

healthwatch

East Riding of Yorkshire



Intelligence Report

March 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://www.healthwatcheastridingofyorkshire.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 **March 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.

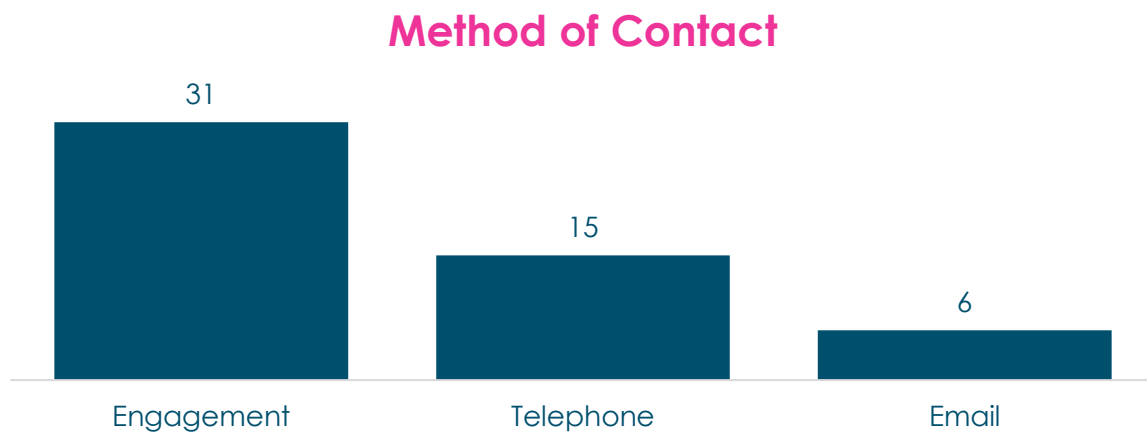
Following the publication of this report, we are happy to receive feedback from service providers using the enquires@healthwatcheastridingofyorkshire.co.uk as it provides confidence to the public that their experiences are valued, acknowledged and acted upon.

2. Contact Statistics

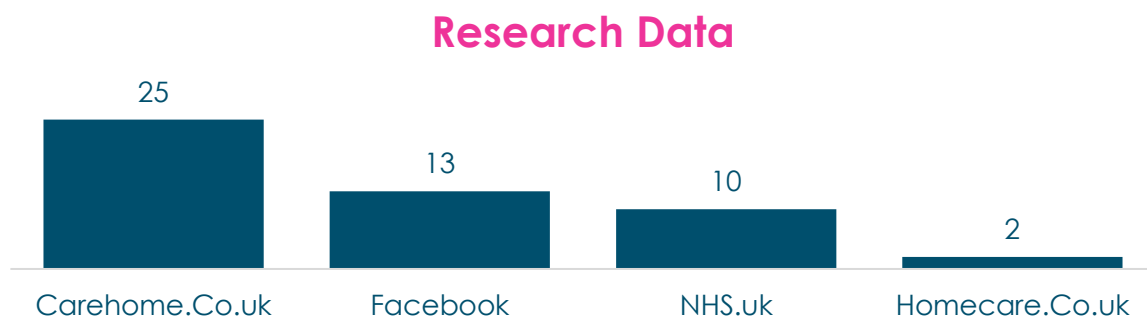
During March we had **52** people contact Healthwatch directly to provide feedback or to ask for information/advice.



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

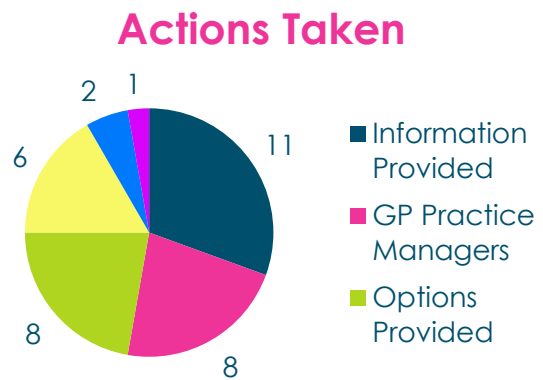


We also conducted online research of local services, where we found a total of **50** experiences. These experiences are in the form of online reviews, which people have left on a provider's website for the month of March.

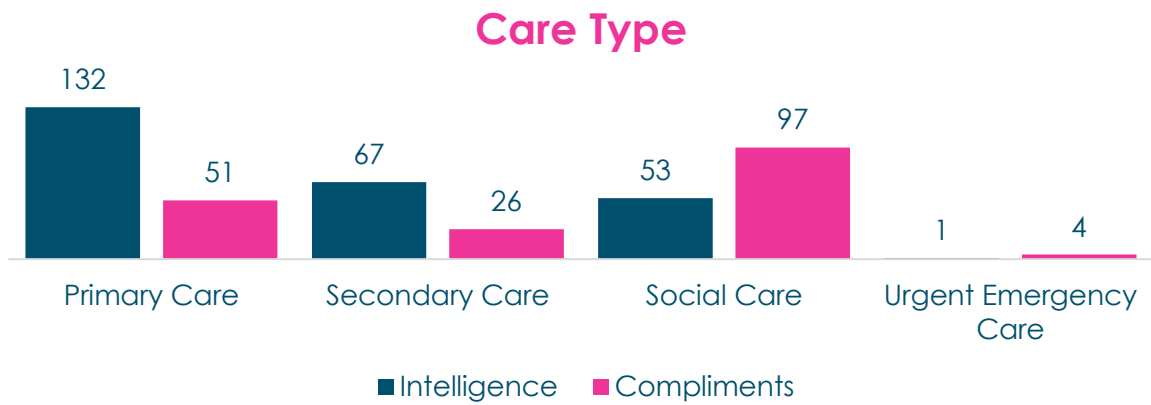


The total amount of information and experiences retrieved this month, through contact and research is **102.**

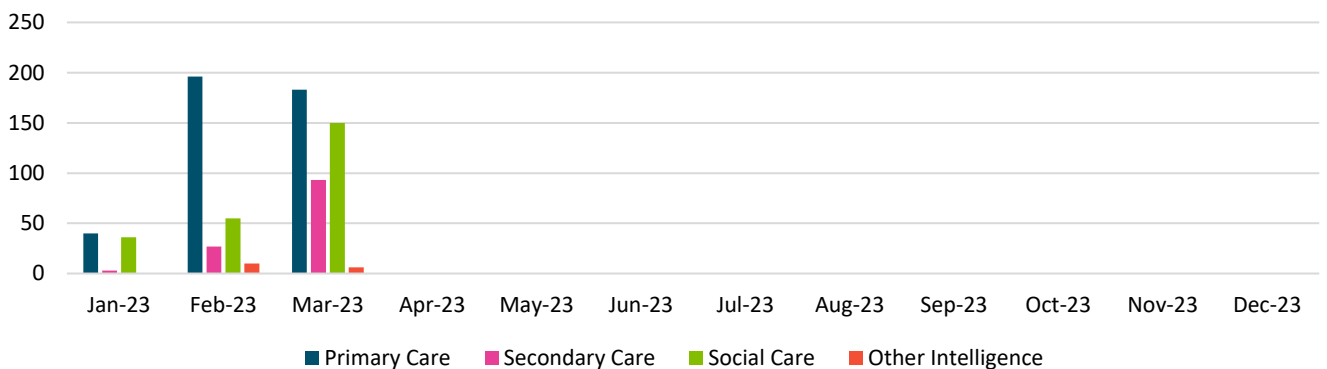
This month, Healthwatch took actions from the experiences received. Our most common action was Information Provided.



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



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



3. Information Requests

There were 2 information request this month.

Service Name:	East Riding of Yorkshire Council	
Identified By:	Engagement	Date Recorded: 8 March 2023
Experience:	Carer was confused as to whether she was eligible for carer's allowance as she was a carer for her husband who has Huntingdon's Disease and small vessel disease (like vascular dementia). Carer said she has received a letter to say that she is entitled to receive carer's allowance but that she can't have it as she was getting her state pension and you couldn't have this as well. Another lady who was also a carer for her husband said that she got carer's allowance. She was on a smaller pension though. Carer also asked whether she might be entitled to attendance allowance herself as she has various ill health and mobility issues now.	
Actions Taken: (Healthwatch)	Healthwatch representative looked into whether or not you could claim carers allowance if you had a state pension and whether both husband and wife could claim attendance allowance. Information was mixed. HW rep rang Carer explained what they'd found out. Signposted her to CAB or look on turn2us website. Carer said she' would do this and ring the disability people again. Both people in a relationship are able to claim attendance allowance provided they are eligible.	

Service Name:	East Riding of Yorkshire Council	
Identified By:	Engagement	Date Recorded: 8 March 2023
Experience:	Carer enquired whether she might be entitled to Carer's allowance. She only receives a small pension and attendance allowance.	
Actions Taken: (Healthwatch)	Healthwatch Representative looked into whether who might be able to advise whether Carer was eligible for carer's allowance. Signposted to Citizen's advice bureau in Withernsea.	

