b>	Telephone		
<b>Experience</b>	Patient called to share his recent experience of care at Castle Hill Hospital following recent surgery. He was hospitalised again for six days after his release due to a bad infection for which he was admitted to Hull Royal and then again to Castle Hill. He was released again with no after care plan just some pain relief which he didn't feel was adequate at all. He was on eight antibiotics per day. He said the care overall was poor with very little follow up or advice on how he should manage his care once home.		

<b>Actions Taken (Provider)</b>	Not known
<b>Actions Taken (Healthwatch)</b>	Advised patient of details for contacting the Patient Advice & Liaison Service (PALS) for Castle Hill Hospital.

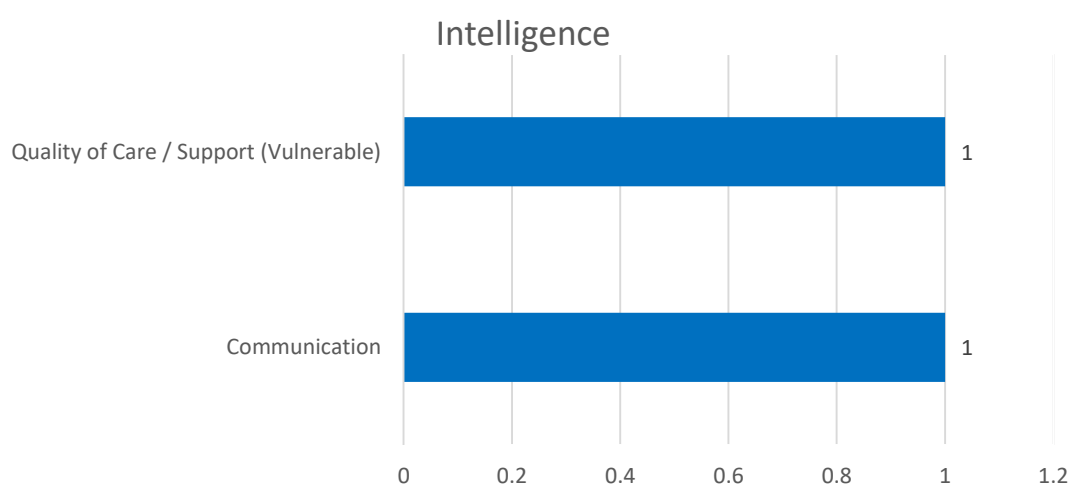


## 5.8 Experiences Breakdown - Local Authority

### Statistical Information and Graphs

This month, we received 2 comments about the Local Authority, both of these were intelligence.

From the experiences we received, we identified 2 different areas where intelligence was received. 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

<b>Service Name</b>	Social Services	<b>Date Recorded</b>	26/07/2021
<b>Experience Identified by:</b>	Telephone		
<b>Experience</b>	Lady rang with regard to advice around DOLS - Deprivation of Liberty Safeguards and its meaning - part of the Mental Capacity Act and a legal framework for individuals who lack capacity to consent to make specific decisions. A social worker had been in contact over the phone - as she says they never seem to visit now - with her regarding her 27 year old son who has autism and severe learning disabilities who she looks after		

	at home. She had mentioned DOLS and possibly going to court without much explanation to the lady who felt worried about what was going to happen to her son.
<b>Actions Taken (Provider)</b>	Unknown
<b>Actions Taken (Healthwatch)</b>	Advised the lady with regard to DOLS and the Mental Capacity Act and how it is there to protect people who are vulnerable - suggested contacting the social worker again and asking for a meeting to discuss what the implications are for her and her son and why a court will be involved. For the social worker to give a full explanation in a way that is understandable for her and her family and support them in the process.

<b>Service Name</b>	Social Services	<b>Date Recorded</b>	13/07/2021
<b>Experience Identified by:</b>	Telephone		
<b>Experience</b>	<p>Caller rang on behalf of friend who experiencing problems with ex-partner and possible safeguarding issues concerning her 12 year old daughter. Concerned that not been contacted by social services or have social worker. Caller said that her friend's ex-partner is ill and she has suffered mental abuse from him for some time also she says he is not able to look after the daughter properly. He lives in one bedroomed flat and him and daughter have to share bedroom. Daughter pulled between both parents and worries that if not with dad who will be able to look after him. School Welfare Officer contacted and made aware of situation. Need advice on where they can go for help and support.</p>		
<b>Actions Taken (Provider)</b>	Unknown		
<b>Actions Taken (Healthwatch)</b>	Advised of Early Help & Safeguarding Hub telephone number and also Hull Domestic Abuse Partnership telephone number and website for advice and support.		

