



Intelligence Report

October 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 **October 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

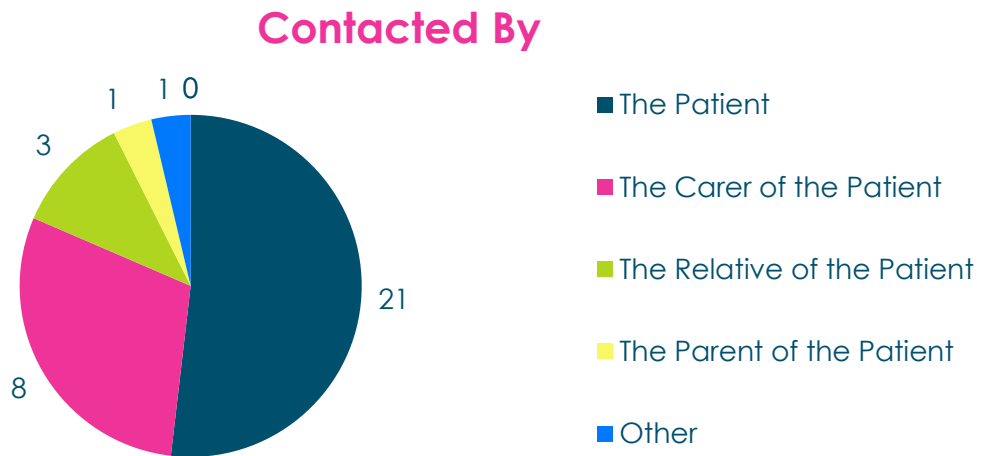
In-addition to this, our report also includes information highlighting the ongoing support provided by the NHS Independent Complaints Advocacy Service.

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.

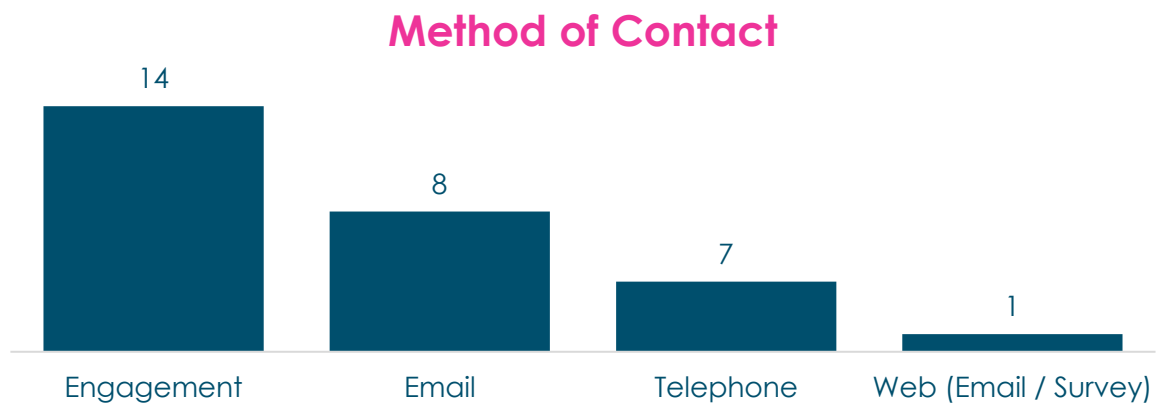
Following the publication of this report, we are happy to receive feedback from service providers using the enquires@healthwatcheastridingofyorksire.co.uk as it provides confidence to the public that their experiences are valued, acknowledged and acted upon.

2. Contact Statistics

During **October** we had **34** people contact Healthwatch directly to provide feedback or to ask for information/advice.

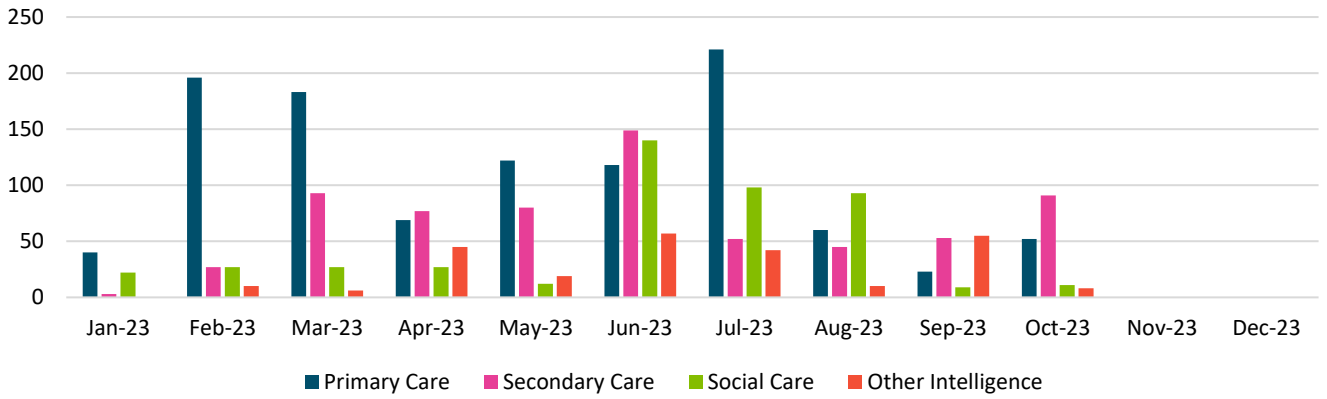


The most popular means of contacting Healthwatch this month is shown below.

