

healthwatch

Kingston upon Hull

Intelligence Report

August 2020



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1. Introduction

What we do

Healthwatch Kingston upon Hull is an independent consumer champion for the local community, influencing all publicly funded health and social care services.

The Health & Social Care Act 2012 says that “The aim of local Healthwatch will be to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality”.

In essence, we capture the public’s views on their lived experiences of health and social care services. The views can be positive so providers can continue to deliver high standards of practice or indeed comments about services that need to improve.

Healthwatch Kingston upon Hull also use many tools and methods to capture the public’s experience for example, survey monkey, Free post, telephone, face to face, email, social media platforms, including Face book, Instagram and WhatsApp and at our Care for a Cuppa Club which is our latest means.

We have a statutory power to Enter and View any publically funded health and social care services. Enter and Views can be announced or unannounced dependant on the purpose of the visit and the type of service. Essentially, the visits help us to observe the quality of the service, capture the views of public to see how the consumer experiences the service. We develop a detailed report and recommendations for improvements. All our reports are published and shared with the service, commissioners and CQC.

We also serve to provide advice and information and help people navigate through a range of services, supporting those people who need it, whether it is advising and supporting people to make a complaint about a specific service or helping them find a local service that best meets their needs.

On a month by month basis we capture all the intelligence (comments) from the public about their experiences of health and social care services and develop monthly intelligence reports.

The reports are shared with the CCG, Hospital Trust, Humber NHS Foundation Trust, CHCP, Local Authority and CQC. This way of working makes sure there are no surprises in the system and provides the commissioners with the opportunity to address the issues raised as early as possible to prevent them escalating. Most importantly of all, it also demonstrates to the public that they do have a voice and their feedback is acted upon. We publicise our reports on our website and a copy is also sent to Healthwatch England.

This Report

The details in this report apply to August 2020 and refer to all the intelligence that Healthwatch and the NHS Advocacy Service received from the public during this period.

All data is anonymised and is based solely on the patient experience. For the purpose of this report, we have categorised the patient experience under appropriate headings and we have also added some real “quotes” to demonstrate the values of “openness and transparency”.

The report identifies the number of contacts received by Healthwatch. It also provides a breakdown of the chosen method of contact and their reason for contact. Please note that the number of contacts differs from the amount of comments made about a service, due to people making multiple comments about a service during one contact.

The report also provides details of the types of services and the nature of the concerns and compliments that members of the public reported to Healthwatch during the month of August.

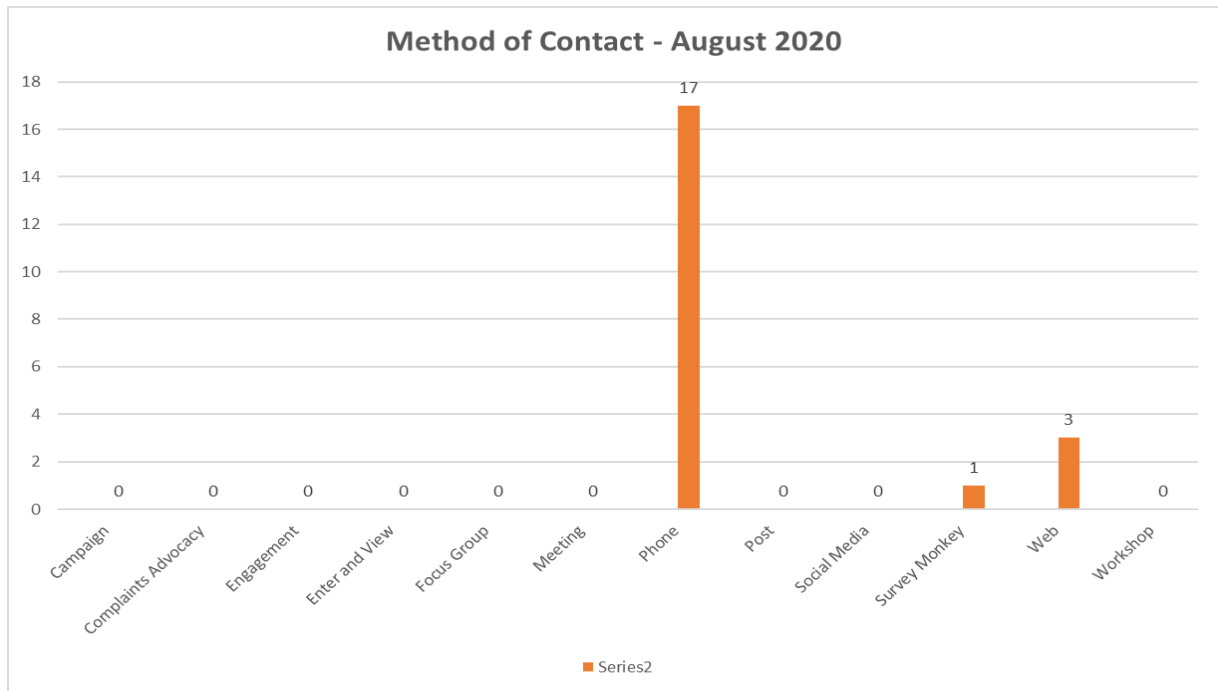
The services highlighted from the intelligence are as follows:

- GP Surgeries
- Hospitals
- Other services

The report also summarises some of the themes/trends that the public have raised with Healthwatch that have begun to emerge since January 2020. Please note the quotes reflected in this report are exactly as they were written. For that reason, we apologise for the grammar and odd spelling. In addition, not all issues can be revisited by Healthwatch as not everybody leaves their contact details on our surveys; they purely want to just let us know of the experience.

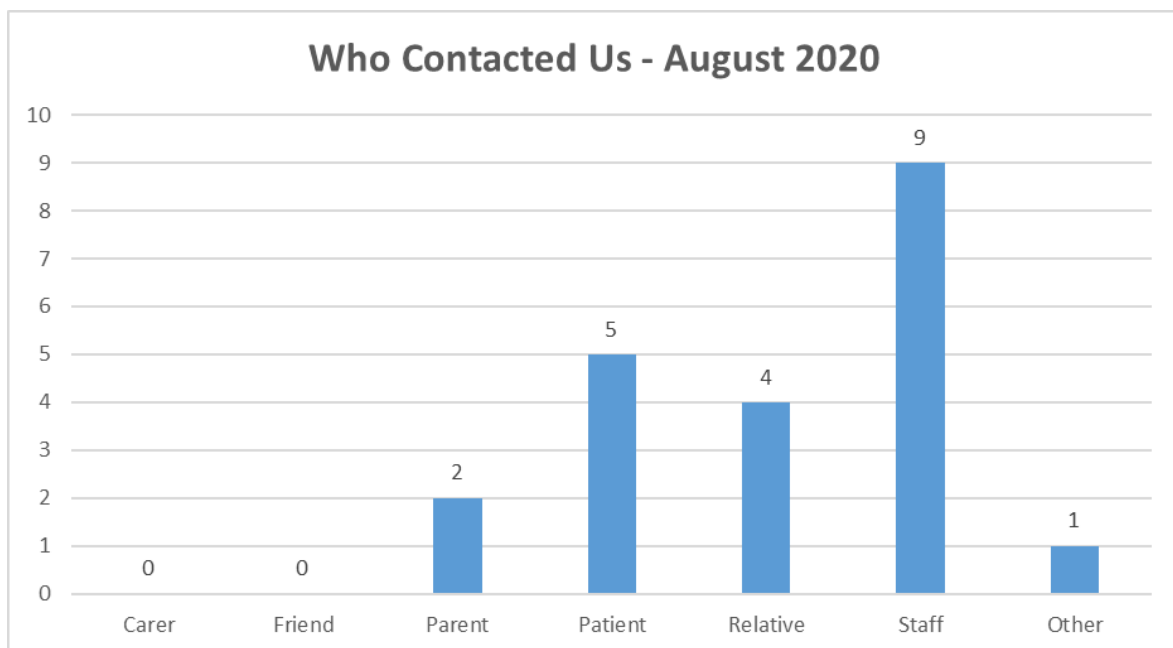
Please note that Healthwatch received all the comments in good faith. Healthwatch have not investigated any of the concerns raised and have acted in accordance with their role and responsibilities of Healthwatch.

