



Intelligence Report

June 2024

healthwatch
East Riding of Yorkshire

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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 **June 2024** and refers to the information Healthwatch has received and researched during this period. The report provides the nature of experiences, the intelligence, and emerging trends during each quarterly period for a range of care types and providers.

The service areas highlighted in these reports are as follows:

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

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

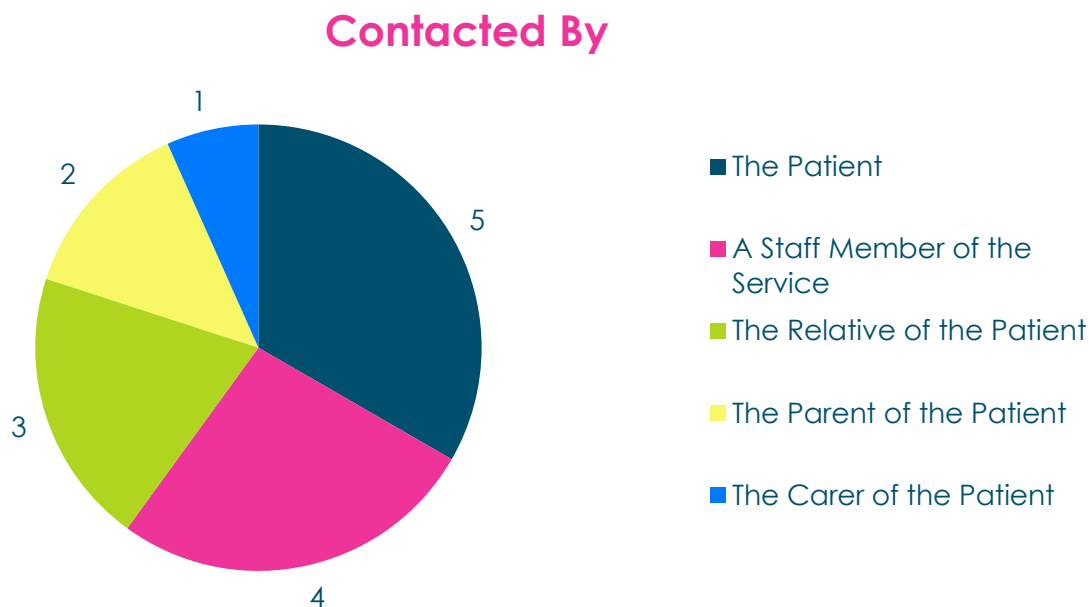
Please note: All experiences have been anonymised and where quotes are given, they have been recorded as provided to ensure we capture the authenticity of the experience. All experiences in this report have been received and researched in good faith and where contact details have been provided, and if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

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

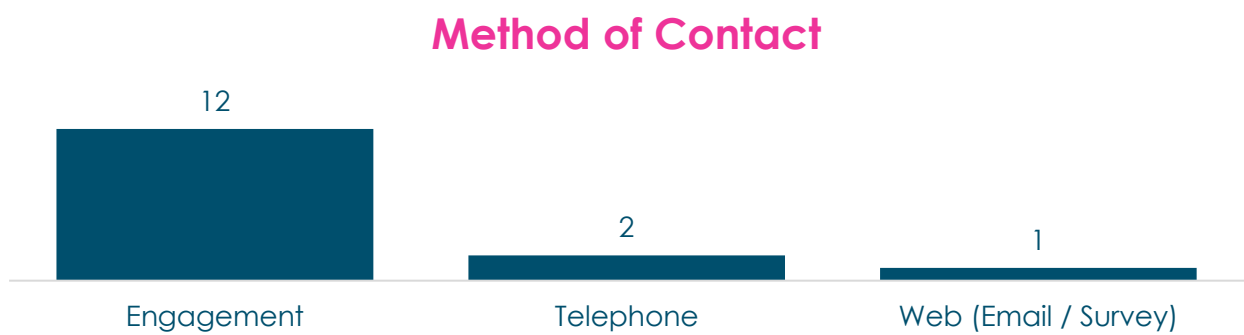


Contact Statistics

During the month of June 15 people contacted Healthwatch East Riding of Yorkshire directly to provide feedback or ask for information and advice.



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



Healthwatch East Riding of Yorkshire also conducted online research of local services, where we found a total of 113 experiences.

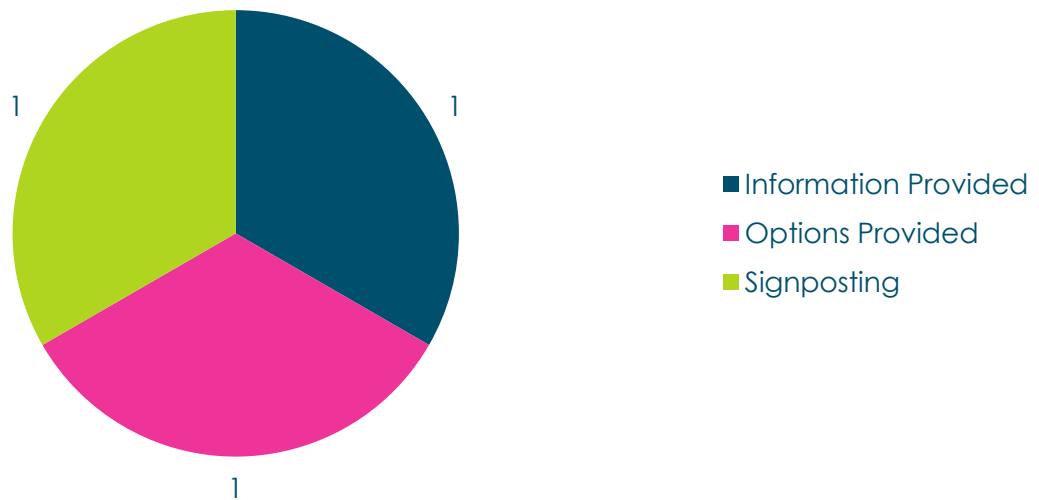


Research Data



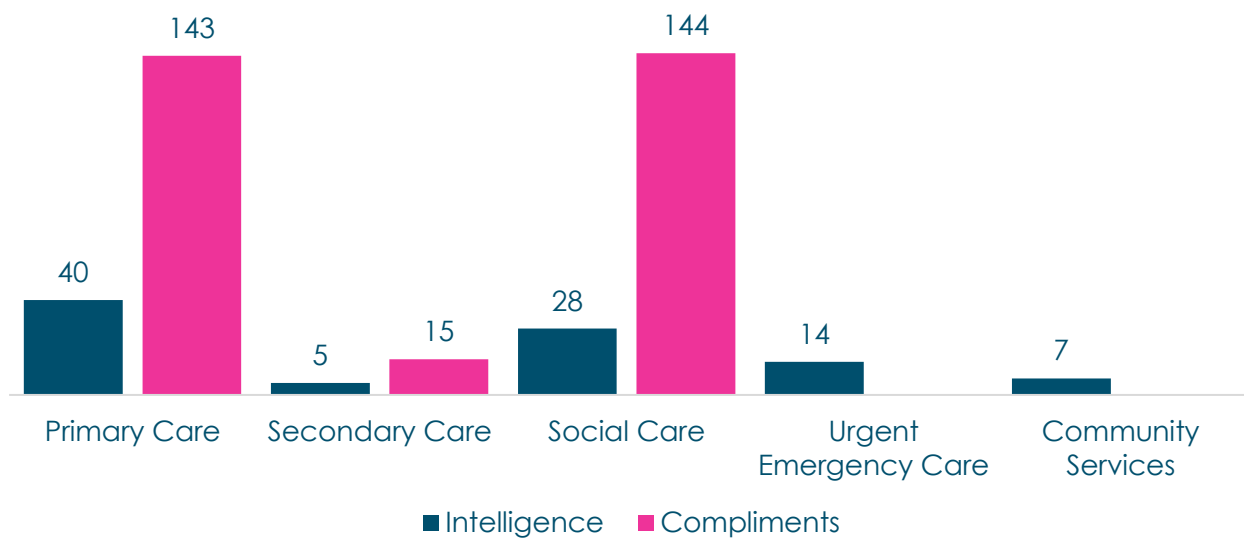
This month, Healthwatch took 3 actions from the experiences received.

Actions Taken



Below details the type of services the public have been feeding back on.

Care Type



Information Requests

This month, Healthwatch recorded and fulfilled a total of 1 information request.

