

# healthwatch

East Riding of Yorkshire



# Intelligence Report

## January 2023

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# 1. Introduction

## What we do

Healthwatch East Riding is the independent consumer champion for health and social care. We have the power and influence to ensure people's voices are heard by those providing and commissioning local health and social care services. In addition to seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them.

Healthwatch also has a statutory power to 'Enter and View' local services; where we provide recommendations for improvement. To find out more, please visit: <https://healthwatchkingstonuponhull.co.uk/enter-and-view/>

Every month, Healthwatch gathers information from the public about local health and social care services; which is shared anonymously with the providers and commissioners of these services. This process allows for issues to be addressed as early as possible in order to prevent further escalation.

## This Report

The details in this report applies to **January 2023** and refers to the information Healthwatch has received and researched during this period. The report provides the nature of experiences, the intelligence and emerging trends during each quarterly period for a range of care types and providers.

### **The service areas highlighted in these reports are as follows:**

- Primary Care
- Secondary Care
- Urgent Emergency Care
- Mental Health Services
- Community Services
- Other Services

In-addition to this, our report also includes information highlighting the ongoing support provided by the NHS Independent Complaints Advocacy Service.

**Please note:** All experiences have been anonymised and where quotes are given they have been recorded as provided to ensure we capture the authenticity of the experience. All experiences in this report have been received and researched in good faith and where contact details have been provided, and if required, explored.

Following the publication of this report, we are happy to receive feedback from service providers using the [enquires@healthwatcheastridingofyorksire.co.uk](mailto:enquires@healthwatcheastridingofyorksire.co.uk) as it provides confidence to the public that their experiences are valued, acknowledged and acted upon.

## 2. Contact Statistics

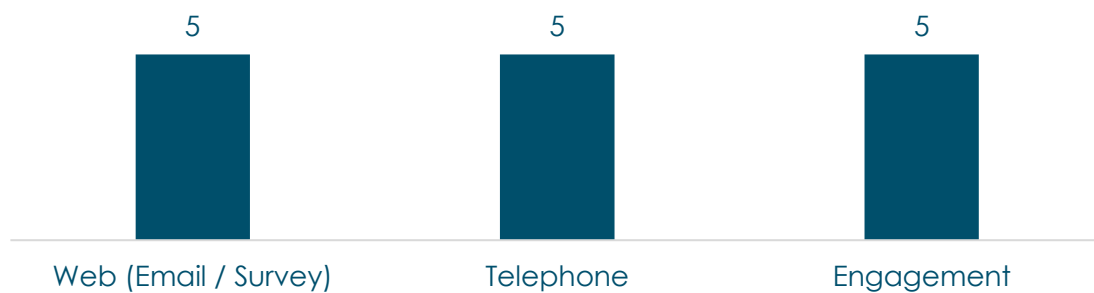
During January we had 15 people contact Healthwatch directly to provide feedback or to ask for information/advice.

### Who Contacted Healthwatch



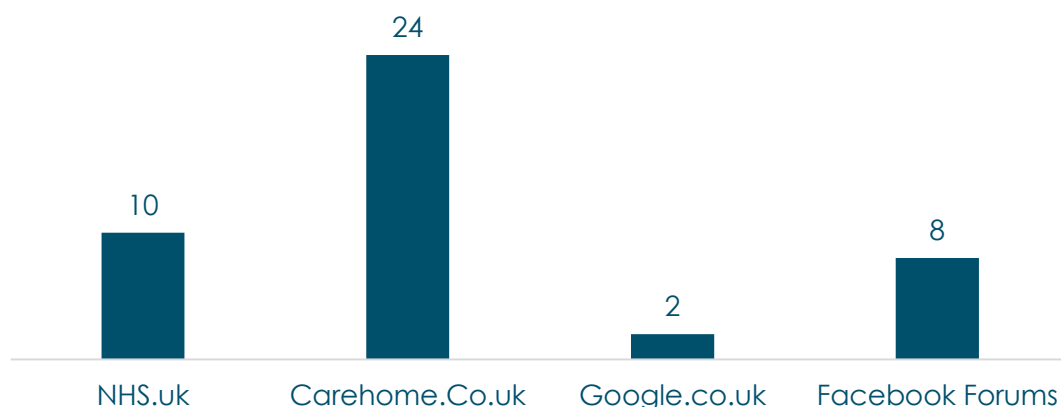
The most popular means of contacting Healthwatch this month is shown below.

### Method of Contact



We also conducted online research of local services, where we found a total of 34 experiences from NHS UK and Carehome.co.uk and 10 experiences from internet platforms.