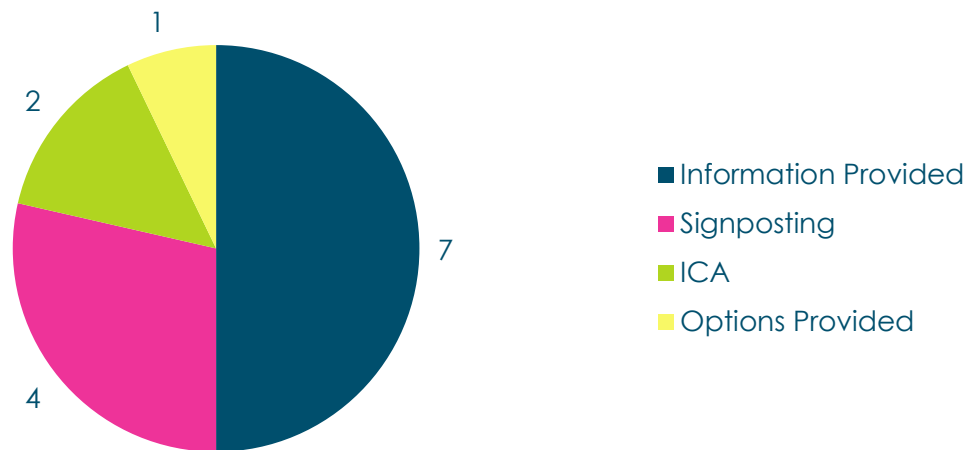


We also conducted online research of local services, where we found a total of **7** experiences. These experiences are in the form of online reviews, which people have left on a provider's website for the month of **October**.

The total amount of information and experiences retrieved this month, through contact and research is **68**

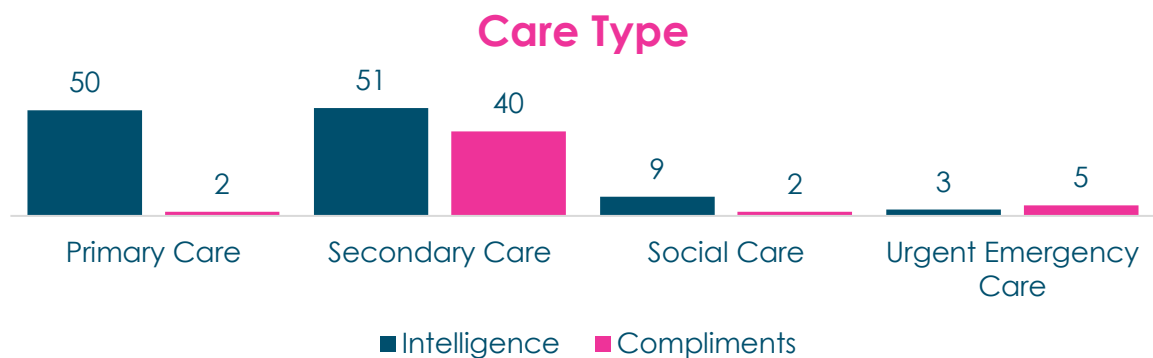


Actions Taken



This month, Healthwatch took **14** 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 **October**.



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

3. Information Requests

No information requests have been received this month.