2. Contact Statistics

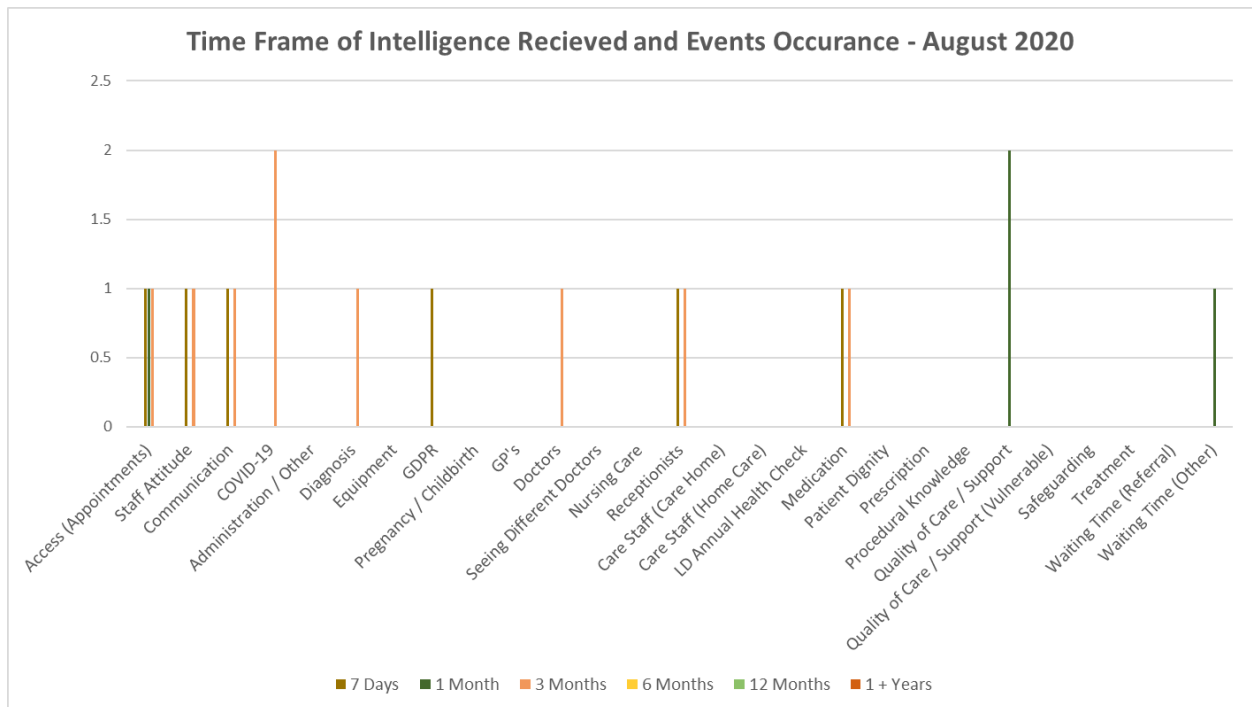


In August, we have received 21 contacts, which included 34 pieces of intelligence, information requests and compliment. These were obtained through various means, including; survey monkey, phone calls, and emails (Web). The number of contacts is smaller than the ultimate number of intelligence, information requests and compliments, as some contacts raise multiple issues, which generates more than one theme.

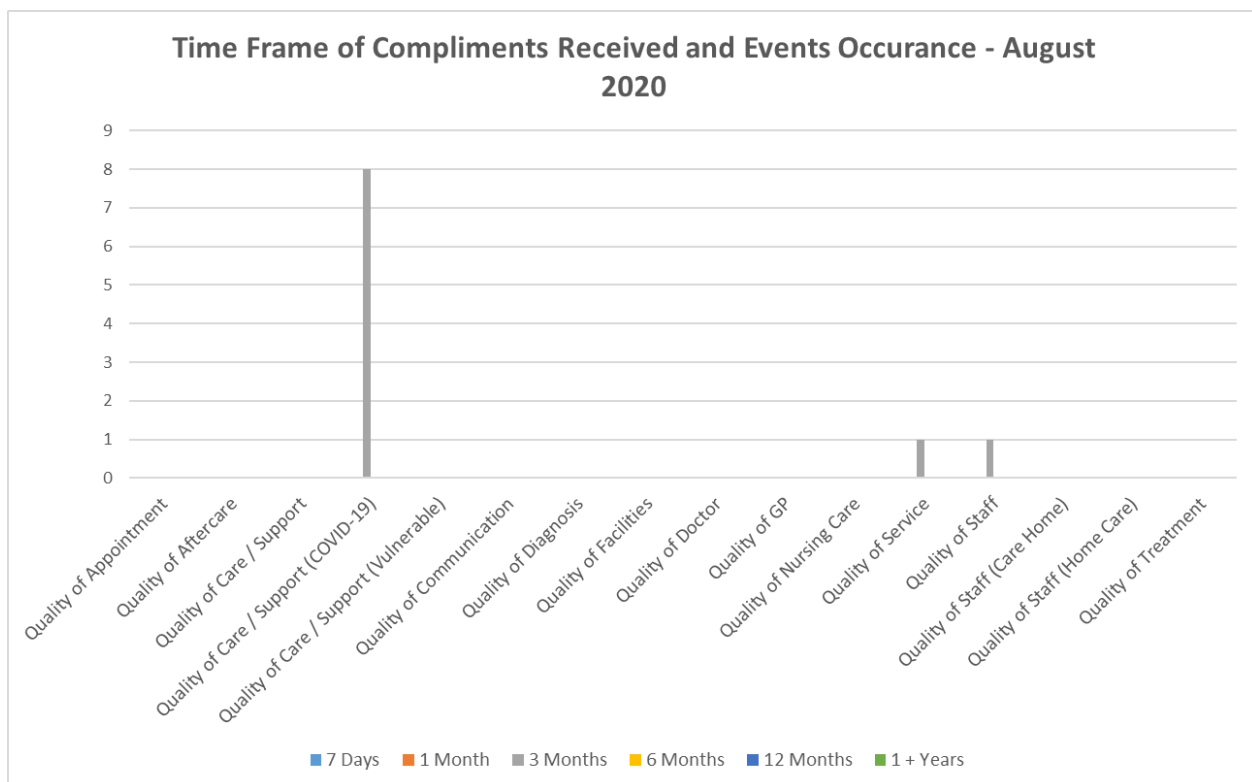
The graph below provides information on who were the people that contacted us this month.



The graphs below provide the time frame of when the experience occurred, along with the category the experience relates to. This graph reflects only the intelligence figures for the month of August, which were 19 in total.



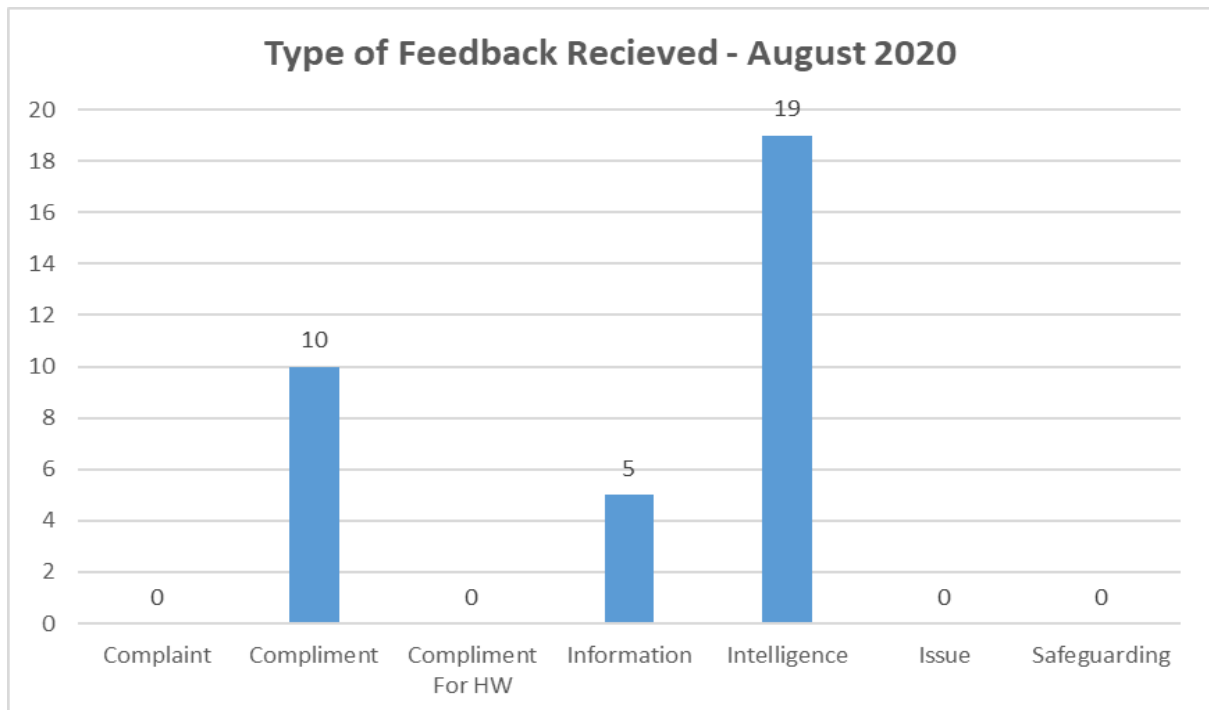
The following graph also shows the time frame but, specifically relates to compliments that Healthwatch received about the services in August. This month we received a total of 10 compliments.