### Researched Experiences

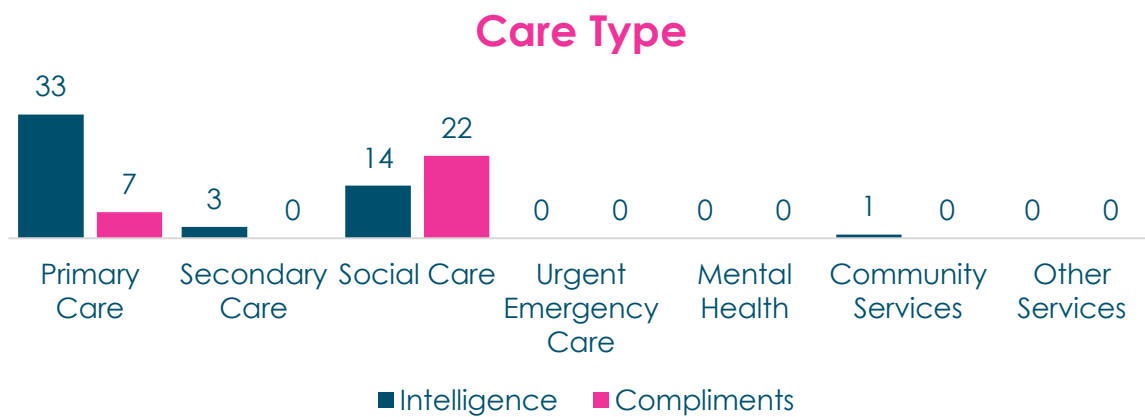


The total amount of information and experiences retrieved this month, through contact and research is 59.

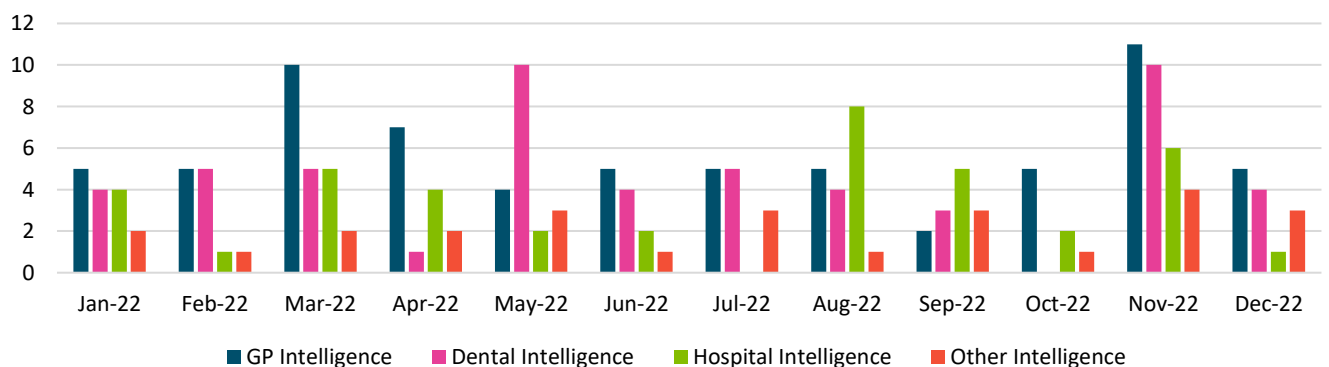
This month, Healthwatch took actions from the experiences received. Our most common action was Information Provided (7).



Below details what service the public have been feeding back on in the month of January.



The graph below shows the comparison of data received in previous months.



### 3 Information Requests

There were no specific information requests this month.

