



Intelligence Report

November 2023

healthwatch

East Riding
of Yorkshire



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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 detail in this report applies to **November 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

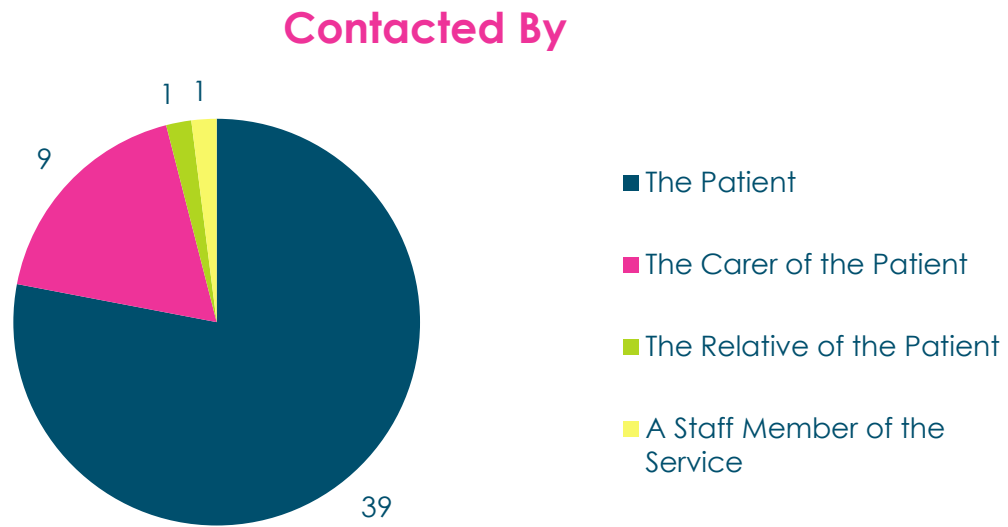
In-addition to this, our report also includes information highlighting the ongoing support provided by the NHS Independent Complaints Advocacy Service.

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.

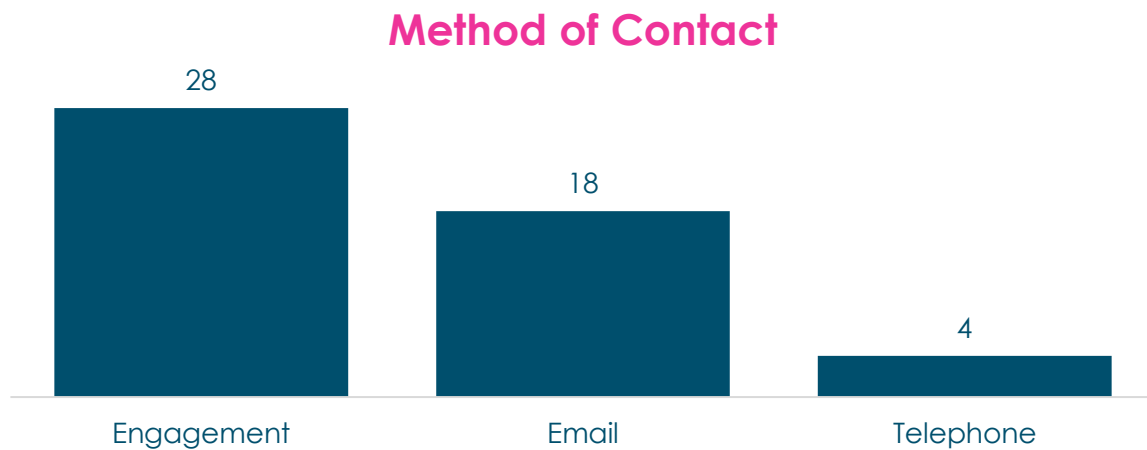
Following the publication of this report, we are happy to receive feedback from service providers using the enquires@healthwatcheastridingofyorksire.co.uk as it provides confidence to the public that their experiences are valued, acknowledged and acted upon.

2. Contact Statistics

During **November** we had **50** people contact Healthwatch directly to provide feedback or to ask for information/advice.

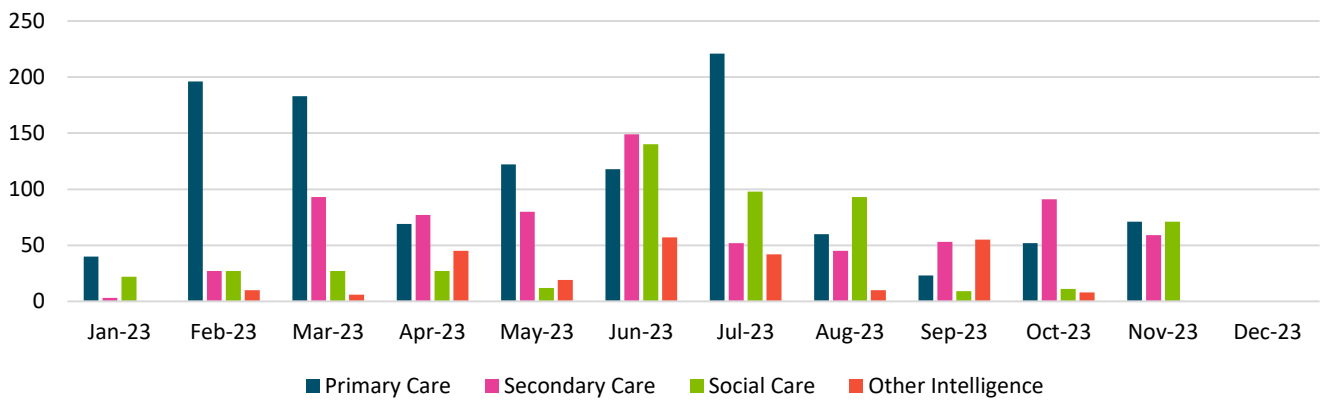


The most popular means of contacting Healthwatch this month is shown below.

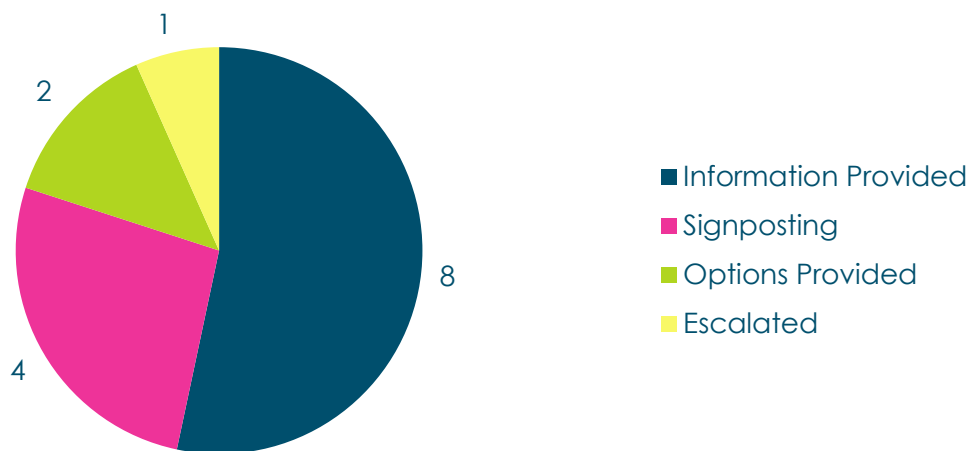


We also conducted online research of local services, where we found a total of **27** experiences. These experiences are in the form of online reviews, which people have left on a provider's website for the month of **November**.

The total amount of information and experiences retrieved this month, through contact and research is **86**.

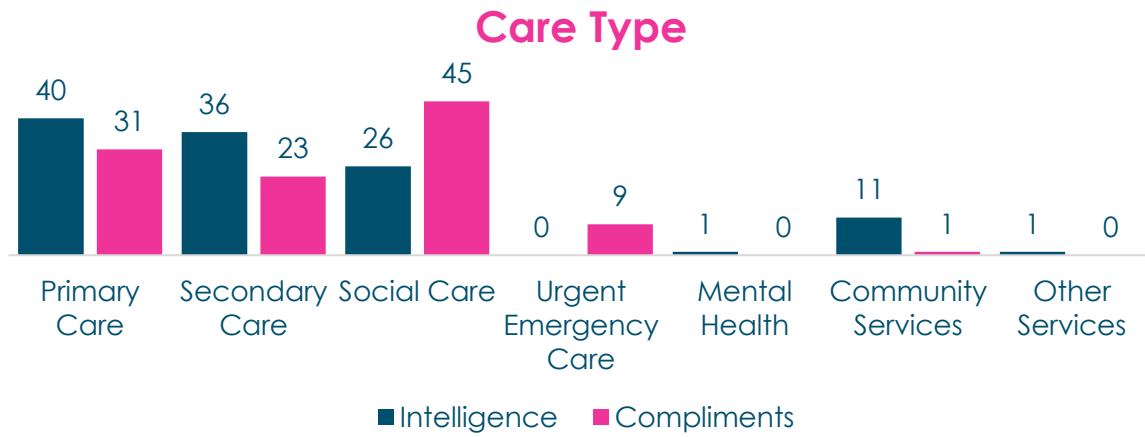


Actions Taken



This month, Healthwatch took **15** actions from the experiences received. Our most common action was providing information.