Primary Care

General Practise

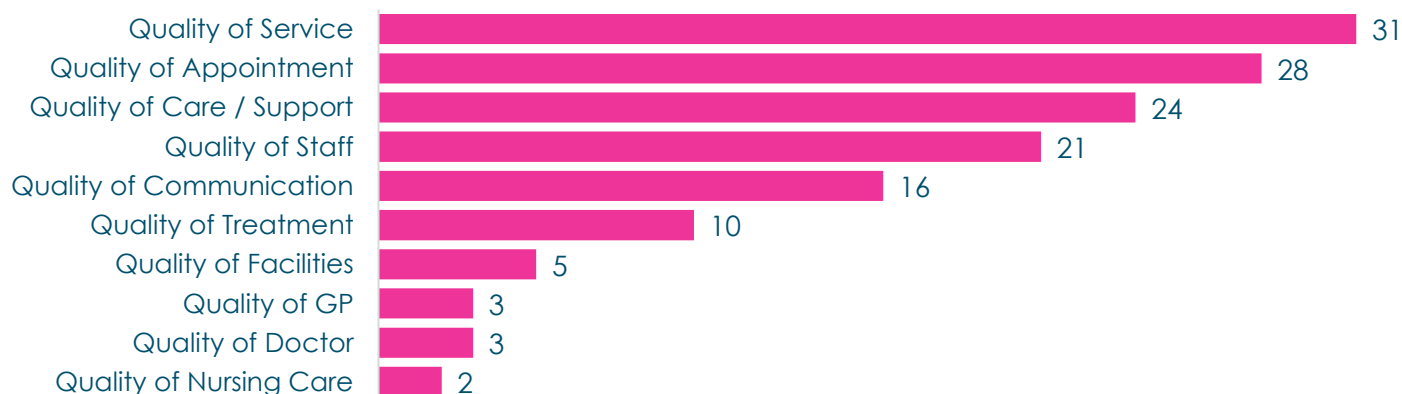
This month, Healthwatch recorded a total of 55 experiences for GP practices. These experiences were broken down into 33 intelligence and 143 compliments.

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 – Intelligence.

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

Service Name:	Pocklington Group Practice		
Identified By:	Engagement	Date Recorded:	4 June 2024
Experience:	<p>Patient reported that Pocklington GP Surgery does not signpost for those with ME, PCOS, endometriosis etc. Patient said she asked what support was available locally and was told that there used to be a role within the practice for someone to signpost to services after they received a new diagnosis. This role has been removed and so has the signposting. Patient said she was particularly disappointed as there is a good local support group 'PCFC' which she would have potentially missed out on if a friend hadn't told her. Patient stated, signposting should be everyone's responsibility.</p>		
Actions Taken: (Healthwatch)	No further action required – logged as intelligence		

Service Name:	Church View Surgery	PCN:	Holderness Health
Identified By:	Research	Date Recorded:	30 June 2024
Experience:	<p>"Truly awful. Trying to get my 88-year-old mother regular repeat prescriptions is a terrible experience and they are always late resulting in missing pills. Calling up no one answers you get put in a call back queue and never called back. She currently has run out of one pill and has 3 days left on the rest even though she put in for her pills a couple of weeks ago. Shame there are no other local options "</p>		



Service Name:	The Park Surgery, Drifffield	PCN:	Yorkshire Coast and the Wolds PCN
Identified By:	Research	Date Recorded:	6 June 2024
Experience:	<p>"The doctor I saw was thorough he was concerned by low salt in my kidneys and took me off tablets I had recently been prescribed, as he thought they might be causing the problem. Blood test recommended a week later. Appointment arranged by the doctor. Would like feedback on results but as of today haven't had any "</p>		

Service Name:	King Street Medical Centre	PCN:	Harthill PCN
Identified By:	Research	Date Recorded:	14 June 2024
Experience:	<p>"An investigation needs to be held into the recently implemented Online Consultation strategy. Absolutely, hopeless getting even a basic prescription. Everything needs to be filled in by Online Consultation. Getting to be a laugh just for a prescription. A doctor or pharmacist should be present at all times to discuss with patients about medication. Not to wait 3 days for the Online Consultation team to initially contact you then waiting for an actual appointment. Disgusting. When we're paying our taxes and NI for a service which is not up to standard. CQC and the NHS should investigate the impact the Online Consultation initiative is having on patients' health and wellbeing. "</p>		

Service Name:	Willerby and Swanland Surgery	PCN:	Harthill PCN
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Identified By:	Research	Date Recorded:	31 June 2024
Experience:	<p>"I tried to get my 85-year-old mum an appointment after she'd had a fall during the night, side effects from her medication and a water infection. I was told to do this after ringing 111 and getting a call back from a doctor. The callback doctor stressed that she would need to see a GP that day to check that she was ok and to sort out her medication. I rang the practice at exactly 8:00 am and was 39th in the telephone queue. When I got through at 9:50 am I was told that there were no GP appointments left and to go to a walk-in centre or wait for the emergency GP to call back to assess her case. The practice had no record of the 111 call or the subsequent call back doctors' notes. The 'emergency' GP called back at 5:30 pm suggesting that I take her to a walk-in centre. When I questioned the fact that seemed to be no record of the 111 call or call back notes these 'suddenly' appeared on the system. She did get to see a doctor eventually that day albeit at 9:30 pm (at the walk-in centre.)</p> <p>"</p>		

Service Name:	Brough Surgery	PCN:	The Ridings Medical Group
Identified By:	Research	Date Recorded:	2 June 2024
Experience:	<p>"My son is disabled so I manage his affairs for him, and I also work full time. I used to be able to make his appointments online at a time the suits us both unfortunately they have now introduced a new system where you ask for an appointment and they will then ring you to decide if you can have one. As a schoolteacher I cannot answer the phone and my son will not answer a phone due to the nature of his disabilities. I tried numerous times to make an appointment on his behalf explaining that if they ring, I would be unable to answer. Three</p>		



	<p>times they called me and three times I then received a message stating that as I had not answered the phone my request had been cancelled. After emailing them to explain again they finally made my son an appointment when I was unable to attend with him for three weeks later. For three weeks we prepared him for this appointment and got him to write down what he needed to say. On the day he walked into the surgery and told the doctor he has written a list. The doctor then told him he was only allowed to read one thing off his list as he only had a 5 min slot so was sent away without dealing with the issue he went for. This surgery needs to take into account that some of us have jobs and that disabilities need to be accommodated for. The administration team were contacted numerous times yet failed to read and understand my request and the GP needs training on how to support individuals is the autistic spectrum. Please bring back your old online system as this actually worked!!!!"</p>
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Service Name:	Montague Medical Practice	PCN:	Cygnet
Identified By:	Research	Date Recorded:	7 June 2024
Experience:	<p>"After visiting the GP yesterday, I found him very helpful and attentive. I haven't been to see a GP for 18 months due to the shortage of staff and inability to get an appointment. It's very hard to see a GP now as there isn't a definitive GP at the doctor's surgery just locums. I definitely thing the GP Surgery could do with improvement "</p>		

Service Name:	Montague Medical Practice	PCN:	Cygnet
Identified By:	Research	Date Recorded:	11 June 2024
Experience:	<p>"Exasperated in actually obtaining an appointment in the first place, took over 80 phone calls just to get through at 8am. Felt</p>		



	GP not particularly interested in my list of symptoms when I did manage to see him"
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Service Name:	Montague Medical Practice	PCN:	Cygnet
Identified By:	Research	Date Recorded:	18 June 2024
Experience:	"Didn't feel doctor was bothered in and out in minutes not much of a discussion now found I have to leave a hundred-word review find that difficult to do "		

Service Name:	Hedon Group Practice	PCN:	Holderness Health
Identified By:	Web (Email / Survey)	Date Recorded:	26 June 2024
Experience:	<p>After the new installation of a new system at the surgery mostly everyone's NHS app didn't work one being mine and my families too. People were experiencing the same thing as comments were on Nextdoor neighbour app. The surgery should have run a dummy patient test before hand as once the new system went live the surgery then had to set up meetings so they could help. All of my repeated medication had disappeared, and all my medical records had too. I've sent a message across again as I want full access to my medical history. I've since been able to regain my medication though if I needed emergency medication this would've work for myself as two medications are controlled, and you can't order controlled drugs on emergency. I recently ordered my medication on 13th June I had to phone on 25th to see if to had been done. All except one that I need the most controlled drug for my multiple sclerosis luckily, I have extra at home but that isn't the point. My NHS app doesn't even say whether my medication has been approved at all. Why can't this surgery get things done right. There are never any appointments even when the surgery looks quiet inside. Ever since all joined as</p>		



	one quite frankly this surgery has gone downhill. There is so much lack of communication you're always having to chase things up. My husband had to go to see if his medication was ready, but he hasn't got all of his and not even a text message to say they are ready. I'm just fed up now with Holderness health. I do not wish my name to be given.
Actions Taken: (Healthwatch)	Healthwatch East Riding of Yorkshire will add this anonymous feedback to their monthly intel report.

Service Name:	St Nicholas' Surgery	PCN:	Holderness Health
Identified By:	Engagement	Date Recorded:	7 June 2024
Experience:	Patient stated she has been waiting 10 weeks for a GP appointment, having to make frequent calls to ask about availability. Patient reported that it is only a mild health concern but is worried about herself and others if small problems turn into bigger issues whilst waiting.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		



Lived experiences – Compliments.