3. Intelligence Received

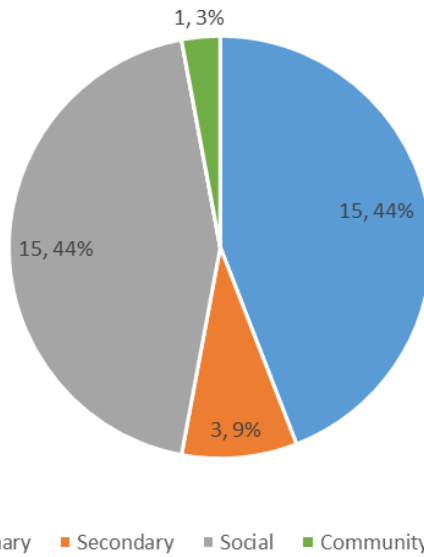
Overall Intelligence Statistics for August

The graph below provides a breakdown of the type of feedback and the purpose of the contact Healthwatch received during August. This month there were 19 pieces of intelligence, 5 requests for information and 10 compliments received which is a total of 34 items. Please note these figures differ to the contact figure as one contact can result in several comments about a particular service.



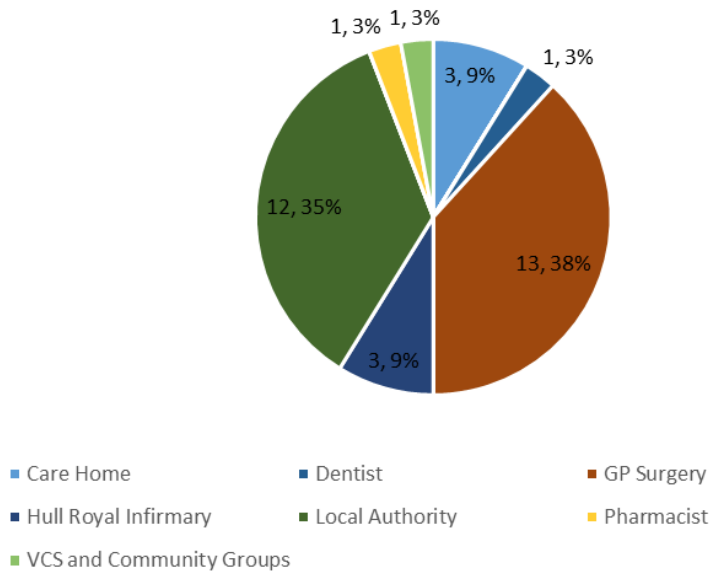
The information below shows which type of care services we received most contact about. This month most of the comments we have received were in regard to Primary Care, 15 (44%) as well as Social Care, 15 (44%).

Type of Care Commented On - August 2020



The graph below provides a breakdown of the services and the total number of comments for each service. GP surgery received 13 (38%) comments followed by the Local Authority who received 12 (35%) comments.

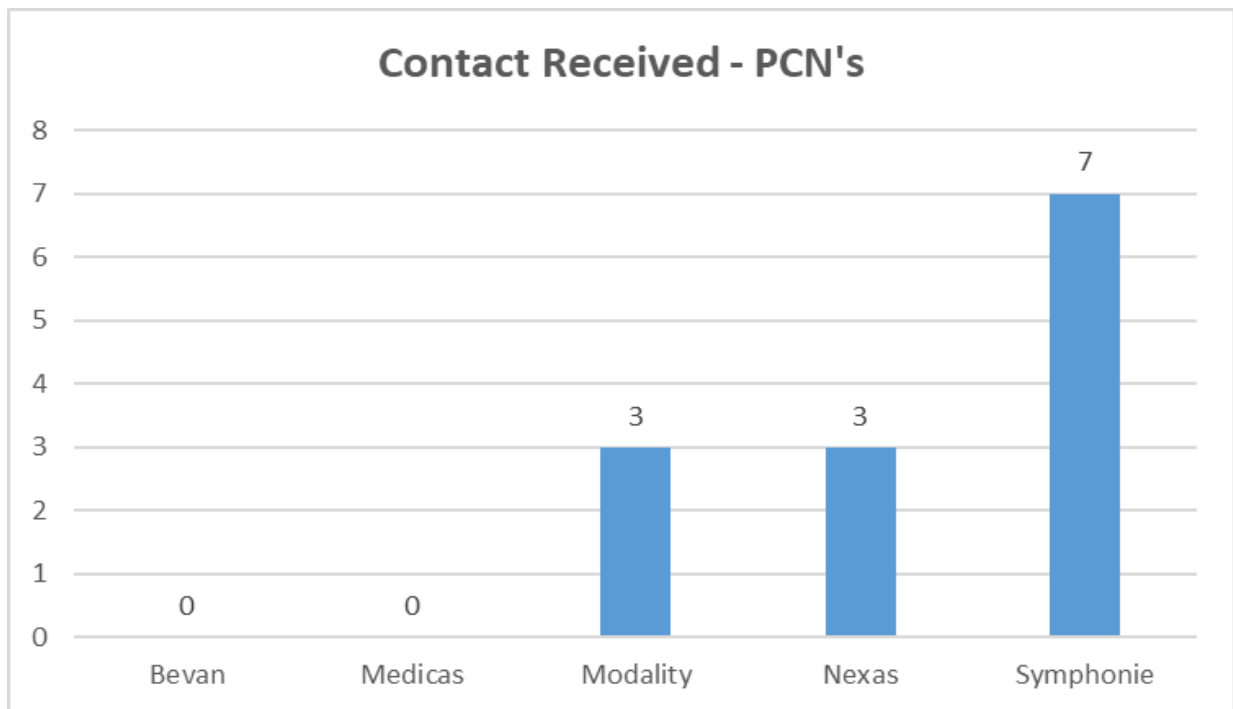
Total Intelligence Recieved for Services, including Compliments - August 2020

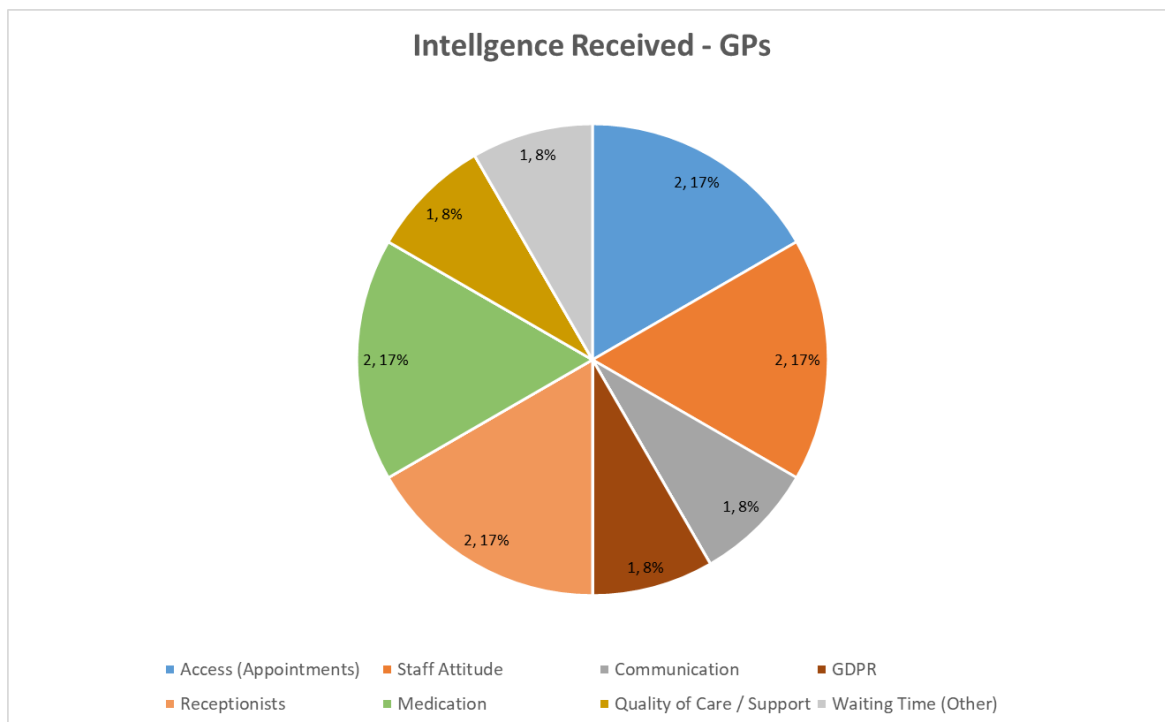


4. Intelligence Received – GP Surgeries

Statistical Information and Graphs

This month we have received 13 comments in regards to GP Surgeries. 12 were intelligence comments, and 1 was an information request. The graph below provides a breakdown of the PCNs that we were able to identify this month. This month the most comments received were about practices under the Symphonie PCN.





The figures above show what the 12 intelligence comments received for GP Surgeries specifically referred to. As can be seen, the issues most commented on this month were Receptionists, 2 (17%), Staff Attitude, 2 (17%) and Medication, 2 (17%).