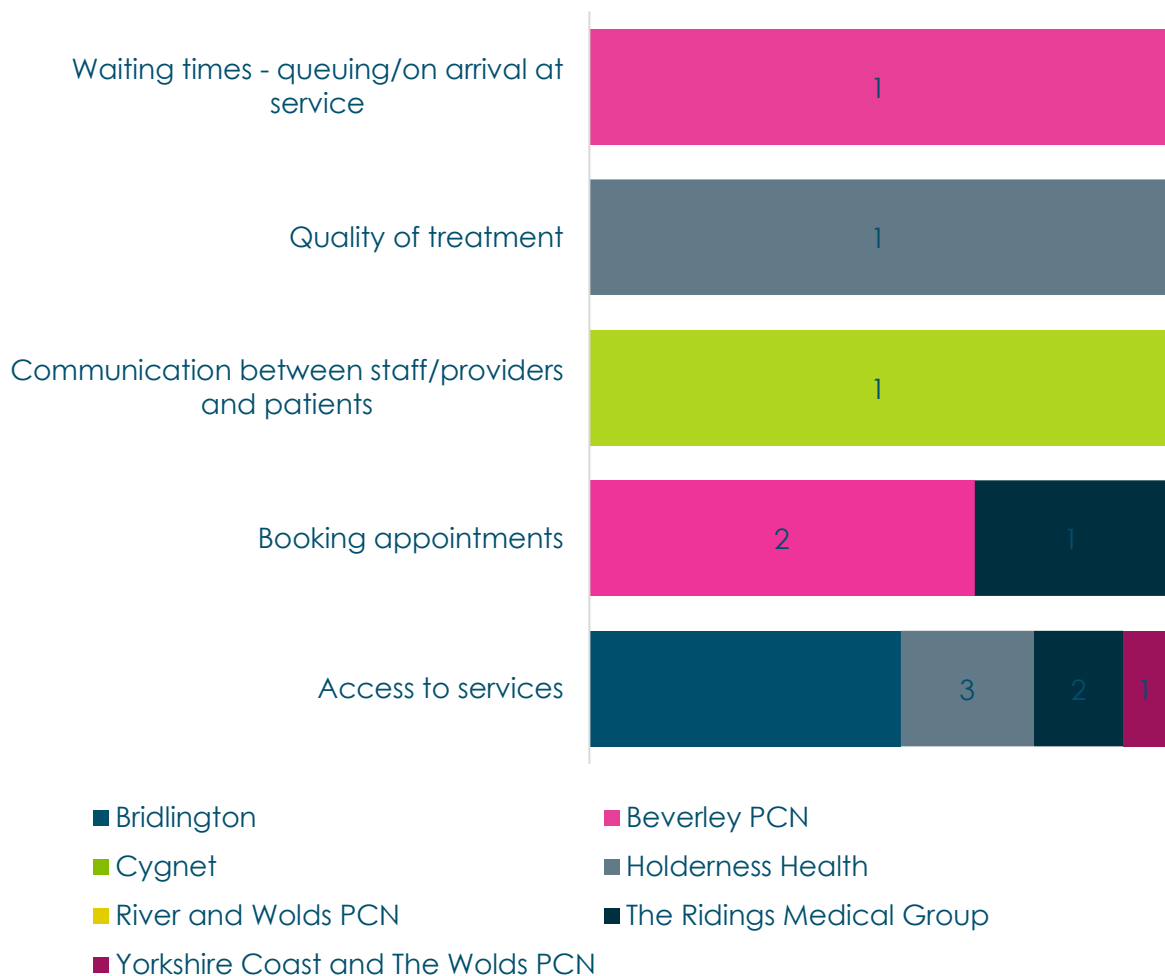
### 4. Primary Care Intelligence

#### 4.1 Experiences Breakdown – GP Practices

This month, Healthwatch recorded a total of 19 experiences for GP Practices. These experiences were broken down into 12 intelligence and 6 compliments.

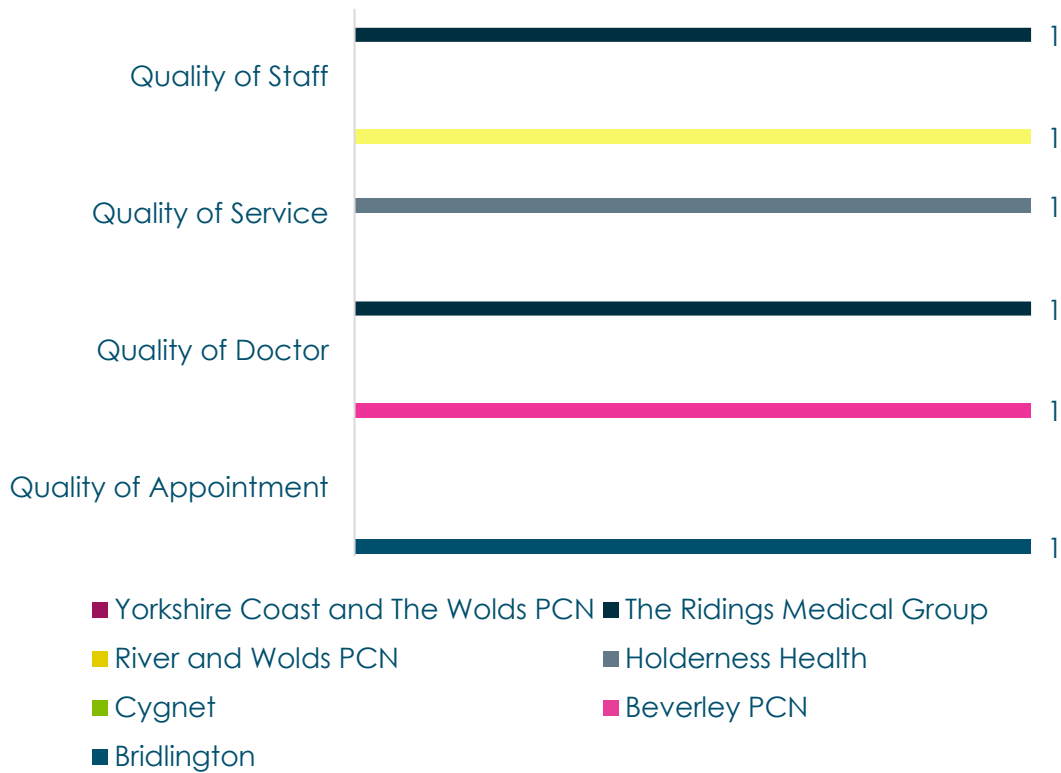
**Please note:** in some instances, Healthwatch receives experiences without the name of the GP Surgery and/or it is related to an information request with no specific GP Practice, which means we are not able to identify which PCN it is connected to.

#### Primary Care Network - Intelligence



Healthwatch identified the below from the compliments.

## Primary Care Network - Compliment



## What We Were Told

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

## GP Intelligence

Service Name:	Humber Primary Care		
Identified By:	Facebook	Date Recorded:	24 January 2023
Experience:	Patient asked," Is anyone getting a response from Engage Consult with Humber Primary Care (Practice 2). I submitted a request on 17.01.23 and had no reply or call back. Resent but nothing."		
Actions Taken: (Healthwatch)	Research reported in the monthly intelligence report.		