4. Primary Care Intelligence

4.1 Experiences Breakdown – GP Intelligence

This month, Healthwatch recorded a total of **45** experiences for GP Practices. These experiences were broken down into **124** intelligence and **43** compliments.

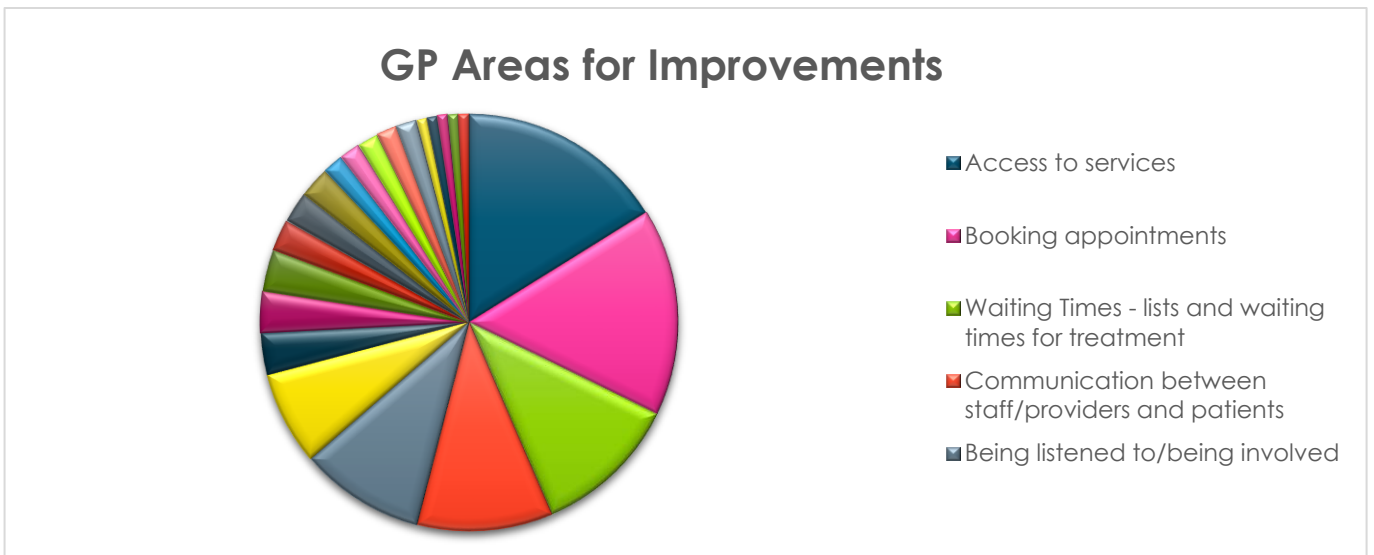
Please note: figures differ from the amount of intelligence gathered, because one experience can result in multiple intelligence and compliments.

Theme Breakdown – GP Intelligence

Below highlights the main themes from this month's intelligence:

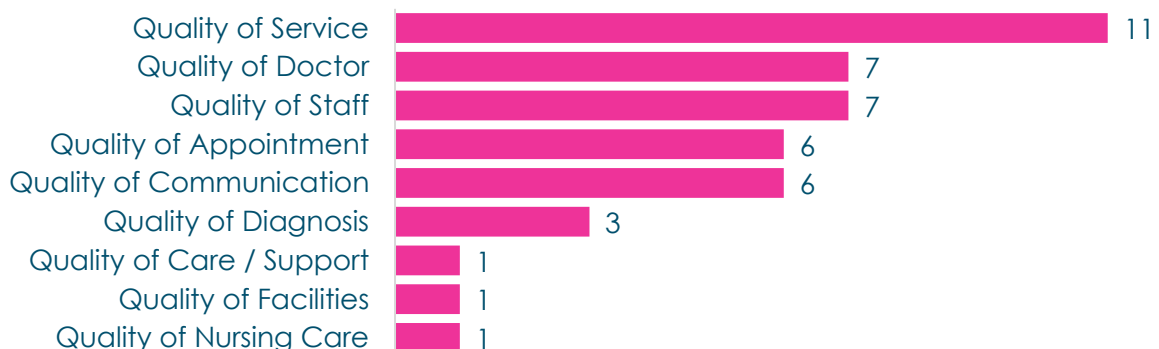
- Access to services
- Booking appointments
- Waiting times
- Communication between staff/ providers and patients
- Being listened to/being involved

Areas for Improvement



Healthwatch identified the below from the compliments.

GP Surgery - Compliments



Lived Experiences

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

Negative Experiences

Service Name:	Manor House Surgery	PCN:	Bridlington
Identified By:	Research	Date Recorded:	11 March 2023
Experience:	"Cut my phone call off because there were ten in the queue. Visited the surgery, told me to go to the hospital emergency doctors because they couldn't see me. Been with the practice before it became Humber primary care since I was born and my parents and grandparents before me. What an absolute shamble. They've lost the family surgery / doctor that we were all used to. I have immunity issues so needed to see someone, but no they weren't interested. That was in Bridlington. Shameful."		

Service Name:	Manor House Surgery	PCN:	Bridlington
Identified By:	Research	Date Recorded:	20 March 2023
Experience:	"Tried to make an appointment this morning for my husband to see a GP There wasn't one available for three weeks. This used to be the best practice in Bridlington, now it is the worst. "		

Service Name:	Practice 3	PCN:	Bridlington
Identified By:	Telephone	Date Recorded:	4 March 2023
Experience:	I spoke with a patient today over a phone call, and he shared his recent experience with Boots Chemist regarding his repeat prescription. He was delighted with the service he received, but there was one issue he wanted to report. The patient received a medicine that he had not seen before and contacted the chemist to inquire about it, on the 3rd March. They informed him that due to the merger between Wold views and their practice, they had access to his old		

	<p>prescriptions. Consequently, the medicine was part of it, and that's why he received it.</p> <p>However, the medication was prescribed 8th November 2022, and he is no longer on it. He had not taken any tablets and intended to return them to the chemist.</p> <p>He expressed concern about this situation and wanted to report it to avoid any potential harm to other patients at the practice.</p>
<p>Actions Taken: (Healthwatch)</p>	<p>Will write an email to the GP practice manager to inform of this situation.</p>

<p>Service Name:</p>	<p>Practice 3</p>	<p>PCN:</p>	<p>Bridlington</p>
<p>Identified By:</p>	<p>Research</p>	<p>Date Recorded:</p>	<p>6 March 2023</p>
<p>Experience:</p>	<p>"I recently consulted a GP with a difficult to treat illness of long-standing. They showed kindness but little capability or understanding of the illness or of my own personal history which goes back a significant number of years. Consequently, the advice I was given was not particularly helpful nor was it particularly unhelpful, it was what it was and lead to a feeling of frustration which isn't unusual with this illness. Given the apparent long waiting lists to see specialists in this field and the difficulty the GPS find in treating this illness then the consultation can be more clearly put into perspective. The GP did their best and can't be criticised for that, it's just after all these years I had expected a more specialised answer and knowledgeable help but given the enormous pressure that the GPS are under at this practise I do understand, as must we all, and I am at least most grateful for that no matter how little or how great depending on the circumstances and situation of course. Many thanks for the kindness shown to me which is an incredibly valuable resource we all must nurture and give to each other."</p>		

<p>Service Name:</p>	<p>Practice 3</p>	<p>PCN:</p>	<p>Bridlington</p>
<p>Identified By:</p>	<p>Research</p>	<p>Date Recorded:</p>	<p>13 March 2023</p>
<p>Experience:</p>	<p>"At 9.30 am I joined the phone queue to ask or a sick note at which point I was caller 20, it is now 1.40 pm in the afternoon and I have just been advised I am now caller number 1. 4 hours</p>		

	to answer 20 phone calls is a ridiculous statistic and one which practices should be monitored or by the Government to assess the word you rarely see which customer service is. If you were thinking of joining this practice, I would suggest looking at all available alternatives before making a decision you may regret."
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Service Name:	Practice 3	PCN:	Bridlington
Identified By:	Research	Date Recorded:	17 March 2023
Experience:	<p>"I struggle with my mental health and can no longer get an appointment under the new system. I can only go out once a day if I go out at all as I have to plan what I am doing, so booking an in the day appointment doesn't work for me. I rarely make phone calls (my kids complain I don't ring them) as I struggle to make calls so can't book an appointment that way. I have written to my dr asking for help but got no reply. Before the practices merged, I could book my next appointment as I left, I always attended these. There is no hope to see a dr now lucky I have an appointment with someone from mental health or I would be all alone with no help. My gp was a godsend, and our appointments were a lifesaver."</p>		

Service Name:	Field House	PCN:	Bridlington
Identified By:	Research	Date Recorded:	1 March 2023
Experience:	<p>Patient said "So queued for ages to get through the switchboard yesterday only to be told to call back at 8am today. Did as I was told but now the phone cuts off after a few rings. I need an appointment, 111 told me to get an appointment. So how do I get one? This was Field House Surgery."</p>		
Actions Taken: (Healthwatch)	Feedback for intelligence report.		