Intelligence Received/What people told us

4.1 Newland Health Centre – *‘Lady called stating ’ the receptionists tell blood results out loud in front of everyone else that is in the waiting area. Also called this afternoon and even though requested not to have my results shared over the phone they still did it, and they were rude stating no appointments were available.’*

Date of occurrence: Intelligence received on 5th August 2020, and the event occurred within 7 days before that.

Healthwatch Action: No action required, intelligence noted, advised on the complaints process.

4.2 New Hall Surgery – *‘A hold has been put on my gout medication as GPs need a review .Yet they haven’t provide a review appointment .Therefore I have to contact the surgery to make my own appointment .Only problem after 2 phone calls to the surgery lasting 30 mins I still cannot get to speak to anyone, The surgery is a 7 min drive from my house. But once there I cannot get the appointment that the GPs want me to have .Their answer is to use the online service. Which is as confusing as I can’t see how my request fits their online criteria to make the correct submission? You only have to read the online reviews to see how appalling this partnership has become. I’m currently without any medication and as the gout is triggered by my blood cancer I need to have the constant cover of the medication to prevent severe painful episodes that the gout causes.’*

Date of occurrence: 3rd August 2020

Healthwatch Action: No action required, intelligence noted, advised of complaints process.

4.3 Clifton House Medical Centre – *‘A gentleman called informing that there is an ongoing issue with the reception staff at Clifton House. The issues are due to his wife’s medications and also the reception staff attitude towards them. He requested a meeting with the GP surgery staff and wanted the support of an advocate to help with the process*

Date of occurrence: Intelligence received on the 10th August 2020, but this is an ongoing issue.

Healthwatch Action: Signposted to Independent Health Complaints Advocacy

4.4 Bransholme Medical Centre – *‘My granddaughter became unwell last Sunday. She contacted 111, were they advised her that she would have to make her way to Bransholme Emergency Care Unit. She was given a specific time when she would be seen. My granddaughter lives in Anlaby and she doesn't have access to any transport. It was Sunday so there were limited bus times. Due to her feeling ill, we offered to take her. We arrived at the time stated but my granddaughter had to wait for two hours to be seen and at one point she was advised to wait in our car due to the unit being overrun with people. Following her consultation with the doctor which took a matter of minutes, she was told, she would have to make her way to Holderness Road to pick up her prescription, again there were limited bus times available and Holderness road was quite a long way from Bransholme centre. My question is why aren't online consultations available? This would have saved a lot time for all concerned. What would have happened if I wasn't available to take my granddaughter, it was such a long way to go when you are feeling ill and coupled with the fact that there was no local pharmacy available. How is this fair to people on low incomes, disabled and no access to transport let alone for those people who are feeling ill.’*

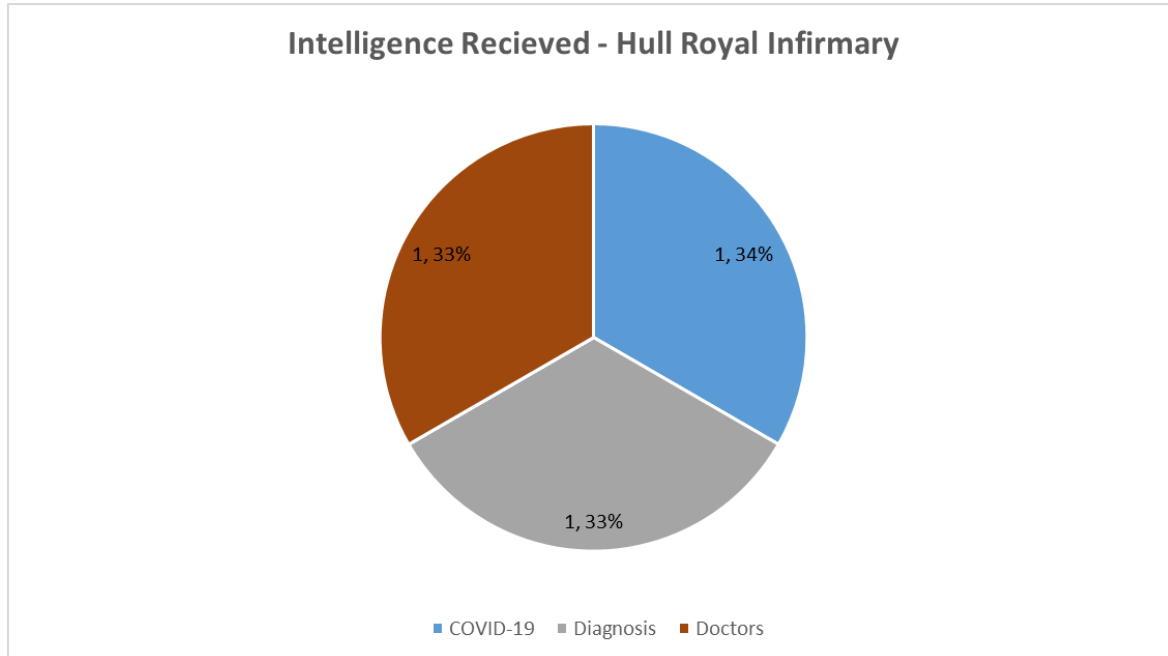
Date of occurrence: The intelligence was received on 14th August 2020, the event occurred within the same month.

Healthwatch Action: Due to it being an email, we have emailed the lady back, asking if she needs further support with this or complaints process, but no response.

5. Intelligence Receive – Hospitals

This month Healthwatch have received intelligence only for Hull Royal Infirmary. There were a total of 3 themes identified. These can be seen below.

Hull Royal Infirmary



Intelligence Received/What people told us

5.1 Maternity Ward – *‘Lady called on behalf of her niece who just recently had a baby. She advised that the baby had a blue hue around the head when it was born, but the doctor said its only bruising and it will go away. The baby later was diagnosed with meningitis and when suggested that the blue hue might have been a symptom of it the doctors dismissed the idea, even when lady's niece checked online where it said it could be, doctor was still very dismissive and both parties have different views.*

Date of occurrence: Intelligence received on the 10th August 2020 and the event occurred within 3 months before that date.

Healthwatch Action: Signposted the lady to Independent Health Complaints Advocacy for NHS advice and possible complaints and also gave safeguarding team details in case the lady would like to contact them in regard to her concerns too.

5.2 No area provided – *‘We had a suspected COVID case due to a service user (Care Home service) leaving hospital, they were tested but they were not given the results until they were back at home’ concerns about the spread of infection*

Date of occurrence: Intelligence received on the 7th August 2020, the event took place within 3 months before this date. Provider raised complaint with the Local Authority & Infection Control Team.

Healthwatch Action – No action required, intelligence noted, complaint already taken forward.

7. Intelligence Received – Other

Some services did not receive as many comments and we could not identify as many themes in them as in the ones above. These services can be seen below with the specific comments that Healthwatch has received in relation to them in August.

Local Authority and Health Care

7.1 *'Hi, Can you advise me on how to complain about social/ health care received, (or lack of) please. My son was diagnosed with autism and the aftercare that he can access with his needs has been virtually zero. (We have had to seek private help) I really feel he has been failed. A few weeks ago, I documented the whole story, from his history, timelines, challenges and needs, in two letters, as no one was doing this (I have pasted them here as they explain the whole story). My full concern at the minute is getting my son the care he badly needs, and these letters were not written as complaint letters- but in an attempt to get someone to help. Were still very much in the middle of crisis, and pretty exhausted, but I am having to spend hours a day trying to advocate for my son, finding services, researching his needs as well as the day to day care of engaging him etc. I am starting to want to know how we have ended up at this desperate point, why services are not available (or accessible for my son's needs) and why it feels we both have been let down.*

Date of occurrence: Intelligence received on 11th August 2020, events occurred within 3 month before that date.