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



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

3. Information Requests

This month, Healthwatch recorded and fulfilled a total of **24** information requests.

4. Primary Care Intelligence

4.1 Experiences Breakdown – GP Intelligence

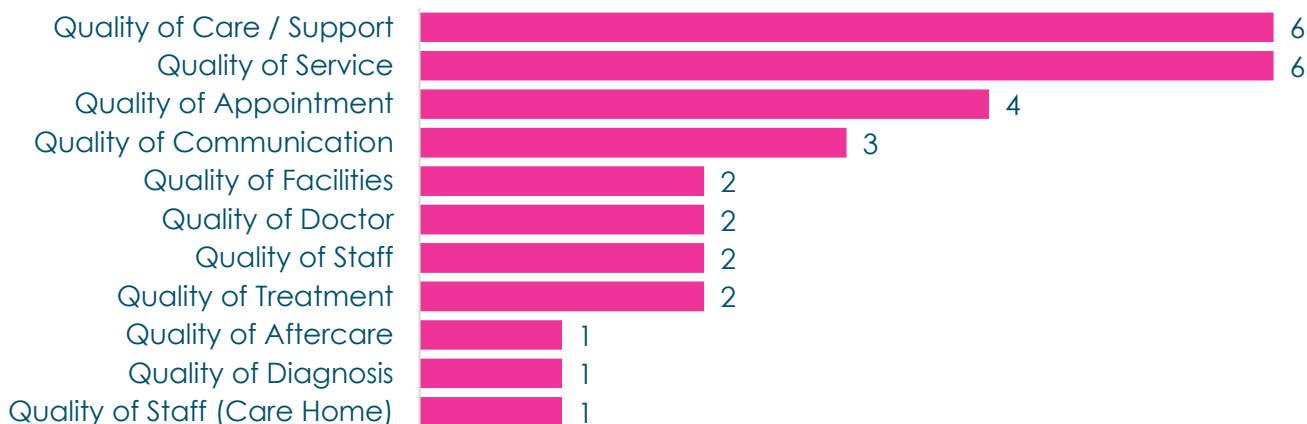
This month, Healthwatch recorded a total of **24** experiences for GP Practices. These experiences were broken down into **32** intelligence and **30** compliments.

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

GP Surgery - Intelligence



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:	GP Surgery		
Identified By:	Email	Date Recorded:	17 November 2023
Experience:	<p>Having had a reminder letter for an appointment I didn't know I had to make myself and having rung the telephone number as the letter did not include the crucial access code needed to do this online. The appointment was made but changed as a better one came up whilst I was on the telephone to the adviser. A few days later I got the original letter but wanted to ring to check that the appointment time had changed. But when I rang the number of course they were unable to check, as yet again I had no access code which apparently should have been given to me by the GP surgery - they had not so I was unable to check the appointment time. How ridiculous is this system where even though I had a reference number etc it could not be checked. So, I the adviser suggested I ring the GP</p>		

	<p>for the access code - a totally pointless exercise as you are always on hold for hours or to ring the hospital. This appointment system is useless when they fail to give you the information needed to access it but more than that - when I was discussing this with the referrals operative - they told me that I couldn't have made an appointment myself at this hospital as they made their own - so it would have been useless anyway. Who designed this completely rubbish system where no one seem to know what they are doing and the different parts of the system seem not to communicate with each other. What the point asking me to make my own appointment with a hospital that don't allow you do that? What was wrong with the old system? No one informs you of the new system, so you have no idea what it is you are supposed to be doing</p>
<p>Actions Taken: (Healthwatch)</p>	<p>Recorded and noted for next ICB meeting</p>

<p>Service Name:</p>	<p>The Park Surgery, Driffield</p>	<p>PCN:</p>	<p>Yorkshire Coast and the Wolds PCN</p>
<p>Identified By:</p>	<p>Engagement</p>	<p>Date Recorded:</p>	<p>30 November 2023</p>
<p>Experience:</p>	<p>This patient explained how they find it too difficult to access GP appointments, to a point in which they "dread ever needing" their GP. They say it takes too long (weeks) to get an appointment through the online triage system, and they aren't happy with the lack of face-to-face appointments, saying "I've never even met them" referring to their GP. This patient said they would prefer it to make appointments over the phone or in person "but it's getting more and more difficult".</p>		
<p>Actions Taken: (Healthwatch)</p>	<p>Advice given on how to change GP practices should the patient wish to, and assurance that the feedback will be anonymously reported by HWERY.</p>		

<p>Service Name:</p>	<p>Hedon Group Practice</p>	<p>PCN:</p>	<p>Holderness Health</p>
<p>Identified By:</p>	<p>Research</p>	<p>Date Recorded:</p>	<p>17 November 2023</p>

Experience:	"I've been registered at this practise since 1994. Having moved from Thongumbald to Hedon Road, Hull - I was told this was not an issue. At no time, up until today, have I been officially told I need to change GP. Today the receptionist asked if I lived in Hedon, clearly not if you have my details in front of you - and went on to advise I had been served 30 days notice to find an alternative GP. I understand about catchment areas etc but why not write to me advising me rather than wait until I phone in for an appointment? I suffered a PE earlier this week and to be told I need to find an alternative GP does not help my condition. Why invite me for flu jabs, Covid boosters if I shouldn't be "on the books"?? This could easily be managed without creating additional stress for patients at their most vulnerable times. Appalling customer service and overall management. What a joke. "
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Service Name:	Hedon Group Practice	PCN:	Holderness Health
Identified By:	Research	Date Recorded:	31 November 2023
Experience:	"having my medication changed had to ring to make an appointment for blood test, after ringing and leaving my phone on loud speaker longest call 55 mins and spending 5 hours 10 mins total no answer. I used the call back 12 times no one ever called back phone calls were after 11 am and in afternoon similar with call back the period was 11 days. Had to visit dispensary to pick tablets up while waiting heard people making appointments so on leaving asked to make appointment see a nurse receptionist replied you have to ring up to make an appointment sorry you cannot do it here odd when we heard appointment's been taken earlier this was an afternoon. I have been with this practice from been born 74 years ago I have got to say it was a very good practice before the merger lovely staff but who ever designed the phone system wants sacking there is no your number14 or so in the que so as you have guessed I have gave up no appointment no blood test thanks Holderness health for your help not"		

Service Name:	The Park Surgery, Driffield	PCN:	Yorkshire Coast and the Wolds PCN
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Identified By:	Research	Date Recorded:	31 November 2023
Experience:	<p>"Husband attended with chest infection. Found AF and told to make his way to hospital. In December AF flared up again and taken by ambulance to hospital. Have tried to see GP to find out more about condition but still have not managed to arrange. I contacted them myself for a back problem and told to go to A&E without seeing a doctor and ask for a MRI scan. Did as instructed and told the advice I had been given was inappropriate. Tried to speak to surgery again to request a referral for the scan or to a neurologist but got cut off twice. Have since arranged this privately but what will happen if investigations are needed as I don't have insurance."</p>		

Service Name:	Leven and Beeford Medical Practice	PCN:	Yorkshire Coast and the Wolds PCN
Identified By:	Engagement	Date Recorded:	23 November 2023
Experience:	<p>This patient says there were technical problems meaning that an X-Ray didn't go through to their GP, and that it ended up taking a month to get an X-Ray for a fractured arm.</p>		
Actions Taken: (Healthwatch)	<p>Anonymously reported by HWERY.</p>		

Service Name:	GP Surgery		
Identified By:	Engagement	Date Recorded:	23 November 2023
Experience:	<p>The carer (wife) of the patient says that her husband had a brain haemorrhage 30 years ago whilst living in London. The symptoms have been manageable since then, however there has been a recent change in behaviour of the patient. The carer says he has a lack of control over his left side, and now has terrible mood swings with intense anger. The carer is frustrated that the GP has not provided any care or referrals to neurological services since living in the East Riding, as the symptoms clearly effect his daily living.</p>		

Actions Taken: (Healthwatch)	HWERY suggested that the carer advise her husband to ask the GP for a referral for further support.		
Service Name:	Holderness Health		
Identified By:	Telephone	Date Recorded:	20 November 2023
Experience:	<p>The patient believes that she is not being listened to by her GP, despite having ongoing health issues for the past 2 years. As a result of the health concerns not being listened to, the patient is having to call 111 on a regular basis for help, as well as attending the urgent treatment centre in Beverley. This is due to feeling that the GP practise would not help.</p> <p>Furthermore, the patient described her mental health as seriously poor and is now socially isolated due to not being able to leave the house.</p> <p>The patient has requested to make a formal complaint against her GP practise.</p>		
Actions Taken: (Healthwatch)	A referral has been made to Cloverleaf Advocacy.		