Service Name:	Practice 3	PCN:	Bridlington
Identified By:	Research	Date Recorded:	27 June 2024
Experience:	<p>"I received a doctor's appointment the day after my request. I couldn't see the previous doctor I'd seen because he had been a locum. However, the doctor I saw, was equally good, listening, explaining, taking sufficient time etc. I have had to visit the surgery for a number of problems since the merger, and although you may not see the same person, you do get prompt appointments by experienced staff which I am extremely grateful for"</p>		

Service Name:	King Street Medical Centre	PCN:	Harthill PCN
Identified By:	Research	Date Recorded:	30 June 2024
Experience:	<p>"Called surgery regarding my daughter needing blood tests and a possible further prescription. Really friendly, helpful lady on reception answered all of my questions and confirmed them with a clinician also booked daughter in for bloods. Really stress-free amazing service, thank you so much."</p>		

Service Name:	Willerby and Swanland Surgery	PCN:	Harthill PCN
Identified By:	Research	Date Recorded:	30 June 2024
Experience:	<p>"My nearly housebound mother had a worrying spot on her face. I took a photo into the surgery and the receptionist could not have been more helpful, she sent me a link to send the photo in. Within 3 hours, a doctor had phoned to say it was</p>		



	non-cancerous which gave great reassurance. Many thanks for your efficiency in dealing with this"
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Service Name:	Brough Surgery	PCN:	The Ridings Medical Group
Identified By:	Research	Date Recorded:	14 June 2024
Experience:	<p>"Just cannot fault this practice. The online facilities are excellent, always a timely response. I submitted and online query for the GP yesterday, received an email response within 5 minutes. Called today to make an appointment for a blood test and got straight through to a receptionist. All booked! I hear so many terrible stories from friends about their experience at other practices and feel so fortunate to be registered with the Ridings. All staff polite, helpful and kind. Please keep up the incredible work you all do!"</p>		

Service Name:	Brough Surgery	PCN:	The Ridings Medical Group
Identified By:	Research	Date Recorded:	25 June 2024
Experience:	<p>"I completed an online consultation via the Florey website. I received a phone call within about twenty minutes offering me an appointment with one of the ACPs within the hour. He was so reassuring and completed lots of checks on my lungs, oxygen levels etc. he was able to confirm that I had a viral chest infection and offered advice on pain relief and managing the awful cough that I have had for several days. "</p>		



Service Name:	Brough Surgery	PCN:	The Ridings Medical Group
Identified By:	Research	Date Recorded:	30 June 2024
Experience:	<p>"Don't go to the surgery very often as most of my care is at Castle Hill. I needed an appointment for a persistent cough, phoned at 2.30, online form completed and returned, phone call 10 mins later and appointment at 4.10 made. Seen on time and antibiotics prescribed home by 5pm. Couldn't have asked for anything more so thank you for a great service. Saw a paramedic who was very professional and helpful. Not sure what people are complaining about."</p>		

Service Name:	Holme Upon Spalding More Surgery	PCN:	The Ridings Medical Group
Identified By:	Research	Date Recorded:	30 June 2024
Experience:	<p>"Today I met with the practice nurse (she did give me her name; I am sorry I forgot). This lady was so professional, caring, empathetic, listened to me with patience and actioned the appointments I needed there and then. I was extremely grateful and incredibly impressed with everything. Can not thank you enough. "</p>		

Service Name:	Montague Medical Practice	PCN:	Cygnets
Identified By:	Research	Date Recorded:	15 June 2024
Experience:	<p>"I currently came to see a physio and he has been very supportive and listened to my questions. Showed me exercises to do at home. Guided me how I can improve with my walking from a broken ankle. Compared to the hospital</p>		



	physio I am seeing I am getting more positive feedback and support and advice from my GP physio. "
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Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	7 June 2024
Experience:	"Saw Dr this morning. Very sensitive and sympathetic to my needs offered to review medication and do work up obs. Excellent help provided. Would definitely see him again. Receptionists are always polite and professional too"		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	18 June 2024
Experience:	"Didn't have to wait long on phone this morning and got an appointment with the Dr I need to see no complaints at all"		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	13 June 2024
Experience:	"Did not have to wait very long for Drs Receptionist to answer Receptionist very thorough and approachable "		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	28 June 2024
Experience:	"I'm so happy with how they handle their patients with TLC 😊. Superb!!! It's been an amazing experience, from bookings of		



	appointment to check up with the GP they were able to give me the help I needed."
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Service Name:	Montague Medical Practice	PCN:	Cygnet
Identified By:	Research	Date Recorded:	28 June 2024
Experience:	"The practice dealt with me in a supportive and professional way. They were very quick responding to my needs."		

Service Name:	Montague Medical Practice	PCN:	Cygnet
Identified By:	Research	Date Recorded:	15 June 2024
Experience:	"The GP was informative, gave me the time to explain my reasons for the visit. I was comforted by their manner and outcome given my anxiety."		

Service Name:	Montague Medical Practice	PCN:	Cygnet
Identified By:	Research	Date Recorded:	16 June 2024
Experience:	"My experience was excellent, and nothing could have been done better. The Health Care Professional I saw made me feel relaxed and able to discuss my issues without feeling rushed and organised a future plan of action. A welcome asset to the practice. I rang the surgery in the morning and was offered a face-to-face consultation with a Health Care Professional of my choice the same morning. The receptionists were polite, cheerful and helpful."		

Service Name:	Montague Medical Practice	PCN:	Cygnet
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Identified By:	Research	Date Recorded:	20 June 2024
Experience:	"I was there in June was well looked after from marge lovely lady that was recommended to me. The lady in reception was also very nice and kind thank you"		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	13 June 2024
Experience:	"I have had multiple health issues that have been treated separately but they were causing my health to be worse. Not only did the GP look at the whole of my symptoms but set out a thorough plan of action and referred me to where I will get additional help. I went into the appointment in pain and tired of everything that was happening. I left with a plan that I needed to do and a follow up appointment of what is happening next. I was heard, taken seriously, given some answers and are being sent to the right specialists for other answers. The only thing I can say to the Staff is Thank You! "		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	15 June 2024
Experience:	"I usually dread going to the doctor's and often leave feeling unheard. I have recently changed practice to Montague, and this was my first visit with a doctor. While he was a little abrupt, he resolved all my issues. I came in for better allergy medication and I was expecting to have to convince him but prescribed me them easily and gave me some great advice. I also wanted a repeat prescription which he was happy enough to do but also asked if I wanted further investigation, I was thrilled. The investigation will hopefully leave me with no		



	doubt what my issue is. I don't think I will be apprehensive about future visits. Really was brilliant."
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Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	12 June 2024
Experience:	"Filled in the engage consult online and had a call back 30 mins later. Appointment arranged for the same afternoon. Great service "		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	28 June 2024
Experience:	"I was seen the same day. I waited in the waiting room for maybe 2 minutes. The appointment took about 2 minutes. "		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	27 June 2024
Experience:	"Helpful, reassuring, explained problem and treatment needed, felt at ease after consultation and satisfied with the outcome."		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	16 June 2024
Experience:	"My experience was excellent, and nothing could have been done better. A welcome asset to the practice."		



Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	18 June 2024
Experience:	"Not only did I find a car park spot for this building, but I was seen as expected time, the staff (both doctor and receptionist were professional and friendly to me) and had all of the result in a flash the same day."		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	27 June 2024
Experience:	"I am very satisfied at the speed and efficiency my condition has been dealt with and the ongoing care."		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	12 June 2024
Experience:	"I am very re-assured by recent experience at Montague Medical Centre impressed with the speed my cancer diagnosis was dealt with and the subsequent care."		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	19 June 2024
Experience:	"The GP I saw I've seen regularly for the issues I've had since Christmas. It was great to have a GP look at the whole of my issues instead of each separate. I am in 8/10 pain everyday but later 10/10 pain but I'm now on my way to getting my pain under control with a change to painkiller patches and a referral to the pain clinic. Everything that's happening has now been taken into consideration from my symptoms to the		



	medication I take. I feel not only heard but also, I'm part of my treatment instead of just being told to take this medication etc..."
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Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	27 June 2024
Experience:	"The staff were very friendly they were very patient also polite When I was admitted last year their care was extremely good nothing was too much to ask for"		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	14 June 2024
Experience:	"I attended an appointment as I have multiple things happening with my health. The GP was very thorough, listened to what I was saying and referred me on to the specialist that I needed to see. I felt heard, my pain and symptoms were acknowledged, and a plan has been put in place plus an additional appointment follow up appointment was made. "		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	18 June 2024
Experience:	"The doctor I saw was very helpful and understanding and has helped me so much to refer me to hopefully someone who can help with my condition "		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
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Identified By:	Research	Date Recorded:	18 June 2024
Experience:	"I would like to express my gratitude to the doctor for his kindness and warm relationship. Thank you. "		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	27 June 2024
Experience:	"The lady I saw was one of the best experiences I've had. Was very friendly and didn't feel rushed at all. Spent time to look into my background and make sure that my reason for my visit was fully understood before deciding course of treatment due to having been treat for the condition before on several occasions. Even though I felt silly going to the GP for a minor condition she made me feel so comfortable and confident in going again if need be. I would be very sad to see this lady leave the practice if ever she chose to do so. She's a credit to the team at this practice. "		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	26 June 2024
Experience:	"I felt I had the practitioner's full attention and that they had my best interest in mind. The person was also very thorough in terms of my medical history and care going forward."		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	12 June 2024
Experience:	"Yesterday after trying 20 mins to get through to the surgery, this was shortly after 8.15am I got told no more appointments		