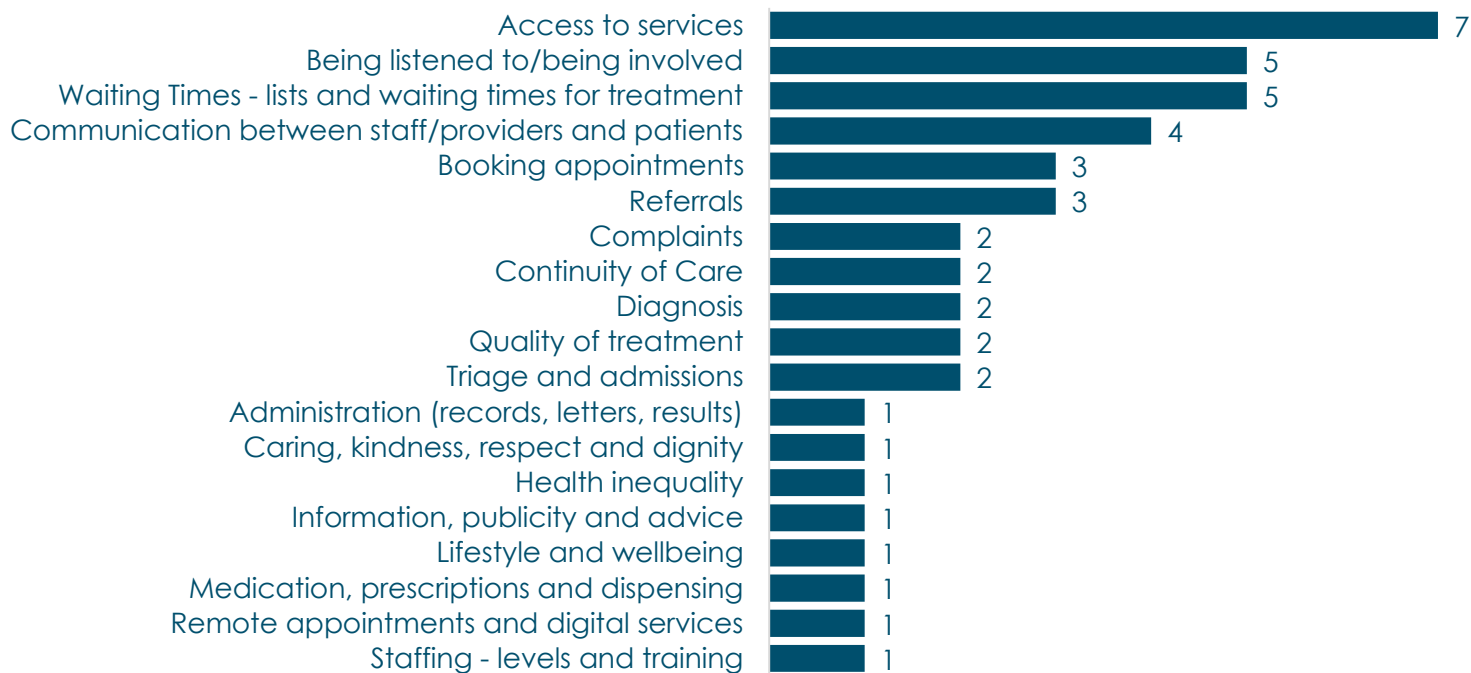
4. Primary Care Intelligence

4.1 Experiences Breakdown – GP Intelligence

This month, Healthwatch recorded a total of **11** experiences for GP Practices. These experiences were broken down into **45** intelligence and **2** 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:	The Ridings Medical Practice		
Identified By:	Telephone	Date Recorded:	31 October 2023
Experience:	<p>Patient received a letter from CEO at The Ridings saying the patient was making complaints that were without foundation, wasting NHS resources and that if she complained again, she will not receive a response.</p> <p>Patient was furious. She has made several complaints and said that she has no faith in the practice as they have let her down several times, but all her complaints made had foundation. Patient went to Ombudsman who said they would not be able to allocate a case worker for several months. She contacted ER council and the GMC as she knows them. They said they would take this over, but she wanted Healthwatch to be aware of this issue.</p>		
Actions Taken: (Healthwatch)	Issue logged on CRM for inclusion in monthly report. Patient has raised it with member of GMC and ER Council		

Service Name:	Not known but in Hornsea		
Identified By:	N/A Multiple Experience	Date Recorded:	5 October 2023
Experience:	<p>Patient had an operation on her lung to remove a tumour. Following surgery her personality completely changed. She experienced serious cognitive decline and was diagnosed with dementia by MAS.</p> <p>Some time later she was visited by a psychiatrist and nurse from Rosedale Community Unit in Hornsea who diagnosed post operative operation syndrome.</p> <p>Husband is now her full time carer. Patient unable to do anything for herself and can't be left alone.</p> <p>Husband feels let down by GP with regards to ongoing support and wants to make a complaint about the operation which led to her cognitive decline.</p>		

Actions Taken: (Healthwatch)	<p>Wrote to patient's husband, gave details of Cloverleaf Advocacy but explained they may be out of time to make a complaint about the operation.</p> <p>Took down details for CRM and monthly intelligence report.</p>
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Service Name:	Not given
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Identified By:	Telephone	Date Recorded:	5 October 2023
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Experience:	<p>Lady tried to register with a new GP surgery having moved to the area. Receptionist told her she needed 2 forms of ID. Lady had checked the NHS website and said she didn't need ID, receptionist insisted she would need these to register. Senior receptionist said he was looking at the NHS website and she did need ID. Lady knew this was wrong and felt uncomfortable as she knew he was lying. She offered to print out the NHS pages she had seen and asked if they would accept this. Receptionist said No. Lady felt hurt and uncomfortable and felt they were discriminating against her for being a person of colour.</p> <p>Lady wrote to practice to complain. Receipt of her letter was acknowledged within 3 days but she has still not heard back 3 months later regarding her complaint. She had been told she would need to give the practice 6 months to respond before taking complaint to Ombudsman.</p>
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Actions Taken: (Healthwatch)	<p>Lady contacted Healthwatch to see if there was anything else she could do to expedite response to her complaint by GP surgery as she had already waited 3 months and had to wait another 3 months to complain to ombudsman about lack of response from GP surgery.</p> <p>Lady refused to give her name, contact details or say which GP surgery. HW representative said we would record her complaint anonymously on our CRM for inclusion in monthly intelligence report.</p>
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Service Name:	King Street Medical Centre	PCN:	Harthill PCN
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Identified By:	Telephone	Date Recorded:	12 October 2023
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Experience:	The patient visited their GP surgery with cancer concerns due to a lump and was referred for further investigation. The parent of
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	the patient is concerned by the length of the waiting list as they have been told it will be a minimum of two months before the next appointment. With cancer concerns, the patient and their parent would have liked more reassurance, but having seen a locum GP they feel as though there is a lack of continuity of care.
Actions Taken: (Healthwatch)	The experience will be anonymously reported by HWERY.

Service Name:	The Medical Centre, Driffield	PCN:	Yorkshire Coast and the Wolds PCN
Identified By:	Engagement	Date Recorded:	5 October 2023
Experience:	The patient told HWERY that it is difficult to access appointments at their GP surgery. The patient waits for 30 minutes on the phone to reach reception, and after that the phone lines cut out and they must recall the surgery and rejoin the queue.		
Actions Taken: (Healthwatch)	The experience will be documented in the HWERY Intelligence report.		

Service Name:	The Park Surgery, Driffield	PCN:	Yorkshire Coast and the Wolds PCN
Identified By:	Engagement	Date Recorded:	5 October 2023
Experience:	The patient told HWERY that they have not been able to see their GP in a face-to-face appointment in 3 years. The patient was not happy with the online triage system; they waited 3 months for an appointment which wasn't with who they wanted it with.		
Actions Taken: (Healthwatch)	The patient was assured their experience would be anonymously reported by HWERY.		

