

healthwatch

Kingston upon Hull

Intelligence Report

August 2021



Contents

| | | |
|----------|--|-----------|
| 1 | Introduction | 3 |
| 2 | Contact Statistics | 5 |
| 3 | Information Requests | 7 |
| 4 | Experiences Breakdown | 8 |
| 5 | Experiences Breakdown - From April 2021 | 34 |
| 6 | Experiences Breakdown (PCN) - From April 2021 | 36 |
| 7 | NHS Independent Complain Advocacy | 38 |
| 8 | Feedback Form | 40 |

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 and 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 be comments about services that need to improve.

Healthwatch Kingston upon Hull has a toolkit of methods to capture the public’s experiences. For example, online surveys, Free-post, telephone, WhatsApp, face-to-face, email, social media platforms and our Care for a Cuppa Club which we run over Zoom and is open to the public without the need of an invite.

We have a statutory power to Enter and View any publicly 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 the 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 the Care Quality Commission (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 Clinical Commissioning Group (CCG), Hull University Teaching Hospitals (HUTH), Humber NHS Foundation Trust, City Healthcare Partnership (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.

This Report

The details in this report apply to August 2021 and refers to all the intelligence that Healthwatch and the NHS Independent Complaints 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 number 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 this month.

The services highlighted from the intelligence are as follows:

- GP Surgeries
- Dental Practices
- Care Homes
- Hull Royal Infirmary
- Castle Hill Hospital
- Local Authority
- Mental Health Services

The report also summarises some of the themes / trends that the public have raised with Healthwatch that have begun to emerge since April 2021.

Please note, the experiences quoted within this report have been recorded as said and written to ensure that we capture the authenticity of their experience. As such, Healthwatch apologises as there may be grammar and / or spelling errors.

In addition to this, not all of the issues can be re-visited by Healthwatch as we do not always receive the contact details of the individual unless they want us to contact them regarding their experience.

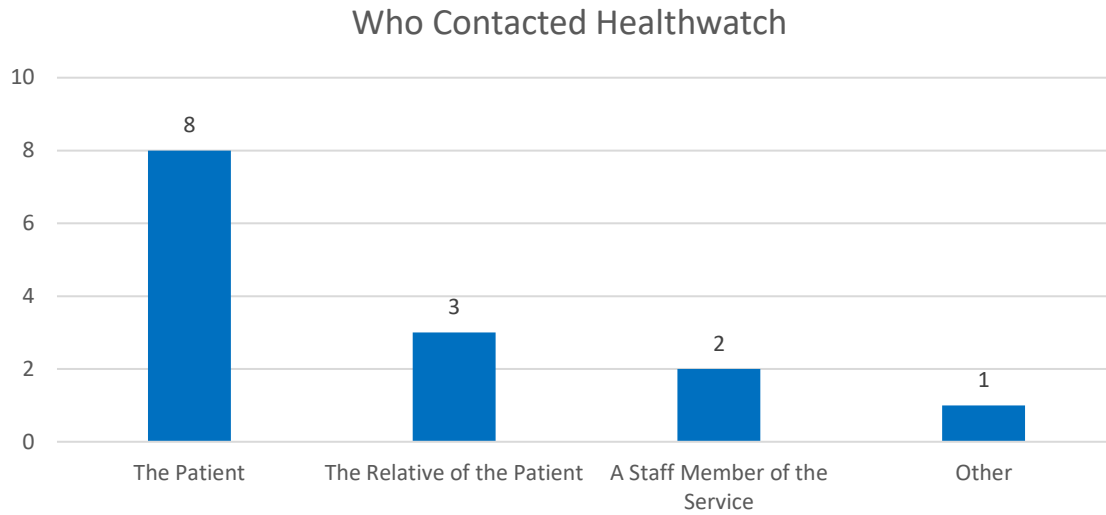
We also may not publish every experience we’ve recorded as some experiences may be very similar to others; for example, “I couldn’t get an appointment” and “I’ve had to wait weeks to even speak to a doctor” (which are both appointment issues).

In these instances, in order to keep this report as detailed but as concise as possible we will record one experience and add a note to explain how many times a similar experience had been made. Whether published or unpublished, all experiences are included in the statistics.

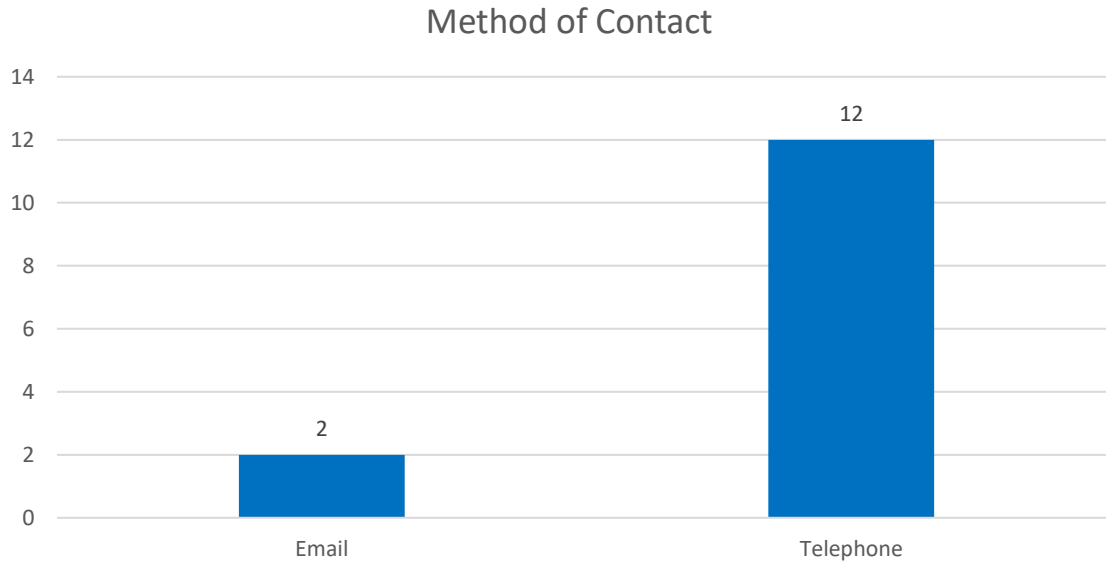
Finally, all experiences in this report have been received and researched in good faith. Healthwatch have not investigated any of the concerns raised and have acted in accordance with the role and responsibility of Healthwatch.

2. Contact Statistics

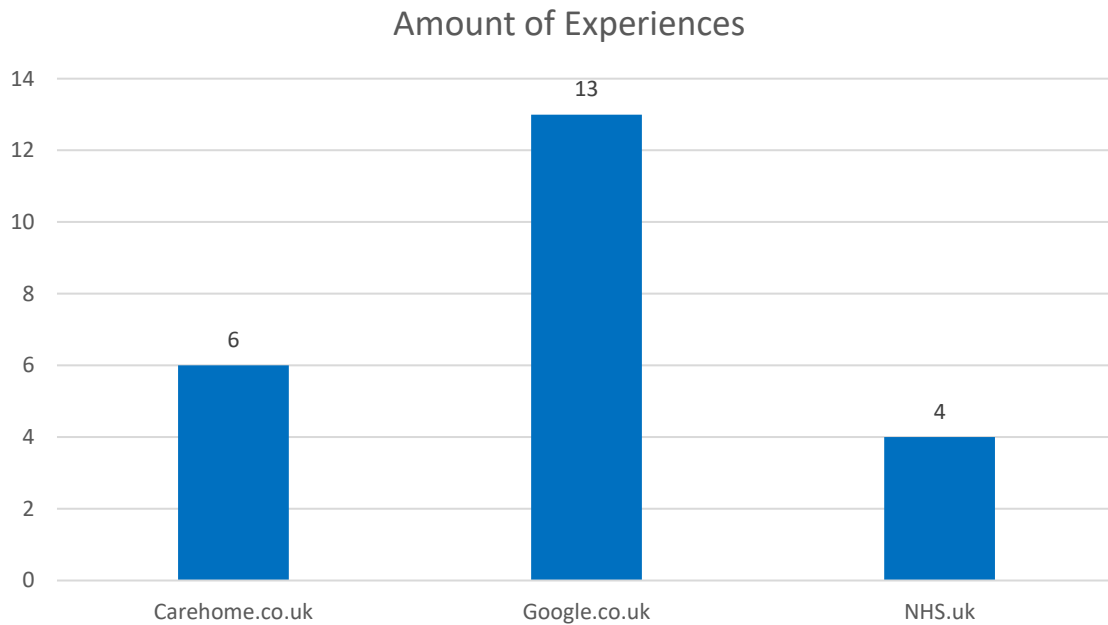
In August we had 14 people contact Healthwatch directly to provide feedback or to ask for information / advice. The graph below provides information on who contacted Healthwatch directly this month.