Service Name:	GP Surgery		
Identified By:	Email	Date Recorded:	14 November 2023
Experience:	<p>My GP told me that she was making a referral for a hospital appointment. I waited for the letter telling me of the appointment. Instead I get a letter telling me off for not making an appointment. I was unaware that I had to make the appointment myself, as this had never happened in the past. I couldn't make the appointment online, as I did not have the pass code I needed either. I had to ring the number and give them my details so they could then refer me to get an appointment. Not long after, I was phoned by the referrals line and told that my phone call to them was the first they knew of the referral. Apparently the GP was supposed to either make the appointment themselves or refer me to the referrals system</p>		

	and they had done neither. I could have potentially been left waiting not knowing I hadn't been referred at all. I am disgusted and very upset about this but this seems to be the standard of service these days.
Actions Taken: (Healthwatch)	None

Service Name:	Practice 3	PCN:	Bridlington
Identified By:	Engagement	Date Recorded:	2 November 2023
Experience:	The patient has been experiencing back pain since May 2022, and has regularly visited this GP about it. The patient says that he was told "at your age just learn to live with it". In October 2023, the patient was referred for a scan where it was found he had a slipped disc and trapped nerve. The patient is unhappy with the length of time it took him to get the scan and start treatment for his back pain, and thinks it is due to his age.		
Actions Taken: (Healthwatch)	Anonymously reported by HWERY in the intelligence report.		

Service Name:	West Hull Hub		
Identified By:	Email	Date Recorded:	8 November 2023
Experience:	The patient claims that they are unable to book appointments unless they physically attend the surgery at 8am.		
Actions Taken: (Healthwatch)	None		

Service Name:	GP Surgery		
Identified By:	Email	Date Recorded:	7 November 2023
Experience:	I have never had an appointment that was on time - without fail they are late. On average I would say 15 mins, once I had to wait nearly an hour, gave up, but if you are just a few seconds later - they cancel your appointment and mark you down as non attender. Very unfair.		

Actions Taken: (Healthwatch)	Complaint logged ready to report.
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Service Name:	GP Surgery	
Identified By:	Email	Date Recorded:
		8 November 2023

The patient reports - incorrect information is given to you and you are just expected to go along with it. Why is it the NHS cannot give correct accurate information to patients? If you want to get some accurate information you have to complain. The service appear that they just don't care and it is getting steadily worse. The service is poor in this area.

I am told that I have to go to a certain hospital with no choice at all. The appointment is never at the time of your choice and trying to change it is impossible. I can't get through and people are annoyed with you for wanting to change and that only means waiting longer when you have already waited ages. When did things get so bad?

Experience: You are told on the GPs websites and NHS that evening and weekend appointments are available. No, they're not. Certainly not in this area anyway - another example of inaccurate information peddled to the long suffering patients.

I have every sympathy with people who bypass this and just go to A and E - you may have to wait 5 hours but at least you will be seen by a doctor, unlike trying to get a GP appointment. 111 is a joke - you phone and then a day later still no one has phoned you back - may as well have gone to A and E as I would have been seen in a shorter amount of time.

Actions Taken: (Healthwatch)	Complaint logged ready to be reported.
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Compliments

Service Name:	Manor House Surgery	PCN:	Bridlington
Identified By:	Engagement	Date Recorded:	13 November 2023
Experience:	Patient told me that she was very happy with the service at Manor Road Surgery.		
Actions Taken: (Healthwatch)	Noted patients compliment to include on CRM for intelligence report		

Service Name:	Beverley Health Centre, Manor Road Surgery	PCN:	Beverley PCN
Identified By:	Engagement	Date Recorded:	30 November 2023
Experience:	The patient was referred to Manor Road Surgery for a physiotherapy appointment and was really pleased with the whole experience. The patient said " I can't remember the last time I left an NHS appointment not feeling deflated... but I came out of there smiling!". The patient felt listened to and respected, and said the PT was lovely. The PT educated the patient about the injury in a non-patronising way, and answered all of the patient's questions leaving them feeling informed and confident about their treatment.		
Actions Taken: (Healthwatch)	The positive feedback will be reported by HWERY.		

Service Name:	Practice 3	PCN:	Bridlington
Identified By:	Email	Date Recorded:	15 November 2023
Experience:	Excellent service following surgery for tumour removal and chemo follow up treatment at Cast Hill hospital, Excellent service for total knee replacement and follow up treatment at Bridlington hospital, Excellent service recently following GP appointment for blood tests.		

Actions Taken: (Healthwatch)	None

Service Name:	Practice 3	PCN:	Bridlington
Identified By:	Research	Date Recorded:	9 November 2023
Experience:	"I have been a patient at this surgery, for 8 years. I have been treated with, great respect, and I feel confident in going in there."		

Service Name:	Hedon Group Practice	PCN:	Holderness Health
Identified By:	Research	Date Recorded:	3 November 2023
Experience:	"Went for yearly check up got an appointment online for next day seen by a very nice nurse very efficient now waiting for my blood test results to come back"		

Service Name:	Montague Medical Practice	PCN:	Cygnet
Identified By:	Research	Date Recorded:	29 November 2023
Experience:	"Not a long gap between making and attending appointment. When attending seen in good time. All staff, both reception and medical, very friendly and professional."		

Service Name:	Montague Medical Practice	PCN:	Cygnet
Identified By:	Research	Date Recorded:	17 November 2023
Experience:	"The reception team are like nothing I have experienced with previous GP practices. Efficient, friendly, and genuinely kind people! A number of times I have asked to merge appointments being a shift worker myself, never too much trouble for them. And always get me in the next day/morning!! And answer the phone at any time of day, not long waiting times. The doctors		

and nurses are also brilliant, caring, kind and nothing is too much for them. You don't feel ignored or silly for speaking to them. They also want to help, putting patients first. I have to mention the nurse who did my 1st smear this month. All I can disclose is that I took longer to take my jeans off ha! than to do the smear I was genuinely so impressed! She was so kind and also chatty, friendly and informative of the whole procedure. Such a genuinely lovely kind lady!

"

Service Name:	Montague Medical Practice	PCN:	Cygnets
Identified By:	Research	Date Recorded:	25 November 2023
Experience:	"Reception staff are attentive and caring. The GP was compassionate, thorough and included me in the decision making."		

Service Name:	Beverley Health Centre, Manor Road Surgery	PCN:	Beverley PCN
Identified By:	Engagement	Date Recorded:	13 November 2023
Experience:	The patient told us that their GP practice is excellent, they are able to quickly and easily get appointments, and that the GPs are always lovely and helpful.		
Actions Taken: (Healthwatch)	The feedback will be anonymously reported in the monthly intelligence report.		