Service Name:	Field House	PCN:	Bridlington
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Identified By:	Research	Date Recorded:	4 March 2023
Experience:	I have had a conversation with a patient from Field House. There seems to be a lack of communication in the move over from Field house to DRS Reddy - practice 3. The doctor told the person to book another appointment in two weeks only to find out at reception no point in making an appointment as the surgery would be closed an appointment for practice 3 could not be given as Field House surgery, we're unable to offer the patient.		
Actions Taken: (Healthwatch)	Feedback for the intelligence report.		

Service Name:	Field House	PCN:	Bridlington
Identified By:	Research	Date Recorded:	7 March 2023
Experience:	"In the morning. Reception lady rude and snappy. Late afternoon when husband was following gp instructions she treat him like he was senile maybe because he's a pensioner,, and even picked an instruction card up and said cant you read this And once again it was explained to her the gp instructions for the fifth time later the gp rang me to see if we had left what he wanted this was 1 hour after my husband had left obviously receptionist decided she do it in her own time gp didn't sound pleased this action gave a 24 hour delay of very important medication."		

Service Name:	Humber Primary Care		
Identified By:	Telephone	Date Recorded:	14 March 2023
Experience:	Patient called us to advise that she has been suffering from severe ear pain since last week and has been unable to get an appointment with a doctor. She visited Boots Pharmacy to have ear wax removed and was advised to see a doctor if the pain persists. Unfortunately, despite her efforts to reach your practise by phone, she could not get an appointment because the		

	queues were long, and her phone did not have enough minutes.
Actions Taken: (Healthwatch)	Sent email to GP Practice Manager to try to get an appointment for this patient.
Actions Taken: (Provider)	Practice Manager has reply to say that a call has been arranged to the patient to book an appointment.

Service Name:	Humber Primary Care		
Identified By:	Telephone	Date Recorded:	28 March 2023
Experience:	Patient reported that you can't get through on the phone. She is active so can go outside and stand and wait but is concerned for others. She has used the internet when she can but finds it extremely difficult to use. If you don't use the right wording it doesn't register and then you give up. Concerned that those who can't use the internet will suffer.		
Actions Taken: (Healthwatch)	Signposted to the use of NHS 111 if she can't get through in the future		

Service Name:	GP Surgery Station Avenue		
Identified By:	Engagement	Date Recorded:	3 March 2023
Experience:	Patient said that "Parking needs to be sorted here in Station Avenue. At least disable parking. There are not enough spaces and people need to take in consideration the time to go for their car to the practice which depending on can mean another 15m. "		
Actions Taken: (Healthwatch)	Feedback for intelligence report		

Service Name:	Hedon Group Practice	PCN:	Holderness Health
Identified By:	Email	Date Recorded:	13 March 2023

Experience:	The complaint comes down to this basically I had some issues with my medication, I am on testosterone replacement therapy I was having injections every 10 weeks and I also was experiencing a lot of pain with this my support group the Klinefelter syndrome association advised me to discuss this with the nurse so I did this made her defensive angry and she refused to give me my injection unless I dropped my concerns. At this time my testosterone levels were low and that does mean my self-confidence is very low and I find it very difficult to even talk about my concerns in the first place when she got angry towards me I just I'm being bullied again, and I'm not entitled to help. Then with what she wrote on my notes was a lie I only know what she put because it comes up on my NHS app.
Actions Taken: (Healthwatch)	We signpost the patient to take complaint further to NHS England and as alternative to Cloverleaf NHS Advocacy Service. When we spoke with the patient on the telephone, a new medication has been prescribed and will start soon.

Service Name:	Hedon Group Practice	PCN:	Holderness Health
Identified By:	Research	Date Recorded:	23 March 2023
Experience:	"After being on hold for 30 minutes I decided to walk to the surgery to see if there was a problem. I kept my mobile phone on, still saying sorry for the wait but someone would be with me shortly. I arrived at reception, I'm still on hold at this point and spoke to the receptionist. I asked if there was a problem with answering the phone as I had been on hold for so long. It was a Friday at 15.10, the surgery was virtually empty, and no phones were ringing, yet I was being kept on hold the receptionist said we are very busy. I said I'm on hold to you, showed her my mobile, yet there are no phones ringing and no one in the back office to answer calls. Absolute rubbish communication."		

Service Name:	Holderness Health Practice		
Identified By:	Engagement	Date Recorded:	8 March 2023

Experience:	A patient who is also a carer for her husband who has dementia told me that she has been waiting since September 2022 for a steroid injection as pain is impacting on her mobility and her ability to care for her husband. She rang the surgery and was told she was number 109 on the list! The next time she was in the GP surgery she asked where she was on the list now. The receptionist told her she couldn't access the information. The patient explained that the pain meant she was now struggling to care for her husband. She has now been given an appointment but feels that because she is a carer she should not have had to wait for so long.
Actions Taken: (Healthwatch)	Added patient experience to CRM for inclusion in Intelligence Report

Service Name:	Holderness Health		
Identified By:	Engagement	Date Recorded:	9 March 2023
Experience:	Lady who lives in Hedon is told by Castle Hill that she needs her blood tests (for cancer treatment) done at her GP but says that she can never get through on the phone or online. Says she can only book 4 weeks in advance, but all the appointments go very quickly and is very stressful for her.		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience anonymously in their monthly Intelligence Report.		

Service Name:	Cottingham Medical Centre		
Identified By:	Telephone	Date Recorded:	9 March 2023
Experience:	The patient contacts us on the 9 March to say that she has been unwell since 4th February, initially with a chest infection, then with COVID-19 since 1st March. She has underlying heart and chest conditions, causing anxiety. After failed antibiotic treatment, she received strong steroids from HRI. A paramedic assessed her and confirmed no chest infection. The patient has tried to schedule GP appointments, but they won't see her in person due to COVID-19 and missed two promised phone appointments. She is caught in a loop between her GP surgery, who directs her to call NHS 111, and NHS 111, who tells her it's her		

	GP's responsibility during the day. Clarification is needed on who should help her and at what times.
Actions Taken: (Healthwatch)	I have attempted to contact Jean's GP surgery on multiple occasions without success. Further attempts will be made to establish communication and clarify their responsibility in providing assistance to her during this challenging time.

Service Name:	The Medical Centre, Driffield	PCN:	Yorkshire Coast and the Wolds PCN
Identified By:	Engagement	Date Recorded:	14 March 2023
Experience:	<p>Teenager arrived at Beverley Urgent Treatment Centre regarding foot injury. Patient said he had been disappointed with his GP as he had recently had to wait on hold for 40 minutes before getting through for urgent appointment. Previously went through NHS 111 where he was told a GP would call him back within 6 hours, but no one called back. He is self-employed and the delay in receiving initial assessment and tests now meant a five-day delay in treatment and associated time off work because of fever from infection.</p>		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience anonymously in their monthly Intelligence Report		

Service Name:	The Park Surgery, Driffield	PCN:	Yorkshire Coast and the Wolds PCN
Identified By:	Research	Date Recorded:	31 March 2023
Experience:	<p>"I work an hour away, so I am on the road when you have to call the surgery to book an appt, so it is inevitable that one is going to lose signal and have to keep calling back, however in general there are extremely long wait times on the phone and then all appts are gone. I had an appt with a physician who after call said she would arrange an appt with a doctor as the advice passed on by my own doctor was not acceptable. I</p>		

received an iron infusion a while ago due to my body not absorbing iron and advised by consultant, I would probably need another one in the future. Blood test last Nov showed very low levels of ferritin (though I was not advised till recent appt with physician) identifying I would need an infusion (if my file had been read) I receive a prescription for iron tablets. The Physician advised as my haemoglobin was ok maybe I didn't need an infusion, I advised her that it was ok last time, she checked and said oh yes. I ask to go back on HRT and advise passed on from my doctor was no, you can go on an anti-depressants!! just wow. I receive a text for telephone appt, I call and wait forever to advise the receptionist I was to have a face to face, you can't was the response, you have to be triaged first, I have I responded. I asked for the doctor to be emailed to advise as told by the physician, chased twice. Still nothing, my telephone appt is next week. Had an appt on the 10th for B12 told by receptionist I was a no show, I showed her my text showing the time of appt and she said, you were a no show. I said my appt is in 10 mins, no it was changed, I was not aware, no apology just blamed the nurse. I have been at this surgery since it was opened. Absolutely appalling service, the staff need customer service training and should remember that patients maybe in a vulnerable place and kindness and manners go a long way. I sent an email last year to the practice manager, no response. I asked that the practice manage call me last year, nothing, I asked to speak to her or an email address recently so I could let her know how I had been treated. You will have to make a complaint came the reply. So, seeing the responses on here to say we are sorry, if you could contact the practice manager is laughable. I have even written to the Partners and still no response. I appreciate that you are all under enormous amount of pressure, however there are things that you can do to make it better for your patients and your staff."