	<p>available, disappointed, I obviously didn't sound good because the reception lady said I could see a nurse practitioner about 3.45 I know she squeezed me in ,so thank you for that. I had a real good check up with the practitioner who did all my obs and gave me a good check and duly medication was prescribed, and a referral made to a clinic to also help me with my ongoing breathing problems, who have rung me today. I know we get annoyed when we can't always get what we want and know the state of the NHS, but these people only work for the NHS they don't run it, there are a shortage of medical professionals as we know. I have been in there where the reception staff have had unpleasant people with unpleasant language flying about. Just give them a break."</p>
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Service Name:	Montague Medical Practice	PCN:	Cygnet
Identified By:	Research	Date Recorded:	5 June 2024
Experience:	<p>"Easy to book appointment on a day, mostly seen by the same doctor. So, he has an understanding of the ongoing issues. All staff are very friendly and helpful. "</p>		

Service Name:	Montague Medical Practice	PCN:	Cygnet
Identified By:	Research	Date Recorded:	24 June 2024
Experience:	<p>"Fresh, updated practice. Clean and uplifting. Pleasant and helpful interaction with receptionist. Interpersonal Doctor even though a locum. Efficient and put at ease, I felt I was heard. No complaints"</p>		

Service Name:	Montague Medical Practice	PCN:	Cygnet
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Identified By:	Research	Date Recorded:	5 June 2024
Experience:	"Another good appointment, about my ongoing complaint. I was listened to and not made to feel I was wasting time. "		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	6 June 2024
Experience:	"I called the surgery at 11am and was given a same day appointment which was great as I was a little concerned with my issue. "		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	29 June 2024
Experience:	"Got an appointment the same day the doctor we saw was really nice he explained everything so I could understand "		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	12 June 2024
Experience:	"I received an appointment on the day that I wanted it on the day that I rang. I was examined and given medication and invited to return if the improvement wasn't as expected. Excellent service. "		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
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Identified By:	Research	Date Recorded:	1 June 2024
Experience:	"Helpful and polite, quick appointment and on time. Caring and understanding, no queues, no waiting, straight in to see the doctor, no fuss absolutely fantastic service "		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	31 June 2024
Experience:	"I was given a same day appointment. I was given a thorough examination explaining how to examine myself. Very calm and compassionate "		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	31 June 2024
Experience:	"Appointment was on time quick and easy, no problems, nurse was very friendly and very competent the vaccination was painless."		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	2 June 2024
Experience:	"I was in my appointment for nearly 45 minutes and the lady had all the time in the world for me, she gave me lots of advice & support and dealt with my issue. I have never felt so important before and listened to."		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
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Identified By:	Research	Date Recorded:	31 June 2024
Experience:	"On time and my problem was sorted. Friendly and knowledgeable. The practice was clean and mess free."		

Dental Practices

This month, Healthwatch recorded no experiences relating to dental services.

Pharmacy

This month, Healthwatch recorded no experiences relating to pharmacy services.

Opticians

This month, Healthwatch recorded a total of 1 experience relating to opticians. These experiences were broken down into 7 Intelligence and 0 Compliments.

Opticians - Intelligence

Access to services	1
Administration (records, letters, results)	1
Communication between staff/providers and patients	1
Integration of services	1
Referrals	1
Remote appointments and digital services	1
Service organisation, delivery, change and closure	1

Lived Experiences – Intelligence

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

Service Name:	Specsavers Opticians		
Identified By:	Engagement	Date Recorded:	20 June 2024
Experience:	Patient said they attended their sight test and was advised they would need referring for cataract surgery on both eyes.		



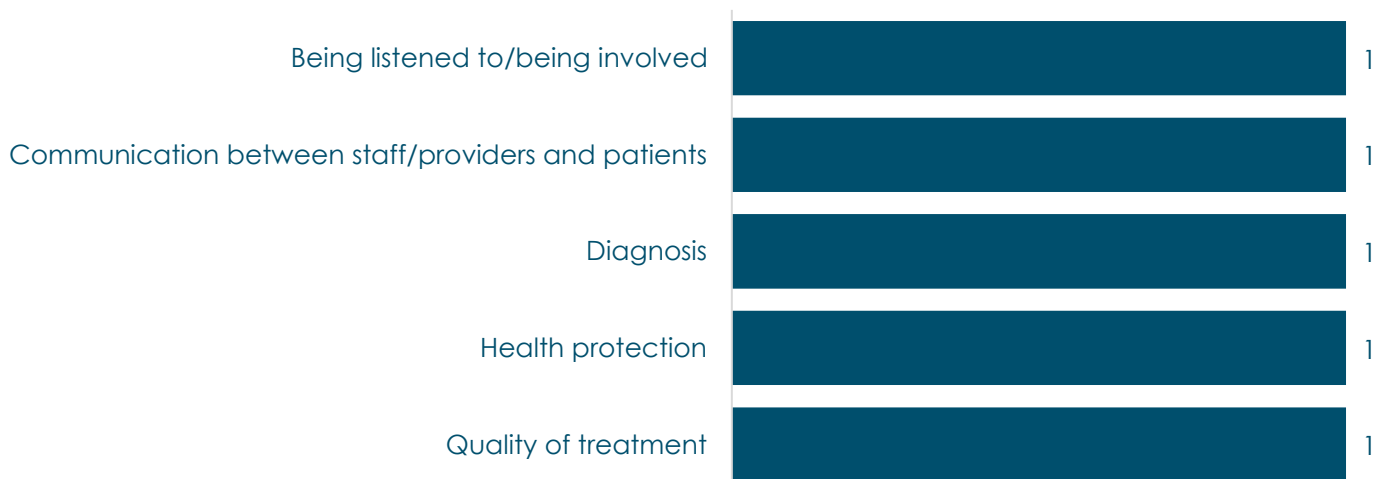
	After not receiving any contact from the eye hospital after 3 months the patient visits Specsavers in Drifffield again to ask how long this usually took. Upon checking their system, they advised the referral had not been made and apologised. The patient said, these things happen, but it was frustrating as it delayed any treatment by 3 months and if he hadn't have gone back in this would have been missed entirely until his next sight test.
Actions Taken: (Healthwatch)	No further action required, logged as intelligence.

Secondary Care Intelligence

Hull Royal Infirmary

This month, Healthwatch recorded a total of 4 experiences relating to Hull Royal Infirmary. These experiences were broken down into 5 intelligence and 9 compliments.

Hull Royal Infirmary - Intelligence



Hull Royal Infirmary - Compliments



Lived Experience – Intelligence

Service Name:	Emergency Department		
Identified By:	Telephone	Date Recorded:	7 June 2024
Experience:	Daughter in law has diagnosed Poly Cystic Ovary Syndrome. Presented at A&E in severe pain. They did a blood test, but it was inconclusive, so they said it's probably the PCOS but didn't listen to the patient who was saying that the pain is different and was concerned something else was wrong. Felt not listened to.		
Actions Taken: (Healthwatch)	Listened and took down experience for inclusion in intelligence report. Suggested asking GP for a referral and to go back to A&E if pain doesn't subside with medication or if it gets worse.		

Lived Experience – Compliments

Service Name:	Hull Royal Infirmary		
Identified By:	Research	Date Recorded:	27 June 2024
Experience:	Patient reported "The dental team where brilliant today 27/06/2024 they made me feel comfortable and in the hands of professional people I had to have some roots removed but they removed them with ease and no pain"		
Actions Taken: (Healthwatch)	NA		

Service Name:	Hull Royal Infirmary
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Identified By:	Research	Date Recorded:	7 June 2024
Experience:	<p>Patient reported "I came into the vascular unit to have a btk amputation however, with knowledge of all the clinicians it was decide to try to save the leg by doing a front foot amputation. This was not successful, and I am now awaiting a btk amputation. Throughout the team (from auxiliaries to senior consultants) showed exemplary care and understanding even when I got a tad emotional. All the team members were fantastic with far too many to name-check, but they know who they are".</p>		
Actions Taken: (Healthwatch)	NA		

Service Name:	Hull Royal Infirmary		
Identified By:	Research	Date Recorded:	30 June 2024
Experience:	<p>Patient reported "As a result of the bowel screening process, blood was found in my poo earlier this year and I had to go into Hull Royal Infirmary on 13th June 2024 to have large polyps removed from my bowel which, if left would probably become cancerous. The staff at the endoscopy ward were lovely, they made me feel relaxed and were very efficient. The colonoscopy procedure wasn't as bad as I thought it would be and all the staff were brilliant. I've got to return in a few weeks for removal of remaining polyps and will not be worried at all about the procedure.</p> <p>The whole bowel screening programme is fantastic and almost certainly saved me from bowel cancer.</p> <p>Thank you!"</p>		



Actions Taken: (Healthwatch)	NA
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Castle Hill

This month, Healthwatch recorded a total of 2 experiences relating to Castle Hill Hospital. These experiences were broken down into 0 intelligence and 6 compliments.