Service Name:	Practice 3	PCN:	Bridlington
Identified By:	Email	Date Recorded:	13 November 2023
Experience:	Referred by 111 to our of hours GP Bridlington hospital. Good investigation and referral.		
Actions Taken: (Healthwatch)	None		

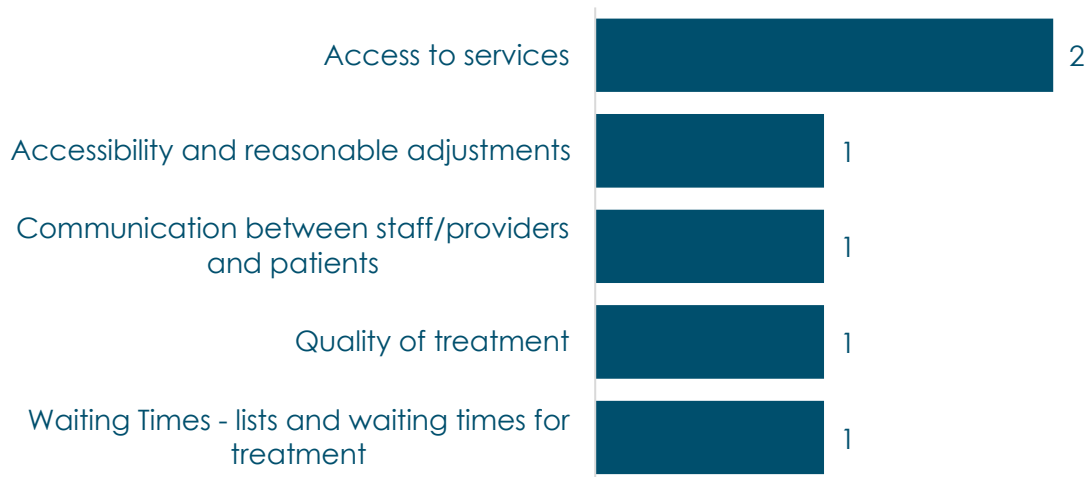
Service Name:	Gilberdyke Health Centre
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Identified By:	N/A Multiple Experience	Date Recorded:	8 November 2023
Experience:	<p>In March of this year my husband had a stroke.</p> <p>The ambulance arrived about 35 mins after I made the call but the lady at 999 kept talking to me until it did.</p> <p>They where extremely professional and within a short time took him with a blue light to the nearest A and E.</p> <p>On arrival he was immediately taken to a separate area for more tests and was admitted to the stroke unit .for a few days.</p> <p>On discharge a nurse was in touch to do a home visit and follow up appointments where scheduled for scans and monitors etc. And a treatment plan was formulated.</p> <p>However the following weekend my husband again complained of difficulties and was taken to the local A&E. After some time he was seen by a formidable but externally efficient consultant who examined him extensively and at this point said she thought he might have a diastolic heart murmur subsequent test proved this. If I ever have to go back again I WANT her. She kept us informed of what was happening at all times . And in June made a referral to the cardiology unit which now in mid November we are still waiting to hear from The stroke unit where not very forth coming when it came to sharing any information.</p> <p>It was comforting to have someone from the stroke team there for backup if needed.</p> <p>He has visited the GP since then appointments where no more than 10 days in the future tests where prompt and feedback was efficient.</p>		
Actions Taken: (Healthwatch)	None		

4.2 Dental Practices

This month, Healthwatch recorded a total of **3** experiences relating to Dental Practices. These experiences were broken down into **6** Intelligence and **1** Compliment.

Dentist - Intelligence



Dentist - Compliments



Lived Experiences

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

Service Name:	Ayer Dental, Hull		
Identified By:	Engagement	Date Recorded:	23 November 2023
Experience:	This patient's dentist stop working with NHS patients, so they've had to find another. They couldn't use Ayer Dental as they are in a wheelchair and find the practice inaccessible. The patient has since had to pay for a private dental service at Castle Park which they are very happy with.		

Actions Taken: (Healthwatch)	This feedback will be reported in the HWERY Intelligence report.		
Service Name:	Dentist		
Identified By:	Engagement	Date Recorded:	2 November 2023
Experience:	The patient went to a dentist in Scarborough to have a bridge made and fitted, however the dentist filed the wrong front tooth. The patient is now paying £3000 for a dentist in Bridlington to fix it. They also told us that they are facing a 12-month wait for their children to see their dentist.		
Actions Taken: (Healthwatch)	Anonymously reported by HWERY in the intelligence report.		

Service Name:	Manor Road Dentist, Beverley		
Identified By:	N/A Multiple Experience	Date Recorded:	8 November 2023
Experience:	The patient claims that they saw on the dentist website that they were accepting NHS patients, so rang and they said they knew nothing about it. It was a consortium with 8 surgeries.		
Actions Taken: (Healthwatch)	None		

4.3 Experiences Breakdown – Pharmacy

This month, Healthwatch recorded a total of **3** experiences relating to Pharmacies. These experiences were broken down into **4** Intelligence and **0** Compliments.

Pharmacist - Intelligence



5. Secondary Care Intelligence

This month, Healthwatch received a total of **19** experiences. These involved experiences of East Riding residents with regards to Scarborough Hospital and have these have been shared with Healthwatch North Yorkshire.

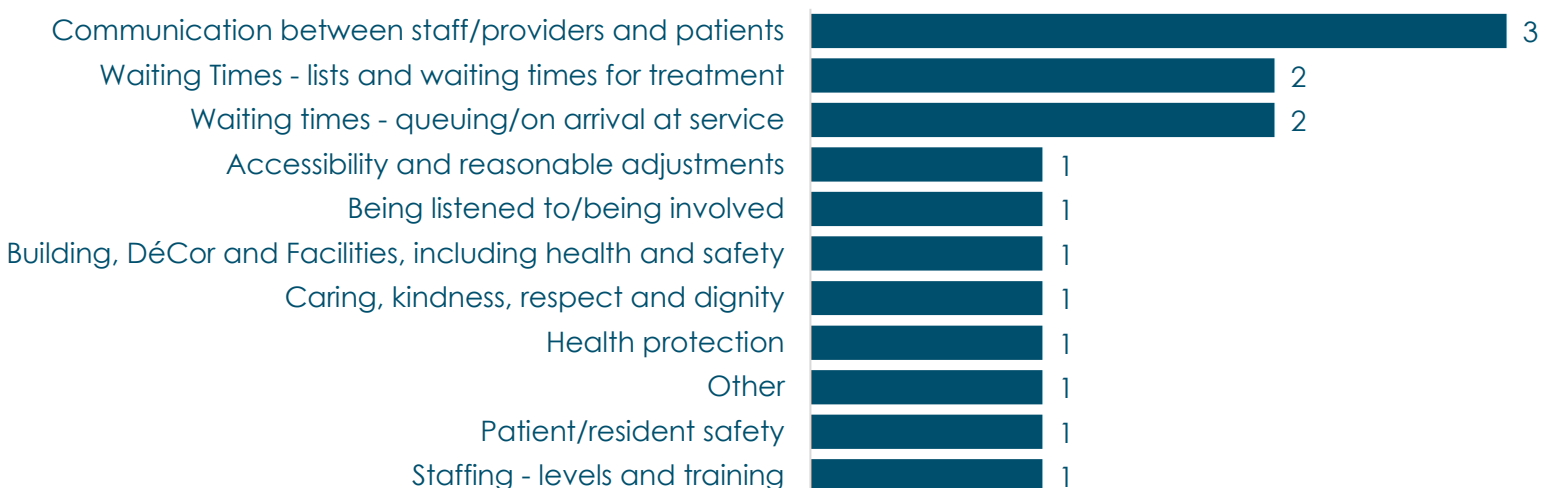
Theme Breakdown – Hospitals

- Being listened to/being involved
- Quality of treatment
- Caring, kindness, respect and dignity
- Waiting times - queuing/on arrival at service

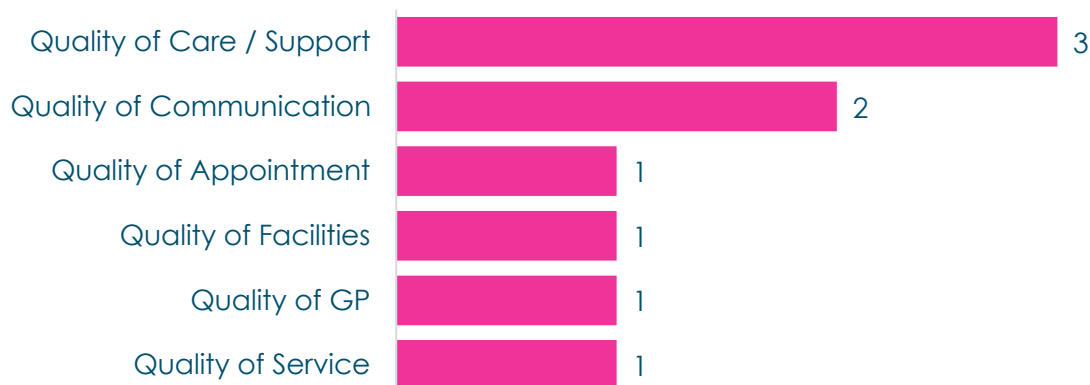
5.1 Hull Royal Infirmary

This month, Healthwatch recorded a total of **8** experience relating to Hull Royal Infirmary Intelligence. These experiences were broken down into **15** intelligence and **9** compliments.