Service Name:	The Park Surgery, Driffield	PCN:	Yorkshire Coast and the Wolds PCN
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Identified By:	Engagement	Date Recorded:	5 October 2023
Experience:	The daughter of the patient told Healthwatch ERY that her mother was given a stage 4 cancer diagnosis via letter with no follow up support. The patient was given a 3–9-month life expectancy, and had not had a referral to Macmillan after 6 months. Once the patient did get to see a Macmillan nurse, she was told she was "too well" for her care, despite being under palliative care. The patient's husband is her carer, however he is also unwell himself. The daughter of the patient describes the process after diagnosis as like being "left dangling on a string".		
Actions Taken: (Healthwatch)	The daughter of the patient was assured that their experience would be anonymously documented by Healthwatch ERY.		

Service Name:	The Park Surgery, Driffield	PCN:	Yorkshire Coast and the Wolds PCN
Identified By:	Engagement	Date Recorded:	5 October 2023
Experience:	The patient told Healthwatch ERY that they have found it hard to get a face-to-face appointment with a GP, as they have gone through online triage to wait 3 weeks for an appointment which isn't with a GP. When ringing the reception, the patient finds the receptionists "rude", and is told to go online instead. The patient was given a referral for a procedure; however the letter went to a resident in York instead, and the patient missed their appointment as a result. The patient would like to change GP surgeries but is worried that long waiting times could leave them without care that they need.		
Actions Taken: (Healthwatch)	The patient was assured that their experience would be anonymously documented by Healthwatch ERY, and information was provided as to how to find a new GP surgery should they wish to change.		

Service Name:	GP Surgery		
Identified By:	Engagement	Date Recorded:	6 October 2023
Experience:	The patient developed stroke-like symptoms affecting his ability to carry out everyday tasks. The patient's wife took him to the GP who then sent the patient for a memory assessment. At the GP appointment following the assessment, the patient and his		

	wife/now carer were not given a formal diagnosis. They were told the GP "thought it was" dementia, though no treatment or medication was prescribed. The patient still has dementia/stroke-like symptoms but his wife is left confused as to what his diagnosis is, how to care for him, what to expect, or what support is available.
Actions Taken: (Healthwatch)	The carer of the patient was advised to contact their GP Practice to have the diagnosis clarified and explained to herself and her partner, and to allow them to access further services. HWERY contact details were passed on to the carer should there be any further issues with this.

Service Name:	GP Surgery		
Identified By:	Engagement	Date Recorded:	6 October 2023
Experience:	During an engagement in Goole, members of the public told HWERY that the access to Flu and Covid vaccinations in the area is poor. One person was told that they are only available for people over 75, whilst another was told their father could not get the vaccines as he is "not vulnerable" despite him being 90 years old and diagnosed with Alzheimer's dementia.		
Actions Taken: (Healthwatch)	Members of this group were assured that their concerns would be anonymously documented in the HWERY monthly intelligence report.		

4.2 Dental Practices

This month, Healthwatch recorded a total of **2** experiences relating to Dental Practices. These experiences were broken down into **4** Intelligence and **0** Compliments.

Dentist - Intelligence



Lived Experiences

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

Service Name:	{my}dentist, Quay Road, Bridlington		
Identified By:	Web (Email / Survey)	Date Recorded:	30 October 2023
Experience:	<p>On 2nd Nov I will be making a 180 mile round trip from Bridlington (where I live) to Sheffield (where I used to live) for a 15 minute dental appt. This is because of the lack of NHS dentists in Bridlington, we have one dental surgery to serve a population of 40,000 residents. I am not the only person living in Bridlington who has to make a long journey for a check up/treatment. And the situation will only get worse due to the number of new houses currently being and due to be built.</p>		
Actions Taken: (Healthwatch)	None		

Service Name:	Dentist		
Identified By:	Email	Date Recorded:	21 October 2023
Experience:	<p>The patient described displeasure in the availability of NHS dentists, and has been unable to book an appointment with a NHS dentist.</p> <p>The access to help has been described as Very poor.</p> <p>The experience of care has been described as Poor.</p>		
Actions Taken: (Healthwatch)	None		

4.3 Experiences Breakdown – Pharmacy

This month, Healthwatch recorded no intelligence relating to Pharmacy's.

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

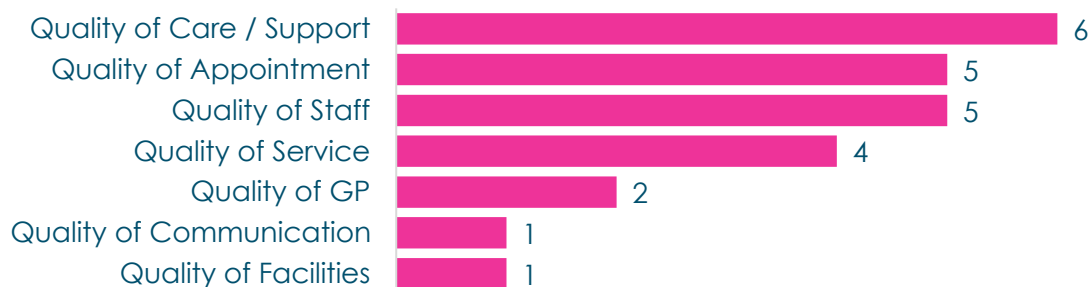
- Being listened to/being involved
- Quality of treatment
- Caring, kindness, respect and dignity
- Waiting times - queuing/on arrival at service