Service Name:	Humber Primary Care		
Identified By:	Facebook	Date Recorded:	25 January 2023
Experience:	<p>Patient said, "Went to hospital for my bloods done. Couldn't do bloods as they hadn't given me the correct form at Humber Primary Care that even mentioned bloods. Nurse tried calling surgery 4 times, no response. So I had to go back to surgery to get the right form and take it back to Brid hospital to have my bloods taken."</p>		
Actions Taken: (Healthwatch)	Research reported in the monthly intelligence report		

Service Name:	Humber Primary Care		
Identified By:	Telephone	Date Recorded:	12 January 2023
Experience:	<p>Patient reported that they used to be really satisfied with the doctors. Patient has health issues, which have led to leukaemia and has been trying to get in to see a doctor as they have eye complications but has given up and is ignoring it as it is just too difficult to get an appointment.</p> <p>Further complications mean they I have tried to make an appointment. Their experience is reported below.</p> <p>"So I rang 8 am rang 6/7 times when it came to pressing 2 for appointments, It cut off. So I rang 111 got through, and true to their word someone rang me back, Having spoken to the lady, she said I needed to see a doctor that day. Only she herself couldn't get hold of our doctors too."</p> <p>An appointment was made to go to the walk in. But on arrival it appeared this had not been made and the patient was told that they should have gone to their own GP. Patient reported being made to feel like a fraud and worthless in front of others and left as embarrassed.</p>		



	<p>The patient I rang their GP again and after an hour and a half they answered the phone. The patient was told that there were no appointments and to ring 111.</p> <p>Patient reported that they were told they only have a 100 appointments a day to give out and were also told that they only just have one doctor ever in the surgery rest work from home.</p> <p>The patient was then told to come back the next day before 8 and wait for an appointment. The patient was second in the queue and got the time of 15:50.</p>
<b>Actions Taken:</b> (Healthwatch)	Email sent by HW representative providing patient with information and advice as to how to take this further. HW tried to contact the surgery but experienced the same issues getting through.

<b>Service Name:</b>	Humber Primary Care		
<b>Identified By:</b>	Telephone	<b>Date Recorded:</b>	17 January 2023
<b>Experience:</b>	Lady needed a routine blood test and was told they would call to arrange an appointment. Patient waited but no call came. When she phoned them she was told that they had called and she hadn't answered. No log of a missed call on her mobile. She was then offered a GP appointment for this. Felt she was wasting a GP appointment as this did not need to be done by them.		
<b>Actions Taken:</b> (Healthwatch)	Recorded to include in intelligence report.		

<b>Service Name:</b>	Practice One		
<b>Identified By:</b>	Telephone	<b>Date Recorded:</b>	9 January 2023
<b>Experience:</b>	Relative had contacted us previously with regards to the system of how they order repeat prescriptions changing and how this was reported to them. The Practice One practice manager had agreed to contact them after Healthwatch made contact with the practice manger. A call was made but they were unable to answer and have been waiting for further contact. The relative feels their issue is still unresolved and this is causing them great		

	distress. They have now refused to liaise with the practice due to the distress this causes and have asked Healthwatch to mediate on their behalf.
Actions Taken: (Healthwatch)	Representative emailed link at the practice to see how this can be resolved. Received a phone call with the practice manager (Jan Peacock) who offered a solution. Representative called the relative back who is happy with the outcome and is awaiting confirmation of solution in writing. Practice manager has agreed to action the request. The practice manager was very supportive and went over and above to reach a resolution.

Service Name:	Humber Primary Care		
Identified By:	Engagement	Date Recorded:	17 January 2023
Experience:	Lady terrified at lack of access to appointments at Humber Primary Care. Awaiting results but no one has phoned or written. When she phoned she reported being 101 in the queue. Why do patients always have to do the chasing?		
Actions Taken: (Healthwatch)	Patient reported this to Humber Primary Care but wanted it included in our monthly intelligence report.		

Service Name:	GP Surgery		
Identified By:	Email	Date Recorded:	11 January 2023
Experience:	Patient reported having difficulty registering with a new GP after moving address to live back home. Postcode is HU6.  King street medical centre in Cottingham won't register the patient as they aren't a HU16 postcode. Patient was told to find a HU6 surgery. New hall surgery which is a HU6 postcode won't register because the patient is classed as East Riding not Hull.		
Actions Taken: (Healthwatch)	Healthwatch emailed our link at HCP who signposted us to the NHS website that identifies GP access. Healthwatch representative has shared the name of the available practice and contact details that were found and has emailed this to the patient. Patient contacted this practice but as they are classed as East Riding was refused registration even though this is where		

the app directs them. Patient has since found a place at a practice further away from them.

## Compliments

Service Name:	Practice 3	PCN:	Bridlington
Identified By:	Facebook	Date Recorded:	5 January 2023
Experience:	<p>Patient said "we had a very positive medical thingy today. We spoke to a really helpful pharmacist at West Hill pharmacy, who advised us to make a GP appointment. We phoned Practice 3 when we got home and got an appointment today, at 4.30. There we saw someone called Ray, who we hadn't seen before. He was very helpful and also friendly, which always helps. Given the pressure they're all under these days, we were impressed and grateful."</p>		
Actions Taken: (Healthwatch)	Compliment recorded in the monthly intelligence report		