Hull Royal Infirmary - Intelligence



Hull Royal Infirmary - Compliments



Lived Experiences

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

Service Name:	Hull Royal Infirmary		
Identified By:	Engagement	Date Recorded:	29 November 2023
	Experience: When visiting the ophthalmology day surgery ward a patient reported that he had been waiting in the ward for over 2 hours		

	and still doesn't know when his surgery/eye injection will be next. Patient reported that the waiting rooms boring, there's no music, TV or anything to do, you just have to sit there worrying about your eye.
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.

Service Name:	Hull Royal Infirmary		
Identified By:	Engagement	Date Recorded:	29 November 2023
Experience:	When visiting the ophthalmology day surgery ward a patient reported that her and all the patients arrived at 8:00am and had been waiting an hour and a half for her appointment. The patient reported that there's no communication as to when they're next; they are just called in anytime between 8 o'clock and 12 o'clock.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Neurology		
Identified By:	Engagement	Date Recorded:	23 November 2023
Experience:	<p>Patient has Parkinsons and see's Neurology for check ups and treatment. Patient's carer said that the department are not very helpful or proactive. Patient had a deep brain stimulator fitted in Liverpool and also has regular check ups there. Patient's carer said they are much more helpful.</p> <p>Patient see someone at HRI for Botox injections in her mouth but is now experiencing issues opening her eyes. They asked if the doctor that gives these injections could do the same for her eyelids but was told this wasn't an option at HRI. A month later they visited the eye clinic at HRI and mentioned it there. The doctor they saw there said he had been carrying out Botox injections for eyelids for around 20 years and could do that for her. Patient and her husband frustrated that the doctor in Neurology had not let them know this was an option.</p>		
Actions Taken: (Healthwatch)	HW Representative noted down concern for inclusion in CRM/intelligence report		

Service Name:	Hull Royal Infirmary		
Identified By:	Engagement	Date Recorded:	23 November 2023
Experience:	The patient, who has dementia, was taken to Hull Royal Infirmary. During the stay, the patients belongings including shoes and a specialised dementia watch went missing. After being transferred to a care home, the patient's carer was told that there was no inventory of the patient's belongings done in hospital or on admission of the care home. This was reported to PALs but they said they didn't know.		
Actions Taken: (Healthwatch)	Reported anonymously in HWERY intelligence report.		

Compliments

Service Name:	Hull Royal Infirmary		
Identified By:	Engagement	Date Recorded:	29 November 2023
Experience:	When visiting the ophthalmology day surgery ward a patient reported that she was very impressed and pleased with how little time the process to have surgery/eye injection took. Patient reported that she saw her optician in August and within 48 hours saw a consultant at the hospital and is now in for her treatment only 3 months later.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Hull Royal Infirmary		
Identified By:	Engagement	Date Recorded:	29 November 2023
Experience:	When visiting the ophthalmology day surgery ward a patient reported that the ward is very lovely and clean. Patient reported		

	that she likes how relaxing and quiet it felt as it calmed her down.
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.

Service Name:	Intensive care unit 1 Hull Royal infirmary		
Identified By:	Email	Date Recorded:	13 November 2023
Experience:	Great care at intensive care unit at Hull Royal infirmary. The food was good. Released home quickly. Medication provided quickly.		
Actions Taken: (Healthwatch)	None		

Service Name:	Hull Royal Infirmary		
Identified By:	N/A Multiple Experience	Date Recorded:	8 November 2023
Experience:	<p>In March of this year my husband had a stroke.</p> <p>The ambulance arrived about 35 mins after I made the call but the lady at 999 kept talking to me until it did.</p> <p>They where extremely professional and within a short time took him with a blue light to the nearest A and E.</p> <p>On arrival he was immediately taken to a separate area for more tests and was admitted to the stroke unit .for a few days.</p> <p>On discharge a nurse was in touch to do a home visit and follow up appointments where scheduled for scans and monitors etc. And a treatment plan was formulated.</p> <p>However the following weekend my husband again complained of difficulties and was taken to the local a&e. After some time he was seen by a formidable but externally efficient consultant who examined him extensively and at this point said she thought he might have a diastolic heart murmur subsequent test proved this. If I ever have to go back again I WANT her. She kept us informed of what was happening at all times . And in June made a referral to the cardiology unit which now in mid</p>		

	<p>November we are still waiting to hear from The stroke unit where not very forth coming when it came to sharing any information.</p> <p>It was comforting to have someone from the stroke team there for backup if needed.</p> <p>He has visited the gp since then appointments where no more than 10 days in the future tests where prompt and feedback was efficient.</p>
<p>Actions Taken: (Healthwatch)</p>	<p>None</p>

5.2 Castle Hill

This month, Healthwatch recorded a total of **6** experience relating to Castle Hill Hospital Intelligence. These experiences were broken down into **6** intelligence and **7** compliments.

Castle Hill Hospital - Intelligence



Castle Hill Hospital - Compliments



Lived Experiences

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

Intelligence

Service Name:	Pre-assessment		
Identified By:	N/A Multiple Experience	Date Recorded:	14 November 2023
Experience:	<p>Dementia Patient had prolapse which was causing continence issues. Originally saw a Specialist at Spire. This was followed by pessary treatment at HRI. Despite trying different kinds of pessary over a period of time none worked.</p> <p>Saw Specialist again and asked if could have operation as the patients continence issues are affecting their general health, due to lack of sleep and difficulties with incontinence pads due to them irritating the prolapsed womb, causing bleeding. Specialist said she agreed to put the patient on a priority list for the operation early 2023 but this has still not happened. The patient and husband are exhausted and are unable to go out due to not being able to use incontinence aids.</p> <p>Patient's husband said his wife had been sent a letter for a pre-assessment for her operation at Entrance 2 Castle Hill Hospital. When they got there they were told there was more than 1 pre-assessment service so had difficulty finding the right one.</p>		
Actions Taken: (Healthwatch)	<p>HW Representative took notes for CRM and contacted Waiting list team. They explained that it is the Specialist who has control over prioritizing and they do as the specialist requires.</p> <p>Contacted Patient's husband to let him know. Suggested ringing Specialist again to explain their circumstances.</p> <p>HW Representative spoke to Secondary Care Officer to explain that there was more than one pre-assessment service at Castle Hill but which one had not been specified on the letter sent to the patient. Secondary Care Officer to contact Head of Patient Experience at HUTH to make her aware so that communication can be improved.</p>		
Service Name:	Castle Hill Hospital		

Identified By:	Email	Date Recorded:	14 November 2023
Experience:	<p>Dementia Patient had prolapse which was causing continence issues. Originally saw a Specialist at Spire. This was followed by pessary treatment at HRI. Despite trying different kinds of pessary over a period of time none worked.</p> <p>Saw Specialist again and asked if could have operation as the patients continence issues are affecting their general health, due to lack of sleep and difficulties with incontinence pads due to them irritating the prolapsed womb, causing bleeding. Specialist said she agreed to put the patient on a priority list for the operation early 2023 but this has still not happened. The patient and husband are exhausted and are unable to go out due to not being able to use incontinence aids.</p>		
Actions Taken: (Healthwatch)	<p>HW Representative took notes for CRM and contacted Waiting list team. They explained that it is the Specialist who has control over prioritizing and they do as the specialist requires.</p> <p>Contacted Patient's husband to let him know. Suggested ringing Specialist again to explain their circumstances.</p>		

Service Name:	Cardiothoracic Surgery		
Identified By:	Telephone	Date Recorded:	13 November 2023
Experience:	<p>This patient had open heart surgery in 2016 in which stents were placed. Around 3 weeks ago the patient returned from holiday early due to chest pains. The patient's GP prescribed pain medication to treat the symptoms, and referred the patient for an urgent appointment with the Cardiology team at Castle Hill Hospital. The patient told Healthwatch how the long wait to be seen by a specialist is worrying them, and that the patient does not feel able to go out or live a normal life until they are seen and treated.</p>		
Actions Taken: (Healthwatch)	The feedback will be anonymously reported.		