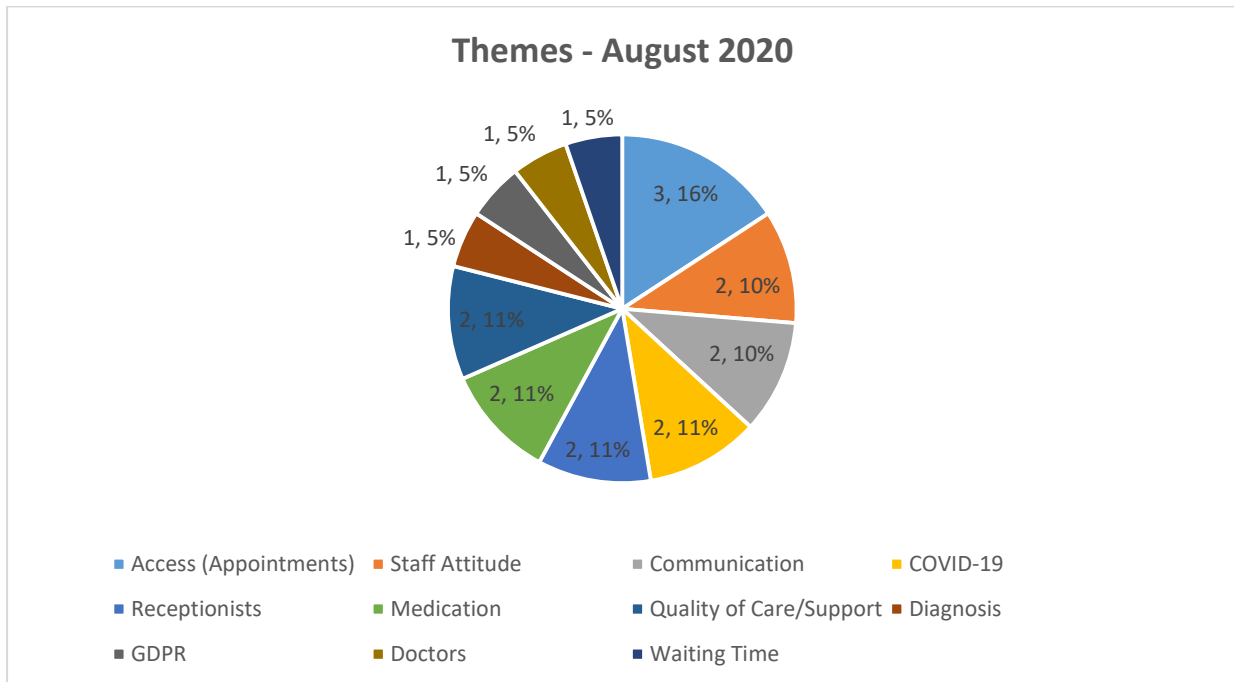
Healthwatch Action: Complaint already in process. Further information and advice provided, lady contacting the NHS Complaints Advocacy Service

7.2 Dentist - *Received call enquiring, if Dentists are still taking new patients*

Healthwatch Action: Advice and information provided

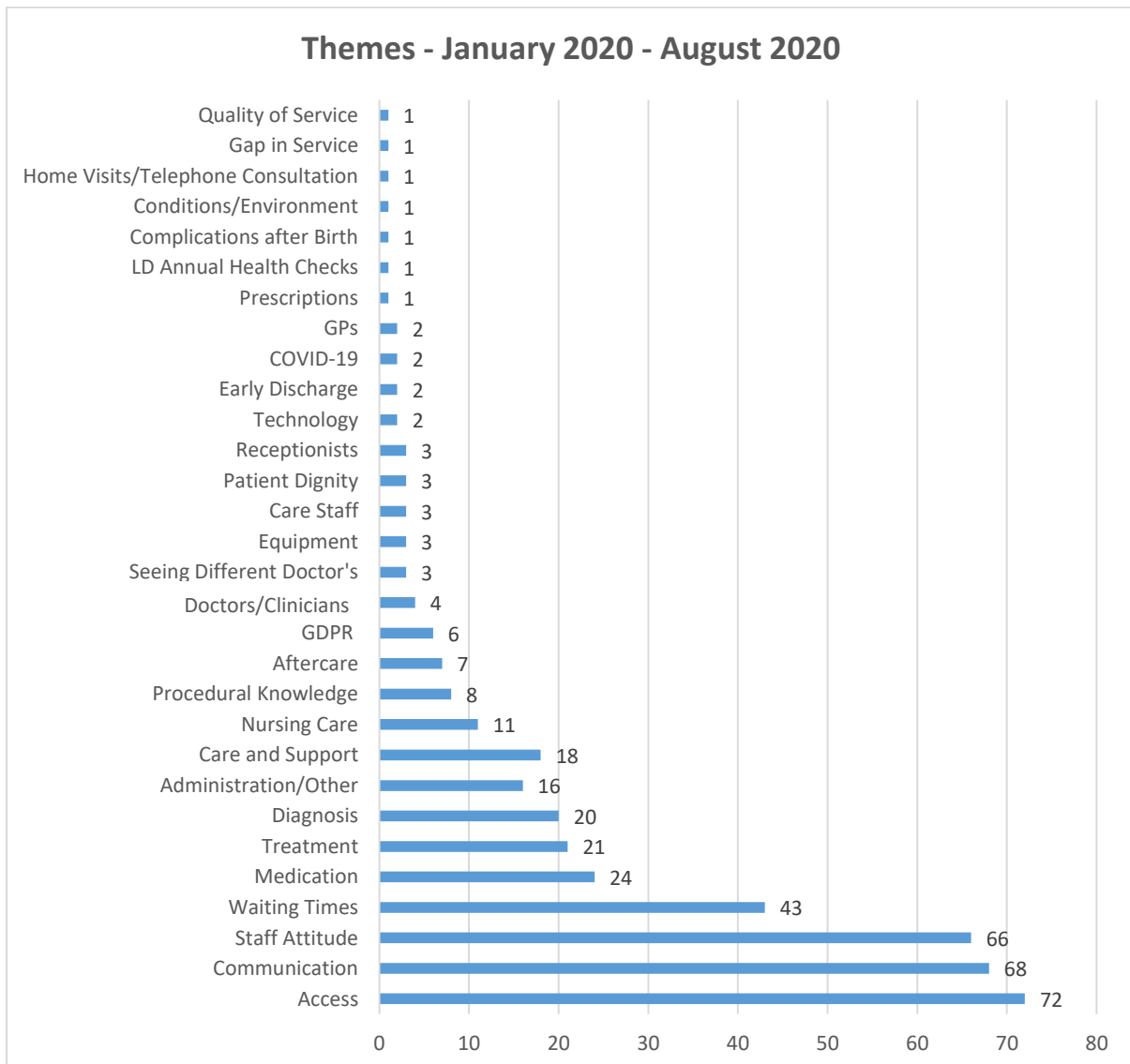
8. Theme Breakdown – August 2020

This section of the report provides a breakdown of the types of themes that have emerged during this month. The graph below shows the number of comments and their equivalent percentage for each theme identified. The most popular theme this month was Access (Appointments) (16%), which has resulted from a few people mentioning waiting times on the phone to make appointments.



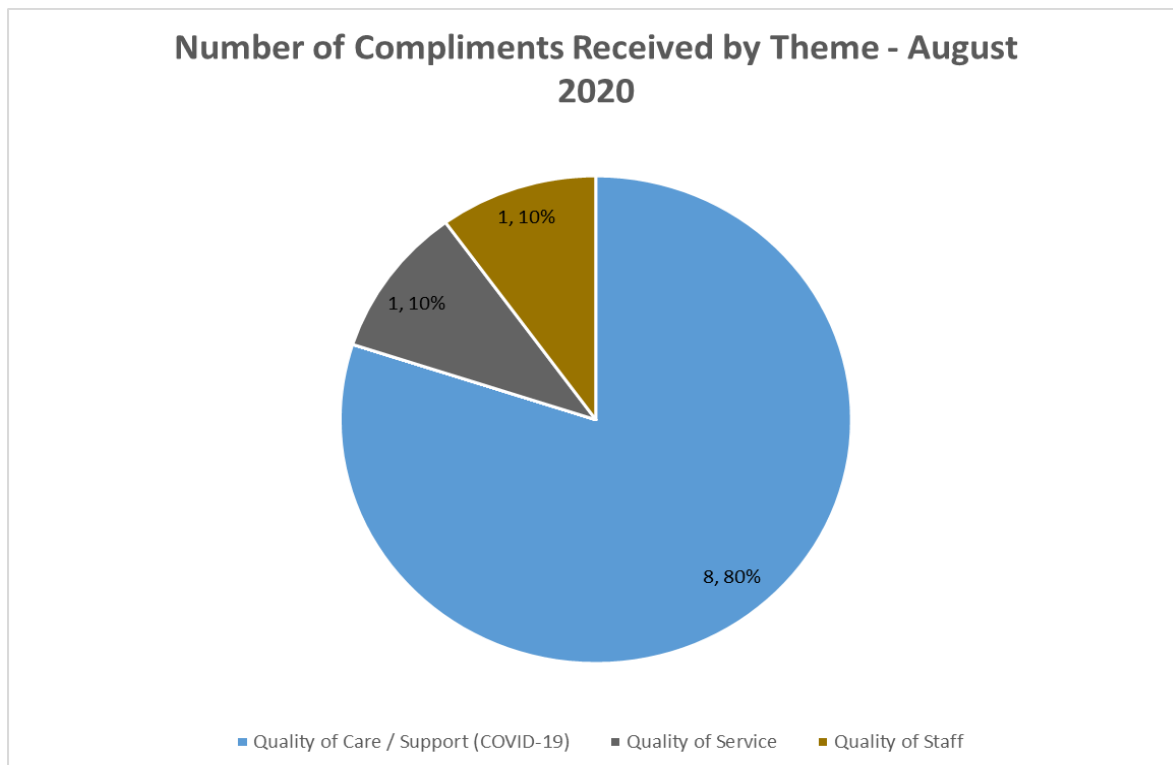
9. Theme Breakdown – January 2020 – August 2020

The graph below provides information on all the emerging themes since January. We update this information every month. There are now 30 themes that have been identified since January thus far. We have identified these themes based on the intelligence we have received and specifically what people have told us in their comments over those months. The most popular themes continue to be access, communication and staff attitude.