Service Name:	Market Weighton Practice	PCN:	Harthill PCN
Identified By:	Research	Date Recorded:	16 March 2023
Experience:	"Still impossible to get an appointment - I have been trying to get an appointment for a meds review for 2 weeks now - Every day it's either a message saying they are busy and to call back later or a wait of 30 minutes plus - woefully under resourced at every level Sent a message explaining through the App and was		

	told to call I would like to see a doctor but have no hope that they could arrange that as it seems impossible to even sort a review This is not common to other practices in the area where they have different systems that appear to work well"
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Service Name:	The Ridings Medical Group		
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Identified By:	Telephone	Date Recorded:	14 March 2023

Experience:	<p>Patient rang extremely distressed. She had been "deducted" by her local surgery as they said that she had spoken to staff in an unacceptable manner on a few occasions. Patient was extremely worried as she was experiencing difficulties getting signed up with another GP in the area as they all had full lists or wouldn't take her on as a patient as she was out of the area. The patient was on essential medication (Thyroxin) and was very scared that this would run out before she could find a new surgery and have a gp there give her a new prescription. She wanted her old surgery to give her another prescription to keep her going a little longer to find a new GP. The medication is something she must take daily.</p>
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Actions Taken: (Healthwatch)	<p>Healthwatch representative rang the GP surgery and explained the situation. Spoke to the former practice manager. She advised the patient should complete an online GMS 1 form to take or send to the surgery which should speed things up somewhat. The former practice manager also said that if necessary, patient could ring NHS 111 and ask to see a walk in service where a GP could issue the patient a prescription.</p> <p>HW Rep also looked at other local GPs on NHS choices and spoke to the patient to make a couple of suggestions. Told patient about speaking to the practice Manager and completing the online GMS 1 form. Sent Patient a link to the form along with information about a complaint's procedure.</p>
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Service Name:	Willerby and Swanland Surgery	PCN:	Harthill PCN
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Identified By:	Engagement	Date Recorded:	2 March 2023

Experience:	Husband and wife had to switch GP Practice from GP in Willerby to GP in Anlaby because they could never get an appointment and whenever they tried, they always had to wait an hour on the phone. Whenever they got an appointment, it was an over the phone appointment which the couple did not like. Says whenever they go in for appointment, they always expect to wait at both their GP Practice and at Hull Royal Infirmary. Couple says they have a generally good experience at Hull Royal. Their parking was an issue and couple said it took them ages to find anywhere to park and was almost late for their appointment.
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience anonymously in their monthly Intelligence Report.

Service Name:	North Beverley Medical Centre	PCN:	Beverley PCN
Identified By:	Engagement	Date Recorded:	2 March 2023
Experience:	Lady from Beverley waiting in Orthopaedic Outpatients, Hull Royal Infirmary after a referral from her GP which had been 5 months which she felt hadn't been too long to wait. She mentioned difficulty accessing her GP Practice where she said it was difficult to get an appointment particularly face to face which she preferred.		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience anonymously in their monthly Intelligence Report.		

Service Name:	Greengates Medical Group	PCN:	Beverley PCN
Identified By:	Telephone	Date Recorded:	14 March 2023
Experience:	Patient was discharged from hospital after cancer treatment and needs regular injections. The hospital reported that the GP would follow these up. Patient lacks faith in GP services due to previous experiences so called the Gp to check. They send that a script would be sent to the chemist to collect the injection and the patient was to attend the appointment. Patient checked at chemist and the script had not arrived so called the GP again.		

	<p>the surgery told the patient it was not their responsibility to sort but he had no script. Patient contacted hospital who then rang the surgery directly and reorganised. The patient was assured that the script had gone to the chemist. When the patient checked it hadn't again so he did not attend the appointment as he could not get the injection.</p> <p>After which the patient received a call from the surgery, who wanted to know why they had not attended, the patient explained that they had failed to send the prescription to Lloyds, or Boots. The surgery then suggested that the patient go to the surgery, and they would print off the script for the patient to take to the Chemist, and it would be waiting for them. The patient went to the surgery and found there was no script for them to collect. They said this was because it was lost. The patient was told to wait while they got the doctor to write a prescription. The patient did get the script and took it to Boots, they had to order it, but phoned a couple of hours later to say they had it, and it was ready to collect. The patient has to repeat this process every 3 months and reports this is not the first-time prescriptions have not arrived at the chemist.</p>
<p>Actions Taken: (Healthwatch)</p>	<p>Healthwatch have made a referral to Cloverleaf on behalf of the patient. Our representative has also tried to contact the surgery multiple times but is still awaiting a response.</p>

<p>Service Name:</p>	<p>Greengates Medical Group</p>	<p>PCN:</p>	<p>Beverley PCN</p>
<p>Identified By:</p>	<p>Telephone</p>	<p>Date Recorded:</p>	<p>14 March 2023</p>
<p>Experience:</p>	<p>Relative reported partner suffers from Parkinson's and has to use and iv pump for medication. Relative reported that there has been some confrontation with the GP surgery over who has responsibility for providing lines and needles. This has caused some distress. Relative has had to ask the Parkinson's nurse to support as they have shown an agreement of supply which makes the GP surgery accountable.</p>		
<p>Actions Taken: (Healthwatch)</p>	<p>Healthwatch have contacted the surgery directly and are aware that the Parkinson's nurse is supporting the relative with this concern.</p>		

Service Name:	Greengates Medical Group	PCN:	Beverley PCN
Identified By:	Telephone	Date Recorded:	17 March 2023
Experience:	<p>Relative's partner had a prescription go missing. Prescription was ordered at the GP surgery. The prescription for Clonazepam was lost by the surgery, Lloyds swore they never received it when it was due for issue in February, they even showed the relative their records to prove the point. The GPs refused to issue a prescription as they insisted one had already been issued. Relative reports that the patient has been deprived of medication, because they insist, they sent the prescription to Lloyds. I have enlisted the help of the hospital and Parkinson nurse, Katie Harrison to no avail.</p>		
Actions Taken: (Healthwatch)	<p>Healthwatch have contacted the surgery to discuss but are awaiting a response. Healthwatch have also provided independent advocacy support.</p>		

Service Name:	Beverley Health Centre, Manor Road Surgery	PCN:	Beverley PCN
Identified By:	N/A Multiple Experience	Date Recorded:	14 March 2023
Experience:	<p>Husband and wife awaiting pre-scheduled appointment with nurse specialist. They've attended for several years since his diagnosis for Parkinson's in 2016, so they attend once a year. Live in Beverley and take advantage of lift service. They say this can be booked a week ahead, and volunteer picks them up and waits for them to return the couple home. They say they really appreciate this service. Had poor perception of repeat prescription service from their GP (Manor Road). Patient said their prescription items had been wrong, which meant delay in taking correct drugs. GP access is normally phone only. GP themselves are good. Patient stated that generally the GP reception/prescription service is not patient centred.</p>		
Actions Taken: (Healthwatch)	<p>Healthwatch reported that they would share this experience anonymously in their monthly Intelligence Report.</p>		

Compliments

Service Name:	The Park Surgery, Driffield	PCN:	Yorkshire Coast and the Wolds PCN
Identified By:	Research	Date Recorded:	30 March 2023
Experience:	<p>"The new system of submitting a request online is brilliant. You submit information about your problem securely online and receive a message back with appointment times to choose from if it's not an issue that needs to be dealt with immediately or same day appointments for issues that do need to be dealt with quickly and it is all so efficient. No battle of trying to get through on the phone at 8am to find out there's no appointments left! Under this new system, I have received telephone appointments the same day where needed and also had face to face appointments the same day where needed too, meaning problems are treated quickly. I've also had the option of choosing appointments for non-urgent problems at a time convenient to me. I have been able to speak to my preferred GP each time and, for the same, non-urgent problems, it's meant that the care I've had is consistent and the GP is familiar with me. Every member of surgery staff I've dealt with have been professional, supportive, and helpful and I would highly recommend this surgery."</p>		

Service Name:	Dr Reddy & Nunn		
Identified By:	Research	Date Recorded:	4 March 2023
Experience:	Patient said " Fantastic service Practice 3. Blood results dodgy, rang this morning can you come in for another test - already		

done! The clinical staff was brilliant. The clerical not so. We know it's hard but it's not our fault. I am upset patient. "

Service Name:	Drs Reddy & Nunn	PCN:	Bridlington
Identified By:	Research	Date Recorded:	6 March 2023
Experience:	Family of the patient said " I know I've said it before but my experience with seeing someone has always been good, but it went to another level yesterday. My husband phoned practice 1/3 at 8.10 got straight through got an appointment for 10.50 and as they didn't know what was happening. They arranged a blood test for yesterday afternoon and an x ray depending on what blood tests show. My husband has had pain in his big toe on and off. Last week the chiropodist didn't think it was gout hence his visit to the doctors. We were both happily surprised he got through on a Monday morning and was seen so quickly. Whatever Drs Nunn and Ready are doing they have got is right so a big thank you to them and all their staff."		