5.1 Hull Royal Infirmary

Hull Royal Infirmary - Intelligence



Hull Royal Infirmary - Compliments



This month, Healthwatch recorded a total of **13** experience relating to Hull Royal Infirmary Intelligence. These experiences were broken down into **22** intelligence and **24** 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:	Research	Date Recorded:	5 October 2023
Experience:	<p>"My 15yo was fasted from 07:00am for a 12:30admission. She was told that she was first on the list by the anaesthetist, this was changed to last on the operating list and she was not informed. She was sent for and waited in the theatre waiting area only to be told at 4:45pm that she was being cancelled due to an emergency however when the hospital rang to rebook her op date I was informed that she had been cancelled as the operating list had overrun in the morning and so they didn't have time to do her. An honest answer and being kept up to date live time with what was happening regarding her care would have been very helpful and also saved a lot of heartache and one very upset patient who has been left extremely apprehensive about going back in again."</p>		
Service Name:	Hull Royal Infirmary		
Identified By:	Research	Date Recorded:	25 October 2023
Experience:	<p>"With a confirmed diagnosis of bilateral subdural haematoma, I felt that I was not listened to when I described what may have caused it and felt fobbed off with a small dose of amitriptyline to 'manage the headache'. It's not a migraine or cluster headache of unknown origin, I have bleeding inside my skull which is getting worse over the past few weeks and which is not going to be resolved by 10mg of amitriptyline. I told the doctor that I had 2 separate head injuries late last year but he didn't seem interested. Now, I can't even get my GP to re-refer me in view of the pain becoming significantly worse of late, to the point that sneezing, coughing, bending down etc are agonising. Do I just wait until a serious bleed occurs causing me long-term</p>		

	damage? As a practising nurse and long-term NHS supporter, I really do feel let down currently."		
Service Name:	Hull Royal Infirmary		
Identified By:	Research	Date Recorded:	5 October 2023
Experience:	<p>"Attended Children's Emergency with 11 years old son who twisted his ankle to check if it's not broken after calling 111 first. Arrived at 6:30pm, as agreed with 111. It's 11:20pm and we are still waiting. How is this possible that simple x-ray takes around 6 hours! When information board shows that waiting time to be seen is 2hrs and 48 minutes!</p> <p>Surely something is wrong in here."</p>		
Service Name:	Hull Royal Infirmary		
Identified By:	Research	Date Recorded:	17 October 2023
Experience:	<p>"Attend A&E at 11:10. Long wait to triage, not confidential, other patients could hear! 3hr wait to see nurse. But very happy with my care once with them, friendly and confident. Assessed by a wonderful Doctor who had a lovely bed side manner. Great joint decision making."</p>		
Service Name:	Ward 130		
Identified By:	Engagement	Date Recorded:	11 October 2023
Experience:	<p>Patient staying on ward 130 at Hull Royal says that she has no idea as to when she's meant to be discharged and has been on the ward a lot longer than patients are meant to (patients are only meant to stay on ward 130 for 48 hours).</p>		
Actions Taken: (Healthwatch)	<p>Healthwatch informed the patient that if she wishes to complain then she can either ask staff to send a PALS representative up to speak to her or can ask a friends or family member to do so on her behalf.</p>		
Service Name:	Ward 130		
Identified By:	Engagement	Date Recorded:	11 October 2023

Experience:	Patient staying on ward 130 (patients stay on this ward when they are near discharge) says that it's 'terrible on this ward'. Patient reported that it's noisy on a night and when the patient is trying to sleep during the day it's almost impossible because of the noise and how bright it is. Patient also reported that she had been on the ward for over a week now and hasn't been told anything about when she is going home.		
Actions Taken: (Healthwatch)	Healthwatch reported that if the patient wishes to complain then either the patient or family/friends should contact PALS. We also informed the patient that she can ask for a PALS representative to be brought up to the ward if she would rather make a complaint while she is still on the ward.		

Service Name:	Hull Royal Infirmary		
Identified By:	Engagement	Date Recorded:	10 October 2023
Experience:	Patient staying on the 13th floor at Hull Royal says that the staff are lovely however they don't respond to buzzers in a timely manner and was once left waiting for 20 minutes.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Hull Royal Infirmary		
Identified By:	Email	Date Recorded:	21 October 2023
Experience:	The patient had to travel 20 miles for treatment (undisclosed) for a long-term condition (undisclosed), despite having a local hospital available. The overall access and experience of care was good.		
Actions Taken: (Healthwatch)	None required		

Compliments

Service Name:	Ward 6		
Identified By:	Research	Date Recorded:	17 October 2023

Experience:	"I attended ward 6 for unplanned care due to right groin pain. I attended the unit and was welcomed by pleasant professional nurses at 9am. I was assessed by medical staff within 30 minutes. A scan was requested and carried out within 2 hours! The report was instantly available and I was leaving at 1145. What first class health care. Well done all Brilliant"
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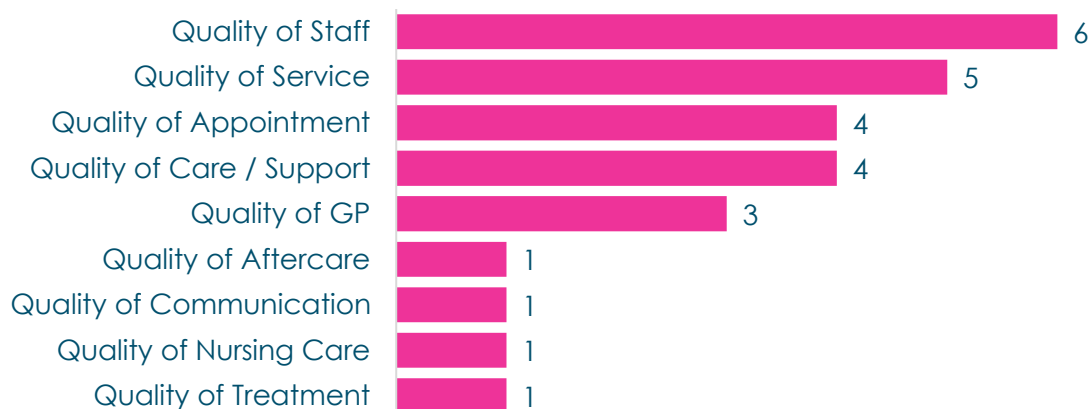
5.2 Castle Hill