The most popular means of contacting Healthwatch this month was by Telephone with 12 contacts.

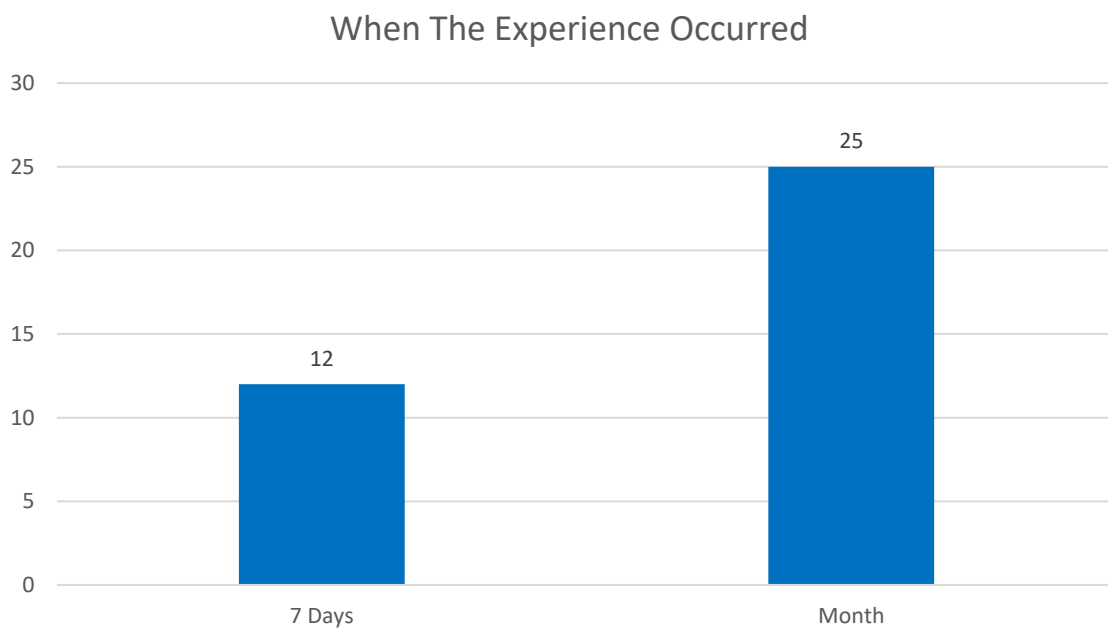


We also conducted online research of local services, looking at a range of websites and social media channels to see what people have been saying about local services, where we found 23 experiences. The graph below demonstrates where we found these experiences.



The total amount of experiences received this month through direct contact and through research is a total of 37 experiences.

From the date Healthwatch recorded the experience, we found that the majority of experiences occurred within the last month.



3. Information Requests

The Information Requests we received in Month.

| | | | |
|------------------------------------|--|----------------------|------------|
| Area | Local Authority | Date Recorded | 26/08/2021 |
| Experience identified by: | Telephone | | |
| Experience | Caller rang to enquire about whether there is a local transport service as she is elderly and housebound and needs to get to her dentist appointment in two weeks' time. She would be able to walk to a car with assistance. | | |
| Actions Taken (Healthwatch) | Contacted East Hull Community Transport to ask if they were able to provide a service for this caller which they confirmed they could - will send out required form. | | |

4. Experiences Breakdown

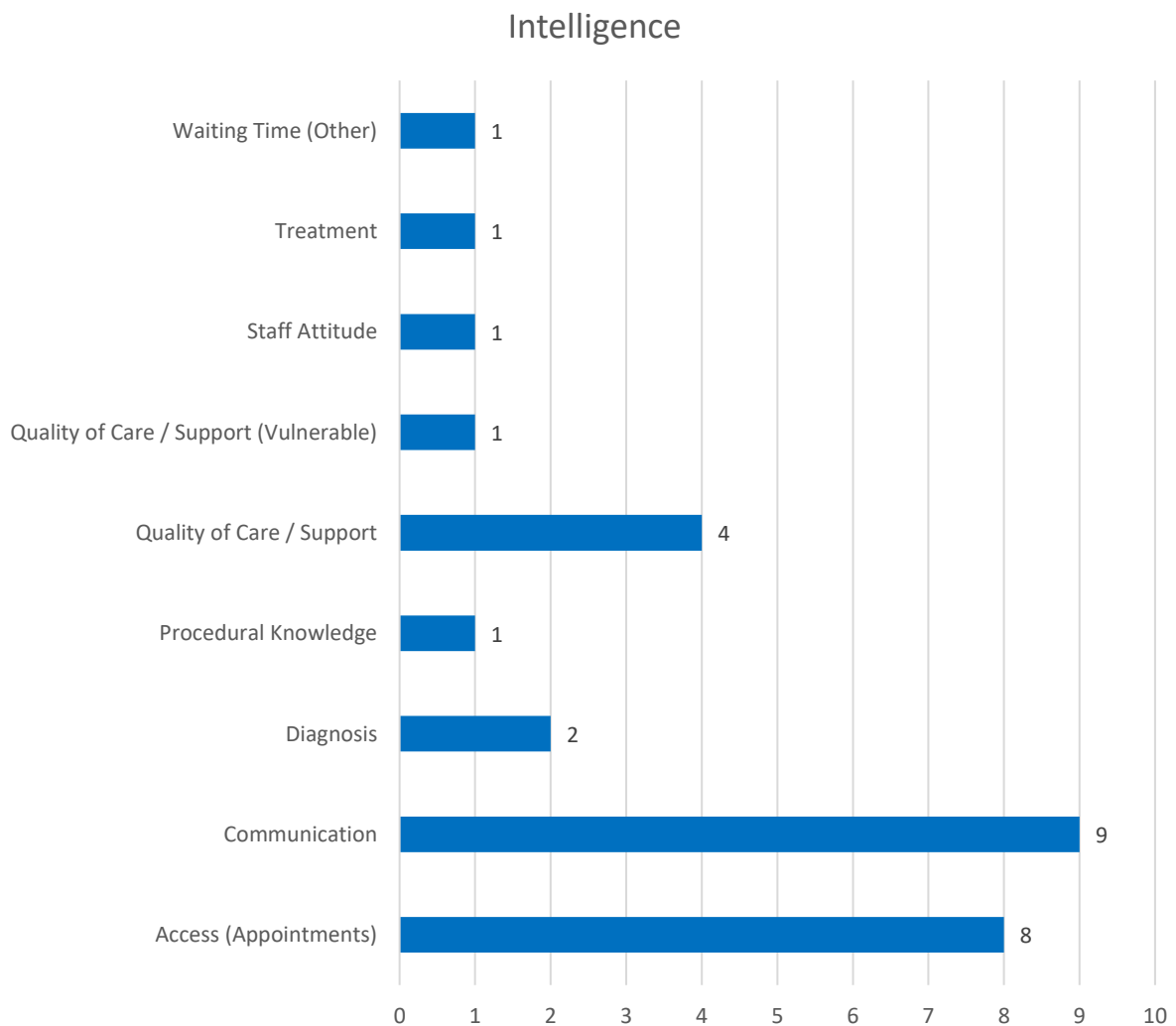
Overall Statistics for August

The graphs below provide an overall breakdown of the experiences we received this month. Between the 14 experiences we recorded through being contacted directly and the 23 experiences we found through research; we recorded a total of 37 experiences this month.