Service Name:	Drs Reddy & Nunn		
Identified By:	Research	Date Recorded:	7 March 2023
Experience:	Patient said" I was with Wold View, I'm now with Doctors Reddy and Nunn in the past 10 days. I've had a blood test the results back the following day, and 3 phone calls relating to issues. Best service I've had in years, I'm being to feel like a human not a tick box on a computer screen. "		

Service Name:	Drs Reddy & Nunn		
Identified By:	Research	Date Recorded:	8 March 2023
Experience:	Patient said "I was nervous after the merge with Practice 1 and 3 but this morning I called for an appt for myself and my daughter, got back-to-back appts this afternoon (they actually had some in the morning I just wasn't able to make that one). Saw the nurse practitioner who I'd seen before for my daughter		

	and honestly, she's better than most GPs I've seen throughout my life. Seen on time, barely had a second sat down once arrived, and she took great care to understand my and my daughter's situation and even sought a consult from the GP to confirm. Absolutely faultless, best medical provision I've received in a very long time. 10/10 "
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Service Name:	Drs Reddy and Nunn		
Identified By:	Research	Date Recorded:	16 March 2023
Experience:	<p>Patient said " Required a doctor's appointment (I was with practice 1) now with dr Reddy and Nunn</p> <p>I rang the drs at 11ish this morning my call was answered within 30 seconds and an appointment offered to me for 3pm this afternoon. Wow!! The lady answering the phone was lovely by the way. Went down for my appointment was met by a lovely volunteer who gave me directions and helped me check in please smile and have a laugh with the volunteers they are doing a great job for free. Was seen by Charlotte within 10 mins of my appointment time given advice etc. Came back out had to pick up some paperwork from reception. Again, the lovely gentleman volunteer helped, and we had a little laugh. Well done all it was a pleasant and easy experience from beginning to end. "</p>		

Service Name:	Drs Reddy & Nunn		
Identified By:	Engagement	Date Recorded:	16 March 2023
Experience:	Patient has heart problems currently under investigation. Had symptoms so rang surgery at 8.30am was extremely impressed to be given for the same day at 9am.		
Actions Taken: (Healthwatch)	Patient's positive experienced recorded by Healthwatch Project Worker and put on CRM for inclusion in Intelligence Report.		

Service Name:	Drs Reddy & Nunn
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Identified By:	Research	Date Recorded:	23 March 2023
Experience:	Patient said " Called yesterday, 17th in queue, answered within 15 minutes. Appointment booked for 10.30, doctor very good and she booked follow up with nurse for next week. First dealings since merge took place and got to say very impressed. Keep up the good work."		

Service Name:	Drs Reddy & Nunn		
Identified By:	Research	Date Recorded:	21 March 2023
Experience:	Patient said " Fantastic service this morning at practice 3, first time in contacting since coming over from Fieldhouse surgery. Through on phone in 10 minutes helpful lady receptionist. Thank you."		

Service Name:	Humber Primary Care		
Identified By:	Research	Date Recorded:	2 March 2023
Experience:	<p>Patient said "To ensure a balanced account- after my disastrous attempt to see a GP on Monday, I received a text for an appointment at 11.00 today.</p> <p>Dr Laura Salmon at Practice 2 was a delight to meet. She apologised for me waiting 17 minutes- to be honest I don't expect to be seen on time and 17 minute is very acceptable especially on a day I don't work.</p> <p>The consultation was thorough, Dr Salmon is very knowledgeable, efficient, approachable, has great listening skills, very considerate and an absolute pleasure to have met.</p> <p>Brilliant doctor, a huge asset to Practice 2 and all the patients. "</p>		

Service Name:	Humber Primary Care		
Identified By:	Research	Date Recorded:	8 March 2023

Experience:	Patient said " Excellent service from Practice 3 today. Rang at 1.10pm for an appointment- was number 7 on waiting list, which at number 4 switched me into receptionist. Appointment offered for 4.30 pm same day. "
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Service Name:	Humber Primary Care
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Identified By:	Research	Date Recorded:	9 March 2023
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Experience:	Patient said " Would just like to say huge thank you to Lianne Jerome and the rest of her team. I know how stressful it is for you all but once again thank you for appointments. Keep up the good work guys. "
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4.2 Experiences Breakdown – Dental Practices

This month, Healthwatch recorded a total of **4** experiences for Dental Practice Intelligence.

Below highlights the main themes from this month's intelligence:

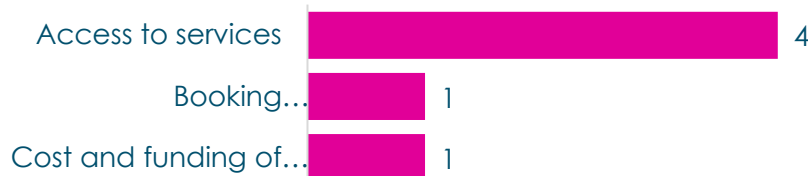
Dental Intelligence – Area for Improvements

- **Access to services**

Lived Experiences

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

Dentist - Intelligence



Service Name:	Dentist		
Identified By:	Telephone	Date Recorded:	7 March 2023
Experience:	Lady can't find a dentist and needs to see one due to a swollen face and raging toothache, but a dentist won't see her. Not familiar with the Healthcare system in England or English. Already Tried to ring NHS 111 but says they're no good		
Actions Taken: (Healthwatch)	Told to try NHS 111 again. Also told that this information will go anonymously in our monthly intelligence report.		

Service Name:	Dentist		
Identified By:	Engagement	Date Recorded:	9 March 2023

Experience:	New to area (recently moved to Bridlington) and has a few issues. Can't find a local dentist and so having to do an extremely long round trip to visit existing dentist.		
Actions Taken: (Healthwatch)	Health watch reported that they would share this experience anonymously in their monthly Intelligence Report.		

Service Name:	MyDentist Beverley		
Identified By:	Engagement	Date Recorded:	14 March 2023
Experience:	This person had another experience with her pregnant daughter, her daughter was using NHS dentist but got removed off the list due to not being able to attend due to COVID. Lady said she had a right to a free dentist because she's pregnant.		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience anonymously in their monthly Intelligence Report.		

Service Name:	Dentist		
Identified By:	Research	Date Recorded:	18 March 2023
Experience:	Patient said "People of my age group who paid their national insurance stamps all their working lives now have to go private to see a dentist. I know it is not just for dental treatment we are still getting NHS treatment in other areas. How are pensioners going to be able to pay for treatment in the future. Wish the NHS had a response to this. "		
Actions Taken: (Healthwatch)	Feedback for the intelligence report.		

Compliments

No dental compliments have been received this month.

4.3 Experiences Breakdown – Pharmacy

Service Name:	Pharmacist		
Identified By:	Telephone	Date Recorded:	9 March 2023
Experience:	Patient is new to Bridlington area and is struggling to afford his medication and is not aware of any funding services that may be able to help.		
Actions Taken: (Healthwatch)	Health provided some funding options that be useful to the patient. Healthwatch also reported that they would share this experience anonymously in their monthly Intelligence Report.		

Service Name:	BROCKLEHURST CHEMISTS - WILLERBY ROAD PRACTICE		
Identified By:	Email	Date Recorded:	15 March 2023
Experience:	Healthwatch received a complaint in writing from a patient regarding a ban from a local pharmacy. Healthwatch were informed that the patient had made a complaint to the headquarters about her ban, and that the superintendent is dealing with the situation.		
Actions Taken: (Healthwatch)	Healthwatch were informed that the ban was not taken lightly and was implemented as a result of multiple incidents.		

Compliments

Service Name:	Tesco In-Store Pharmacy- Hornsea		
Identified By:	N/A Multiple Experience	Date Recorded:	14 March 2023
Experience:	Before coming to Beverley UTC patient visited a Tesco in Hornsea where they had a little healthcare sector where they provided a bandage for the patient and said they were really lovely.		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience anonymously in their monthly Intelligence Report.		

5 Hospital Intelligence

This month, Healthwatch received a total of **20** experiences. These involved experiences of East Riding residents with regards to Scarborough Hospital and have been shared with Healthwatch North Yorkshire.

Theme Breakdown – Hospitals

Below highlights the main themes from this month's intelligence:

Hospital Intelligence

- **Funding of travel for patients**
- **Patients having to travel long distances for medication/procedures.**
- **Staff's responses and mannerisms when dealing with patients enquiries**

Lived Experiences

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

Hull Royal Infirmary

Service Name:	Neuropathology		
Identified By:	Engagement	Date Recorded:	17 March 2023
Experience:	Patient said that they'd had to wait 5 months for brain scan results which had caused a lot of worry and anxiety. Said he had been put on medication by a lady he'd seen last November. These had never been reviewed however, his notes indicated that these meds had been reviewed and that they were working well. Patient said that they hadn't helped at all. When he finally saw the Neurologist, he was told that it was a very low dose, so the Neurologist has increased the dose. The patient felt that they had to wait much too long on medication that was not working before seeing the specialist and having their meds reviewed again.		

Actions Taken: (Healthwatch)	Healthwatch Representative reported in CRM which will appear in Intelligence Report		
Service Name:	Hull Royal Infirmary		
Identified By:	Engagement	Date Recorded:	14 March 2023
Experience:	Patient (lives in Beverley) used to visit Hull Royal Infirmary for rheumatology and said that the rheumatologist was rude to her, so she moved to a new rheumatologist in Newcastle. Says it takes her 2 hours to get there and 2 hours to get back and must go there every 2 weeks, but says the service is a lot better than Hull Royal.		
Actions Taken: (Healthwatch)	Was told that the Hospital she goes to in Newcastle may provide help with payment to get to and from there. Healthwatch also reported that they would share this experience anonymously in their monthly Intelligence Report.		