Castle Hill Hospital - Compliments

Quality of Care / Support	2
Quality of Staff	2
Quality of Appointment	1
Quality of Service	1

Lived experiences – Compliment.

Service Name:	Castle Hill Hospital		
Identified By:	Research	Date Recorded:	4 June 2024
Experience:	Patient reported "The staff were very welcoming and offered refreshments before and after the surgery. Surgeon fully explained procedure, risks and expectations. Nurses were polite, ensured privacy and dignity throughout. During the surgery, there was regular check-ins on my comfort and wellbeing. When I mentioned I could feel some pain, more aesthetic was applied to numb the area further. At each stage, I was made aware of any potential discomfort and the nurses and surgeon were attentive. Following surgery, I was taken through the aftercare and the next steps, what to expect and what to avoid ensuring the best possible healing."		



Actions Taken: (Healthwatch)	NA
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Service Name:	Castle Hill Hospital		
Identified By:	Research	Date Recorded:	14 June 2024
Experience:	Patient reported "Thank you to the consultant I saw recently, what a lovely chap so polite helpful caring , really reassured me regards my condition so knowledgeable and was easy to understand in his diagnosis I must also mention the volunteer lady sue who helped us by taking me to the department we needed having gone in the wrong entrance such a lovely lady thank you also reception at the department very welcoming and polite , to all the staff within the NHS thank you for everything you do take care stay safe."		
Actions Taken: (Healthwatch)	NA		

Bridlington, Goole and other hospitals

This month, Healthwatch recorded a total of 1 experience relating to Beverley hospital. This experience was broken down into 3 intelligence and 0 compliments.

Hospital - Intelligence

Health protection	1
Lifestyle and wellbeing	1
Other	1



Service Name:	Beverley Hospital		
Identified By:	Engagement	Date Recorded:	3 June 2024
Experience:	Had to attend Beverley Urgent Treatment centre as elderly father couldn't walk due to pain in leg. Ruled out anything serious but he still couldn't walk and needed a walker as unable to use crutches. Told there were no walkers available for 2 weeks so son had to buy one so his father could still get around.		
Actions Taken: (Healthwatch)	Took down experience so could include in CRM for inclusion in Intelligence report		

Mental Health services

This month, Healthwatch recorded no experiences relating to mental health services.

City Health Care Partnership (CHCP)

This month, Healthwatch recorded 4 experiences relating to CHCP. These experiences were broken down into 18 intelligence and 0 compliments.

City Health Care Partnership - Intelligence



Lived experiences – Intelligence.

Service Name:	Bowel & Bladder Service		
Identified By:	Engagement	Date Recorded:	3 June 2024
Experience:	<p>Carer (husband) having ongoing issues as his wife who has dementia is now incontinent of bladder and bowels. He's having real difficulty managing this as she is dry all day but then incontinent at night so he's getting exhausted and finding it difficult to keep his wife clean as it is hard to get her into the bath now. She does qualify for a walk-in shower, but they have been waiting for this for some time. Said he would much rather have a bath so that she could have a soak, but this is not an option provided by the council, although walk in bath's are available.</p>		
Actions Taken: (Healthwatch)	Issues noted for inclusion in intelligence report		

Service Name:	Beverley Urgent Treatment Centre		
Identified By:	Research	Date Recorded:	30 June 2024
Experience:	<p>Patient reported "Attended the UTC with my daughter who had been injured on sports day at school. It was very busy as usual. A gentleman was there with his 95-year-old mum who had had a bad fall. Had been sitting waiting in a wheelchair for several hours, he asked for a blanket for her as she was getting cold. Receptionist said No, we don't have any, we are not a hospital!' When asked again, repeated 'we are not a hospital!'. Funny - I thought it was called the East Riding community hospital. How on earth did it get to this? Evidently the man would have had to leave his mum, walk through to</p>		



	the ward side of the hospital and track down a blanket from there. Couldn't leave his mum alone, and also didn't want to go off and risk missing being called. Eventually a person accompanying a patient who could be left went to track one down. Receptionist's attitude could not have been worse, total lack of care and compassion from her. It must be a difficult job but basic decency absolutely missing. Why do that job if you don't want to help? Appalling attitude. Clinical staff who treated my daughter were lovely and can't fault them, but the receptionist let everyone down. This should not be allowed to happen. Last time I looked on the sign outside this location was called East Riding Community Hospital!"
Actions Taken: (Healthwatch)	

Service Name:	Beverley Urgent Treatment Centre		
Identified By:	Research	Date Recorded:	10 June 2024
Experience:	Patient reported "Came in today experiencing severe back pain and was informed of a 4 hour wait time. This isn't the fault of the staff of course so I accepted this and waited for the full duration. The male receptionist was very standoffish and borderline rude, but I didn't comment as didn't want to cause a scene. After 4 hours I finally got seen to by a nurse only for her to tell me there's nothing they can do as they can't X-ray backs at this particular hospital. I simply cannot fathom how neither the person I spoke to a reception nor the nurse who did my triage could not have given me this information. They asked all the same questions as the nurse who I saw last did and surely, they would have been aware of this. Instead, I sat all that time for absolutely nothing leaving in worse pain than I arrived in. Absolute shambles."		



Actions Taken: (Healthwatch)	
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Service Name:	Beverley Urgent Treatment Centre		
Identified By:	Research	Date Recorded:	12 June 2024
Experience:	Patient reported "Visted last week was clear I was not well. Reception booked me in. Then went downhill. Nurse, I saw took vitals but was not very kind just saying it's just vitals and we get to you when can. Saw the doctor straight away asking me questions about why I thought had symptoms did than when I said they said they couldn't find anything I know my own Health. And how quickly it can change. To be told nothing wrong or no sign of infection. Next day woke up felt same but would have been told in a nicer manner and to have been believed"		
Actions Taken: (Healthwatch)	NA		

NHS Humber Foundation Trust

This month, Healthwatch received no experiences relating to NHS Humber Foundation Trust.

NHS 111

This month, Healthwatch received no experiences relating to NHS 111.



Social Care Intelligence

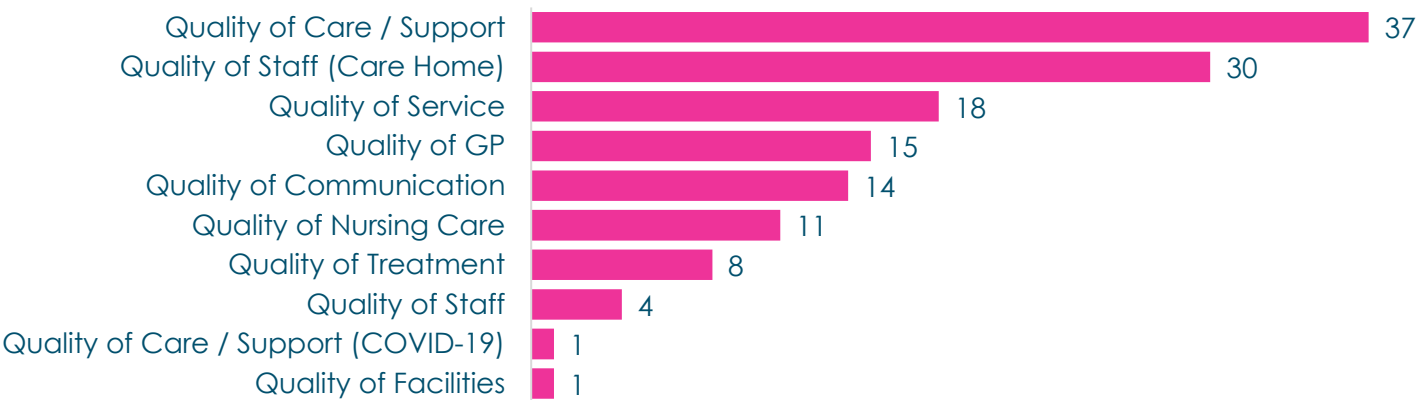
Care Home Intelligence

This month, Healthwatch recorded a total of 41 experiences for care homes. This was broken down into 3 intelligence and 139 compliments.

Care Home - Intelligence



Care Home - Compliments



Lived experience – Intelligence.

Service Name:	Foresters Lodge		
Identified By:	Research	Date Recorded:	25 June 2024
Experience:	" We do not pay full price as the local authority pays towards it as Mum is on end of life. Her room is very shabby and has not been touched for 5 years. A new door was installed but the frame has not been painted. The carers are excellent, and we are satisfied with all they do for her. The activities lady does a great job."		



Lived experience – Compliments.