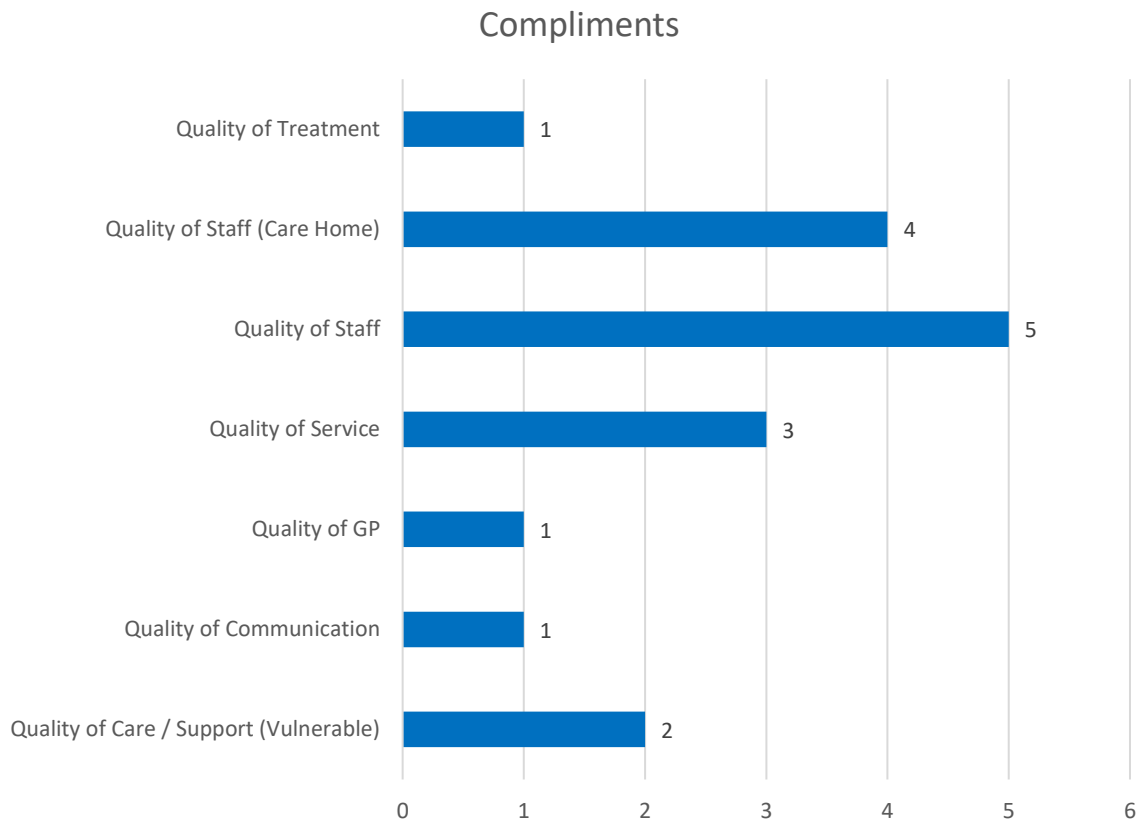
Upon further analysis of these experiences, we identified a total of 28 pieces of intelligence and 17 compliments.

Please note, these figures differ from the amount of contact and experiences (research) as one contact and experience (research) can result in multiple comments about a particular service.

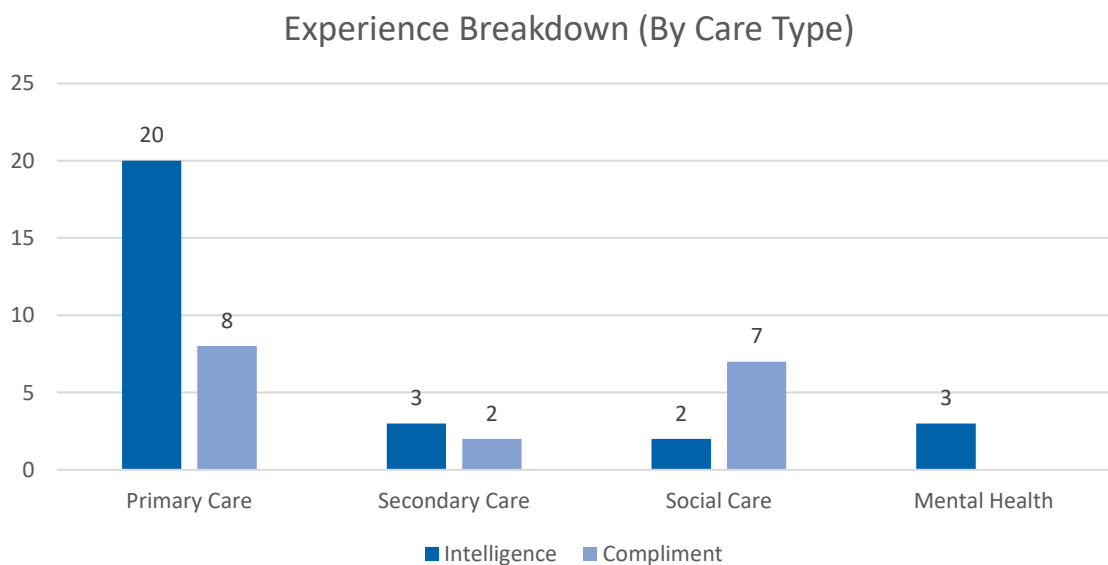
As can be seen, in the graph below, the main themes in relation to the intelligence received for this month are Communication (9) followed by Communication (8)



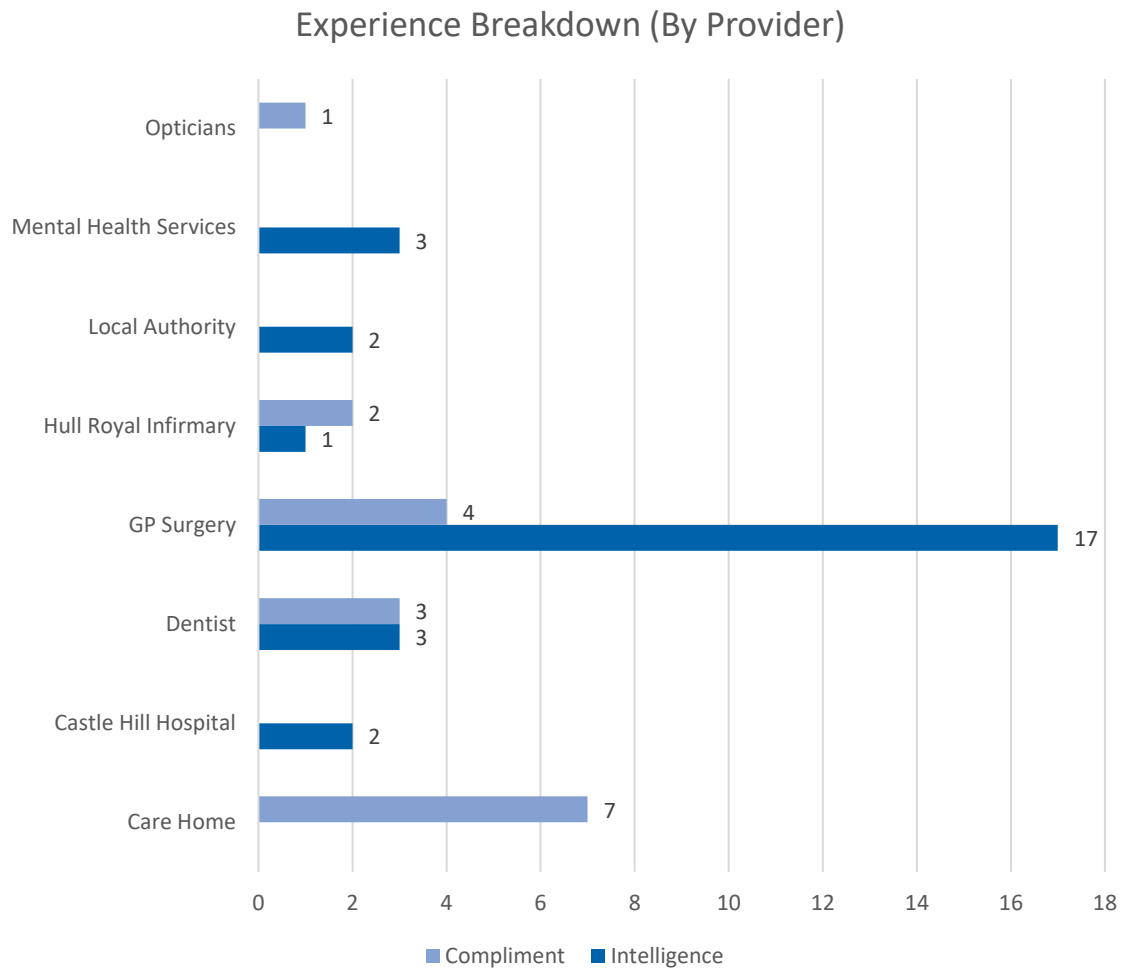
As can be seen, in the graph below, the most compliments received this month were in relation to the Quality of Staff (5).



As can be seen in the graph below, most comments this month were in relation to Primary Care (GP Surgeries and Dentists) which had 20 pieces of intelligence and 8 compliments, followed by Social Care (Care Home and Domiciliary Care) which had 2 intelligence and 7 compliments.



The graph below breaks these down to the service level. We received 17 pieces of intelligence for GP Surgeries and 4 compliments, followed by 7 compliments for Care Homes.