10. Compliments – August 2020

Statistical Information



In August, Healthwatch received a total of 10 compliments. The graph above provides a breakdown of the themes identified. The top theme was the Quality of Care/Support (COVID-19) (80%). The specific compliments received can be found below.

Local Authority

10.1 HCC – *‘We had regular conference calls with Hull City Council and when we were low on apron and gloves they were able to get some sent out to us. Due to the Council having difficulty in PPE to us quickly, they arranged to cover some of the price increase of PPE in order to help us order it and get it to us quicker.’*

10.2 HCC – *‘We were sent a link by the council to an eBay account where we could order free emergency PPE. I can’t really complain about it as it helped but it wasn’t enough to cover all of our needs. It was helpful receiving 1 and 2 litre bottles of hand gel’*

10.3 HCC – *‘We received weekly calls from Hull City Council, these have now moved to a call every two weeks as we’re not having any issues. COVID-19 Team provided us with a delivery of PPE, were very quick and responsive when we contacted them’*

10.4 HCC – *‘The Hull City Council have been outstanding, the COVID-19 Team have maintained contact throughout the pandemic. I felt comfortable contacting them and it was useful for the COVID-19 Team to have people we were already familiar with from the brokerage team as we didn’t have to take time to establish new relationships or have people who were unfamiliar with our service trying to assist us. Now the pandemic has declined, we’ve agreed to receive one call every two weeks now which is what I feel works well. It’s*

nice to talk to someone and for them to trust what we are saying rather than being overbearing.'

10.5 HCC – *'The Hull City Council has been the only council who has paid for plan time and as we're paid by the minute this has made a massive difference to how we were able to operate during the pandemic and ensure that staffing levels were consistent. Sometimes service users didn't want our staff to be with them for the full duration due to their concern of transmission; we used the allotted time to plan ahead for how we can best support the service user and make sure that they had everything they needed and minimise any issues they could face'*

10.6 Local Authority – *'The Local Authority offered to pick up and deliver prescriptions for our service users if we had difficulties. They also supported us with the cost of PPE, weekly conference calls and updates and a COVID helpline if we had any queries.'*

10.7 Local Authority - *'We've had regular conference calls with the COVID-19 team which has been helpful and been contacted by them to check in and see how we're doing; how our PPE supply is etc.'*

10.8 HCC – *'The Hull City Council has been very helpful with accessing PPE and the staffs have put in extra hours to assist our service users. We've received calls every week from people high up in the Hull City Council which has helped. When we had a suspected COVID case due to a service user leaving hospital, they were tested but they were not given the results until they were back at home, we were able to speak to Emma at Hull City Council who arranged for an infection control nurse to contact us quickly'*

Pharmacy

10.9 ASDA Pharmacy – Bilton – *'During the pandemic I was struggling to collect medication, I contacted the pharmacy to ask if they did any deliveries and how much they would be and we were told that they were free of charge. The service has been wonderful as it would have been difficult with my arthritis to get there when there were restrictions in place for transport'*

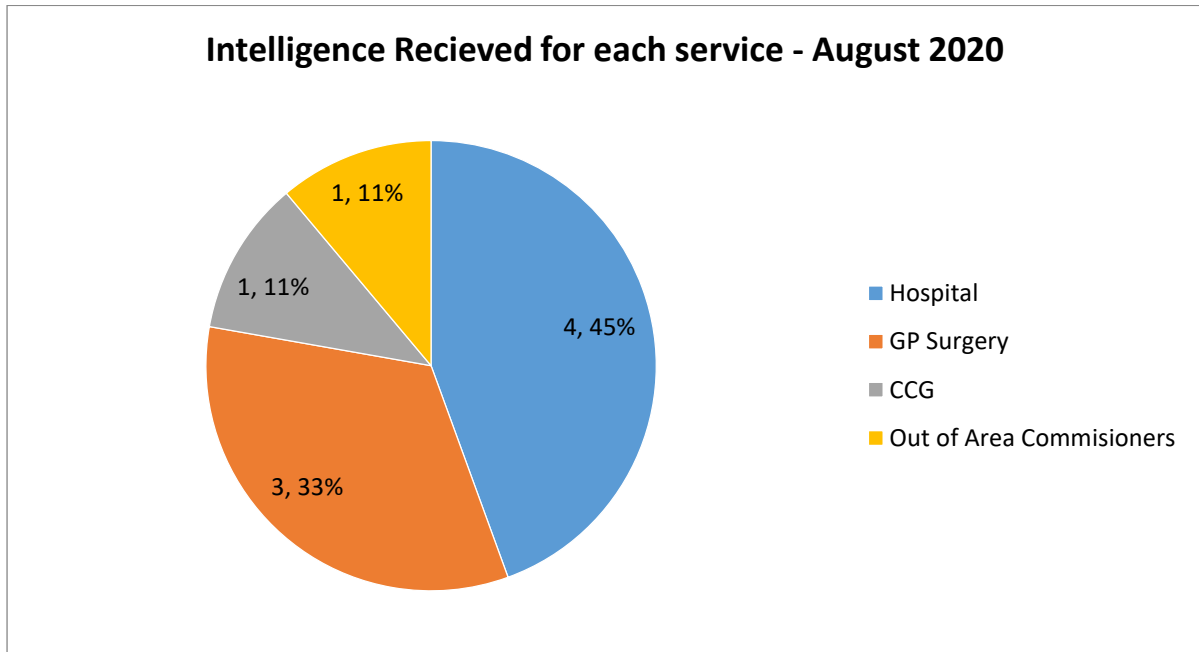
VCS

11. Alzheimer's Society – *'Staff member from the Alzheimer's Society in Greenwood Avenue has contacted us regularly to ask if we need assistance in any shape or form, she has been lovely in making sure we know we can ask her for any help we need at any point'*

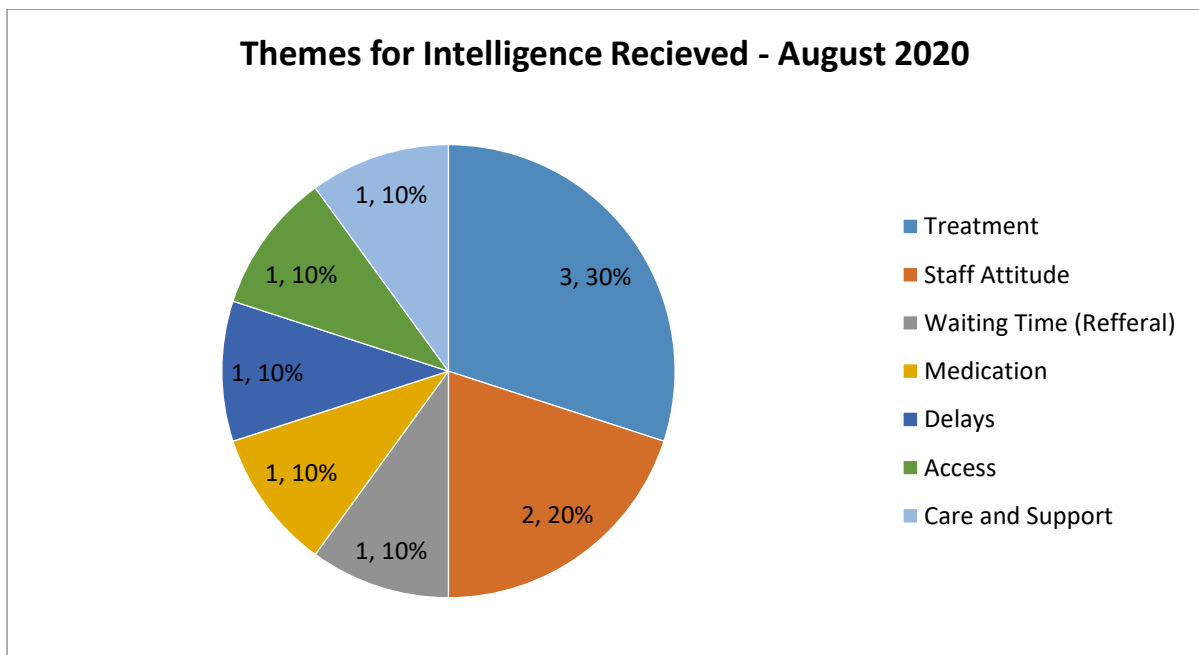
11. Independent Health Complaints Advocacy Statistics and Intelligence

August 2020:

This month the service has received 9 complaints. These were in relation with Hospitals, GP Surgeries, the CCG and also Out of Area Commissioners.



The graph below identifies themes that were identified in August.