## 6. Experience Breakdown - From April 2021

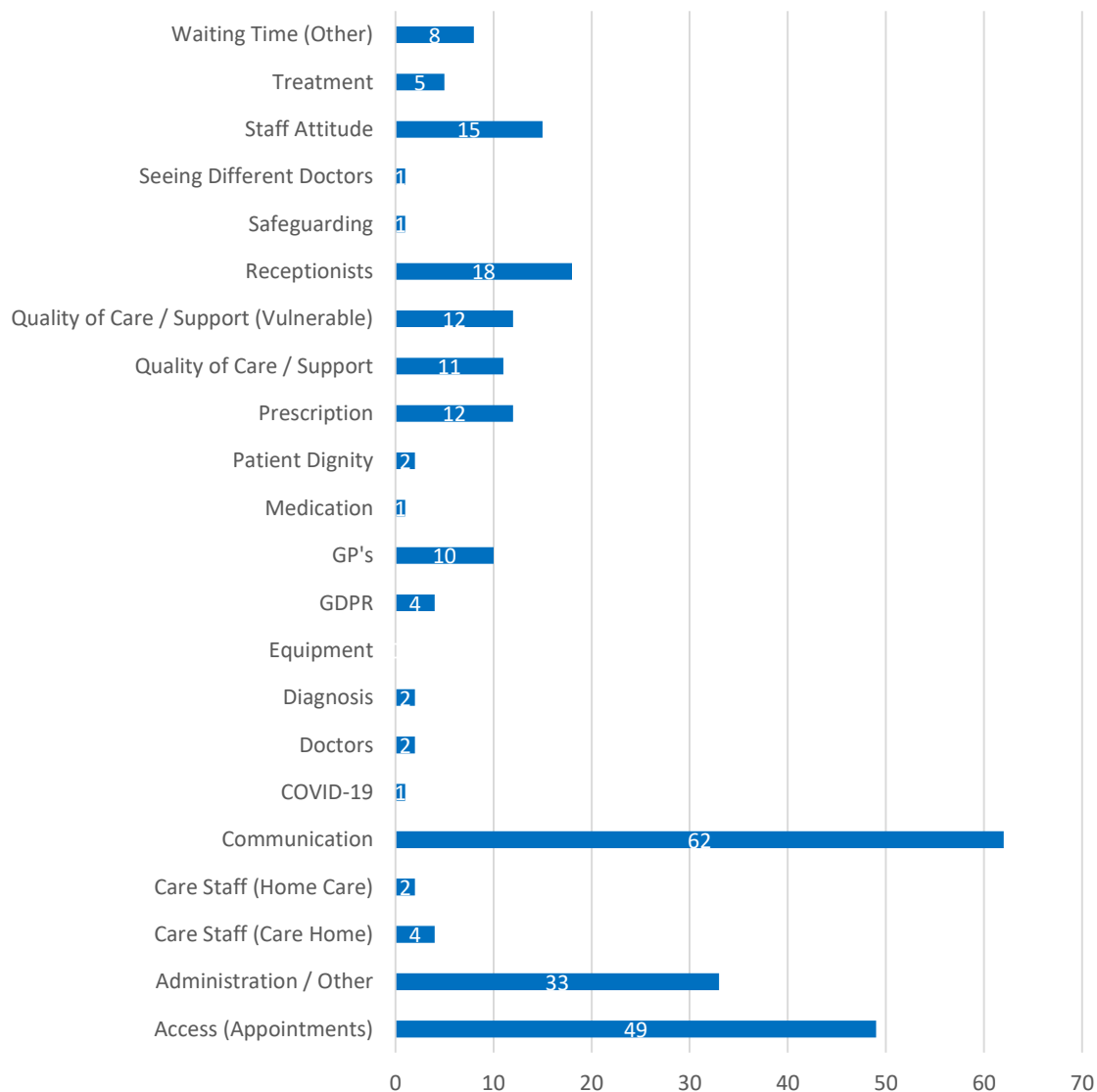
### Statistical Information and Graphs

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 256 pieces of intelligence and 204 compliments.