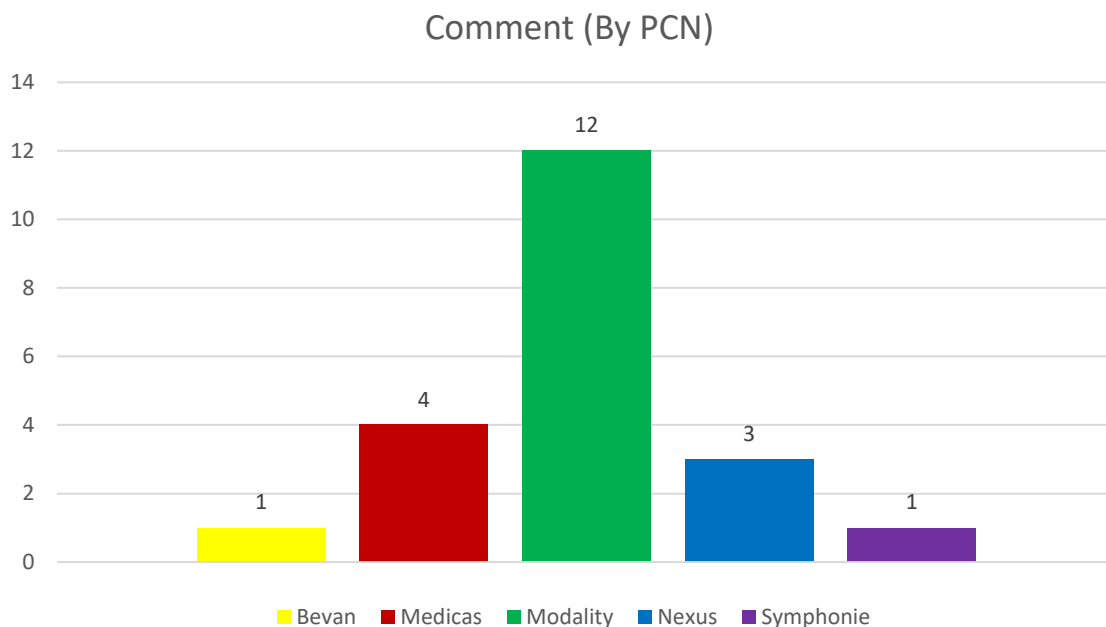
4.1 Experiences Breakdown - Primary Care Network (PCN)

Statistical Information and Graphs

This month, we recorded a total of 17 experiences for GP Surgeries. These experiences was broken down into 21 comments which were 17 intelligence and 4 compliments.

The graph below provides a breakdown of which PCN's these GP Surgeries are under. From the experiences we received this month, we found that Modality received the most comments followed by Medicas.

Please note, in some instances we received surveys without the name of the GP Surgery which means we are not able to identify which PCN it falls under.



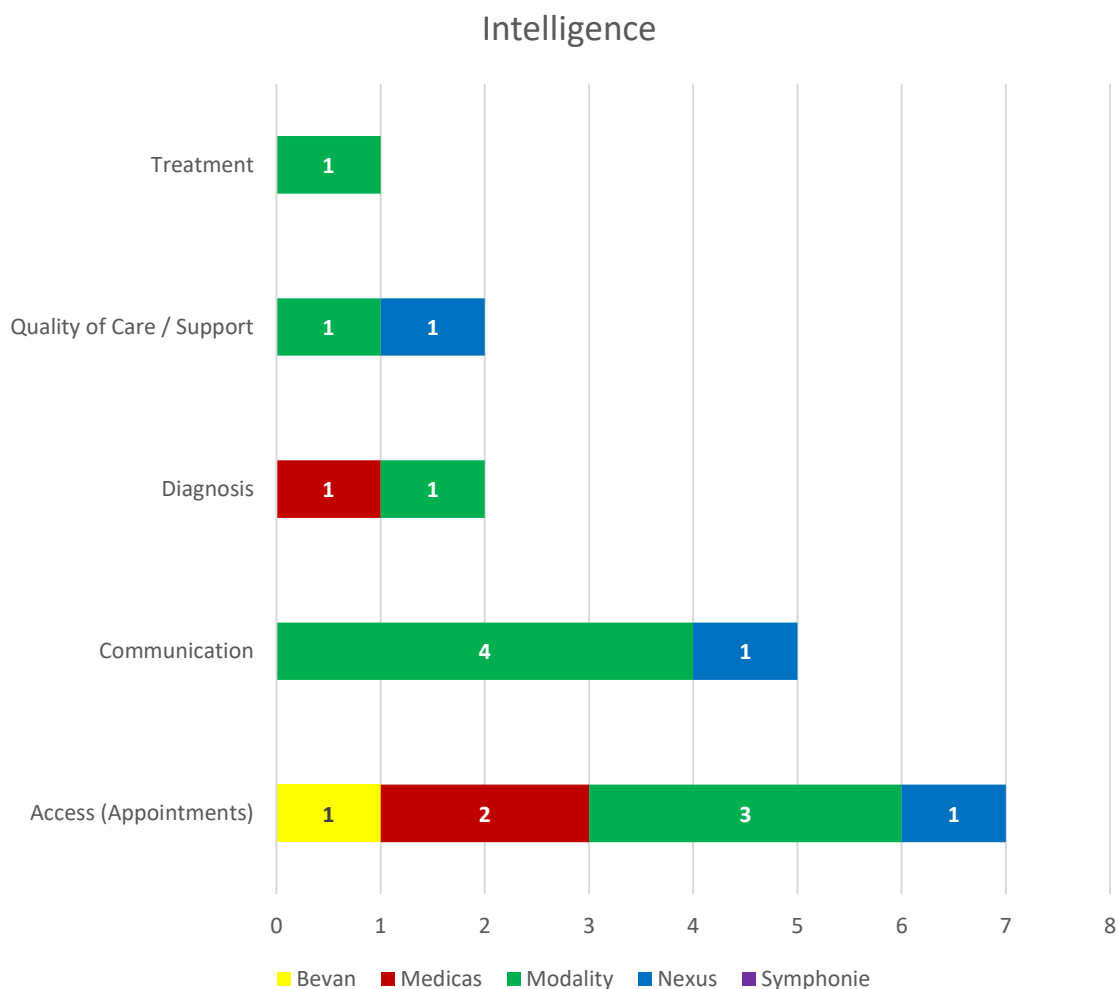
4.2 Experiences Breakdown - GP Surgeries

Statistical Information and Graphs

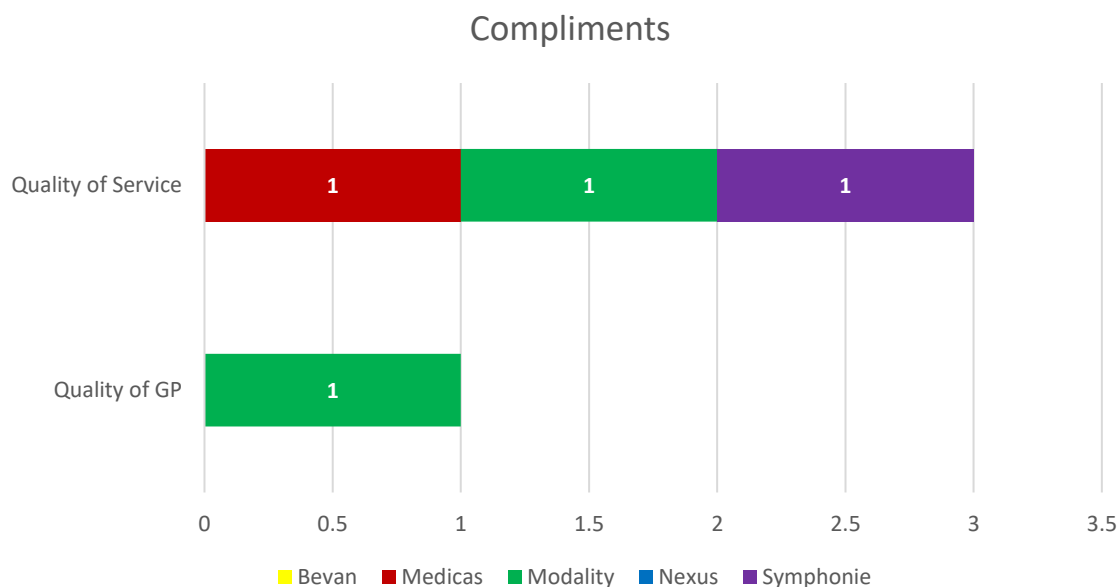
This month, we recorded a total of 17 experiences for GP Surgeries. These experiences was broken down into 21 comments which were 17 intelligence and 4 compliments.

We identified 5 different areas where intelligence was received. The graph below identifies the number and area of concern and is broken down by PCN.

Out of the intelligence we received, the main two pieces of intelligence related to Access (Appointments) with 7 comments and Communication with 5 comments.



We recorded 2 different areas of compliments, the main area where compliments were received was for Quality of Service with 3 comments.



What We Were Told

Please note, some experiences can have multiple intelligence or compliments and / or contain both intelligence and compliments resulting in more comments than experiences.

Although the experience may be placed under one of the sections below, any intelligence and compliments made in the same experience are recorded in separately in the intelligence and compliments statistics.

When conducting online research, we have found that on occasions there is not a specified date, in these instances we will record the date we identified the experience.