Intelligence Received:

Please note, Healthwatch provide advice and information to members of the public on how best to deal with their complaint. This month Healthwatch referred 9 people to the Independent Health Complaints Advocacy Service, please see details below;

11.1 Hull University Teaching Hospital NHS Trust – *‘Patient was admitted to Hull Royal in 2016 after they swallowed a battery but they were unable to find it so two doctors performed an endoscopy. The procedure went wrong perforating stomach and one of patient’s lungs leaving them in a coma for 2 months. Patient still experiences pain and continued receiving steroid injects for the pain until 2018/19.’*

11.2 Hull University Teaching Hospitals NHS Trust / Healthcare at Home – *‘Patient receives the following medication for their diagnosed Psoriatic Arthritis condition: Symphonie: Administered via self-injection once per month & Methotrexate - Administered via self-injection once per week (immune suppressant to reduce inflammation). The drugs are prescribed every 2 months.’*

11.3 Wilberforce Surgery (old) Wolseley Medical Practice (new) / Primary Care Services England (PCSE) – *‘Delay in transfer of medical records from old GP to new after recently re-registering with a new GP Practice.’*

11.4 Clifton House Surgery – *‘The issue specifically relates to the ‘attitude’ of Reception staff at the patient’s GP Surgery. Patient describes feeling as though they are ‘undermined’ and ‘treated like a child’. Patient reports instance of a requested blood test being declined by ‘Reception staff’ and medical test results always have to be chased up by patient.’*

11.5 Hull Clinical Commissioning Group – *‘Patient was diagnosed with Autism in 2018 aged 18. Complainant feels patient has not received sufficient ‘support’ with their condition since. After review it was surmised the main question is: What provision of clinical support services for adults with Autism are available in Hull and how is it accessed?’*

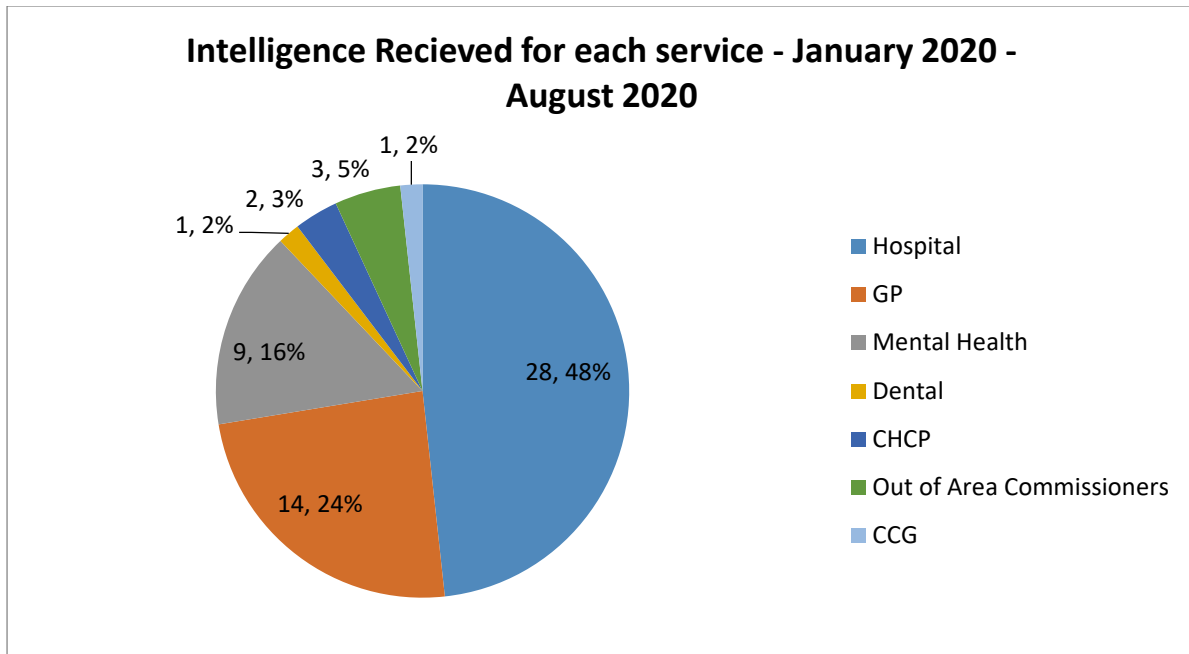
11.6 Hull University Teaching Hospitals NHS Trust – *‘During a hospital admission Patient intervened when a security guard was beating up another patient who was suffering an epileptic seizure. The guard then threatened Patient who in turn then struck the guard. Since then if Patient attends appointments it can only be in specific rooms with security present and every time Patient goes to the hospital they are blocked from receiving treatment by a security guard.’*

11.7 Hull University Teaching Hospitals NHS Trust – *‘Patient underwent emergency surgical procedure. Patient experienced breathing difficulties during recovery from General Anaesthetic. Patient since discovered to have acquired brain injury. Explanation for complications as a result of surgery not yet voluntarily issued to patient’s family.’*

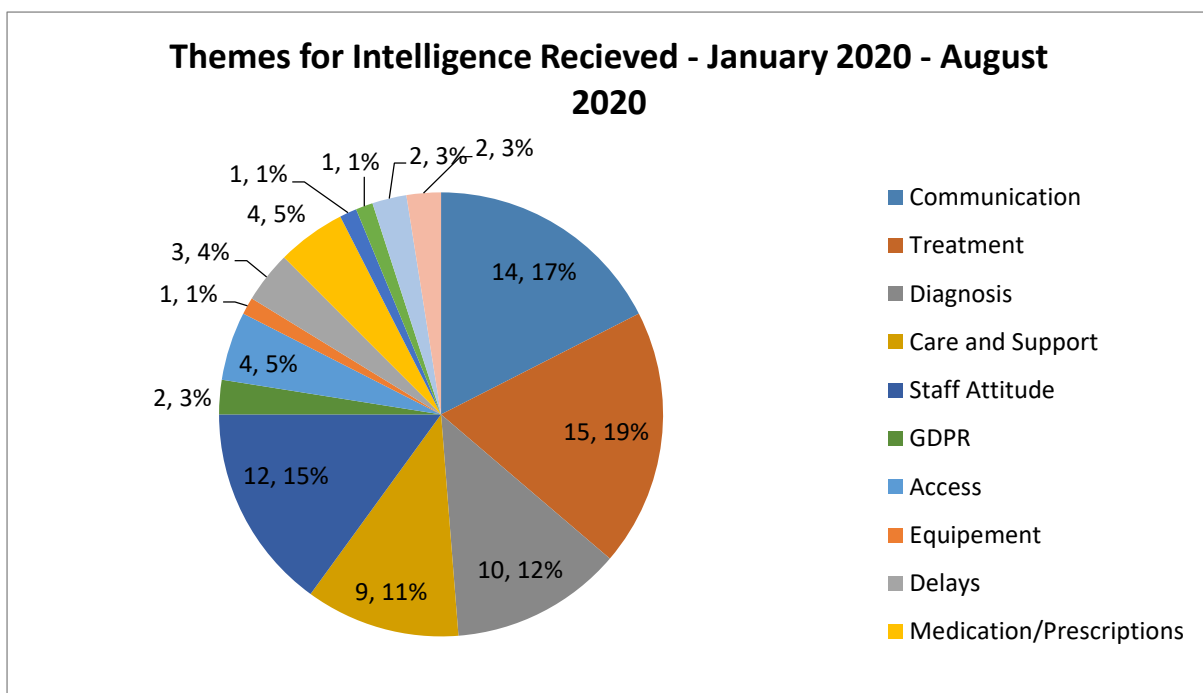
11.8 Out of area Hospital Trust in Sheffield – *‘Travel expenses incurred as a result of a cancelled outpatient appointment and delay in referral to a see a Neurologist.’*

January 2020 – August 2020:

The following graph provides details of the services, the number and percentage of complaints that the Independent Health Complaints Advocacy Service received for the wider period of January to August. Hospital services (48%) have received the most complaints within this period of time, followed by GP practices 24% and Mental Health Services 16%.