Service Name:	Windsor Court		
Identified By:	Research	Date Recorded:	13 June 2024
Experience:	<p>" My brother arrived at Windsor Court Care Home after spending time in hospital and a previous care home in Hull where his needs had not been met. Since moving to Windsor Court, he has improved significantly. The staff have been friendly and caring and have done all they can to meet his quite complex needs. He is now much happier and more settled and is hoping his mobility will improve so that he can participate in the home's activities."</p>		

Service Name:	Windsor Court		
Identified By:	Research	Date Recorded:	19 June 2024
Experience:	<p>" Our experience of Windsor Court Care Home has been overwhelmingly good. Every single member of staff always has a smile for visitors and so their utmost to help in every way they can. Nothing is too much trouble and the love and care they provide for my mum was consistently excellent. We can't thank you enough for the way you have helped Mum in the final stage of her life. You helped her keep her dignity throughout. An excellent care home!"</p>		

Service Name:	White Rose Lodge		
Identified By:	Research	Date Recorded:	6 June 2024
Experience:	<p>" I would highly recommend White Rose Lodge. All the staff including carers, nurses, chefs, property maintenance, administration and management are all equally easy to</p>		



	communicate with and treat Mum with care and respect at all times. The home itself is kept in immaculate condition. All rooms and public areas are spotless and smell wonderfully clean. Having personally eaten in the dining room I can also state that the food served is of a very high standard."
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Service Name:	Westfield Park Nursing Home		
Identified By:	Research	Date Recorded:	4 June 2024
Experience:	<p>"</p> <p>During the brief period my husband and I have spent at Westfield Park, the staff's kindness has made us feel extremely welcome and at home. Westfield is a bright and airy building. Our respite rooms are clean, comfortable and warm. Thank you too all.</p> <p>"</p>		

Service Name:	Westerlands Care Village		
Identified By:	Research	Date Recorded:	5 June 2024
Experience:	<p>" I visit Mum regularly at Westerlands and always find the staff and management team most welcoming and helpful/friendly and more importantly excellent in their approach to and how they provide first-rate care to Mum. We, as a family, have nothing but praise for all at Westerlands. Mum, even though</p>		



	now bed-bound, is very comfortable and well looked after, thank you to you all."
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Service Name:	The Limes		
Identified By:	Research	Date Recorded:	5 June 2024
Experience:	" An excellent care home which has provided my mother with a happy and safe place to live. The staff always have a smile on their faces and a kind word to say. The activities are many and varied and greatly enjoyed. I cannot think of any way in which the service could be improved."		

Service Name:	The Limes		
Identified By:	Research	Date Recorded:	7 June 2024
Experience:	" The staff at The Limes are amazing! My mum was so reluctant to go into a care home but at nearly 100 years old it was the right time. Within a couple of weeks, she is so settled and happy. She always tells me how lovely all the staff are and how good the food is. We cannot thank them enough for the care they give to my mum. They helped to make her 100th birthday very special."		

Service Name:	The Limes		
Identified By:	Research	Date Recorded:	20 June 2024
Experience:	" Mum has received excellent care since being transferred from hospital in August 2023. She is safe and well cared for and the staff are always helpful and keep you informed of any issues/incidents."		



Service Name:	Stamford Bridge Beaumont		
Identified By:	Research	Date Recorded:	24 June 2024
Experience:	<p>" I wish to compliment Barchester Stamford Bridge Beaumont Care Home for the excellent care my wife received there.</p> <p>The management team's positive leadership has resulted in a lovely "family atmosphere" which has transformed the home.</p> <p>Staff in every department have embraced the manager and deputy managers' vision to provide an environment where everyone is valued.</p> <p>When my wife was on "end-of-life care" the devotion and love shown by all the staff was wonderful and they could not have been more supportive.</p> <p>The team at Stamford Bridge Beaumont deserve some recognition and praise for what they have achieved so far. They should be commended.</p> <p>Thank you, Beaumont, from me and all the family."</p>		

Service Name:	St Marys Care Centre		
Identified By:	Research	Date Recorded:	11 June 2024
Experience:	" Very pleased with all aspects of care."		

Service Name:	St Marys Care Centre		
Identified By:	Research	Date Recorded:	11 June 2024
Experience:	<p>" Our son was unsure about staying at St Mary's but when he left, he was looking forward to his next stay. He has enjoyed the company, good food, and having fun with the staff. As</p>		



	older carers, this is a real help to us knowing he is safe and well cared for. Thank you so much."
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Service Name:	St Marys Care Centre		
Identified By:	Research	Date Recorded:	21 June 2024
Experience:	<p>" Mum has been a resident at St Mary's Care Centre since September 2022, she has dementia, which is now progressing rapidly, but the care staff at St Mary's have been magnificent, they fully understand Mum's needs and requirements and are always friendly, courteous, and efficient, and they keep us fully informed of Mum's situation. Mum loves her room, which is light and airy and has a lovely view over the gardens, and like the care staff, the cleaning staff work hard to ensure that not only the residents' rooms but the whole of St Mary's is kept in an immaculate condition. Meals at St Mary's are wholesome and nutritious, and the Menu is changed on a regular basis. The activities staff work very hard to provide a varied programme of activities. I cannot thank the staff and management at St Mary's Care Centre highly enough and would not hesitate to recommend St Mary's Care Centre to anyone looking for a residential care home."</p>		

Service Name:	St Marys Care Centre		
Identified By:	Research	Date Recorded:	24 June 2024
Experience:	<p>" My mother has been St Mary's for 6 years; she has received very good care during that time. During that time there have been some big changes, mainly due to changes in management but also major events like Covid. Now the management is stable I can see an overall improvement with a more stable workforce.</p>		



	<p>However, the lack of a chef for long periods has been an issue. The home is spotless, and the laundry service is excellent. The staff are very good and adjust well to the changing needs of your relatives. My mother suffered a very bad infection last year and needed hands-on care to aid her recovery, as she has improved, they have encouraged her independence. There are plenty of activities for residents and regular events."</p>
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Service Name:	St Marys Care Centre		
Identified By:	Research	Date Recorded:	24 June 2024
Experience:	<p>" My father has been at St Mary's Care Home for just over 4 months. It was hard for him and me to accept that this was a necessary step. But the staff was very informative, supportive and helpful during the moving process and every day since then. I'm so glad my father is now safe and so well cared for.</p> <p>He's happy, has gained weight and is as feisty as ever! The team is very good at communicating with me and helping Dad communicate with the family (8-hour time difference!). Thank heavens for the respect, help and care St Mary's provides for Dad and the family."</p>		

Service Name:	St Marys Care Centre		
Identified By:	Research	Date Recorded:	24 June 2024
Experience:	<p>" Since my aunt has lived here, I have been so happy with her care. I am always informed of any events or changes. She is happy here and likes the staff. Previous to my aunt living here another aunt and my mother also lived here before they died. Hopefully, when I need them there will be a bed. Do I need to say more."</p>		



Service Name:	St Marys Care Centre		
Identified By:	Research	Date Recorded:	24 June 2024
Experience:	<p>" Very pleased with the nursing care given.</p> <p>The carers are very friendly and professional in their approach to caring.</p> <p>The office staff are also very friendly and keep me informed at all times.</p> <p>The facilities are excellent, well-maintained and very clean."</p>		

Service Name:	St Marys Care Centre		
Identified By:	Research	Date Recorded:	24 June 2024
Experience:	<p>" My mum moved to St Mary's after a nasty fall and the care she has received here is wonderful. They helped her settle in with kindness and support and she now feels at home and happy. She is thriving at 99 years of age and loves getting involved in activities, especially listening to the singers and even having a little dance. Thank you, St Mary's, for caring for my Mum, all of you are wonderful and make me feel so welcome and at home there too. You give me such peace of mind."</p>		

Service Name:	St Marys Care Centre		
Identified By:	Research	Date Recorded:	24 June 2024
Experience:	<p>"Overall, the care is very good. The day carers are wonderful. There are a few that really go above and beyond with Mum's care. The food isn't the best but overall, very satisfied.</p>		



	Mum has been in the care centre for the past eight years and has been content."
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Service Name:	St Marys Care Centre		
Identified By:	Research	Date Recorded:	26 June 2024
Experience:	<p>"My mother has been a resident at St Mary's Care Centre for three years and overall is very happy with the home. She has made numerous friends and joins in with the majority of the activities offered.</p> <p>However, she has, on occasion mentioned that some meals could be improved and that some of her laundry has gone missing.</p> <p>The staff are always friendly, helpful and obliging. It is good to know that my mother is happy, safe and cared for as we are not always around to visit."</p>		

Service Name:	Riverhead Hall Nursing Home		
Identified By:	Research	Date Recorded:	11 June 2024
Experience:	<p>"My mum has been in the home for 2 years now and I cannot fault the place the staff, rooms, food, entertainment are all really friendly and helpful. Mum has settled in lovely, and it was the best decision for her to come to Riverhead Hall Care Home."</p>		