Intelligence

| | | | |
|------------------------------------|---|----------------------|------------|
| Service Name | Newland Group Medical Practice | Date Recorded | 31/08/2021 |
| Experience identified by: | Telephone | | |
| Experience | Caller rang with regard to concern over her father's health and feels he needs a medical review - had recent blood test which was all ok but has lost a lot of weight but they didn't weigh him when he was at the practice. He has a poor appetite and takes a high dosage of medication which she feels needs assessing. She would also like him tested for dementia / Alzheimer's. | | |
| Actions Taken (Healthwatch) | Contacted the practice manager at Newland Group Practice to explain daughter's concerns about her father's health. | | |

| | |
|---------------------------------|---|
| Actions Taken (Provider) | Practice manager responded and now looking into this. |
|---------------------------------|---|

| | | | |
|------------------------------------|--|----------------------|------------|
| Service Name | Kingston Health | Date Recorded | 31/08/2021 |
| Experience identified by: | Telephone | | |
| Experience | Caller rang with concerns around health and not being listened to by her GP at Kingston Health, Holderness Road - is suffering from ongoing water infection and stomach pains possibly due to kidney stone. Due to have colonoscopy which unfortunately was cancelled by the hospital. Also concerned about weight loss and not feeling well for the last four months or so. | | |
| Actions Taken (Healthwatch) | Contacted the practice manager at Kingston Health to outline the patient's concerns around their health and not feeling supported | | |
| Actions Taken (Provider) | Practice Manager confirmed patient had been seen face to face recently and given medication for pain and advised of Let's Talk helpline for anxiety and depression- which informed patient but also suggested could possibly chase up further colonoscopy appointment. | | |

| | | | |
|----------------------------------|--|----------------------|------------|
| Service Name | Newland Group Medical Practice | Date Recorded | 31/08/2021 |
| Experience identified by: | Research | | |
| Experience | Had a text to say my sons 12 month vaccines had been booked for 6/09/2021, this was without asking me if this is a good day for me, called within a couple of hours due to the terrible phone systems only to be told they would cancel it and not book them in as they only have one person who's books the appointments for this and they are now on holiday for two weeks! Ridiculous!!!! | | |

| | | | |
|----------------------------------|---|----------------------|------------|
| Service Name | Newland Group Medical Practice | Date Recorded | 31/08/2021 |
| Experience identified by: | Research | | |
| Experience | Been on hold for over an hour, then I was cut off. Trying to see a doctor at this practice is impossible. I do not recommend this practice. | | |

| | | | |
|----------------------------------|--|----------------------|------------|
| Service Name | Newland Group Medical Practice | Date Recorded | 31/08/2021 |
| Experience identified by: | Research | | |
| Experience | I have continually rang the practice to try and get my elderly mother an appointment, as she said they keep cutting her off. She is correct you go through the automated system press the number for appointments which then tells you that they are | | |

| | |
|--|--|
| | unable to connect you then cuts you off. Been trying for 3 days now at all different times without success. They obviously don't want patients to be seen. |
|--|--|

| | | | |
|----------------------------------|---|----------------------|------------|
| Service Name | New Hall Surgery | Date Recorded | 31/08/2021 |
| Experience identified by: | Research | | |
| Experience | It is extremely difficult to get in contact with the surgery. Of my last three attempts to phone the first time I was on hold for 45 minutes and still had more than 30 people ahead of me in the queue. I gave up. The second and third attempts I've not even made it into a queue, it's been so busy they just hung up on me. I've tried contacting them online but they've shut that down too. I'm prepared to be understanding given the pandemic, but not answering the phone is not acceptable. An online route for simple things like requesting a doctor's note would also help. | | |

| | | | |
|----------------------------------|--|----------------------|------------|
| Service Name | James Alexander Family Practice | Date Recorded | 31/08/2021 |
| Experience identified by: | Research | | |
| Experience | I'm just annoyed with the quality of this clinic. My wife is in a state of severe depression and cannot get a doctor's appointment! Only by phone! Okay, I registered her for a phone consultation. After 2 days, the doctor or sister called, but my wife, who does not understand English well (especially in her condition), asked for an interpreter. This ended the telephone conversation. No more phone calls. The person is simply left without help!!! She can't go to a psychiatrist without a referral from a GP doctor. It's just some wildness in one of the richest countries in the world | | |

| | | | |
|----------------------------------|---|----------------------|------------|
| Service Name | East Hull Family Practice | Date Recorded | 31/08/2021 |
| Experience identified by: | Research | | |
| Experience | Unfortunately I have to rate the Longhill Medical Centre as terrible. I understand the pressures staff are under due to COVID-19 but after months of attempting to get an appointment I thoroughly understand why patients turn up at A&E. For one the phone lines are ridiculous not only for those of us who work, but everyone just attempting to get through. Secondly no one answers to the requests on e-consult. I just want to see a doctor and a bit of compassion when you finally get through from the receptionists would help. I am just going round in circles here, long phone wait times, told to complete e -consult, no one replies, start the process again. What is a patient to do? Trip to A&E is the only possible solution. | | |

| | | | |
|----------------------------------|---|----------------------|------------|
| Service Name | Delta Healthcare (Park Health Centre) | Date Recorded | 31/08/2021 |
| Experience identified by: | Research | | |
| Experience | <p>The receptionist are overwhelmed and don't seem to have any communication with this doctor. I had been booked in for a blood test when I arrived no nurse that day? So Dr agreed to do it - he was ill equipped he refused to wear gloves I didn't get chance to stop him he then forgot something, left needle in my arm whilst he ran around the building looking for plaster - bizarre. I ring for results told doctor will ring as there abnormal not had no phone call 3 days later. He lost my results from Castle Hill luckily Castle Hill chased him up. I am currently looking for another GP</p> | | |

| | | | |
|-----------------------------------|---|----------------------|------------|
| Service Name | East Hull Family Practice | Date Recorded | 26/08/2021 |
| Experience identified by: | Telephone | | |
| Experience | <p>Caller rang to raise concern over an issue relating to her mother's diagnosis of cancer not being progressed by a doctor at Morrill Street Health Centre. Mother presented with persistent cough and severe weight loss which was told was reflux - no chest x-ray. Eventually referred to respiratory ward at Hull Royal where late stage cancer was diagnosed and patient has now unfortunately died. This condition was picked up by the doctor apparently on the 02/01/19 but not progressed and has now been highlighted because of an insurance claim which won't pay out because it maintained a pre-existing condition was acknowledged by the doctor.</p> | | |
| Action Taken (Healthwatch) | <p>The caller was ringing from abroad so emailed details of the practice and manager's name and contact details, the Patient Advice & Liaison Service telephone number and email address and also the Independent NHS Complaints Advocacy Service.</p> | | |
| Action Taken (Provider) | Not known at this stage | | |

| | | | |
|-----------------------------------|--|----------------------|------------|
| Service Name | Kingston Health | Date Recorded | 25/08/2021 |
| Experience identified by: | Email | | |
| Experience | <p>Patient contacted us with regard to Kingston Health, Wheeler Street, Hull and the problems with accessing an appointment he was experiencing. He had had a recurring problem which has flared up now but unable to get through after trying many times. Surgery only accept calls at 8am so phone lines very busy and patient working so not able to stay on the line holding. Has tried the app which recommend but that too unsuccessful.</p> | | |
| Action Taken (Healthwatch) | <p>Spoke to receptionist at the practice who outlined the process for accessing an appointment and confirmed they would not</p> | | |

| | |
|--------------------------------|--|
| | be able to contact the patient on our request. Emailed practice manager to explain issues patient having with having to telephone the service at set time of 8am -as working- and issues with the app. Practice manager confirmed they would ring him. |
| Action Taken (Provider) | Practice manager confirmed the surgery would ring the patient to arrange an appointment. |

| | | | |
|-----------------------------------|--|----------------------|------------|
| Service Name | East Hull Family Practice | Date Recorded | 25/08/2021 |
| Experience identified by: | Telephone | | |
| Experience | Patient called with regard to the Morrill Street Health Centre in Hull as was concerned following a recent operation. The patient had tried to call the surgery 30 plus times to try and get an appointment to see the doctor but without success. | | |
| Action Taken (Healthwatch) | Called the practice and spoke to the Reception Co-Ordinator to explain the situation and the patient's concern trying to access an appointment - they rang the patient to organise. | | |
| Action Taken (Provider) | Reception Co-Ordinator called the patient to arrange appointment | | |

| | | | |
|-----------------------------------|---|----------------------|------------|
| Service Name | New Hall Surgery | Date Recorded | 25/08/2021 |
| Experience identified by: | Telephone | | |
| Experience | Caller rang to highlight issues at New Hall Surgery around a mix up with another patient's blood test - believes that they received another person's test result. They received a text message from the surgery to go in for the test which they had already had which alerted them to the error. The patient contacted her consultant at Hull Royal to take a further test there as didn't feel able to trust the surgery and wanted an apology. | | |
| Action Taken (Healthwatch) | Emailed the practice manager to explain the issue who then looked into and contacted their Path Lab - mix up seemed to be around interpretation of results and member of staff relaying incorrect information | | |
| Action Taken (Provider) | Member of staff from the training team contacted the patient to apologise and highlighted a training need. | | |