Service Name:	Cardiothoracic Surgery		
Identified By:	Email	Date Recorded:	5 October 2023
Experience:	<p>Patient had an operation on her lung to remove a tumour. Following surgery her personality completely changed. She experienced serious cognitive decline and was diagnosed with dementia by MAS.</p> <p>Some time later she was visited by a psychiatrist and nurse from Rosedale Community Unit in Hornsea who diagnosed post operative operation syndrome.</p> <p>Husband is now her full time carer. Patient unable to do anything for herself and can't be left alone.</p> <p>Husband feels let down by GP with regards to ongoing support and wants to make a complaint about the operation which led to her cognitive decline.</p>		
Actions Taken: (Healthwatch)	<p>Wrote to patient's husband, gave details of Cloverleaf Advocacy but explained they may be out of time to make a complaint about the operation.</p> <p>Took down details for CRM and monthly intelligence report.</p>		

Service Name:	Castle Hill Hospital		
Identified By:	Engagement	Date Recorded:	5 October 2023
Experience:	<p>The patient underwent a hernia operation at Castle Hill Hospital in July, and their 6 week follow-up appointment was rescheduled for December. Whilst in Castle Hill following the surgery, the patient said the staff were all "polite and</p>		

	professional", but so run off their feet that she had to wait 2 hours for painkillers after the surgery.
Actions Taken: (Healthwatch)	The patient's experience will be documented in the monthly intelligence report by HWERY.

Castle Hill Hospital - Compliments



Compliments

Service Name:	Castle Hill Hospital		
Identified By:	Research	Date Recorded:	18 October 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 October 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 October 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

Service Name:	Bridlington Hospital		
Identified By:	Email	Date Recorded:	11 October 2023
Experience:	<p>Patient became very poorly following a routine operation. Patient been an inpatient at Hull, Scarborough, Doncaster and Bridlington. Patients carer said they had to fight very hard for patient to be cared due to frustrations and failings including patient being given a drug he was not supposed to take and had been taken off due to contra-indications, severe decline in patients mental health involving the police and him being taken to an inpatient service in Doncaster due to lack of local beds, psychiatrist diagnosing patient and writing report without having seen patient or his carer, patient not being given a basic blood test which later indicated that his mental health crisis had been brought on by very low sodium levels, patient and carer being told patient being admitted as a mental health inpatient which would mean him being sent out of the area.</p> <p>Patient's carer said that communication between hospitals and GP surgery has been appalling and they are still unable to diagnose and treat him to ensure he doesn't become very mentally unwell again.</p>		
Actions Taken: (Healthwatch)	Carer's issues taken down and referral made to Cloverleaf Advocacy with a view to supporting to make a complaint about communication and lack of joined up care.		

Service Name:	Bridlington Hospital		
Identified By:	Email	Date Recorded:	24 October 2023
Experience:	<p>"Most outpatient appointments in Bridlington are miles away. Over the past few years I've had to travel to Sheffield, York, Malton, Scarborough, Hull with my late husband who was terminally ill. Since he died I've had appointments in Scarborough, Driffield, Wakefield, Hull and Bridlington. I'm 80 yrs old and it's really difficult getting to places so far away. We have a poor transport system in Bridlington. My last appointment in Hull was at 9am ! I had to leave home very very early, get a train to Hull and then walk to the hospital from the station. I don't think this is acceptable when we have a hospital in close proximity."</p>		
Actions Taken: (Healthwatch)	None.		

Service Name:	Bridlington Hospital		
Identified By:	Email	Date Recorded:	28 October 2023
Experience:	<p>"My husband was put on the waiting list, for a total knee replacement, in August 2022. In May 2023 he rang to ask when it might take place and was told August 2023 or thereabouts. We therefore booked a holiday for December 2023 (which allowed plenty of time for recovery before we went away and time for it to be reasonably delayed). He rang in May 2023 and told them the dates of our holiday. This week, on around 24 October 2023, they rang and offered him 15 November, which is just over three weeks before our holiday - NHS guidelines state no overseas travel by air until four weeks after an operation. He was told if he didn't take this date he would be removed from the waiting list and would have to return to his GP to ask for a further, urgent, referral."</p>		
Actions Taken: (Healthwatch)	None required		

Service Name:	Bridlington Hospital		
Identified By:	Engagement	Date Recorded:	05 October 2023
Experience:	<p>Patient developed a second hernia. The patient saw a GP who referred her for an ultrasound at Bridlington hospital, however, 2</p>		

	months after the referral the patient is still waiting for an appointment.
Actions Taken: (Healthwatch)	The patient's experience will be documented in the monthly intelligence report by HWERY.

Compliments

No compliments were received for Bridlington Hospital.

5.4 Other Hospital Intelligence

No Intelligence were received for other hospitals.

Compliments

Service Name:	SpaMedica Hull Hospital		
Identified By:	Engagement	Date Recorded:	5 October 2023
Experience:	The daughter of the patient told HWERY about her experience taking her mum to an appointment at the SpaMedica Eye Hospital in Hull. The experience was described as 'perfect'; the hospital was clean, well-organised with no long waiting times, and it was considered to be very COVID-safe. The patient's daughter said that it was very accessible for people with poor mobility in terms of parking and getting around the building using lifts. The staff were very friendly, and the overall atmosphere was great with comfortable furniture and hot drinks provided.		
Actions Taken: (Healthwatch)	The daughter of the patient was assured her positive feedback of the service would be fed into the HWERY Intelligence report.		