Service Name:	Riverhead Hall Nursing Home		
Identified By:	Research	Date Recorded:	12 June 2024
Experience:	<p>"My grandma who has lived at Riverhead Hall for the last 3 years has received the best care and is very happy here, all</p>		



	the staff team are very kind and caring with my grandma and are very patient with her also treat her with dignity and respect! Wouldn't want my grandma to be anywhere else."
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Service Name:	Riverhead Hall Nursing Home		
Identified By:	Research	Date Recorded:	17 June 2024
Experience:	<p>"The moment my father was welcomed at Riverhead Hall, I knew we had found the right place for him to be cared for. His needs are very well met. Staff have taken the time to get to know him in order to make his stay more personal and comfortable. We as a family are welcomed at Riverhead at any time of day and have spent quality time enjoying the various activities and entertainment with him, allowing us to have cherished memories. The online page is a fabulous way for us to see him enjoying the company of other residents when we are not there. Every member of staff is approachable. The feeling within Riverhead is extremely homely and nothing is too much trouble. The residents are entertained with lots of activities and different areas to sit and a beautiful garden. I rate Riverhead as outstanding and would recommend them to everyone!"</p>		

Service Name:	Riverhead Hall Nursing Home		
Identified By:	Research	Date Recorded:	18 June 2024
Experience:	<p>"We are delighted we chose Riverhead Hall for my brother and were immediately taken with the friendly atmosphere, its two sitting rooms, bright, airy dining room, comfortable bedrooms, and fabulous, accessible garden.</p> <p>The standard of care is very good, and my brother's needs are catered for in a sensitive, caring manner. The home is well maintained, and the standard of cleanliness is very good; the</p>		



	meals too are of a very good standard and the cook produces lovely cakes for residents' birthdays. The manager oversees a lovely, happy workforce with the gardener, maintenance workers, catering, and laundry staff alike, interacting with the residents and joining in their activities too. The activities organiser is exceptional, planning activities for each morning and afternoon of every day with music and singers coming in a number of times a month. Riverhead provides a safe, happy, and exceptionally friendly place for my brother to live and into which he settled with ease."
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Service Name:	Riverhead Hall Nursing Home		
Identified By:	Research	Date Recorded:	27 June 2024
Experience:	"Staff very friendly and helpful. Home is very clean and tidy all residents are very happy. Plenty of entertainment and activities to occupy the residents if they want to join in. Beautiful gardens well-kept for residents and their visitors to have a walk-in."		

Service Name:	Riverhead Hall Nursing Home		
Identified By:	Research	Date Recorded:	27 June 2024
Experience:	" Staff always friendly and helpful towards visitors and residents. Lovely gardens and patio area also communal areas always comfortable and warm. Any medical issues are dealt with immediately be it calling a doctor. Would recommend this home to anyone who is looking for somewhere for their loved one."		

Service Name:	Overton House – Care Home		
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Identified By:	Research	Date Recorded:	26 June 2024
Experience:	<p>"Mum has been at Overton for about 4 years, and after some initial hiccups as to be expected, Mum settled well, although now not able to mobilise without hoisting and wheelchair the staff is wonderful they explain exactly what they are doing for Mum so she is aware of what is happening to her and gives her reassurance, she always gives them a smile which tells me she is ok with this. The home keeps me, and my brother informed of what is happening regarding Mum's care. The manager and staff do a brilliant job and I know Mum is in good hands, they all deserve a medal (and a pay rise) for the work they do in caring for the residents."</p>		

Service Name:	North Ferriby Nursing Home		
Identified By:	Research	Date Recorded:	12 June 2024
Experience:	<p>" My husband was admitted to the nursing home. The staff are all lovely and so encouraging. He settled in very well and looks like a new man. We are extremely happy with the care and treatment received by my husband. We would be very happy to recommend the home to others."</p>		

Service Name:	North Ferriby Nursing Home		
Identified By:	Research	Date Recorded:	17 June 2024
Experience:	<p>" My father is very content and well cared for."</p>		

Service Name:	North Ferriby Nursing Home		
Identified By:	Research	Date Recorded:	27 June 2024



Experience:	<p>" Cannot recommend highly enough for this home. My mother was admitted here for the last few weeks of her life and the care and respect the staff showed to her was exceptional. She was treated with dignity and her wishes for the end of her life were respected and adhered to. The information and advice we, as a family received was outstanding. Our thanks go to each and every one there for a job well done!"</p>		
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Service Name:	Magdalen Park Nursing Home		
Identified By:	Research	Date Recorded:	28 June 2024
Experience:	<p>" Just writing to say how much my husband and I enjoyed the D-Day lunch and celebrations. So thoughtfully organised with lovely food and staff, residents and visitors all seem to be having such a good time. And the amazing staff who turned up in 1940s dresses and hair!"</p>		

Service Name:	Lindum House		
Identified By:	Research	Date Recorded:	13 June 2024
Experience:	<p>" My dad has been a resident at Lindum House for over 12 months now. He has received excellent care and all of the staff, without exception, have been absolutely fantastic. They have a very caring attitude towards all of us, particularly my mum, and are very supportive. They always treat my dad with respect and the utmost dignity."</p>		

Service Name:	Hesslewood House		
Identified By:	Research	Date Recorded:	18 June 2024



Experience:	<p>" My mum has been at Hesslewood for the last few months, and she has settled in really well.</p> <p>All the staff from carers, cleaners and facilities to admin and management are always friendly and accommodating.</p> <p>Mum's room is bright and airy and cleaned on a daily basis. The rest of the facility is also very clean and tidy. There are always activities provided and quite recently a family/crazy golf day took place. This turned out to be a great day for the residents and their families and friends alike. The work put into these activities by the staff must be commended and I know it has a really positive effect on my mum. The fact that Mum is well looked after and safe is such a relief to myself and my family. A big thank you to all at Hesslewood for your continued support and help when dealing with my mum's care. I would definitely recommend Hesslewood House Care Home."</p>
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Service Name:	Figham House		
Identified By:	Research	Date Recorded:	5 June 2024
Experience:	<p>" If asked to describe the caring team at Figham House in three words I think we would go for kind, compassionate and professional. Mum stayed at Figham for more than two years and died there with great dignity at the age of 98. We would have liked to mention by name those carers who we felt had "gone.</p> <p>the extra mile" during her stay but the list became too long. Mum felt very much at home with them all. An exceptional team like this one does not happen by accident, it is a result of inspirational management. The Manager is a constant, hands-on presence in the home. We would like to thank all of the team at Figham for Mum's experience and for giving us a time that we can look back on with good memories."</p>		



Service Name:	Claremont House		
Identified By:	Research	Date Recorded:	17 June 2024
Experience:	<p>" The overall care Mum received, has been excellent. Mum was treated and supported with dignity and respect. The kindness Mum and our family received was gratifying and reassuring. Claremont House has such a friendly and welcoming atmosphere that we always felt 'at home' ourselves. The care was tailored.</p> <p>to Mim's individual needs and therefore effective. Any concerns about Mum's health were acted upon quickly and medical; assistance was sought when required. I would highly recommend Claremont to anyone considering residential care."</p>		

Service Name:	St Marys Care Centre		
Identified By:	Engagement	Date Recorded:	27 June 2024
Experience:	<p>I have been the senior carer now for 8-9 months after being promoted in March. It's been great so far; much better facilities than where I was previously. The management have really looked after and supported me here. There's great communication between all staff. I work 4 days on, and 3 days off and generally get enough rest. I enjoy the interaction with residents during activities and mealtimes. There's an open-door approach and you can discuss any problems.</p>		
Actions Taken: (Healthwatch)	Report fed back to care home		

Service Name:	St Marys Care Centre		
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Identified By:	Engagement	Date Recorded:	27 June 2024
Experience:	<p>I am the maintenance man and have worked here 2 years. I do everything from picking up prescriptions, to changing light bulbs to gardening; I do all the handyman work. I also help with activities and entertainment. Working here is lovely, I have been self-employed all my life, but now I work part time. The residents are lovely and for me personally it's also a social interaction. The home does a lot with them. The care industry in general is over complied with stuff that isn't beneficial to the residents. There's endless compliance and regulations to look at in the care industry as a whole. There's a lot of positives to this job; staff are lovely, there's a good mix of people, no complaints from me. There doesn't tend to be much agency staff, only if there's a real issue or a shortage, but the agency staff aren't as good. I'd want to be somewhere like this if I ended up in a home, it's a nice ambience.</p>		
Actions Taken: (Healthwatch)	Report fed back to care home		

Service Name:	St Marys Care Centre		
Identified By:	Engagement	Date Recorded:	27 June 2024
Experience:	<p>I have worked at St Mary's for around 10 years and have always done the admin. The manager is brilliant, and the residents are her main concern. She is really lovely and always on the ball. Since she took over the care home 2 years ago, a lot of things have been put in place. It's a really good team. I work 4 days a week and within my admin work, I do the wages and monthly reports, but I manage ok. I really do love my job. Unfortunately, covid hit us really hard and we lost about 12 residents in 2 weeks. I was off and when I came back, we had lost all these residents; that was really hard to deal with. But</p>		



	we had a room with an external door and then a barrier in the middle so residents and relatives could still see each other.
Actions Taken: (Healthwatch)	Report fed back to care home