Service Name:	Hull Royal Infirmary		
Identified By:	Engagement	Date Recorded:	14 March 2023
Experience:	When speaking to a nurse who works at Hull Royal she believes she shouldn't have to pay for parking because she works there, and it costs her a lot to be at work. Has the same problem with her husband who works at Castle Hill as patient believes that he also shouldn't pay for parking and between them they spend a lot of money of parking.		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience anonymously in their monthly Intelligence Report.		

Service Name:	Hull Royal Infirmary		
Identified By:	Engagement	Date Recorded:	14 March 2023
Experience:	Daughter of the patient waited 8 hours in Hull Royal with her mum for her mum to be seen. Her mother is 87 years old. Said the waiting area was very poor and the chairs that her mum had to sit on was very uncomfortable and she had to go out of Hull Royal to get some food and drink for her mother.		

Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience anonymously in their monthly Intelligence Report.
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Service Name:	Hull Royal Infirmary		
Identified By:	N/A Multiple Experience	Date Recorded:	2 March 2023
Experience:	Couple says they always expect to wait at Hull Royal Infirmary. Couple says they have a generally good experience at Hull Royal beside waiting. Their parking was an issue and couple said it took them ages to find anywhere to park and was almost late for their appointment.		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience anonymously in their monthly Intelligence Report.		

Service Name:	Hull Royal Infirmary		
Identified By:	Engagement	Date Recorded:	2 March 2023
Experience:	Patient said that it's wrong that they spent all this money on a new entrance when they could have spent it treating patients and medication, as some parts of her medication were delayed and was told that she couldn't have certain scans that she requested		
Actions Taken: (Healthwatch)	Patient was informed that if she wished to make a formal complaint then she could complain through either PALS or Cloverleaf. Healthwatch also reported that they would share this experience anonymously in their monthly Intelligence Report.		

Service Name:	Hull Royal Infirmary		
Identified By:	Engagement	Date Recorded:	2 March 2023
Experience:	Patient from Goole had to stay for a few nights at Hull Royal Infirmary and was not told there was a chaplain until he asked for one himself. Was informed by staff that unless a person asks for a chaplain then the staff don't inform the patients. Staff also said that a person has to be conscious in order for them to see a chaplain, meaning that if an unconscious person comes in and		

	a family member asks for a chaplain for the patient then staff have to deny them due to how the patient is unconscious.
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience anonymously in their monthly Intelligence Report

Service Name:	Hull Royal Infirmary	
Identified By:	N/A Multiple Experience	Date Recorded: 14 March 2023
Experience:	<p>Patient had an occasion where he had to call out the paramedics late December, where he was treated at home following a fall where his wife couldn't get him back into his chair. Patient said paramedics were brilliant and managed to settle him so he could stay at home. Had a second 999 call on 28th Jan, where he said again paramedics were brilliant but had to be taken into Hull Royal Infirmary. Patient had to wait 5 hours in the ambulance waiting to be offloaded into ED (emergency department) and then had a 2 hour wait to be seen. Patient was then admitted to COVID ward as he tested positive for COVID and so despite having no spare clothes/wash items he was isolated from relatives for his 5 day stay in hospital. Patient had no mobile phone with him and took some time to identify there was a ward phone he could use to contact his wife. This led to a very stressful stay for both him and his wife.</p>	
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience anonymously in their monthly Intelligence Report.	

Castle Hill

Service Name:	Castle Hill Hospital	
Identified By:	N/A Multiple Experience	Date Recorded: 14 March 2023
Experience:	<p>When speaking to a nurse who works at Hull Royal, she believes she shouldn't have to pay for parking because she works there, and it costs her a lot to be at work. Has the same problem with her husband who works at Castle Hill as patient believes that he</p>	

	also shouldn't pay for parking and between them they spend a lot of money on parking.
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience anonymously in their monthly Intelligence Report.

Service Name:	Castle Hill Hospital	
Identified By:	Engagement	Date Recorded: 9 March 2023
Experience:	Lady who lives in Bridlington must travel to Castle Hill Hospital to get her cancer prescriptions. Patient has spoken to a few other patients and said that everyone who lives in Bridlington has to travel to Castle Hill to get their cancer prescriptions. Patient says that she spends an "unbelievable amount of money" on travel costs and parking and doesn't understand why they can't send her prescriptions to a pharmacy in/near Bridlington.	
Actions Taken: (Healthwatch)	When speaking to the pharmacy they said that they do deliver prescriptions but don't make this readily known to patients. Healthwatch spoke to patient and made them aware that the pharmacy do this. Healthwatch also reported that they would share this experience anonymously in their monthly Intelligence Report.	

Service Name:	Castle Hill Hospital	
Identified By:	Engagement	Date Recorded: 9 March 2023
Experience:	Elderly woman from Market Weighton was at Castle Hill for breast cancer treatment. Patient says everyone she sees is very lovely. Patient says that one time when she had a blood test, the trainee couldn't find the vein and it hurt her a little, and patient says he had to then receive more training. Patient also said that one time when she had to have an injection in her breast they used the wrong size needle, patient said it was a lot bigger than the normal needle they usually use for the procedure, and it really hurt her. Patient said that sometimes she feels that the patients know more than the nurses and doctors about their treatment.	
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience anonymously in their monthly Intelligence Report.	

Service Name:	Castle Hill Hospital		
Identified By:	Engagement	Date Recorded:	9 March 2023
Experience:	<p>Lady here for treatment for cancer (newly diagnosed). Castle Hill Hospital was meant to ring her on the 8/3/2023 at 14:00 to start her treatment but it got to 13:30 and she had to ring them to see what was happening. Her treatment was meant to start on 8/3/2023 but they had to move it to 9/3/2023 and says "I'm here today to hopefully start my treatment because it was meant to start yesterday".</p>		
Actions Taken: (Healthwatch)	<p>Patient was informed that is she wishes to or if she has a complaint relating to hospitals in the future then she can contact PALS or Cloverleaf. Healthwatch also reported that they would share this experience anonymously in their monthly Intelligence Report.</p>		

Service Name:	Castle Hill Hospital		
Identified By:	Engagement	Date Recorded:	9 March 2023
Experience:	<p>Lady attended the Queens Centre with her husband who is undergoing treatment for cancer. Lady said they must attend 5 days a week currently for her husband's chemotherapy and radiotherapy treatment and have been doing that for the last five weeks which she said is very costly and very stressful for them both.</p>		
Actions Taken: (Healthwatch)	<p>Lady was informed that her and her husband should be able to claim back their petrol money and gave information to support this. Healthwatch also reported that they would share this experience anonymously in their monthly Intelligence Report.</p>		

Service Name:	Castle Hill Hospital		
Identified By:	Engagement	Date Recorded:	9 March 2023
Experience:	<p>Couple travelled from Goole area and the husband must visit the Queens Centre twice a week at the moment, one day for a blood test and the other for transfusion. The patient must drive</p>		

	over which has cost implications. The couple is aware of the free parking for cancer patients which is useful.
Actions Taken: (Healthwatch)	Patient was told about possibly claiming their petrol expenses and how they could do this. Healthwatch also reported that they would share this experience anonymously in their monthly Intelligence Report.

Service Name:	Castle Hill Hospital		
Identified By:	N/A Multiple Experience	Date Recorded:	9 March 2023
Experience:	<p>Patient (new to area, recently moved to Bridlington) has issues with dispensing of medication not being joined up. Bloods taken at Bridlington, then sent to Castle Hill Hospital, where medication is dispensed. Initially made journey to collect medication, however medication was not available when she arrived. She now always rings ahead to check pharmacy at Castle Hill Hospital and has the prescription fulfilled. This causes anxiety for her. Another issue (patient believes is common to other patients she has spoken with at Castle Hill) is that she arrived in good time for her appointment, but was sent by reception to have blood taken, which was not outlined in her appointment letter. Because of backlog in pathology, she missed her consultation timeslot. When she was eventually seen she was informed that bloods were not actually required.</p>		
Actions Taken: (Healthwatch)	<p>informed that if the patient wishes to complain she can contact either PALS or Cloverleaf to make an official complaint. Healthwatch also reported that they would share this experience anonymously in their monthly Intelligence Report.</p>		

Service Name:	Castle Hill Hospital		
Identified By:	Engagement	Date Recorded:	9 March 2023
Experience:	<p>Patient attending for Chemo, unfortunately experienced a delay due to her drugs having been sent to the wrong hospital. Patient came in from Driffield and has driven herself. She says whilst the actual staff was very good, she often experiences a delay in being seen which can vary between 30-90 minutes.</p>		

Actions Taken: (Healthwatch)	Patient was informed that she could complain to PALS about the experience. Healthwatch also reported that they would share this experience anonymously in their monthly Intelligence Report.
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Other Hospital Intelligence