5.5 Mental Health Services

Mental Health Services - Intelligence



This month, Healthwatch recorded a total of **1** experience relating to Mental Health services Intelligence. These experiences were broken down into **4** intelligence and **0** compliments.

Lived Experiences

Service Name:	Mental Health Services		
Identified By:	N/A Multiple Experience	Date Recorded:	11 October 2023
Experience:	<p>Patient became very poorly following a routine operation. Patient been an inpatient at Hull, Scarborough, Doncaster and Bridlington. Patients carer said they had to fight very hard for patient to be cared due to frustrations and failings including patient being given a drug he was not supposed to take and had been taken off due to contra-indications, severe decline in patients mental health involving the police and him being taken to an inpatient service in Doncaster due to lack of local beds, psychiatrist diagnosing patient and writing report without having seen patient or his carer, patient not being given a basic blood test which later indicated that his mental health crisis had been brought on by very low sodium levels, patient and carer being told patient being admitted as a mental health impatient which would mean him being sent out of the area.</p> <p>Patient's carer said that communication between hospitals and GP surgery has been appalling and they are still unable to</p>		

	diagnose and treat him to ensure he doesn't become very mentally unwell again.
Actions Taken: (Healthwatch)	Carer's issues taken down and referral made to Cloverleaf Advocacy with a view to supporting to make a complaint about communication and lack of joined up care.

5.6 City Health Care Partnership (CHCP)

This month, Healthwatch recorded a total of **1** experience for City Health Care Partnership. This experience was broken down into **2** intelligence and **0** compliments.

City Health Care Partnership - Intelligence

Access to services		1
Accessibility and reasonable adjustments		1

Lived Experience

Service Name:	Physiotherapy		
Identified By:	Telephone	Date Recorded:	3 October 2023
Experience:	Patient rang as they were experiencing difficulties submitting online form in order to access community physiotherapy services. Calendar wasn't accepting date of birth so couldn't submit form.		
Actions Taken: (Healthwatch)	HW Representative went online to see if there was another way to access the services to get around the online form. Found a phone number and passed this onto the patient.		

6. Social Care Intelligence

6.1 Care Home Intelligence

This month, Healthwatch recorded no Care Home Intelligence.

6.2 Home Care Intelligence

This month, Healthwatch recorded a total of **3** experiences for Home Care.

This experience was broken down into **9** intelligence and **2** compliments.

Home Care - Intelligence



Home Care - Compliments



Lived Experience – Intelligence

Service Name:	Home Care		
Identified By:	Email	Date Recorded:	23 October 2023
Experience:	Equipment:		

I have been without a functioning pressure relief mattress since August 2023. Due to my personal needs I require a very specific type not provided as standard (special order). NRS Healthcare and district nurses are basically arguing over who's responsibility it is; meanwhile I have been sleeping on my sofa. I luckily receive 24/7 care at home, which means my carers are working hard to ensure my skin stays healthy - but that means I get less sleep (because I have to be moved regularly to prevent sores). I've been using this same piece of equipment many years, and every time something goes wrong I have this exact same problem. Why can't it just be repaired and replaced as needed? Why do I have to suffer because no one will take financial responsibility? I've been getting help from my local MP, but that doesn't seem to have made much difference.

On top of that, I was mis-sold a piece of equipment on my wheelchair by NRS Healthcare. It's a USB port, essential for running my adaptive technology (controls around my home). They told me if I bought it, I would not need to pay anything thereafter — any repairs or replacements would go through disability services. So I did (£170). The device has since broken. Wheelchair services have been replaced by AJM Healthcare, and they said it's not covered by PWB. With cost of living, I currently do not have the money to afford this.

AJM have otherwise been ok; however, I have so far had very few positive experiences with NRS.

Care:

My current circumstances are great. I receive 24/7 care in my own home, and am able to experience a normal life & pursue a career as an artist (which is perfect for me). However, in order to receive this care, I had to get a solicitor involved. Multiple times social services have tried to force me into a care home by reducing my hours of care. Because of this, every time I am reassessed I get a lot of anxiety. Questions are very invasive, and they often use questionable methods in an attempt to convince you to move into a care home, much like manipulation and gaslighting... Suggesting that my funding is taking away from others in need and it's selfish to want to live independently, that if I were in a care home I would be cheaper to keep, etc... Also,

they only seem to conduct reassessments when minimum wage increases — my other disabled friends have noticed this pattern too (so it's pretty obvious the assessment isn't looking for ways to help me, but for ways to save money). Also, the contributions I am expected to pay are very expensive — they take almost all of my ESA. Every time my ESA has increased (in recognition of the cost of living going up), my contribution amount increases, so the money never actually helps me be in a comfortable financial position (e.g. where I could actually have enough savings to go on holiday).

Public Transport services:

Hull City Council boasts that they have the most accessible taxis; from my experience, this is not true. Many taxis advertise wheelchair access, but very few will take electric wheelchairs. Furthermore, I am yet to find one that works after midnight, which means if I don't have a carer who can drive for me, I can't go out socialising with my friends at any gigs, late night events, nightclubs, or pubs, like anyone else can do. Taxi services for disabled also cost substantially more; I tested with an able friend — we both got a separate taxi from my home to theirs. Their taxi cost £12.50, mine cost £18! This can get very frustrating.