Compliments

Service Name:	Urology Ambulatory Unit		
Identified By:	Email	Date Recorded:	30 November 2023
Experience:	I had an appointment at a local hospital for outpatient appointment, the staff I saw were very helpful and they explained everything to me what would happen at the tests.		
Actions Taken: (Healthwatch)	None		

Service Name:	Castle Hill Hospital		
Identified By:	N/A Multiple Experience	Date Recorded:	15 November 2023
Experience:	Excellent service following surgery for tumour removal and chemo follow up treatment at Cast Hill hospital, Excellent service for total knee replacement and follow up treatment at Bridlington hospital, Excellent service recently following GP appointment for blood tests.		
Actions Taken: (Healthwatch)	None		

Service Name:	Castle Hill Cardiology		
Identified By:	N/A Multiple Experience	Date Recorded:	8 November 2023
Experience:	<p>In March of this year my husband had a stroke.</p> <p>The ambulance arrived about 35 mins after I made the call but the lady at 999 kept talking to me until it did.</p> <p>They where extremely professional and within a short time took him with a blue light to the nearest A and E.</p> <p>On arrival he was immediately taken to a separate area for more tests and was admitted to the stroke unit .for a few days.</p>		

	<p>On discharge a nurse was in touch to do a home visit and follow up appointments where scheduled for scans and monitors etc. And a treatment plan was formulated.</p> <p>However the following weekend my husband again complained of difficulties and was taken to the local a&e. After some time he was seen by a formidable but externally efficient consultant who examined him extensively and at this point said she thought he might have a diastolic heart murmur subsequent test proved this. If I ever have to go back again I WANT her. She kept us informed of what was happening at all times . And in June made a referral to the cardiology unit which now in mid November we are still waiting to hear from The stroke unit where not very forth coming when it came to sharing any information.</p> <p>It was comforting to have someone from the stroke team there for backup if needed.</p> <p>He has visited the gp since then appointments where no more than 10 days in the future tests where prompt and feedback was efficient.</p>
Actions Taken: (Healthwatch)	None

Service Name:	Castle Hill Hospital		
Identified By:	Research	Date Recorded:	18 November 2023
Experience:	"All the staff went above and beyond from the catering assistants, Cleaners and nurses. I could not have wished for a better care team."		

Service Name:	Castle Hill Hospital		
Identified By:	Research	Date Recorded:	12 November 2023
Experience:	"From the moment of doubt. Through to diagnosis and surgery, the centre has been fantastic. Kind. Informative. Speedy. Efficient. Well organised and unhurried. I feel very lucky to have been referred there."		

Service Name:	Oncology		
Identified By:	Engagement	Date Recorded:	6 November 2023
Experience:	The carer of the patient explained that their joint experience of the Queen's Centre at Castle Hill Hospital was "nothing but positive". They both felt highly supported and treated with respect throughout the treatment. The Macmillan nurses were "amazing" and have kept in touch. The patient and his carer felt empowered by the education they were given about the patient's diagnosis, and appreciated the leaflets they were given with helpful information and support services on. They only wish they could get this level of support with any other diagnosis.		
Actions Taken: (Healthwatch)	The patient and his carer were assured that their positive comments would be reported by Healthwatch ERY.		

5.3 Bridlington Hospital

This month, Healthwatch recorded a total of **2** experience relating to Bridlington Hospital Intelligence. These experiences were broken down into **1** intelligence and **1** compliment.

Lived Experiences

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

Intelligence

Service Name:	The Medical Centre, Bridlington		
Identified By:	Email	Date Recorded:	15 November 2023
Experience:	On 29th of May this year I went to Specsavers because I was having problems with my ears. I was told it had to do with my inner ear so he made a referral to ENT department.		

The only thing I have heard since was a message from them on the 30th Aug	<p>NHSAppt: You are waiting for a ENT appointment/procedure at York & Scarborough Hospitals Trust. We are sorry for your wait, and we will be in touch with you as soon as a date is available.</p> <p>If, for any reason, you no longer require this appointment please let us know by replying 'NO 2453'. If you reply 'NO 2453' we will remove you from our waiting list and we will let your GP know.</p> <p>I have pain and feel there is something in my ears.</p> <p>I have trouble hearing and this is effecting my social life. I hear snapping crackling and have popping in my ears. I'm not confident that I will ever get an appointment. People seem to think losing hearing is funny. I can tell you it's not. I fear that even if they do eventually see me that it will leave it that long it will be a permanent situation for me.</p>
Actions Taken: (Healthwatch)	None

Compliments

Service Name:	Bridlington Hospital		
Identified By:	N/A Multiple Experience	Date Recorded:	15 November 2023
Experience:	Excellent service following surgery for tumour removal and chemo follow up treatment at Cast Hill hospital, Excellent service for total knee replacement and follow up treatment at Bridlington hospital, Excellent service recently following GP appointment for blood tests.		
Actions Taken: (Healthwatch)	None		

5.4 Other Hospital Intelligence

Intelligence

Service Name:	Scarborough Hospital		
Identified By:	Email	Date Recorded:	9 November 2023
Experience:	The patient reported that they had great difficulty understanding the night nurse and junior doctor because of lack/poor English skills.		
Actions Taken: (Healthwatch)	None		

Service Name:	Scarborough Hospital		
Identified By:	Email	Date Recorded:	5 November 2023
Experience:	Appointment cancelled for Gynaecology with no reason given. No new appointment offered.		
Actions Taken: (Healthwatch)	Patient contacted to see if appointment has since been made		

Compliments

Service Name:	St Hughs, Grimsby		
Identified By:	Email	Date Recorded:	13 November 2023
Experience:	Excellent care from St Hughs hospital Grimsby. In patient for 2 nights after a total hip replacement then appt to see Consultant. All well and excellent service		
Actions Taken: (Healthwatch)	None		

Service Name:	Goole Stroke Team		
Identified By:	N/A Multiple Experience	Date Recorded:	8 November 2023
Experience:	<p>In March of this year my husband had a stroke.</p> <p>The ambulance arrived about 35 mins after I made the call but the lady at 999 kept talking to me until it did.</p> <p>They where extremely professional and within a short time took him with a blue light to the nearest A and E.</p> <p>On arrival he was immediately taken to a separate area for more tests and was admitted to the stroke unit .for a few days.</p> <p>On discharge a nurse was in touch to do a home visit and follow up appointments where scheduled for scans and monitors etc. And a treatment plan was formulated.</p> <p>However the following weekend my husband again complained of difficulties and was taken to the local a&e. After some time he was seen by a formidable but externally efficient consultant who examined him extensively and at this point said she thought he might have a diastolic heart murmur subsequent test proved this. If I ever have to go back again I WANT her. She kept us informed of what was happening at all times . And in June made a referral to the cardiology unit which now in mid November we are still waiting to hear from The stroke unit where not very forth coming when it came to sharing any information.</p> <p>It was comforting to have someone from the stroke team there for backup if needed.</p> <p>He has visited the gp since then appointments where no more than 10 days in the future tests where prompt and feedback was efficient.</p>		
Actions Taken: (Healthwatch)	None		

5.5 Mental Health Services

This month, Healthwatch recorded a total of **2** experience relating to Mental Health services Intelligence. These experiences were broken down into **1** intelligence and **0** compliments.

Mental Health Services - Intelligence

Access to services



1

Lived Experiences

Service Name:	Mental Health Services		
Identified By:	Engagement	Date Recorded:	2 November 2023
Experience:	This person told HWERY how they feel they struggle to access preventative mental health services. They would like to see more help given to people to maintain good mental health and prevent them needing crisis support.		
Actions Taken: (Healthwatch)	Anonymously reported by HWERY in the Intelligence Report.		

5.6 City Health Care Partnership (CHCP)

This month, Healthwatch recorded a total of **4** experiences for City Health Care Partnership. This experience was broken down into **7** intelligence and **1** compliment.

City Health Care Partnership - Intelligence



City Health Care Partnership - Compliments



Intelligence

Service Name:	East Riding Falls Team		
Identified By:	Engagement	Date Recorded:	23 November 2023
Experience:	Patient's carer concerned. her husband has dementia and fell onto the TV recently. Carer asked if there was a service who might be able to prevent this happening again as she is worried patient might hurt himself.		
Actions Taken: (Healthwatch)	HW representative told carer about the East Riding Falls Team and found contact details for her		

Service Name:	City Health Care Partnership		
Identified By:	Engagement	Date Recorded:	21 November 2023
Experience:	The patient says they were visiting the Jean Bishop Centre for cardio-rehab exercises, however it was too far to travel from Gilberdyke with no car. Since then, the patient has been doing the exercises at home, and his wife relays the results over the phone to the cardio team. Overall, they say it is too complicated, and would prefer help in their home to take		

	pressure off the wife in reading and reporting the blood pressure and heart-rate results.
Actions Taken: (Healthwatch)	Anonymously reported by HWERY in the intelligence report.