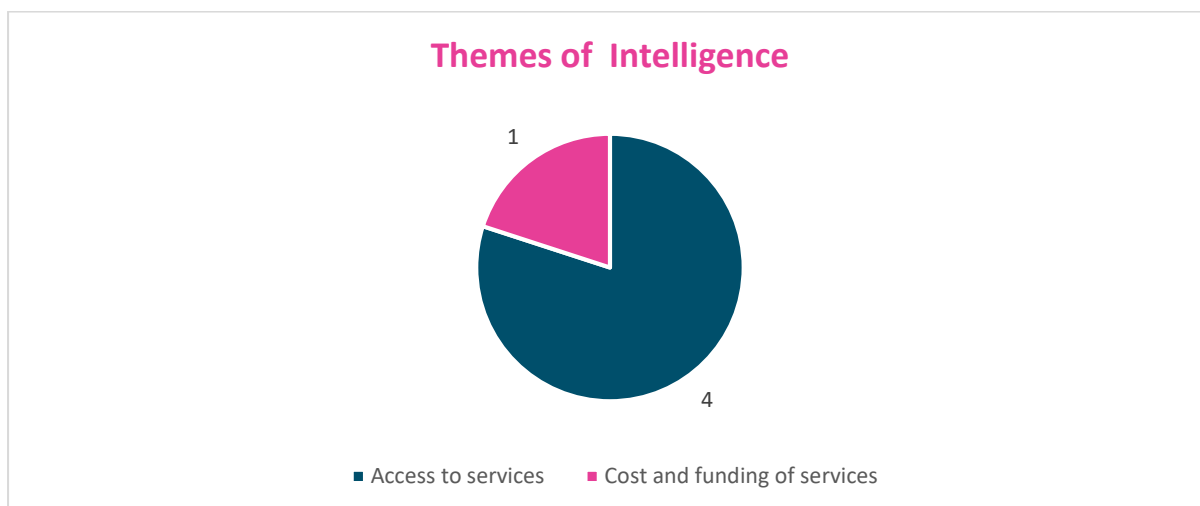
Service Name:	St Nicholas' Surgery	PCN:	Holderness Health
Identified By:	NHS.uk	Date Recorded:	12 January 2023
Experience:	<p>"First I visited a doctor about a change of a mole on my hand the doctor took a photo and within 2 weeks got to see a specialist it was a good job that the doctor at St Nicholas surgery did do the a great job because the mole turned out to be malignant melanoma and to continue I was sat at home my phone rang and it was the same doctor checking on how I was doing it totally made my day because I'm recovering from the operation thank you to all of you at St Nicholas surgery you've all been great from the reception to the nurses and the doctors."</p>		
Actions Taken: (Healthwatch)	Compliment recorded in the monthly intelligence report		

Service Name:	Brough Surgery	PCN:	The Ridings Medical Group
Identified By:	NHS.uk	Date Recorded:	31 January 2023
Experience:	"I would like to pass my compliments to the nursing team at the Ridings Medical Group. I recently attended the Brough surgery for my annual asthma check-up. I received lots of extremely useful information and reminders on how to best manage my medication and health in relation to asthma. It was delivered in such a friendly and caring manner and I'm sure the advice given will keep me healthier. I've always found the nursing team to be friendly and helpful and always put you at ease. Thank you!"		
Actions Taken: (Healthwatch)	Compliment recorded in the monthly intelligence report		

Service Name:	Brough Surgery	PCN:	The Ridings Medical Group
Identified By:	NHS.uk	Date Recorded:	18 January 2023
Experience:	"My child needed an urgent appointment after developing a rash. I had already sought advice from a Pharmacist and tried to treat at home, but the rash was spreading and she needed to be seen. I rang the GP surgery at Brough, was offered an acute telephone appointment which took place within two minutes of the initial call and was offered a face to face consultation with one of the ACPs (who was excellent) 45 minutes later. Brilliant service and I can't fault everyone in the team who helped. Thank you."		
Actions Taken: (Healthwatch)	Compliment recorded in the monthly intelligence report		

## 4.2 Experiences Breakdown – Dental Practices

This month, Healthwatch recorded a total of 5 experiences for Dental Practice Intelligence. The majority of these were reported at an engagement in Bridlington.



### What We Were Told

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

Service Name:	Bupa Dental Care, Bridlington		
Identified By:	Email	Date Recorded:	5 January 2023
Experience:	No longer has a dentist in Bridlington. Has a car but reluctant to travel too far to find an NHS Dentist.		
Actions Taken: (Healthwatch)	Sent an email advising patient to contact NHS England to ask to allocate to a new NHS Dentist and to ring NHS 111 if in pain.		

Service Name:	Bridlington Bupa		
Identified By:	Engagement	Date Recorded:	17 January 2023
Experience:	Local dentist practice closed and cannot find a new NHS dental Practice anywhere.		

<b>Actions Taken:</b> (Healthwatch)	Sent an email advising patient to contact NHS England to ask to allocate to a new NHS Dentist and to ring NHS 111 if in pain.
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<b>Service Name:</b>	Bupa Bridlington	
<b>Identified By:</b>	Engagement	<b>Date Recorded:</b> 17 January 2023
<b>Experience:</b>	Local dentist practice closed and cannot find a new NHS dental practice anywhere. Concerns mean she has had to pay privately.	
<b>Actions Taken:</b> (Healthwatch)	Advising the patient to contact NHS England to ask to allocate to a new NHS Dentist and to ring NHS 111 if in pain.	

<b>Service Name:</b>	Dentist	
<b>Identified By:</b>	Telephone	<b>Date Recorded:</b> 16 January 2023
<b>Experience:</b>	We've had a call this morning from an elderly person - aged 80 – they are currently registered with a dental practice in South Cave but lives a considerable distance away and no longer able to drive for long periods, so wanted to enquire about the possibility of moving to another more local one that will be more accessible for them.	
<b>Actions Taken:</b> (Healthwatch)	Healthwatch representative rang the patient and discussed the current situation with regards to NHS dentist availability in his area and the challenges that are preventing the patient from continuing to drive. Together they discussed various options and these were emailed to the individual. A link was also sent with regards to transport services available that enable people in the elderly generation to maintain some independence and they were signposted to these.	