The most reoccurring themes are Communication with 62 comments followed by Access (Appointments) with 49 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.*

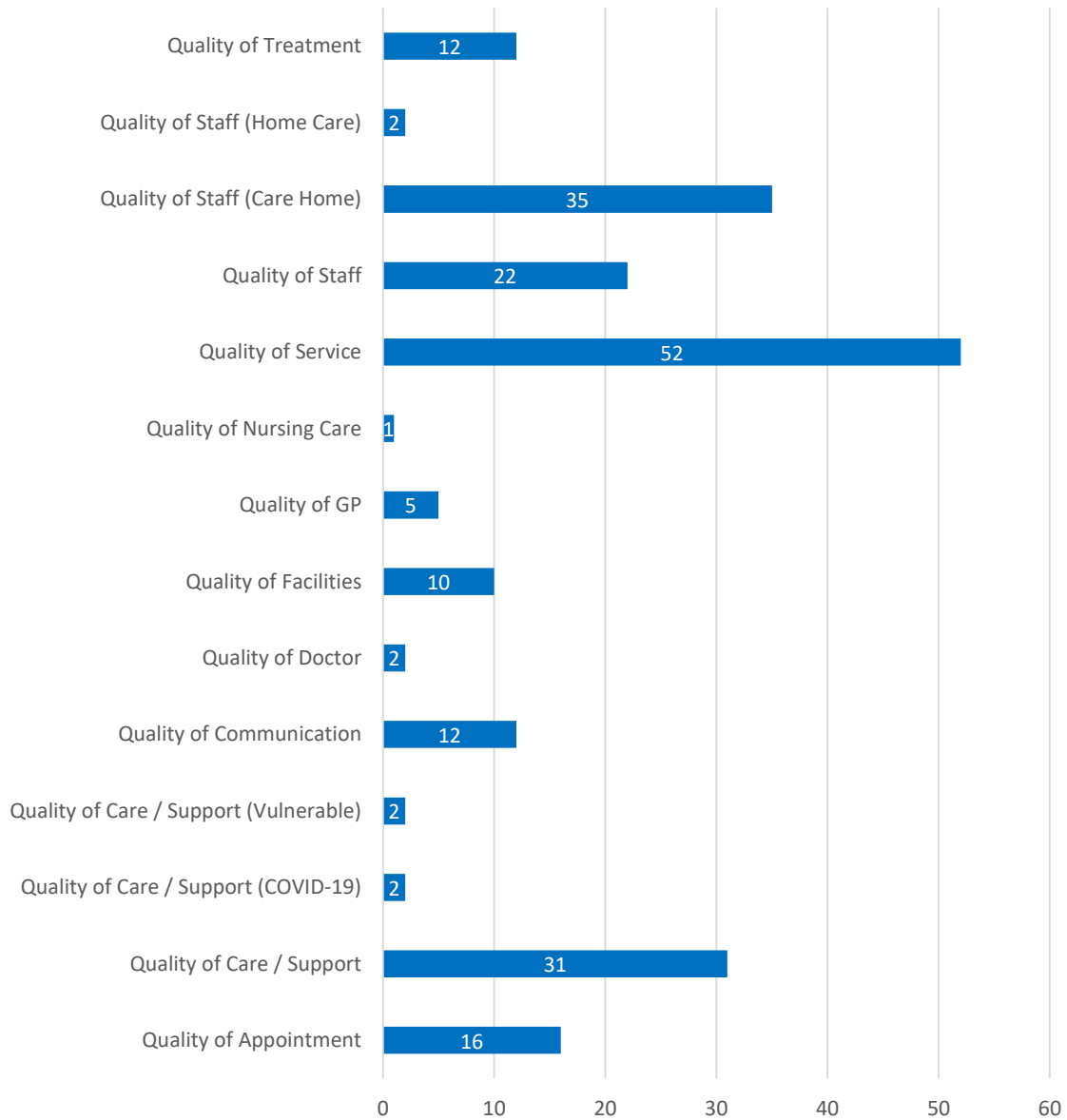
### Intelligence Gathered From April 2021



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 52 comments followed by Quality of Staff (Care Home) with 35 comments.