Service Name:	Beverley Urgent Treatment Centre		
Identified By:	Engagement	Date Recorded:	13 November 2023
Experience:	The patient told Healthwatch ER that they would like access to more frequent hearing aid maintenance appointments, as well as more frequent hearing tests as they say the current wait between tests is too long.		
Actions Taken: (Healthwatch)	The feedback will be anonymously reported in the Healthwatch ER monthly intelligence report.		

Compliments

Service Name:	East Riding Falls Team		
Identified By:	Engagement	Date Recorded:	23 November 2023
Experience:	Patient's carer concerned. her husband has dementia and fell onto the TV recently. Carer asked if there was a service who might be able to prevent this happening again as she is worried patient might hurt himself.		
Actions Taken: (Healthwatch)	HW representative told carer about the East Riding Falls Team and found contact details for her		

Service Name:	City Health Care Partnership		
Identified By:	Engagement	Date Recorded:	21 November 2023
Experience:	The patient says they were visiting the Jean Bishop Centre for cardio-rehab exercises, however it was too far to travel from Gilberdyke with no car. Since then, the patient has been doing the exercises at home, and his wife relays the results over the phone to the cardio team. Overall, they say it is too complicated, and would prefer help in their home to take		

	pressure off the wife in reading and reporting the blood pressure and heart-rate results.		
Actions Taken: (Healthwatch)	Anonymously reported by HWERY in the intelligence report.		
Service Name:	Beverley Urgent Treatment Centre		
Identified By:	Engagement	Date Recorded:	13 November 2023
Experience:	The patient told Healthwatch ER that they would like access to more frequent hearing aid maintenance appointments, as well as more frequent hearing tests as they say the current wait between tests is too long.		
Actions Taken: (Healthwatch)	The feedback will be anonymously reported in the Healthwatch ER monthly intelligence report.		

5.7 NHS Humber Foundation Trust

This month, Healthwatch recorded a total of **1** experience for NHS Humber Foundation Trust. This experience was broken down into **5** intelligence and **1** compliment.

NHS Humber Foundation Trust - Intelligence

Building, DéCor and Facilities, including health and safety	1
Cleanliness, Hygiene and Infection Control	1
Diagnosis	1
Patient/resident safety	1
Waiting Times - lists and waiting times for treatment	1

NHS Humber Foundation Trust - Compliments

Quality of Nursing Care



Service Name:	NHS Humber Foundation Trust		
Identified By:	Engagement	Date Recorded:	21
			November 2023
Experience:	The carer of the patient expressed concerns about the location of the Memory Assessment Service. This person says that they do not feel safe in accessing the service as there are "needles and drugs in the carpark". The carer also told Healthwatch that they waited 12 weeks for results of the assessment, and the patient was given a dementia diagnosis over the phone. However, the carer of the patient says that the Dementia Nurse is "always really lovely".		
Actions Taken: (Healthwatch)	Anonymously reported by Healthwatch East Riding of Yorkshire in the intelligence report.		

5.8 NHS 111

This month, Healthwatch recorded a total of **2** experiences for NHS 111. This experience was broken down into **0** intelligence and **4** compliments.

NHS 111 - Compliments



Service Name:	NHS 111		
Identified By:	N/A Multiple Experience	Date Recorded:	13
			November 2023
Experience:	Referred by 111 to our of hours GP Bridlington hospital. Good investigation and referral.		

Actions Taken: (Healthwatch)	None		
Service Name:	Swinemoor Lane Beverley Minor Injuries unit		
Identified By:	Email	Date Recorded:	3 November 2023
Experience:	Rang 111 for advice in middle of night, appointment made for the morning, seen within 45 mins by a doctor at a minor injuries unit. Prescription given. Very pleased with speed of treatment.		
Actions Taken: (Healthwatch)	Compliment logged.		

6. Social Care Intelligence

6.1 Care Home Intelligence

This month, Healthwatch recorded a total of **19** experiences for Care Homes. This experience was broken down into **0** intelligence and **36** compliments.

Care Home - Compliments



Service Name:	Willersley House
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Identified By:	Research	Date Recorded:	16 November 2023
Experience:	"I have known Willersley House for many years. My father was a resident and he thought it was a super care home. Thank you to all who are involved in any way."		

Service Name:	Willersley House		
Identified By:	Research	Date Recorded:	22 November 2023
Experience:	"Visit my close friend regularly and whilst she has had a health decline staff have gone above and beyond, she is very well cared for."		

Service Name:	St Marys Care Centre		
Identified By:	Research	Date Recorded:	7 November 2023
Experience:	"Mum has resided in St Marys for 3 months now, after being admitted from hospital for nursing care. Her care has been first class, not only from the nursing staff but from each and every carer, who is not only kind and compassionate but jolly and fun at the same time. There are always smiles and laughter in St Marys, which is a medicine in itself. Mum is always treated with dignity and kindness and as an individual. Family and friends are always welcomed and kept well informed. Well done to all the staff at St Marys, you should all be very proud of the "home" you've created for all of your Residents."		

Service Name:	Southlands		
Identified By:	Research	Date Recorded:	2 November 2023
Experience:	"Since the appointment of the new manager in 2022 at Cranswick Lodge, my mum is looked after to a very high standard. It has been transformed into such a nice place for mum to live. The team care about Mum and always do their very best to meet her needs and make her as comfortable as possible. My mum is very happy here and sees the staff as her family. I very much appreciate that the manager always has		

time to discuss any concerns about Mum and she fully explains any changes that happen at the home and keeps me very well informed. I would not hesitate in recommending Cranswick Lodge as a home to anyone who needs care."

Service Name:	Southlands		
Identified By:	Research	Date Recorded:	22 November 2023
Experience:	"The staff were so welcoming to my mother, made her feel at ease. Treated her with care and fully supported her when she became unwell. Were polite and courteous to me and my family at all times. I would recommend the care home."		

Service Name:	Red House - Care Home		
Identified By:	Research	Date Recorded:	21 November 2023
Experience:	"My wife seems to have settled into her care home. The staff all seem to be very caring and confident when performing their duties. She says most of the meals are well-prepared and tasty. She gets involved in what activities she can, but unfortunately, there are some that she can't physically do. When we visit her, we are always welcome."		

Service Name:	Overton House - Care Home		
Identified By:	Research	Date Recorded:	30 November 2023
Experience:	"My mum has been a resident of Overton House for over 10 years. I have always been extremely pleased with the care that she has received. The staff, who are very welcoming, have catered for her every need and are in touch with me straight away if they have any concerns. Although my mum's communication is very limited now, she still raises a smile, which is lovely to see. I have no doubt that she is as happy today, as she has always been. Everyone at Overton deserves the praise they receive, for the wonderful, caring work they do. Thank you so much!"		

Service Name:	Magnolia House		
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Identified By:	Research	Date Recorded:	20 November 2023
Experience:	"This is the second time we have used Magnolia House Care Home for respite for my mum, I can't thank the lovely carers enough, all really kind and could relax knowing my mum was having the best care."		

Service Name:	Magdalen Park Nursing Home		
Identified By:	Research	Date Recorded:	1 November 2023
Experience:	"Mum was made very much to feel at home when she moved into Magdalen Park. Her room is spacious, well furnished, and comfortable. There are so many activities to do there, including a bistro, shop and hairdressers within the building. Outside there are so many places to sit and relax with lovely views."		

Service Name:	Magdalen Park Nursing Home		
Identified By:	Research	Date Recorded:	2 November 2023
Experience:	"My mother went into Magdalen Park Care Home in April 2023, sadly due to inoperable cancer and dementia. The staff went over and above to settle her into the home as she really could not understand why she was there. Over the months, they embraced not only my mum but the entire family, offering refreshments and general kindness on every visit she sadly passed away at the beginning of the month and her end of life care was very caring and kind. Staff even came in on their day off to say goodbye to her. We cannot thank the home enough for their support at a very difficult time."		