Busses I have had mixed experiences — most will not get out to put the ramp down, so public have lifted me over the gap (which is scary). There's also no way to secure your wheelchair in place and an experience where my chair slid across the floor almost hitting a pram has completely put me off using this service.

Trains I have had mostly positive experiences; however, some trainlines will not allow you to reserve seating — for the average person, this is ok; however, when you consider the train has only 2 wheelchair spaces available, it's very unfair to those of us who miss out simply because we weren't at the front of the queue on arrival (and potentially expensive, if you add the cost of a cab to get to the station; also risky, when wheelchairs have limited battery life). Furthermore, one of my carers has a disability where they cannot walk long distances and require a small mobility scooter — I was shocked to find that some train services will deny us access, or we had to apply for special passes to take the scooter onboard (around 12 days in advance of travelling). Northern Rail seems to be among the worst for this. These practices feel discriminatory and generally unfair.

Actions Taken: (Healthwatch)	Information passed onto Community Services project officer for followup		
Service Name:	A&B Healthcare		
Identified By:	Engagement	Date Recorded:	11 October 2023
Experience:	The husband of the patient says that home carers are "too rushed" and that their 30 minute appointments are not sufficient. Often he waited for the carers for so long that he himself had to get his wife up and dressed as they couldn't wait longer, despite him not being well himself. The carers then arrive after the patient is cared for.		
Actions Taken: (Healthwatch)	Anonymously reported by HWERY.		

Service Name:	A&B Healthcare		
Identified By:	Engagement	Date Recorded:	11 October 2023
Experience:	The husband of the patient told HWERY that the home-carers often did not arrive on time, and that he sometimes had to cancel their visit if they couldn't wait any longer for them. At one point, the patient went two weeks with no carers visiting. The husband told us that changes in schedules were not well communicated with him and he was often left waiting and confused. However, he did say that when the carers were there they were lovely, but there is just not enough of them.		
Actions Taken: (Healthwatch)	HWERY will report the experience anonymously in the intelligence report.		

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.

Client 1

Nature and Substance of complaint:

Client's complaint is regarding complications she experienced during surgery to remove a cancerous kidney. Client was wanting to prove that her care was negligent and to be financially compensated. Signposted client to AvMA for legal guidance.

Who delivered the care to patient?

York and Scarborough Teaching Hospitals NHS Foundation Trust

Date of incident?

Unknown

Client 2

Nature & Substance of complaint:

Complaint is regarding the care and treatment received by his wife 6-7 years ago. I made client aware of the 12-month time limit for making a

complaint. Discussed client's current situation. Client stated that he does not require any support at the moment. Closed case.

Who delivered the care to patient?

Humber Teaching NHS Foundation Trust

Date of incident?

2016

Client 3

Nature & Substance of complaint:

Client's complaint is regarding the length of time it took for an ambulance to arrive at his home address. He was told it would take 90 minutes but it actually took 4 hours.

Who delivered the care to patient?

Yorkshire Ambulance Service NHS Trust.

Date of incident?

September 2023

Client 4

Nature & Substance of complaint:

Client's complaint is regarding her being struck off the patient list at her GP surgery. Client had received a warning and was then removed as a patient due to a further event. Client states that she was frustrated with how she had been dealt with rather than showing any verbal or physical aggression. Client wanted to raise a complaint as she is now struggling to register with another GP.

Who delivered the care to patient?

Holderness Health

Date of incident?

July 2023

Client 5

Nature & Substance of complaint:

Client's complaint is regarding her GP surgery. Client was informed she would be referred to gynaecology as an urgent referral but when she has chased this up with the hospital, she has been informed the referral was a standard, non-urgent referral. Client has been informed she will not be seen until early next year.

Who delivered the care to patient?

Manor House Surgery, Bridlington.

Date of incident?

July 2023

Client 6

Nature & Substance of complaint:

Client informed the Mental Health crisis team that she was going to jump of a bridge and they told her to go home and go to bed and discharged her. Client then jumped off the bridge and has ended up with long term injuries from this.

Who delivered the care to patient?

Humber Teaching NHS Foundation Trust.

Date of incident?

To be confirmed.

Client 7**Nature & Substance of complaint:**

Client's complaint is regarding the care afforded to her son by CAMHS. Client stated that she did not require support to make her complaint but wanted to know who to address her complaint letter to. Information sheets emailed to client with the name and address of the chief exec of the Trust.

Who delivered the care to patient?

Humber Teaching NHS Foundation Trust

Date of incident?

Unknown.

Client 8**Nature & Substance of complaint:**

Client's complaint is regarding an incident where she was sworn at, humiliated and shouted at by a member of NHS staff at the Queen's Centre for Oncology at Castle Hill Hospital.

Who delivered the care to patient?

Hull University Teaching Hospitals NHS Trust

Date of incident?

To be confirmed.

Client 9

Nature & Substance of complaint:

Client's complaint is regarding wrong advice, negligence and the failure of care for her late husband who had Parkinson's Disease and Lewy Body Dementia. Exact details to be confirmed.

Who delivered the care to patient?

East Riding Community Neurological Team (CHCP) and Hull Royal Infirmary (Hull University Teaching Hospital NHS Trust).

Date of incident?

September 2023.

Client 10

Nature & Substance of complaint:

Client's complaint is regarding the care she received by Hull Women's and Children's hospital during and following her pregnancy. The complaint relates to miscommunications of pregnancy related issues, the care the client received during labour, the care of the baby and miscommunication of the baby's condition after he was born.

Who delivered the care to patient?

Hull University Teaching Hospitals NHS Trust.

Date of incident?

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