### Compliments Gathered From April 2021



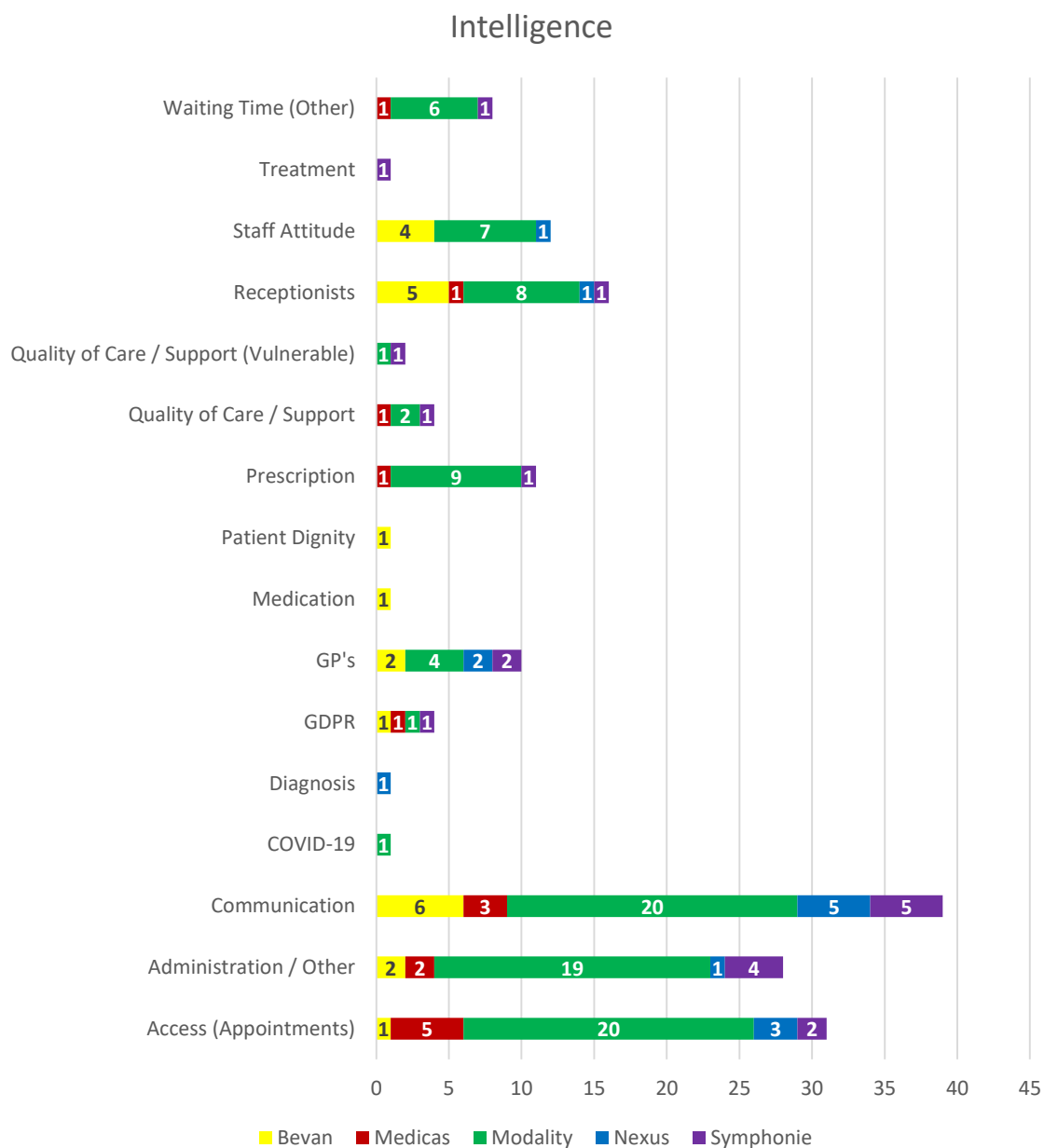
## 7. Experience Breakdown (PCN) - From April 2021