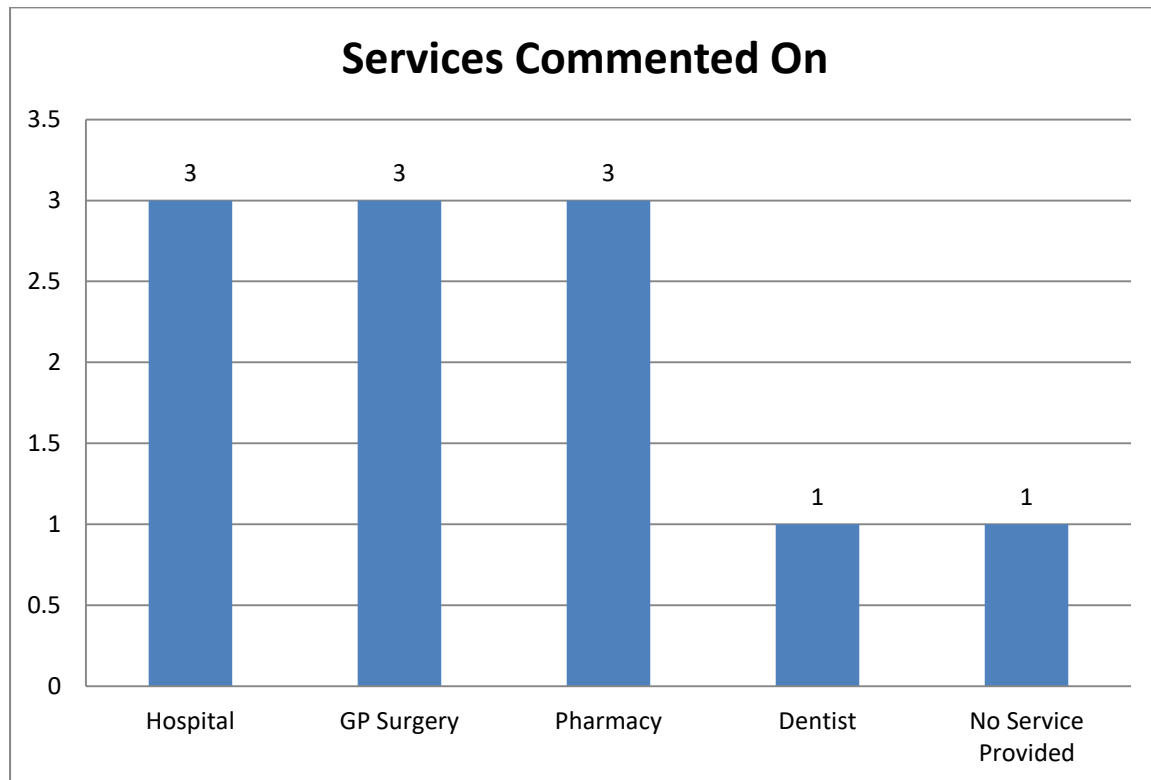


The graph below identifies the themes that have emerged since January to August. Treatment is the theme that has received the most complaints within this period (19%), followed by Communication (17%)



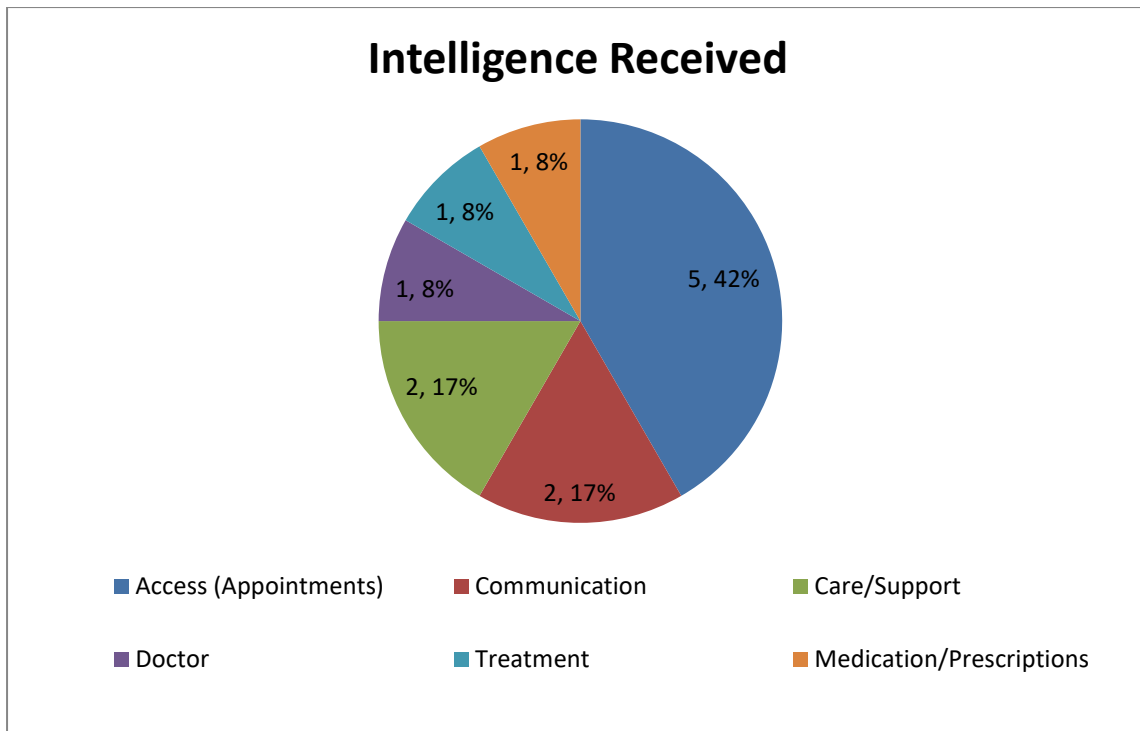
12. Healthwatch England Intelligence

In addition to intelligence received by Healthwatch Hull directly, and through Independent Health Complaints Advocacy, we have also received intelligence relating to Hull services from Healthwatch England this month. This has arisen from national campaigns we have participated in, and also, from people that went directly to Healthwatch England rather than their local Healthwatch. With this intelligence and comments we were not provided with the specific practice, ward or service names and therefore cannot give as detailed account as in intelligence and compliments that come directly to us.



The graph above represents the services that the comments we received were made about. There were total of 11 contacts made about all these services all together (covering both intelligence and compliments), In terms of intelligence, we have identified 10 specific themes that have emerged out of these contacts and comments. There have also been 3 compliments within these contacts.

The breakdown of themes and specific comments in regard to intelligence can be seen below. Please note some of them will refer to multiple themes, therefore there could be less comments than themes identified.



From the graph above it can be seen that out of the 11 comments received, there has been 5 that touched upon the issue with Access (Appointments), 2 that mentioned Care/Support and Communication, and 1 for each Medication/Prescriptions, Doctor and Treatment.

Intelligence Comments

Hospital (Audiology) – *‘Tried to contact audiology took nearly a week then they sent the wrong bits. Now have to go in as they cannot understand what I want. Surely they should be able to access records or ask someone who can. Seems like a waste of an appointment.’*

Hospital – *‘My father had a brain bleed while in hospital. Was informed he was not expected to live. I brought him home as per his wishes. After we got home for three days nobody came to see him even though they were told about him. Doctor told us dad did not need a catheter, he just needed to drink more, after two more days a nurse agreed and fitting on over 1500 no in three hours. Drugs wrote up wrong, drug charts wrote up wrong. Being told that carers would be able to lift him. This was not true. The paramedics were BRILLIANT. The carers were BRILLIANT. There is more but I is sending copy to the trust’. (Please note this comment has both intelligence and compliments therefore it is included in both intelligence and compliment section)*

GP Surgery – *‘Needing to see a doctor is and has been so difficult since March I’m becoming very distressed.’*

GP Surgery – *‘No doctor care, when you ring up services that were in place which made the process better having been removed. Nothing goes well at our doctors practice and I and my husband will move as soon as possible.’*

GP Surgery – *‘I would like to actually see a Dr not talk on the phone to one.’*

Dentist – ‘PMLD child aged 10 with severely ground down teeth (can see yellow inner part) plus covered in tartar. Child is punching head repeatedly. They won’t deal with him as they’re baby teeth. I’m taking him private.’

Pharmacy – ‘I appreciate that there has been much work done in making it easier to order repeat prescriptions by going online, but the system for doing that is overly complicated and has, not yet, made it possible for me to order online, so have gone back to ringing my doctor’s surgery. This works much better.’

No service provided – ‘Hubbies dementia and behaviour. Not been diagnosed yet’



The graph above shows the compliments that were received. As can be seen, there was 3 compliments received, 2 of them commented on the Quality of service, and 1 on Quality of staff. The compliments can be seen below.

Compliments Received

Hospital – ‘Hospital excellent during COVID. All staff, although stressed provided excellent care and kept a smile on their face. Special mention to pharmacy staff At Hull Royal Infirmary they were exceptional!’

Hospital – ‘My father had a brain bleed while in hospital. Was informed he was not expected to live. I brought him home as per his wishes. After we got home for three days nobody came to see him even though they were told about him. Doctor told us dad did not need a catheter, he just needed to drink more, after two more days a nurse agreed and fitting on over 1500 no in three hours. Drugs wrote up wrong, drug charts wrote up wrong. Being told that carers would be able to lift him. This was not true. The paramedics were BRILLIANT. The carers were BRILLIANT. There is more but I is sending copy to the trust’

Pharmacy – ‘Excellent service from our pharmacy.’

Boots Pharmacy (Chanterlands Avenue) – *‘Great experience with Boots on Chanterlands Avenue, efficient and easy to use. Had to wait a little while outside but I went in with a question about my medication, the lady answered clearly and straight to the point. They even made me leave with a smile! Lovely team’*

14. Feedback Form

We request that the feedback form below is completed by commissioners and/or provider responsible for the service to enable members of the public to be assured that their feedback is recognised and acted upon and contributes to ongoing service development.

Please complete the form and return to
mharrison@healthwatchkingstonuponhull.co.uk.

Organisation	Responsible person	Comments/Actions

healthwatch

Kingston upon Hull

August 2020