Compliments

| | | | |
|----------------------------------|--|----------------------|------------|
| Service Name | The Avenues Medical Centre | Date Recorded | 31/08/2021 |
| Experience identified by: | Research | | |
| Experience | Over the last year or so I have had need of medical care of various sorts and, despite the difficulties with which the pandemic has beset all medical facilities, I been very impressed with the way in which this practice's staff have risen to meet the challenge. My GP, the practice nurses and | | |

| | |
|--|--|
| | the reception staff have all combined courtesy and friendliness with the high professional standards I have come to expect here and I am very grateful to all the team at the Avenues for giving me such good care in such difficult times. Thank you all, very much indeed! |
|--|--|

| | | | |
|----------------------------------|---|----------------------|------------|
| Service Name | Newland Group Medical Practice | Date Recorded | 31/08/2021 |
| Experience identified by: | Research | | |
| Experience | I called the practice with worrying symptoms and used the call back service. I was called back within 30 minutes and spoke to the very friendly care navigator. I was given an appointment to see a GP two hours later and was so amazed by the speed and efficiency of the service. Very impressed and grateful. | | |

| | | | |
|----------------------------------|--|----------------------|------------|
| Service Name | East Hull Family Practice | Date Recorded | 31/08/2021 |
| Experience identified by: | Research | | |
| Experience | After ringing for GP call back I was sorted within 1 hour. GP rang me back and is making necessary referral, reception team rang me back to sort out blood test appointment. Thank you | | |

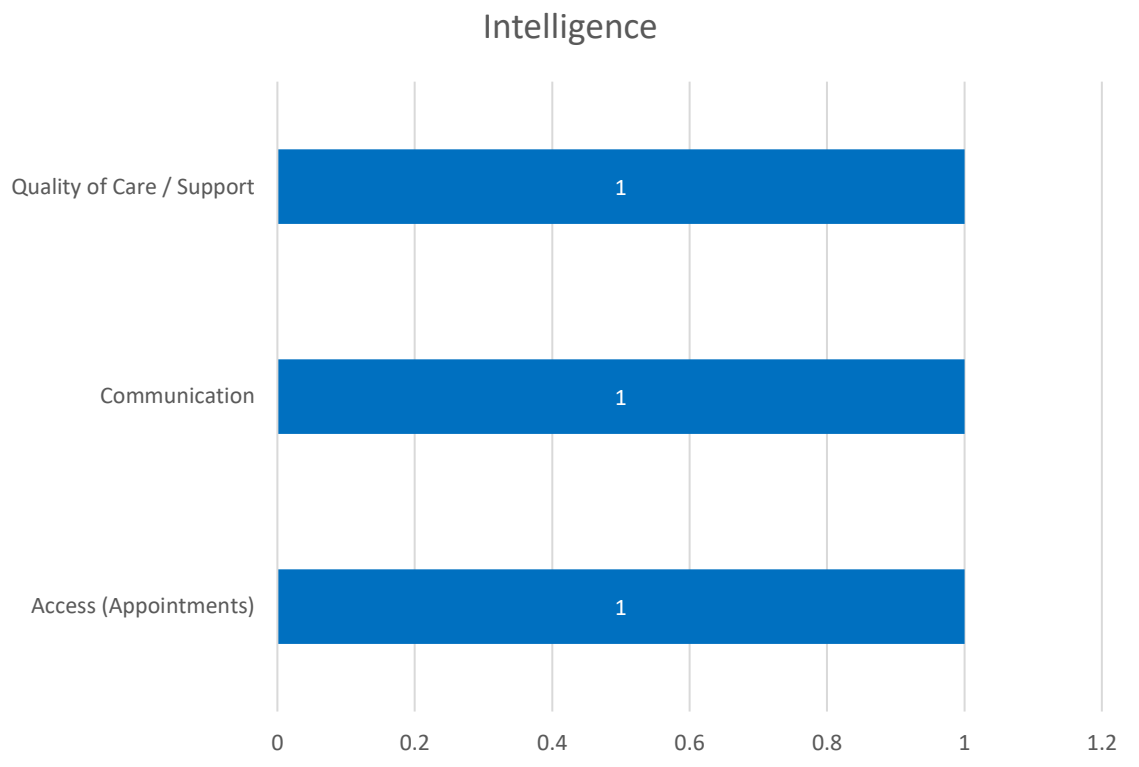
| | | | |
|----------------------------------|---|----------------------|------------|
| Service Name | Delta Healthcare | Date Recorded | 31/08/2021 |
| Experience identified by: | Research | | |
| Experience | A really good doctor always respectful to the patients always accurate with the diagnosis, has a really good approach to children .The ladies in the reception are really nice , can always get an appointment when I need it, honestly would recommend . | | |

4.3 Experiences Breakdown - Dentist Practices

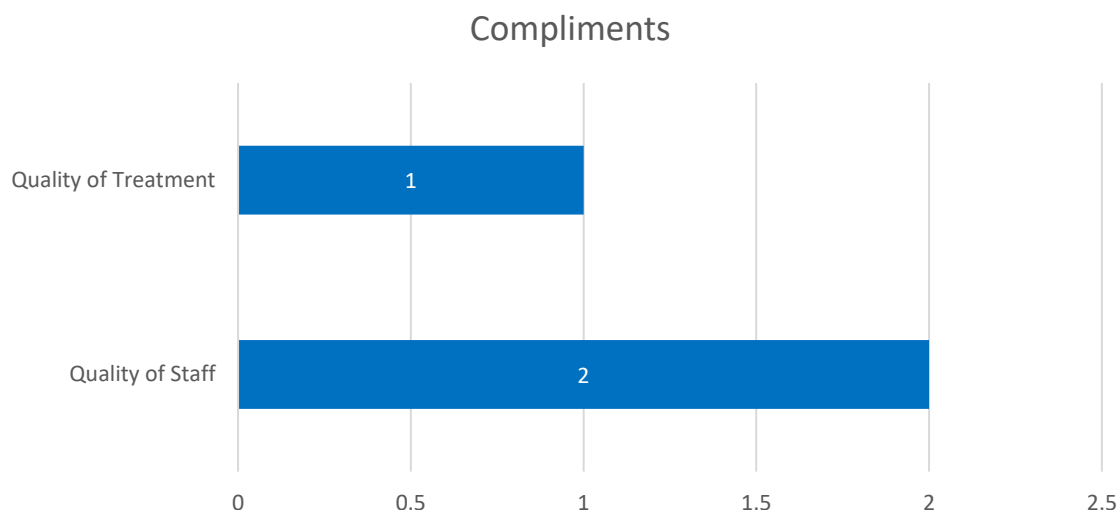
Statistical Information and Graphs

This month, we recorded a total of 4 experiences for Dentist Practices. These experiences was broken down into 6 comments which were 3 intelligence and 3 compliments.

We identified 3 different areas where intelligence was received. Out of the intelligence we receive, each area had 1 comment.



We recorded 2 different areas of compliments, the main area where compliments were received was for Quality of Staff with 2 comments.



What We Were Told

Please note, some experiences can have multiple intelligence or compliments and / or contain both intelligence and compliments resulting in more comments than experiences.

Although the experience may be placed under one of the sections below, any intelligence and compliments made in the same experience are recorded in separately in the intelligence and compliments statistics.

When conducting online research, we have found that on occasions there is not a specified date, in these instances we will record the date we identified the experience.