### 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 170 pieces of intelligence and 26 compliments.

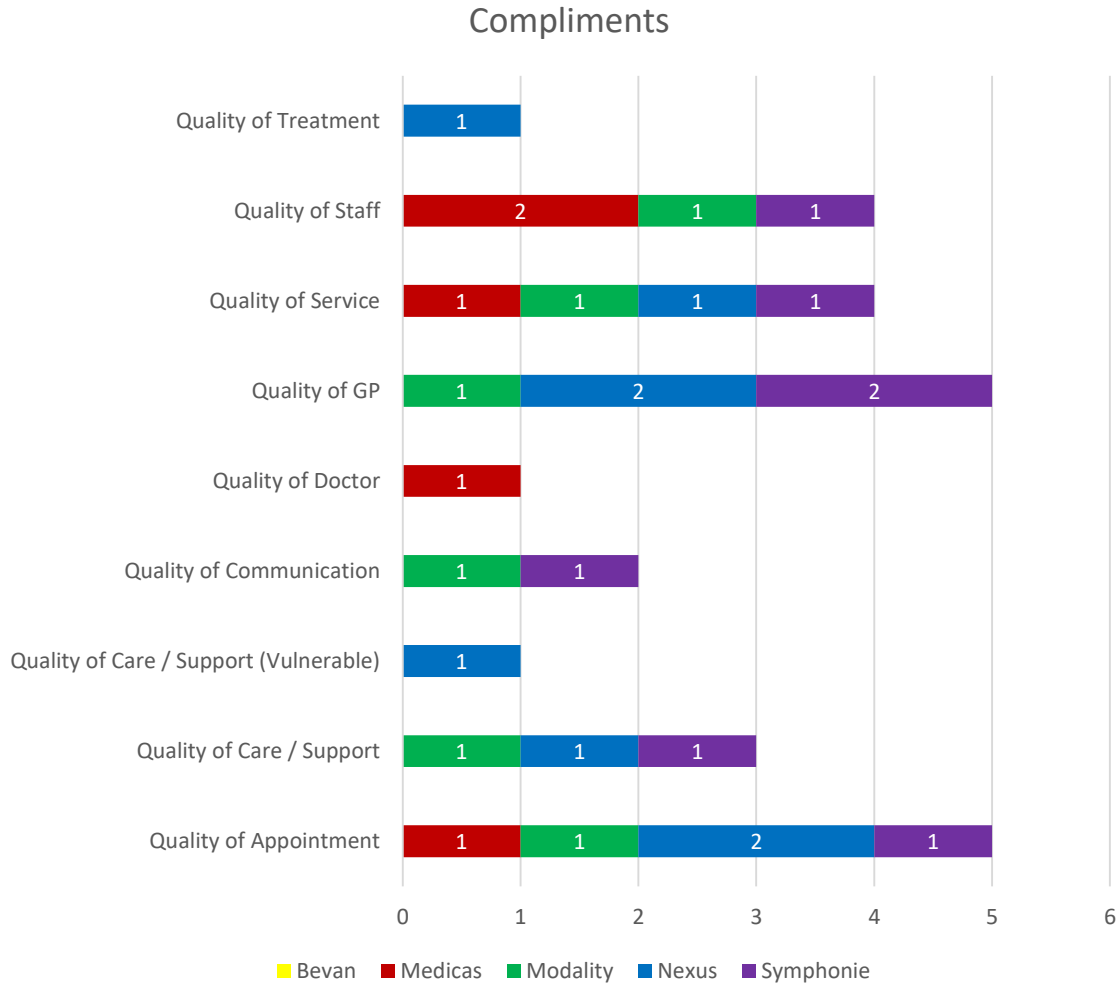
The most reoccurring themes are Communication with 39 comments followed by Access (Appointments) with 31 comments.

*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 9 complaints.

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

Dissatisfaction with reception triage appointment process which patient feels impedes their access to speak to a GP personally.

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

The Oaks (GP) Medical Centre

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

1th July 2021

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

Alleged delay in diagnosis of cancer. Suspected non-appreciation of transgender medical issues. Dissatisfactory end of life care.

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

Hull University Teaching Hospitals NHS Trust & Sydenham Group Practice

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

May 2019 & March - November 2020

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

Unable to obtain official diagnosis for sore patch in throat. (NOTE: this is a repeat issue from a client who makes multiple enquiries on this issue)

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

The Avenues Medical Centre

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

May 2020 - present

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

Maladministration of referral to Consultant Gynaecologist.

**Who delivered the care to patient?**

Newland Group Practice

**Date of incident?**

February 2021

**Nature and Substance of complaint:**

Dissatisfactory clinical outcome to surgery regarding a urological condition.  
Dissatisfactory post-surgical care.

**Who delivered the care to patient?**

Hull University Teaching Hospitals NHS Trust

**Date of incident?**

30th June 2021

**Nature and Substance of complaint:**

Difficulty with accessing GP appointment in a timely manner.

**Who delivered the care to patient?**

Springhead Medical (GP) Practice

**Date of incident?**

1st July 2021

**Nature and Substance of complaint:**

Alleged negligence (unspecified) perpetrated by treating GP.

**Who delivered the care to patient?**

Out of area (to be confirmed)

**Date of incident?**

To be confirmed

**Nature and Substance of complaint:**

Dissatisfaction with decision by Health Service Ombudsman to decline investigation into a complaint relating to a medical event which originated 31 years ago but patient contests symptoms only emerged within the last 12 months.



**Who delivered the care to patient?**

To be confirmed.

**Date of incident?**

June 2020

**Nature and Substance of complaint:**

Dissatisfactory outcome to seeking medical advice from NHS 111 service.

**Who delivered the care to patient?**

Yorkshire Ambulance NHS Trust

**Date of incident?**

29th July 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:  
[enquiries@healthwatchkingstonuponhull.co.uk](mailto:enquiries@healthwatchkingstonuponhull.co.uk)

Organisation	Responsible person	Comments/Actions

# healthwatch

Kingston upon Hull

## Intelligence Report

July 2021