Service Name:	York Hospital/ Bridlington Hospital		
Identified By:	N/A Multiple Experience	Date Recorded:	1 March 2023
Experience:	<p>Patient developed acute pain in his knee following a small accident. Patient visited Field House Surgery, Bridlington several times before having an X-ray undertaken at Bridlington Hospital. Patient was informed that he had mild arthritis and was told to contact physiotherapist at Driffield as his previous physio had retired. Driffield physiotherapist told patient that the X-ray showed severe medial compartment osteoarthritis. Driffield physio said patient should be referred to an orthopaedic surgeon as he believed that patients' arthritis was "bone to bone" and he wouldn't attempt a cortisol injection as he would get the needle into the joint. Patient was offered a knee replacement surgery at Bridlington Hospital in which patient was informed that the waiting list was 12 months which patient was rather pleased with as he said it will give him enough time to lose weight. After a 5 month wait patient received an unsigned letter from York Hospital saying that he had to be of a certain weight for the surgery to go ahead and that he was taken off the waiting list. When speaking to GP he said he has no knowledge of this and before when first told about the surgery he wasn't told that he had to be a certain BMI. The York Hospital letter also didn't state what BMI he had to be to be put back on the waiting list.</p>		
Actions Taken: (Healthwatch)	Patient was informed that he could contact PALS or Cloverleaf to make a complaint. Healthwatch also reported that they would share this experience anonymously in their monthly Intelligence Report.		

Service Name:	Bridlington Hospital		
Identified By:	Email	Date Recorded:	1 March 2023
Experience:	Patient has missed two appointments at Bridlington Hospital due to not receiving appointment letters.		
Actions Taken: (Healthwatch)	Was informed that this could be reported to PALS if patient does wish to complain. Healthwatch also reported that they would share this experience anonymously in their monthly Intelligence Report.		

Service Name:	Scarborough Hospital		
Identified By:	Telephone	Date Recorded:	3 March 2023
Experience:	Patient is dissatisfied with response they have received from the hospital after complaining with the support of independent advocacy. Complaint included: care plan having been removed from the system which led to inappropriate care being provided which was extremely traumatic for you, food not being offered despite a lengthy wait, lack of bed available when there was a need to admit, time spent in your wheelchair as no single-access room was available. Hospital admitted that they failed, and patient has now put in an advanced directive request as they are so appalled by the service and have lost faith in the system.		
Actions Taken: (Healthwatch)	Healthwatch have spoken to with patient with regards to escalating his complaint further.		

Compliments

Service Name:	Castle Hill Hospital		
Identified By:	Engagement	Date Recorded:	9 March 2023
Experience:	Long term cancer patient (20 years) travels in by public transport from Hessle. Attends the living cancer unit and can't speak highly enough of the service. Was feeling anxious and got in touch with her name nurse. They arranged for her to attend		

	the unit for a massage today, which she was really looking forward to. She also received support for wigs and felt the staff really made time for people on the unit.
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience anonymously in their monthly Intelligence Report.

Experiences Breakdown – NHS 111

Lived Experiences

Service Name:	NHS 111		
Identified By:	Telephone	Date Recorded:	28 March 2023
Experience:	Elderly neighbour called NHS 111 for support in the evening, she then had to wait until 2am in the morning for a call back from a GP. Called NHS 11 for support and it just felt like calling a reception for a message to be passed on. Patient was very scared and didn't feel like they were offered any reassurance.		
Actions Taken: (Healthwatch)	Representative reported that they would report this lived experience in their monthly report to providers and commissioners.		

Experiences Breakdown – Mental Health Services

Lived Experiences

Service Name:	CAMHS		
Identified By:	Engagement	Date Recorded:	14 March 2023
Experience:	Patient has had experience with CAMHS and felt as though they weren't caring towards her and said they "kept brushing me off".		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience anonymously in their monthly Intelligence Report		

6. Experiences Breakdown – Care Homes

This month, Healthwatch recorded a total of **27** experiences for Care Home Intelligence.

Below highlights the main themes from this month's intelligence:

Care Home Intelligence

- **Frustrations getting medical results when relative in care home**
- **Lessons learned from feedback given**
- **Kind and compassionate carers treating residents with dignity and respect**
- **Residents pleased with food and choice**
- **Plenty of activities**

Lived Experiences

6.1 Areas for Improvement

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

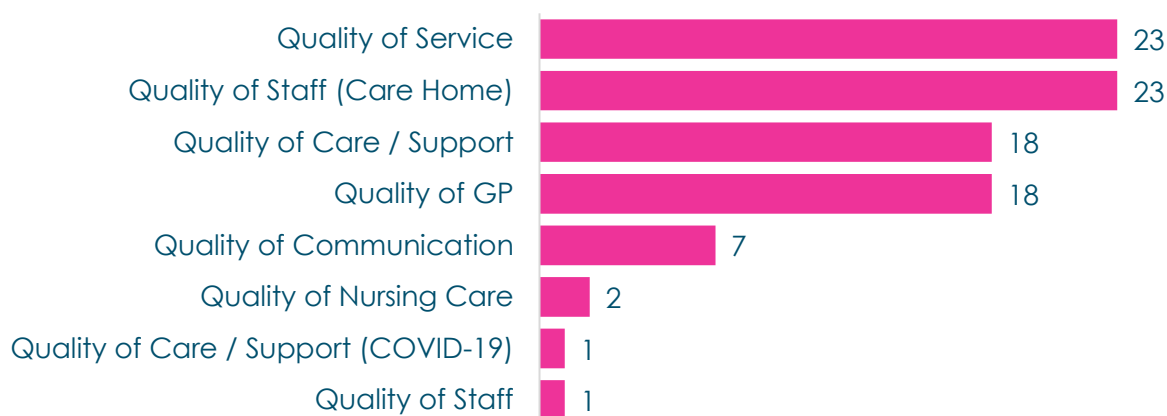
Service Name:	Priory Care Residential Home		
Identified By:	Research	Date Recorded:	17 March 2023
Experience:	"The care my dad is getting is very good and we know he is being well looked after. It's a bit frustrating in the length of time it has taken to carry out a blood test and receive results which will result in a medication check, other things have been put in place generally. Very friendly and caring staff."		

Service Name:	Lindum House		
Identified By:	Research	Date Recorded:	20 March 2023
Experience:	"Dad has been in the home for over 2 years now through very difficult times as the Covid pandemic was at its height."		

Service Name:	Rossmore Care Home, Spring Bank Hull		
Identified By:	Meeting	Date Recorded:	March 2023
Experience:	<p>During the meeting, it was agreed that there will be a change in procedures with regards to their direction of people to their website as they are aware that people are sometimes directed to an old website. They are looking into ensuring that their website is updated in real time so that people are informed of any renovations or changes to advertised activities. They also discussed lessons learnt and good practice that can be adopted from other experiences that Healthwatch shared. Healthwatch looks forwards to working with them in the future.</p>		
Actions Taken: (Healthwatch)	<p>Healthwatch have met with CHCP and the manager of Rossmore Care Home with regards to the points raised last month. Healthwatch are happy with the responses and actions provided and would like to thank both CHCP and the manager for addressing concerns.</p>		

6.2 Compliments

Care Home - Compliments



Service Name:	Willersley House
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Identified By:	Research	Date Recorded:	14 March 2023
Experience:	"The overall experience was outstanding. Mum needed respite care at short notice after a bad fall. The management and staff could not have been more obliging or professional. Mum was treated with dignity and kindness throughout her short stay."		

Service Name:	Willersley House		
Identified By:	Research	Date Recorded:	24 March 2023
Experience:	"A beautiful home, everyone is very friendly, very clean, no smells. A choice of two meals, bedrooms are excellently thought out for residents, a lovely playroom; entertainment twice a day every day, great facilities - beautiful grounds. No strict visiting. Management and staff are always available. All residents are very happy. A home from home."		

Service Name:	Willersley House		
Identified By:	Research	Date Recorded:	25 March 2023
Experience:	"Willersley is a lovely home. There is so much love and care shared. The staff are extremely caring and the residents, too, are caring and concerned for each other. "		

Service Name:	White Rose Lodge		
Identified By:	Research	Date Recorded:	10 March 2023
Experience:	"I remember the relief of a comfortable bed with a duvet after several weeks in hospital, and just warmth. My window looked out over the sea and on a nice day, my son and I sat outside! My ensuite room was so convenient too. I soon got used to joining other residents for meals in the dining room and a fellowship meeting once a week."		