<b>Service Name:</b>	Dentist	
<b>Identified By:</b>		<b>Date Recorded:</b> 9 January 2023
<b>Experience:</b>	Patient in the East Riding reported that both he and his wife are unable to access a dentist. Our last NHS option shut in Nov-22. We have attempted to get on waiting lists for local ones but apparently they are all full.	

	<p>Patient reported that In a 12mile radius there are 6 dentists, none of which are taking new people on a waiting lists.</p> <p>They have had the same issue with their 3 children but have secured them a place 25miles away. This means it takes approximately 2hrs driving and £20 petrol. They are not accepting new adults on a waiting list.</p>
Actions Taken: (Healthwatch)	Replied via email and also advised them to contact NHS England customer services and NHS 111, and to keep looking outside local area.

## **Compliments**

No dental compliments have been received this month.

## 5 Hospital Intelligence

This month, Healthwatch received a total of 3 experiences. These involved experiences of East Riding residents with regards to Scarborough Hospital and have been shared with Healthwatch North Yorkshire.

### What We Were Told

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

### Hull Royal Infirmary

Service Name:	Hull Royal Infirmary	
Identified By:	Google.co.uk	01/01/2023
Experience:	"My 87 year old father sat in A&E for 11 hours yesterday in pain. He sat on a hard chair all this time. He was not offered a lie down. He wasn't offered a drink for 9 hours. He was asked if it was really an emergency. Not being able to pass urine is an emergency. He didn't come to A&E just for a day out. This may be his last New Year's Eve and this wait is unacceptable for everyone. No one showed my father compassion, empathy or respect."	

### Compliments

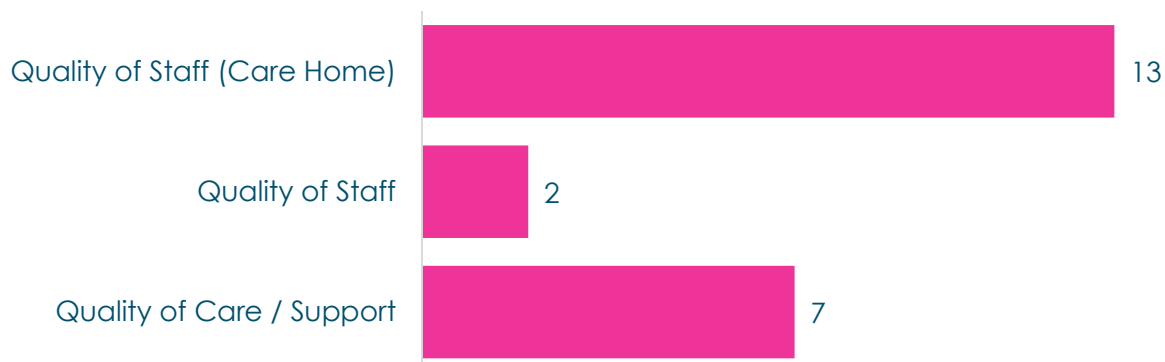
No hospital compliments have been received this month.



## 6. Experiences Breakdown – Care Homes

This month, Healthwatch recorded a total of 22 experiences for Care Home Intelligence.

### Service Type - Compliment



### Compliments

Service Name:	Willersley House, Willerby		
Identified By:	Carehome.co.uk	Date Recorded:	18 January 2023
Experience:	"Excellent service, staff very friendly and helpful. They telephone with updates when I cannot visit or if there are any problems this is the best care home I have visited."		

Service Name:	Willersley House, Willerby		
Identified By:	Carehome.co.uk	Date Recorded:	26 January 2023
Experience:	"Willersley House is a lovely, friendly residential home. It has a homely feel about the place and the residents are well catered for in terms of care, meals and activities. The manager's door is always open for both residents and their families. Some of these new homes' advertising bars, cinema, and cafe facilities are all very modern, but not intimate. Willersley House is run as a big family unit, where the residents can meet up for stimulating activities, musical afternoons or a good discussion about current affairs. On the other hand, residents can remain in their own cosy rooms if this is their preference."		

Service Name:	Willersley House, Willerby		
Identified By:	Carehome.co.uk	Date Recorded:	31 January 2023
Experience:	"The care given to my aunt has been first-class. The staff are caring, professional and deliver excellent service. Would highly recommend this care home."		

Service Name:	White Rose Lodge, Bridlington		
Identified By:	Carehome.co.uk	Date Recorded:	9 January 2023
Experience:	"I was pleasantly surprised when I arrived at this facility. The place was light and fresh, and there was a very friendly atmosphere all around, especially from the staff. It's easy to imagine such places to be sad or perhaps dull, but not only did I encounter a lot of laughter and friendship, I also felt it was very homely and colourful, certainly a nice place to live for anyone. Hearing from my grandmother, it seems she is in agreement."		