Intelligence

| | | | |
|-----------------------------------|--|----------------------|------------|
| Dentist Practice | Genesis Dental Care | Date Recorded | 24/08/2021 |
| Experience Identified by: | Telephone | | |
| Experience | Person called no longer registered with dentist but had some emergency treatment at Genesis Dental practice and tooth taken out - since then had increasing pain due to 'dry socket' so followed guidelines on how to treat it but still having intense pain. Receptionist unable to help suggested not followed correct procedure as still smoking which aggravates condition and told can't issue antibiotics with no infection. | | |
| Action Taken (Healthwatch) | Emailed the practice manager to explain the patients' concern over the amount of pain she was in following tooth extraction - patient had appointment for the afternoon to advise on pain management for the condition. | | |
| Action Taken (Provider) | Dental surgery saw patient face to face and advised on pain management. | | |

| | | | |
|-----------------------------------|---|----------------------|------------|
| Dentist Practice | | Date Recorded | 07/08/2021 |
| Experience Identified by: | Email | | |
| Experience | <p>Are you aware of any dentists taking emergency appointments? I have rang around and nobody is. I have rang 111 and after almost an hour I was still No 46 in the queue and had to leave it as other appointments. I have a new resident who is really suffering, he had corrective surgery in Iraq on his jaw. The dentist put in a metal plate in his mouth. It was supposed to be removed after 4 months but he fled Iraq and 2 years later the plate is still in his mouth and causing pain and unable to eat etc. Any ideas what I can do to help?</p> | | |
| Action Taken (Healthwatch) | Signposted to NHS England, advised of possible dentists taking on patients for emergency appointments. | | |

Compliments

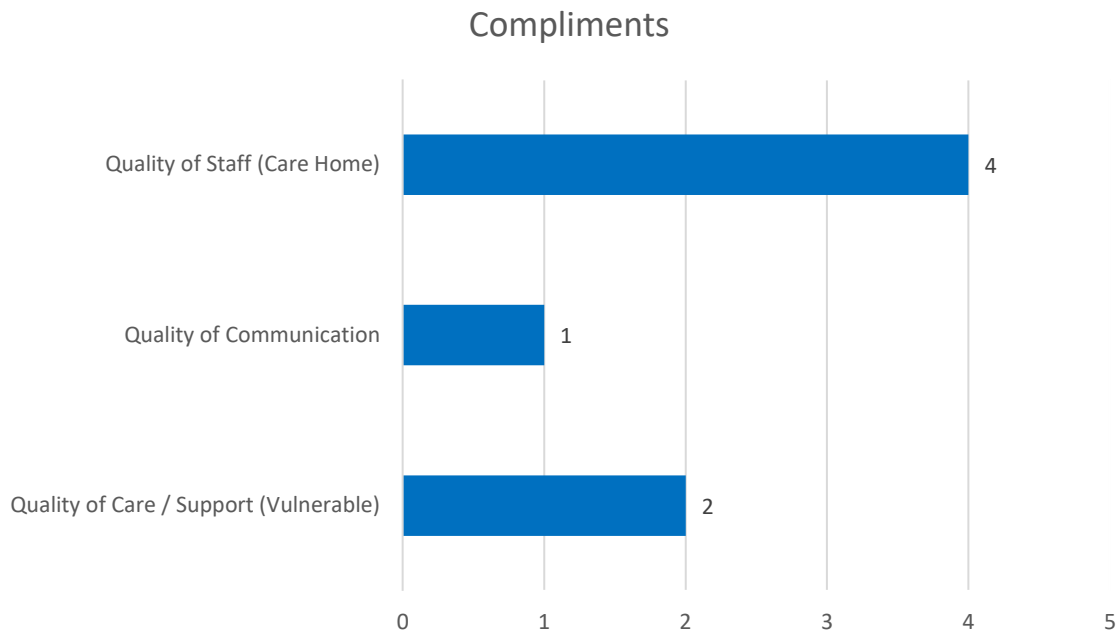
| | | | |
|----------------------------------|--|----------------------|------------|
| Dentist Practice | Night Dental Limited | Date Recorded | 31/08/2021 |
| Experience Identified by: | Research | | |
| Experience | <p>Called 111 regarding some tooth ache I had been suffering with for about a week as no dentists in the area could see me for months. I was given an appointment at Night Dental a few hours later in the day and before I knew it I was having an infected wisdom tooth removed. Obviously this is not a pleasant experience but I cannot thank the dentist and nurse who looked after me enough. I was incredibly nervous as I hate dentists but they did what they needed to do to get me out of pain and made sure I knew what was happening the full time.</p> | | |

| | | | |
|----------------------------------|---|----------------------|------------|
| Dentist Practice | Genesis Dental Care | Date Recorded | 31/08/2021 |
| Experience Identified by: | Research | | |
| Experience | <p>The staff were helpful and friendly. The medical team were thorough and also helpful. Would recommend their services! Thank you again for your help!</p> | | |

4.4 Experiences Breakdown - Care Homes

Statistical Information and Graphs

This month, we recorded a total of 6 experiences for Care Homes. These experiences was broken down into 7 compliments.



We recorded 3 different areas of compliments, the main compliments we received was in relation to Quality of Staff (Care Home) with 7 comments.

What We Were Told

Please note, some experiences can have multiple intelligence or compliments and / or contain both intelligence and compliments resulting in more comments than experiences.

Although the experience may be placed under one of the sections below, any intelligence and compliments made in the same experience are recorded in separately in the intelligence and compliments statistics.

When conducting online research, we have found that on occasions there is not a specified date, in these instances we will record the date we identified the experience.

Compliments

| | | | |
|---------------------------|----------------|---------------|------------|
| Care Home | Alderson House | Date Recorded | 31/08/2021 |
| Experience Identified by: | Research | | |

| | | | |
|-------------------|---|--|--|
| Experience | My sister has been a resident at Alderson house for nine months. In that time she has received exceptional care. Communication is excellent between us relatives and the staff. Any questions are usually answered quickly and professionally. My sister insists the food standard is excellent along with the care by the care staff. Cleanliness has always been second to none whenever we have visited Alderson House. During the pandemic, the staff have always adhered to medical protocol and made sure residents have been safe. | | |
|-------------------|---|--|--|

| | | | |
|----------------------------------|--|----------------------|------------|
| Care Home | Berkeley House | Date Recorded | 31/08/2021 |
| Experience Identified by: | Research | | |
| Experience | My mum is now a permanent resident at Berkeley Care Home after being there for respite care earlier in the year. I was so relieved that because she now requires permanent care, Berkeley House came up as one of the alternatives. Wonderful caring staff provide the best care you could hope for in a clean friendly and pleasant environment. All you could wish for, for your elderly relative. | | |

| | | | |
|----------------------------------|---|----------------------|------------|
| Care Home | Rossmore | Date Recorded | 31/08/2021 |
| Experience Identified by: | Research | | |
| Experience | This was my first experience in a care home, the staff were pleasant and helpful. It was very clean, my bedding was cleaned every day. A pleasant stay. | | |

| | | | |
|----------------------------------|--|----------------------|------------|
| Care Home | Rossmore | Date Recorded | 31/08/2021 |
| Experience Identified by: | Research | | |
| Experience | The service I received was first class in every way. The staff were very pleasant and helpful all the time. The healthcare professionals were first class and credit to their professions. I would strongly recommend anyone who needs this service to take advantage as it is first class ran by first class practitioners. | | |

| | | | |
|----------------------------------|--|----------------------|------------|
| Care Home | Castle Rise | Date Recorded | 31/08/2021 |
| Experience Identified by: | Research | | |
| Experience | When my dad moved into Castle Rise we as a family were very nervous about him settling in but I can honestly say we have not looked back. The care my dad has received from the staff is amazing. They are just so honest and caring. My dad hasn't been here long but we have seen a huge improvement in his speech. He is a lot happier and he has a glimmer in his eyes. The visiting is wonderful and so relaxed it makes us so happy. | | |

| | | | |
|----------------------------------|---|----------------------|------------|
| | Nothing seems too much trouble for all the lovely staff. Really happy we chose Castle Rise Care Home. | | |
| Care Home | Kesteven Grange | Date Recorded | 31/08/2021 |
| Experience Identified by: | Research | | |
| Experience | Staff and carer's are brilliant. Very caring and tolerant. | | |

4.5 Experiences Breakdown - Hull Royal Infirmary

Statistical Information and Graphs

This month, we recorded a total of 3 experiences for Hull Royal Infirmary. These experiences was broken down into 3 comments which were 1 intelligence for Waiting Time and 2 compliments for Quality of Staff.

What We Were Told

Please note, some experiences can have multiple intelligence or compliments and / or contain both intelligence and compliments resulting in more comments than experiences.

Although the experience may be placed under one of the sections below, any intelligence and compliments made in the same experience are recorded in separately in the intelligence and compliments statistics.

When conducting online research, we have found that on occasions there is not a specified date, in these instances we will record the date we identified the experience.

Intelligence

| | | | |
|----------------------------------|---|----------------------|------------|
| Department | Emergency Department | Date Recorded | 31/08/2021 |
| Experience Identified by: | Research | | |
| Experience | Sat here after six and a half hours (0230) still only 16th on the list to be seen by one of three doctors. Lots of people have given up the ghost and gone home without a diagnosis. We can't access the reception as the staff go home at midnight. Just reading a prominent leaflet about "The patient Experience" and how it's all about inclusion re our care. This is nonsense as no one has told any of us what's going on. Not enough doctors not enough nurses to many administrators oh and did I mention how pretty the hospital is. This department should be renamed accident but no emergency. Glad I'm not sat here after major bowel cancer surgery with the threat of internal bleeding - unfortunately I am. | | |

Compliments

| | | | |
|----------------------------------|--|----------------------|------------|
| Department | Ward 100 | Date Recorded | 31/08/2021 |
| Experience Identified by: | Research | | |
| Experience | After a few bad experiences with lack of empathy and care I was really apprehensive finding myself back in Hull Royal. | | |

However this ward could not have been more different, all the staff were unbelievably kind, happy and couldn't do enough.