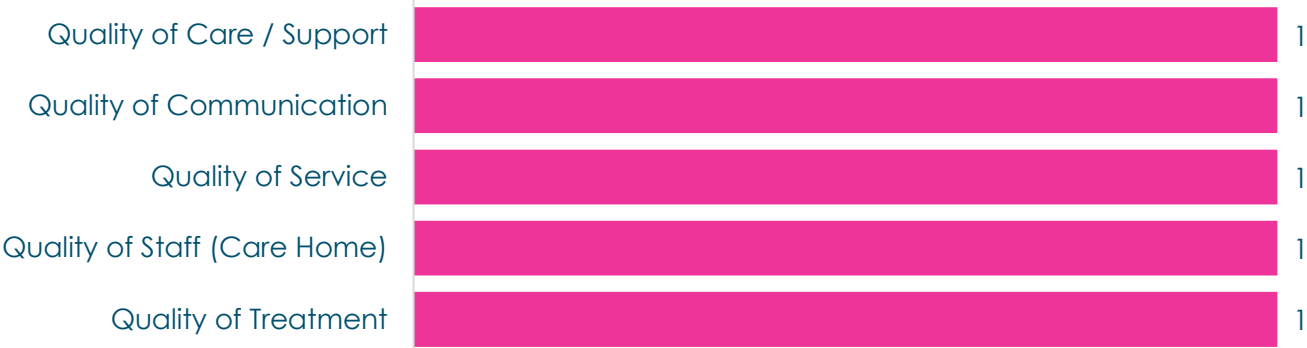
Service Name:	St Marys Care Centre		
Identified By:	Engagement	Date Recorded:	27 June 2024
Experience:	<p>I am the activity coordinator and have been for 3-4 years now. I used to be a carer so my total time with St Mary's is around 15 years. Things are always progressing and they're always bringing new stuff in. The cafe and lounge areas are good because relatives can come in for a coffee. I have really enjoyed doing the activities. The managers are approachable and when I've had things to do with my personal health they have always been understanding. I work 11-6pm. I will accommodate for residents who can't or don't want to leave their rooms, so they get quality time too. Everything runs well, all the staff support each other and help out. We hold monthly residents' meetings to see what they like and will change activities dependent on what they ask for. At one point no one was joining in with bingo, so we got rid of it for a while, but now we have a group of residents who want to include it, so we have brought it back.</p>		
Actions Taken: (Healthwatch)	Report fed back to care home		



Home Care

This month, Healthwatch recorded 1 experience relating to Home Care. This was broken down into 0 intelligence and 5 compliments.

Home Care - Compliments



Lived experience – Compliments.

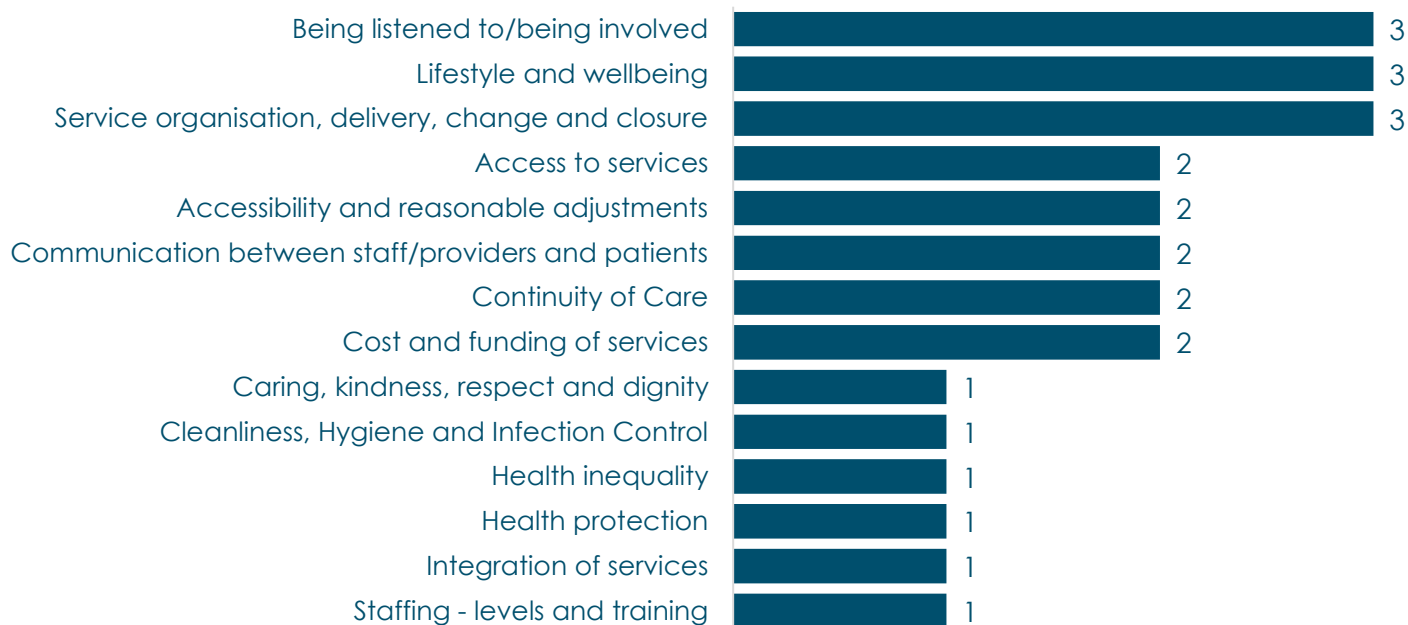
Service Name:	Burlington Homecare		
Identified By:	Research	Date Recorded:	25 June 2024
Experience:	<p>" The staff at Burlington Homecare have helped care for my father over the last two years. The staff have been excellent in their timekeeping. They have care with dignity and respect, making my dad feel more like himself.</p> <p>The manager has shown kindness to my mum and offered support.</p> <p>The carers attended my dad's funeral and were very welcomed. Thank you."</p>		



Local Authority

This month, Healthwatch recorded a total of 4 experiences relating to Local Authority. These were broken down into 25 intelligence and 0 compliments.

Local Authority - Intelligence



Lived experience – Intelligence.

Service Name:	East Riding of Yorkshire Council		
Identified By:	N/A Multiple Experience	Date Recorded:	3 June 2024
Experience:	Carer (husband) having ongoing issues as his wife who has dementia is now incontinent of bladder and bowels. He's having real difficulty managing this as she is dry all day but then incontinent at night so he's getting exhausted and finding it difficult to keep his wife clean as it is hard to get her into the bath now. She does qualify for a walk-in shower, but they have been waiting for this for some time. Said he would much rather have a bath so that she could have a soak, but this is not an option provided by the council, although walk in bath's are available.		



Actions Taken: (Healthwatch)	Issues noted for inclusion in intelligence report
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Service Name:	East Riding of Yorkshire Council		
Identified By:	Telephone	Date Recorded:	3 June 2024
Experience:	Lady rang wanting to enquire about daycare services. She has an elderly dad with dementia who her mum carers for, but her mum now has terminal cancer. They need some support during the day to make life easier for mum.		
Actions Taken: (Healthwatch)	Gave the lady East Riding Carers' support number and found options for day care for Older People in their area.		

Service Name:	East Riding of Yorkshire Council – Direct Payments		
Identified By:	Engagement	Date Recorded:	18 June 2024
Experience:	Parent of child shared that she is upset that direct payments agree different hourly rates. Her social worker will only authorise minimum £12 per hour when her child requires a considerable amount of care including heavy lifting and personal care. She is aware of other people who require basic companionship and minimal supervision who are allocated £14.50 per hour. Discussion was had at the engagement event with another parent suggesting that the hourly rate is not based on the level of care, but who the designated social worker is. A Local Authority staff member confirmed this is true, but something the service themselves is unhappy with and will potentially be reviewed in time. The parent shared that the level of care needed for the hourly rate offered means she finds it difficult to recruit and retain personal assistants for her child.		



Actions Taken: (Healthwatch)	No further action required – logged as intelligence
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Service Name:	East Riding of Yorkshire Council		
Identified By:	Engagement	Date Recorded:	18 June 2024
Experience:	<p>Parent shared at an event that they are struggling to recruit a PA for their child due to their child requiring a large amount of personal care and the hourly rate offered only being just above minimum wage. Discussion around the room with other families revealed that the hourly rate varies, with clarification given that it is not dependant on the needs of the child or young person, but which social worker is allocated. The parent said she didn't feel this was fair and was creating a barrier to employing quality appropriate staff who would be willing to stay in the role long term. She also said that often agency staff were used which came at an additional cost to the Local Authority as the agency costs approximately double. Parent said she wished there was better process in how funding is offered, but also flexibility in the way people can spend that funding.</p>		
Actions Taken: (Healthwatch)	No further action required – logged as intelligence		



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.

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.

Healthwatch East Riding of Yorkshire didn't receive any information from Cloverleaf this month.