Service Name:	The Hollies - Care Home		
Identified By:	Carehome.co.uk	Date Recorded:	18 January 2023
Experience:	"I cannot praise this place enough, Mum has been there for two years now and the care she has received has been exemplary in all ways. All the staff are so caring, friendly and very professional and keep us well informed. We visit regularly and it is always immaculately clean and well-presented, we are always welcomed and they do a sterling job. Every member of staff has her interests at heart and does all they can to make her feel comfortable and safe. Thank you all for looking after our mum."		

Service Name:	Tamarix Lodge - Care Home, Withernsea		
Identified By:	Carehome.co.uk	Date Recorded:	26 January 2023
Experience:	"My mother is 96 years old and has been a resident of Tamarix Lodge for 30 months, throughout this time she has enjoyed the best of care in all areas that come under the umbrella of the word care."		

Service Name:	St Marys Care Centre, Anlaby		
Identified By:	Carehome.co.uk	Date Recorded:	12 January 2023
Experience:	<p>"My mum has been a resident since May 2022; this was after a hospital stay. Initially, Mum stayed for respite and then decided it was best for her health and general wellness that this became a permanent placement. Mum has been well looked after and has settled well; she has an array of social activities, and the staff have been very welcoming and supportive of Mum's care needs."</p>		

Service Name:	St Marys Care Centre, Anlaby		
Identified By:	Carehome.co.uk	Date Recorded:	30 January 2023
Experience:	<p>"A very friendly and hard-working group of carers and nurses. My auntie is very happy with the care provided. Thank you for everything you do for her and for taking such good care of her; it is very much appreciated."</p>		

Service Name:	Overton House - Care Home, Cottingham		
Identified By:	Carehome.co.uk	Date Recorded:	11 January 2023
Experience:	<p>"I honestly cannot recommend these guys enough! My mum went in for respite care and is now living there full-time, she didn't want to go back home! Every single member of staff is lovely and cannot do enough for you, nothing seems too much! My mum is so happy and looks ten years younger since she has been there. She has been encouraged to join in with the many activities and is having a wonderful time and has made lots of friends, which is wonderful as she lived alone prior to going into Overton. Myself and my sisters no longer worry about her so the work of the wonderful staff at Overton has been far reaching. Keep up the amazing work you are doing. I feel truly lucky to have been able to get my mum a place with you, cannot thank you all enough."</p>		

Service Name:	Overton House - Care Home, Cottingham		
Identified By:	Carehome.co.uk	Date Recorded:	19 January 2023
Experience:	<p>"As one of five daughters of our mum, who is the person in Overton House, I write for us all. We feel so fortunate to get Mum into such a lovely place. Before being admitted, Mum was living on her own at the age of 94. She was being cared for daily by my sisters, who live nearby. I live out of town, so was not able to assist as much as I would have liked. When left on her own, she was lonely and somewhat frightened until my sisters were with her. Now she feels happy and no longer feels lonely or frightened. We are extremely happy with the care currently being offered for mum. Thank you to all members of staff responsible for her care. You are all stars."</p>		

Service Name:	Mallard Court, Bridlington		
Identified By:	Carehome.co.uk	Date Recorded:	4 January 2023
Experience:	<p>"My mum is currently staying in Mallard Court and I have to say the staff and management are a credit to the care sector. The manager could not be more welcoming and even went over and above to help us secure a place for Mum."</p>		

Service Name:	Mallard Court, Bridlington		
Identified By:	Carehome.co.uk	Date Recorded:	13 January 2023
Experience:	<p>"My father received both dementia and palliative care for the last four months of his life. During this period all the staff, particularly those of Memory lane (dementia care), provided thoughtful and caring support to both my father and my family. I would have no hesitation in recommending this care home. This care home is a credit to the industry and the staff, many of them very young restores your faith in humans. Thank you all."</p>		

Service Name:	Goole Hall		
Identified By:	Carehome.co.uk	Date Recorded:	24 January 2023

Experience:	<p>"Dad went into Goole Hall from September 2022 until January 2023 for respite care, while there the staff got him walking around with a frame which he was struggling to do before going in. We found the room warm and comfortable. All the staff were polite, always knocking before entering and always treating Father with respect and dignity. Nothing was too much trouble, they were always willing to help with anything that he needed. Whenever he used his call button it never seemed long before someone was there. Meals were of good quality and varied cooked meals at midday, sandwiches early evening. Staff are always welcoming when we visited asking us to sign in and always taking us into the room and walking us out when time to leave. Father had his 85th birthday while in Goole Hall, they made him a cake and a bit of a fuss of him - making his day."</p>
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Service Name:	Bluebell Residential Home Limited, Hessle		
Identified By:	Carehome.co.uk	Date Recorded:	16 January 2023
Experience:	<p>"My Mam went into Bluebell in September 2022. I would like to thank all of you for the love and care you all showed towards her. Sadly, she died yesterday and you made everything reassuring and supported my mam and my family at this difficult time. This felt like a proper family home. You are a fantastic team and thank you for everything"</p>		

Service Name:	Beverley Parklands Care Home		
Identified By:	Carehome.co.uk	Date Recorded:	20 January 2023
Experience:	<p>"My mother has been in the care of Parklands for the last three years, during which time her memory has deteriorated considerably. She has always received excellent care from the staff. My mother is unable to look after herself adequately, but the staff are always able and willing to attend to her needs. She has been encouraged to take part in activities, which she probably would not do without such encouragement."</p>		

Service Name:	Beverley Parklands Care Home		
Identified By:	Carehome.co.uk	Date Recorded:	20 January 2023
Experience:	"Dad moved into Beverley Parklands in April last year. He immediately liked his room which is a good size with views over the garden towards the fields. The staff hung some paintings of dads up, so on the day he moved in it felt like his. He has his own ensuite shower room which was important for him. He has settled and is content and well looked after. "		

Service Name:	Beverley Parklands Care Home		
Identified By:	Carehome.co.uk	Date Recorded:	24 January 2023
Experience:	"I am very happy with the care the resident is receiving. All the staff are very friendly, kind and understanding of her needs."		