Service Name:	Magdalen Park Nursing Home		
Identified By:	Research	Date Recorded:	3 November 2023
Experience:	"Our nana was a resident at Magdalen Park after being diagnosed with dementia and then inoperable lung cancer. She was cared for with great respect and love during her stay"		

there. As a family, we were also made very welcome and offered drinks on arrival. "

Service Name:	Magdalen Park Nursing Home		
Identified By:	Research	Date Recorded:	6 November 2023
Experience:	"Visited a few times to see family friends and there's always such a warm welcome, staff are attentive and the residents are well looked after and happy. Great facilities and so much planned to keep them entertained. A fun, happy environment to be in. Highly recommended."		

Service Name:	Magdalen Park Nursing Home		
Identified By:	Research	Date Recorded:	13 November 2023
Experience:	"My father-in-law became a resident for emergency respite whilst my mother in law was seriously ill, I was pleasantly surprised at how amazing the place was. His room was stunning with a balcony and beautiful view. The caring team were attentive and genuinely care for their residents, the food looks like something from a good quality restaurant and all homemade. I could not wish for him to be in a better place, he loves the food, activities and interaction with the staff and residents. My mother-in-law is still not so good so he goes in regularly for day care at his request, this is great for the family knowing and understanding how happy he is whilst giving the respite and break my mother-in-law and family need. My father-in-law has dementia, his requirements and needs are always fulfilled at Magdalen Park and he genuinely seems happy to be there."		

Service Name:	Magdalen Park Nursing Home		
Identified By:	Research	Date Recorded:	22 November 2023
Experience:	"Having to accept that I could no longer give my mother the 24-hour care she needed and having to come to terms with her going into care was heartbreaking, but I can say in all honesty that she is in the best care home that I have ever seen. My mother has flourished; she is in a care home that has catered for her every need, and whilst I accept the building, the grounds		

and facilities are first class, it is the staff that has been consistently outstanding. From door to floor, without every member of staff involved in my mother's care, neither my mother nor myself could've coped. We owe them all a great deal indeed."

Service Name: Lindum House

Identified By:	Research	Date Recorded:	7
			November 2023

Experience: "My mum has been a resident at Lindum care home for a number of years and has had some good times with the staff and residents. She is looked after very well. I would recommend the home to anyone. It is always peace of mind knowing she is well looked after by kind, lovely staff - thank you, Lindum."

Service Name: Figham House

Identified By:	Research	Date Recorded:	1
			November 2023

Experience: "My relative has only been a resident for a short while and has taken time to settle - but the staff have been welcoming and supportive."

Service Name: Cedar Grange

Identified By:	Research	Date Recorded:	14
			November 2023

Experience: "I was very happy with the service received from the home whilst they looked after my mother in her last year, she was very happy whilst in residence there. I was also impressed with all the staff who were extremely helpful and friendly on every occasion I had cause to speak with them."

6.2 Home Care Intelligence

This month, Healthwatch recorded a total of **6** experiences for Care at Home. This experience was broken down into **27** intelligence and **9** compliments.

Home Care - Intelligence



Home Care - Compliments



Lived Experience – Intelligence

Service Name:	Caremark		
Identified By:	Engagement	Date Recorded:	23
			November 2023
Experience:	Carer said that the carers arranged by East Riding (Caremark) had been very stressful. They were extremely unreliable and would ring at 7am to say they weren't able to come that day to deliver essential care that day so she never knew whether they would turn up and found it difficult to make plans and couldn't visit her elderly mother who lives in Scotland as she couldn't rely		

	<p>on Caremark. She had therefore arranged for a different care company to support her husband and had kept East Riding Council informed but despite having agreed initially to continue paying a contribution towards the cost of care but had said that because she changed to a different company they would stop this. There is now £7000 outstanding so she is having an ongoing battle with the council and the carer is finding the lack of communication between council departments hugely frustrating.</p>
<p>Actions Taken: (Healthwatch)</p>	<p>HW Representative noted down the carer's issues for inclusion in CRM/intelligence report</p>

<p>Service Name:</p>	<p>ER Carers support service</p>		
<p>Identified By:</p>	<p>Engagement</p>	<p>Date Recorded:</p>	<p>13 November 2023</p>
<p>Experience:</p>	<p>Patient is also a carer for her husband but is now very poorly herself and struggling to cope. Particularly needing some emotional support.</p>		
<p>Actions Taken: (Healthwatch)</p>	<p>HW Representative contacted Carer's Plus to request more emotional support. Also contacted ER Carer's support service. they said they would re-assess her needs and would try to action that asap.</p> <p>Contacted Patient to let her know. Patient/Carer happy with that. HW rep asked if she would like a befriending call from Age UK. Will look into this for her.</p>		

<p>Service Name:</p>	<p>AJM Wheelchair services</p>		
<p>Identified By:</p>	<p>Email</p>	<p>Date Recorded:</p>	<p>10 November 2023</p>
<p>Experience:</p>	<p>The patient reported that it was noticed that they needed new drive wheel tyre and a new arm pad. The wrong type of tyres arrived eventually and no arm pad. Keep being told to wait for the supplier to update.</p>		
<p>Actions Taken: (Healthwatch)</p>	<p>HWERY contacted patient to check if any update has been given since report sent.</p>		

Lived Experience – Compliments

Service Name:	East Riding Carer's Support		
Identified By:	Engagement	Date Recorded:	23 November 2023
Experience:	Carer very happy with East Riding Carer's Support. He had a care needs review a few months ago and said that as well as his wife's 4 care calls a day to meet her basic care needs they had put in place a social call for her. This means someone helps to get her ready and then takes her out into the community which she enjoys, which gives her carer/husband the opportunity to go to the gym to exercise for his heart health.		
Actions Taken: (Healthwatch)	HW Representative noted compliment for inclusion in CRM/intelligence report		

Service Name:	Home Instead		
Identified By:	Engagement	Date Recorded:	13 November 2023
Experience:	Patient wanted to express how happy she was with the Home Instead Homecare Service. She said when she first contacted them the manager had come out to see her and find out what her care needs were. She has had the same carer for 2 years and is very happy with her. She said the service do regular check ups to make sure you are getting the service you want.		
Actions Taken: (Healthwatch)	HW Representative took notes to put on CRM for intelligence report		

Service Name:	Home Instead		
Identified By:	Engagement	Date Recorded:	13 November 2023
Experience:	Patient said that the carers that he has carers 4 x daily and they are exceptional. They do anything he asks for. His care was arranged by East Riding when he came out of respite care.		

Actions Taken: (Healthwatch)	HW representative took down the patient's compliment and recorded it on CRM for inclusion in intelligence report.
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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 complaint's procedure.

ERY Independent Health Complaints Advocacy Themes November 2023

Client 1

Nature and Substance of complaint:

Client's complaint was regarding the care afforded to her by Practice 3 in Bridlington. Client had issues with measures put in place by the practice to manage her contacts with the surgery.

Who delivered the care to patient?

Practice 3 Gp Surgery, Station Rd, Bridlington.

Date of incident?

Unknown

Client 2

Nature & Substance of complaint:

Client was pregnant and was aware that her baby would be taken into care once born. Client was informed by nursing staff what date she would be induced on. She has since found out that the social worker was made aware of this date before she was and client is unhappy that this happened. Client believes that she should have been the first to know.

Who delivered the care to patient?

Woman and Children's Hospital, Hull Royal Infirmary.

Date of incident?

September 2023

Client 3

Nature & Substance of complaint:

To be determined.

Who delivered the care to patient?

Hull Royal Infirmary

Date of incident?

To be determined.

Client 4

Nature & Substance of complaint:

Client states that poor care and neglect from her GP has contributed to her poor levels of mental health and mobility issues. Client struggles to leave her house as a result.

Who delivered the care to patient?

Holderness Health GP

Date of incident?

Ongoing over a number of years.

Client 5

Nature & Substance of complaint:

Client's complaint is regarding delays and issues with the process of being placed on a list for a hysterectomy. Client states she has been messed around by different consultants.

Who delivered the care to patient?

Hull Royal Infirmary

Date of incident?

December 2022

Client 6

Nature & Substance of complaint:

Client's complaint is regarding a referral for a mental health assessment and the possibility of a diagnosis of autism. Client states that this referral has been passed around various different services but nothing has actually been done yet.

Who delivered the care to patient?

Humber Teaching NHS Foundation Trust.

Date of incident?

September 2023

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 rationale to use the Healthwatch statutory power to 'Enter and View' and our decision-making in future project work.