Service Name:	White Rose Lodge		
Identified By:	Research	Date Recorded:	15 March 2023

Experience:	"The food is good. The staff are pleasant. Enjoyed my stay because I cannot look after myself."
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Service Name:	The Olde Coach House
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Identified By:	Research	Date Recorded:	15 March 2023
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Experience:	"Since Mum moved into the home last year, she has been very well cared for. These days Mum can do very little for herself but every time we visit she is always clean and well-presented. "
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Service Name:	The Olde Coach House
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Identified By:	Research	Date Recorded:	28 March 2023
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Experience:	"The care given to the residents is exemplary, all members of staff are kind and courteous. They ensure the residents maintain dignity at all times. The home is clean, warm and welcoming. The residents are well dressed and the food is varied and appetising."
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Service Name:	Stamford Bridge Beaumont
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Identified By:	Research	Date Recorded:	13 March 2023
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Experience:	"The manager and her team have been a fantastic support for my family over the last few weeks. The care/support has been amazing. They have made what could have been a difficult transition very easy. They have accommodated the whole family and we all now feel as if we are part of the bigger Barchester family."
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Service Name:	St Marys Care Centre
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Identified By:	Research	Date Recorded:	29 March 2023
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Experience:	"My friend had to be moved into a nursing home, and I couldn't have found a nicer place for her. She has settled in well after not wanting to go into a home. The staff are brilliant, kind and thoughtful, making my job a lot easier to do after looking after her for over 30 years plus. "
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Service Name:	Sandhall Park		
Identified By:	Research	Date Recorded:	7 March 2023
Experience:	<p>"My 94-year-old father stayed here for a fortnight after a spell in hospital. I really didn't think he would settle, but he has thoroughly enjoyed his stay and plans to come back for respite when I go on holiday. The manager is very approachable and, without exception, every member of staff is friendly and compassionate. The food is good, everywhere is spotlessly clean and fresh smelling and some nice activities going on. Would highly recommend it."</p>		

Service Name:	Priory Care Residential Home		
Identified By:	Research	Date Recorded:	9 March 2023
Experience:	<p>"The care home is superb, and the staff are absolutely outstanding; they always go above and beyond the call of duty to make sure that the residents are cared for, comfortable and happy and to welcome and update visitors. The food is excellent, and everywhere is spotlessly clean. There are regular, fun activities, and my relative really enjoys herself - it feels more like a large family than a nursing home. We cannot fault the care home in any way and would like to thank all of the staff for all of their amazing care and support."</p>		

Service Name:	Priory Care Residential Home		
Identified By:	Research	Date Recorded:	10 March 2023
Experience:	<p>"My mum has been well cared for and has been treated with great dignity and respect. We have been well communicated within all aspects of her care. She is very happy. We would recommend Priory Care Home for the safe care of its residents. The staff are wonderful."</p>		

Service Name:	Priory Care Residential Home		
Identified By:	Research	Date Recorded:	13 March 2023

Experience:	"I could not have chosen a better home for my mum to be in. Excellent care by every member of staff who work in the home. She is treated with dignity, care and respect. All members of staff are friendly, professional and approachable."		
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Service Name:	Priory Care Residential Home		
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Identified By:	Research	Date Recorded:	17 March 2023
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Experience:	"The care home is very clean and welcoming to visitors. All the staff are both friendly and very caring to the residents which gives us 'peace of mind' when caring for our mum who is currently in here for respite."		
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Service Name:	Priory Care Residential Home		
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Identified By:	Research	Date Recorded:	21 March 2023
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Experience:	"Staff always courteous and helpful on my visits to my mother. Mother appears to be well looked after and cared for. Staff seem keen to do a good job."		
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Service Name:	Mallard Court		
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Identified By:	Research	Date Recorded:	19 March 2023
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Experience:	"Always a pleasant experience to visit Mallard Court. Always a friendly welcome from residents and staff alike. Super communal and break out areas that can be a comfortable and cosy one to one area or suitable for larger family groups. Plenty of games and activities to keep us occupied when we visit and the activity staff are always on the ball with special dates and birthdays."		
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Service Name:	Magnolia House		
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Identified By:	Research	Date Recorded:	31 March 2023
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Experience:	"I have no hesitation in recommending Magnolia House. My mother became a resident in March 2022, originally for respite care that turned into residential care. High standards of		
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cleanliness throughout and a pleasant environment in all areas. A real plus is the stability of the staff, enabling a thorough and consistent understanding of Mum's care needs. Management is approachable and straightforward, sensitively guiding through some difficult decision-making. Mum left at the end of January to relocate to a care home nearer to her family. If there had been an option to remain in Cottingham, Mum would have happily continued to reside at Magnolia House."

Service Name:	Magnolia House		
Identified By:	Research	Date Recorded:	7 March 2023
Experience:	"In the eleven months my mum was a resident at Magnolia House she received exceptional care and the staff and management went above and beyond. Also, the support we received as a family during my mum's end-of-life care, we will be forever grateful, thank you to everyone."		

Service Name:	Magnolia House		
Identified By:	Research	Date Recorded:	10 March 2023
Experience:	"The staff have been so kind and thoughtful. They managed to give my dad the best care under the challenging circumstances of covid. "		

Service Name:	Magnolia House		
Identified By:	Research	Date Recorded:	28 March 2023
Experience:	"The staff are always cheerful, helpful and deal with residents in a caring and dignified manner. I cannot praise them enough for the work they do to keep the residents safe and happy. I especially like the activities they arrange to keep the residents engaged. The sweet trolley is a success with my mum."		

Service Name:	Cedar Grange		
Identified By:	Research	Date Recorded:	6 March 2023

Experience:	"My sister is very happy and always says how good the food is. She enjoys banter with others, and I feel she is very well cared for and safe. She looks well-groomed and comfortable and enjoys having her hair done regularly at the home."		
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Service Name:	Beech Tree House		
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Identified By:	Research	Date Recorded:	17 March 2023
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Experience:	"This is my first direct contact with a care home. During this period there was a lockdown for a sickness bug and because of this, my visits have been few. What I have seen are a clean and well-run home and efficient, caring staff."		
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Service Name:	Beech Tree House		
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Identified By:	Research	Date Recorded:	21 March 2023
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Experience:	"We moved my sister into this care home last month, she is 78 and disabled and she has settled into the home like she has lived here all her life. She likes the people, the staff and the home. The food is excellent and the residents are given a choice, there are activities every day and the staff are very helpful and encourage us to visit at any time. This has taken a great weight off me knowing she is well looked after."		
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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:	Humber NHS Foundation Trust.
Date of Incident:	To be confirmed.
Nature of Issue:	Client's complaint is regarding issues with his treatment for mental health issues and medication concerns.

Service Name:	Holderness Health Group
Date of Incident:	February 2023
Nature of Issue:	Client's complaint is regarding the care received from a practice nurse when administering his testosterone injection.

Service Name:	Humber NHS Foundation Trust
Date of Incident:	To be confirmed.
Nature of Issue:	Client wishes to raise a complaint that on three occasions a specialist nurse at Avondale called him a derogatory word.

Service Name:	Humber NHS Foundation Trust.
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Date of Incident:	February 2023
Nature of Issue:	Client has issues with the cancellation and postponement of appointments with the Social Prescribing service via her GP.

Service Name:	Manor House Surgery, Bridlington (Humber NHS Foundation Trust) and Scarborough Hospital.
Date of Incident:	June 2022
Nature of Issue:	Client's issues are regarding the mis-diagnosis of stage 4 cancer. Client attended both her GP and Scarborough Hospital over a period of time with different symptoms. Her stage 4 cancer was not diagnosed until she attended A&E at Scarborough with an eye issue.

Service Name:	Doncaster Royal Infirmary.
Date of Incident:	December 2021
Nature of Issue:	Client has health issues which she has only become aware of in the last 2 months that are directly connected to treatment she received at Doncaster Royal Infirmary when she was admitted on in December 2021. PALS initially dismissed her complaint because of the time limit but reconsidered after further info. Client has a painful condition called Peripheral Neuropathy, which painfully affects her feet and legs. After a lot of research, client has deduced that she is suffering from a "fungal bowel" and her bowel cannot absorb nutrients because of chronic diarrhoea which is one of the side effects of PN. This is as a direct result of the mistreatment of the condition she was taken into hospital for in the first place.

Service Name:	Hull University Teaching Hospitals NHS Trust.
Date of Incident:	February 2019 and ongoing.

Nature of Issue:	<p>Client has undergone two failed operations for a prolapse. Client states that a further operation has been suggested but her confidence in the medics is shattered. Client states that there are many issues in regards to clinical decisions that have been made and other avenues not being explored. Client has also had mesh used in one of the operations which is causing her numerous side effects. This is having a huge impact on the quality of her life and both her physical and mental health.</p>
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Service Name:	Cottingham Medical Centre, South Street Cottingham.
Date of Incident:	March 2023
Nature of Issue:	<p>Client's wife has Parkinsons and has IV meds. He has been battling with the doctor as to who is responsible for providing lines and needles. GP surgery won't accept it is them. Doctors have refused to pay for these. Feels like he is living on the edge as her repeat prescription which was ordered last month is still not with the pharmacy and she is running out. GP surgery won't reissue as they say she had and pharmacy say she hasn't.</p> <p>ISSUE 2:</p> <p>He has had cancer and is supposed to have a hormone injection every 3 months. Had his first when discharged and then told that the GP would follow up for the next. They haven't so he rang them. Asked for it to be ordered as he needs on Friday. Went to collect at pharmacy and it is not there. Doctors said they no longer offer this service.</p>

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.