Service Name:	Beverley Parklands Care Home		
Identified By:	Carehome.co.uk	Date Recorded:	29 January 2023
Experience:	"I am always greeted warmly by staff when I visit my friend, they understand the need for flexibility with visiting around my work commitments. The staff treat my friend as an individual with care and compassion, and support her sleep needs, even if she wants to go to bed at 6.30! Above all, my friend is happy and cared for. Can't praise them enough."		

Service Name:	Bessingby Hall, Bridlington		
Identified By:	Carehome.co.uk	Date Recorded:	6 January 2023
Experience:	"A beautiful home with very lovely staff and surroundings."		

Service Name:	Bessingby Hall, Bridlington		
Identified By:	Carehome.co.uk	Date Recorded:	12 January 2023
Experience:	"The resident and family have been made very welcome. Staff are very friendly and we feel that our relative is well looked after and understood. Every effort is made by staff to meet needs. Everywhere is clean, tidy and spacious."		

Service Name:	Beech Tree House, Goole		
Identified By:	Carehome.co.uk	Date Recorded:	30 January 2023
Experience:	"Every time I've visited the place is clean and the staff are marvellous. Dad took time to settle but now seems happy there. The staff are always busy and deserve more pay than they get."		

## 7. Independent NHS Complaints Advocacy Service

The Independent NHS Complaints Advocacy Service is a free, independent, statutory advocacy service, funded and commissioned by local authorities.

In the East Riding, this service is delivered by our partner organisation, Cloverleaf Advocacy and supports East Riding residents who want to make a complaint about NHS commissioned services.

Through the support it provides, the Independent NHS Complaints Advocacy Service ensures local people have their voice and concerns heard by providers and commissioners of local services. By allocating an advocate who will speak confidentially to them about their concerns and help them to understand the different options available at each stage of the complaints procedure.

Service Name:	Wolds View Primary Care Centre, City Healthcare Partnership.
Date of Incident:	July 2022
Nature of Issue:	Client's complaint is regarding issues obtaining emergency medication for her son from a temporary GP practice. Client's son moved from Scotland to stay with her during a period of ill health. They experienced serious delays in being prescribed important medication.

Service Name:	King Street Medical Centre, Humber NHS Foundation Trust.
Date of Incident:	May 2022
Nature of Issue:	Client's complaint is regarding her GP and the Community Mental Health Team. Client states that she was sectioned based on incorrect information and against her will.



Service Name:	Yorkshire Ambulance Service NHS Trust.
Date of Incident:	August 2022
Nature of Issue:	Client suffered a badly broken leg at home. He called for an ambulance which was delayed but then took him to Bransholme Urgent Treatment Centre and not A&E at Hull Royal Infirmary. It took a further 11 hours for him to get to A&E

Service Name:	Hull University Teaching Hospitals NHS Trust.
Date of Incident:	Ongoing.
Nature of Issue:	Client has ongoing issues with Urology at Castle Hill Hospital. He has notified them that he has a cage on his leg due to a leg break, but when he attends appointments they tell him they can't see him.

Service Name:	City Healthcare Partnership
Date of Incident:	November 2022
Nature of Issue:	Client is disabled and has been informed that his podiatry appointments will now take place every 3-6 months. Client also states that the medical records they have contain incorrect information. Client states he has been accused of being verbally aggressive but stresses he can become frustrated easily and this is as a result of an acquired brain injury.

## **8. Why Intelligence is Important**

Following our experience gathering each month, Healthwatch develops this monthly intelligence report to assist local service providers and commissioners to understand the public's perceptions; with a view for their experiences to highlight possible areas of change.

### **When published, this report is sent to:**

- Hull Health and Care Partnership (formerly, NHS Hull Clinical Commissioning Group)
- East Riding Council
- East Riding of Yorkshire Clinical Commissioning Group
- Humber Teaching NHS Foundation Trust (HTFT)
- City Health Care Partnership (CHCP)
- Care Quality Commission (CQC)
- Hull University Teaching Hospitals NHS Trust (HUTH)
- NHS England and NHS Improvement (NHSE/I)
- Independent NHS Complaints Advocacy Service
- Yorkshire Ambulance Trust
- ERSAB (East Riding Adults Safeguarding Board)

Healthwatch East Riding also attends regular meetings to discuss our intelligence report with those who have the power to influence health and social care now and in the future.

### **Some of the meetings we attend are:**

- Health and Wellbeing Board
- Health Care and Wellbeing Overview Scrutiny Sub Committee
- Primary Care Quality and Performance Sub-Committee
- Hull University Teaching Hospitals NHS Trust Intelligence Meeting

The information provided in our intelligence reports also contribute to our rational to use the Healthwatch statutory power to 'Enter and View' and our decision-making in future project work.