The atmosphere was so different. Even though they were all very busy they made time to check you were ok. The housekeeper, caterers, cleaners gave you their time and offered to make you a tea, as did the nursing staff and visiting doctors a real team. I was there a week and the difference emotionally from my last visit on a different ward was huge. I felt safe, cared for and that I mattered from all staff So thank you to all on ward 100.

I hope the powers that be give you the credit you deserve and you know the difference each of you makes. A few personal comments, hope you enjoy the book recommended, thank you for my soup, hope your weekend away was good, enjoy your holiday 3 weeks you have earned it, you will pass keep going, thank you for noticing my moments and lots more, those personal moments that help us get through harrowing times, so important and often missed.

| | | | |
|----------------------------------|--|----------------------|------------|
| Department | MRI Centre | Date Recorded | 31/08/2021 |
| Experience Identified by: | Research | | |
| Experience | On 18/7/21, I bought my 90 year old mother who is hard of hearing for an MRI scan. From the moment we entered every member of staff's care was exemplary, especially the man who asked her the pre scan questions and the woman who did the scan. Great care was taken to speak clearly and to make sure she understood the procedures. It made the process very much easier. To identify these two, her appointment was at 8.25am and she was seen promptly fifteen minutes before. | | |

4.6 Experiences Breakdown - Castle Hill Hospital

Statistical Information and Graphs

This month, we recorded a total of 1 experiences for Castle Hill Hospital. These experiences was broken down into 2 comments which were intelligence for Communication and Quality of Care / Support.

What We Were Told

Please note, some experiences can have multiple intelligence or compliments and / or contain both intelligence and compliments resulting in more comments than experiences.

Although the experience may be placed under one of the sections below, any intelligence and compliments made in the same experience are recorded in separately in the intelligence and compliments statistics.

When conducting online research, we have found that on occasions there is not a specified date, in these instances we will record the date we identified the experience.

Intelligence

| | | | |
|------------------------------------|--|----------------------|------------|
| Department | CT Department | Date Recorded | 24/08/2021 |
| Experience Identified by: | Telephone | | |
| Experience | The Manager at Hull & East Yorkshire Deaf Centre contacted us with regard to the following experience: A lady contacted the Deaf Centre to ask for help with her CT appointment at Castle Hill Hospital with reference to obtaining an interpreter for the appointment. The manager at the Deaf Centre had tried on several occasions to get through to the department to arrange but constantly engaged. Healthwatch managed to contact the Consultant's secretary who in turn then contacted the CT department to confirm the interpreter request. However on discussion it became apparent that the patient would also need a COVID-19 test four days prior to the appointment and then self-isolate - which hadn't been communicated to the patient and they did not seem aware of the patient's deafness. | | |
| Actions Taken (Healthwatch) | On contacting the CT department at Castle Hill, apparent that the appointment the patient already had would have to be cancelled and re-arranged to take into account the need for a COVID-19 test four days prior and isolation. A new date for both was issued to myself which was then passed to the manager at the Deaf Centre to relay back to the patient. It was also highlighted to the CT department that the patient's | | |

| | |
|---------------------------------|---|
| | deafness should be flagged on her medical records to avoid similar issues in the future. |
| Actions Taken (Provider) | The CT department responded by booking a drive through COVID-19 test as required and a new CT appointment within a couple of weeks as urgent two week wait cancer referral. |

4.7 Experiences Breakdown - Local Authority

Statistical Information and Graphs

This month, we recorded a total of 2 experiences for the Local Authority. These experiences was broken down into 2 comments which were intelligence for Communication and Procedural Knowledge.

What We Were Told

Please note, some experiences can have multiple intelligence or compliments and / or contain both intelligence and compliments resulting in more comments than experiences.

Although the experience may be placed under one of the sections below, any intelligence and compliments made in the same experience are recorded in separately in the intelligence and compliments statistics.

When conducting online research, we have found that on occasions there is not a specified date, in these instances we will record the date we identified the experience.

Intelligence

| | | | |
|------------------------------------|--|----------------------|------------|
| Department | Adult Social Services | Date Recorded | 26/08/2021 |
| Experience Identified by: | Telephone | | |
| Experience | Caller rang who lives in one of the assisted Extra Care housing units in Hull - Redwood Glades - and is having problems with financial issues and wanted information on how much paying for care etc. - tried to speak to somebody at the council but finding it difficult to get through. | | |
| Actions Taken (Healthwatch) | Contacted Adult Social Services team to explain callers concern around financial situation and requiring some help managing it - team to call. | | |
| Actions Taken (Provider) | Adult Social Services Team confirmed caller had review end of July but will call them. | | |

| | | | |
|----------------------------------|--|----------------------|------------|
| Department | Adult Social Services | Date Recorded | 26/08/2021 |
| Experience Identified by: | Telephone | | |
| Experience | Caller rang to seek advice around support with finances and managing parent's care - had queried many times with Adult Social Services the threshold amount before have to contribute towards care - the figure supplied was apparently incorrect. It has been an ongoing issue for more than 12 months and now wants to seek help with getting rebate on money paid out for care. | | |

| | |
|------------------------------------|--|
| Actions Taken (Healthwatch) | Advised of complaints process for Adult Social Services and provided details for the Advocacy Service. |
| Actions Taken (Provider) | Not known yet |

4.8 Experiences Breakdown - Opticians

Statistical Information and Graphs

This month, we recorded a total of 1 experience for Opticians. These experiences was broken down into 1 comment which was a compliment for Quality of Staff.

What We Were Told

Please note, some experiences can have multiple intelligence or compliments and / or contain both intelligence and compliments resulting in more comments than experiences.

Although the experience may be placed under one of the sections below, any intelligence and compliments made in the same experience are recorded in separately in the intelligence and compliments statistics.

When conducting online research, we have found that on occasions there is not a specified date, in these instances we will record the date we identified the experience.

Compliments

| | | | |
|----------------------------------|---|----------------------|------------|
| Service Name | Vision Express (UK) Ltd | Date Recorded | 31/08/2021 |
| Experience Identified by: | Research | | |
| Experience | The staff are friendly and professional, making you feel welcome and at ease. The store was COVID-19 safe with sanitizer on entry and a call before my appointment to check if I or anyone I've been in contact with had any symptoms. I was visiting for an eye test to put my mind at ease about something that occurred to my vision and I achieved that with great reassurance from one young female member of staff in particular. | | |

4.9 Experiences Breakdown - Mental Health Services

Statistical Information and Graphs

This month, we recorded a total of 2 experiences for Mental Health Services. These experiences was broken down into 2 comments which were intelligence for Access (Appointments) and Communication.

What We Were Told

Please note, some experiences can have multiple intelligence or compliments and / or contain both intelligence and compliments resulting in more comments than experiences.

Although the experience may be placed under one of the sections below, any intelligence and compliments made in the same experience are recorded in separately in the intelligence and compliments statistics.

When conducting online research, we have found that on occasions there is not a specified date, in these instances we will record the date we identified the experience.

Intelligence

| | | | |
|------------------------------------|--|----------------------|------------|
| Service Name | Mental Health Crisis Intervention Team | Date Recorded | 25/08/2021 |
| Experience Identified by: | Telephone | | |
| Experience | Contacted by the Clinical Lead for Homeless Mental Health Team on behalf of one of their service users who wished to ask about support for making a complaint against a member of staff at the Crisis Intervention Team, Miranda House. Ongoing argument with neighbour which escalated causing them to speak to one of the staff members of the Crisis Intervention Team who they felt gave them incorrect information and explained things in ways they were unable to understand felt not listened to by this person and blames them for the outcome. | | |
| Actions Taken (Healthwatch) | Gave details of the Independent NHS Complaints Advocacy to offer advice and assistance in their complaint | | |

| | | | |
|----------------------------------|---|----------------------|------------|
| Service Name | Miranda House | Date Recorded | 31/08/2021 |
| Experience Identified by: | Telephone | | |
| Experience | Caller rang to complain about adult mental health services at Miranda House, Gladstone Street and a particular member of staff who they said was rude and used threatening behaviour. | | |

| | |
|------------------------------------|---|
| | They had an emotive issue they wished to discuss but said they found the person rude and unhelpful. |
| Actions Taken (Healthwatch) | Gave details of Humber Teaching NHS Foundation Trust complaints process - telephone number and email address. |
| Actions Taken (Provider) | Not known yet |

5. Experience Breakdown - From April 2021

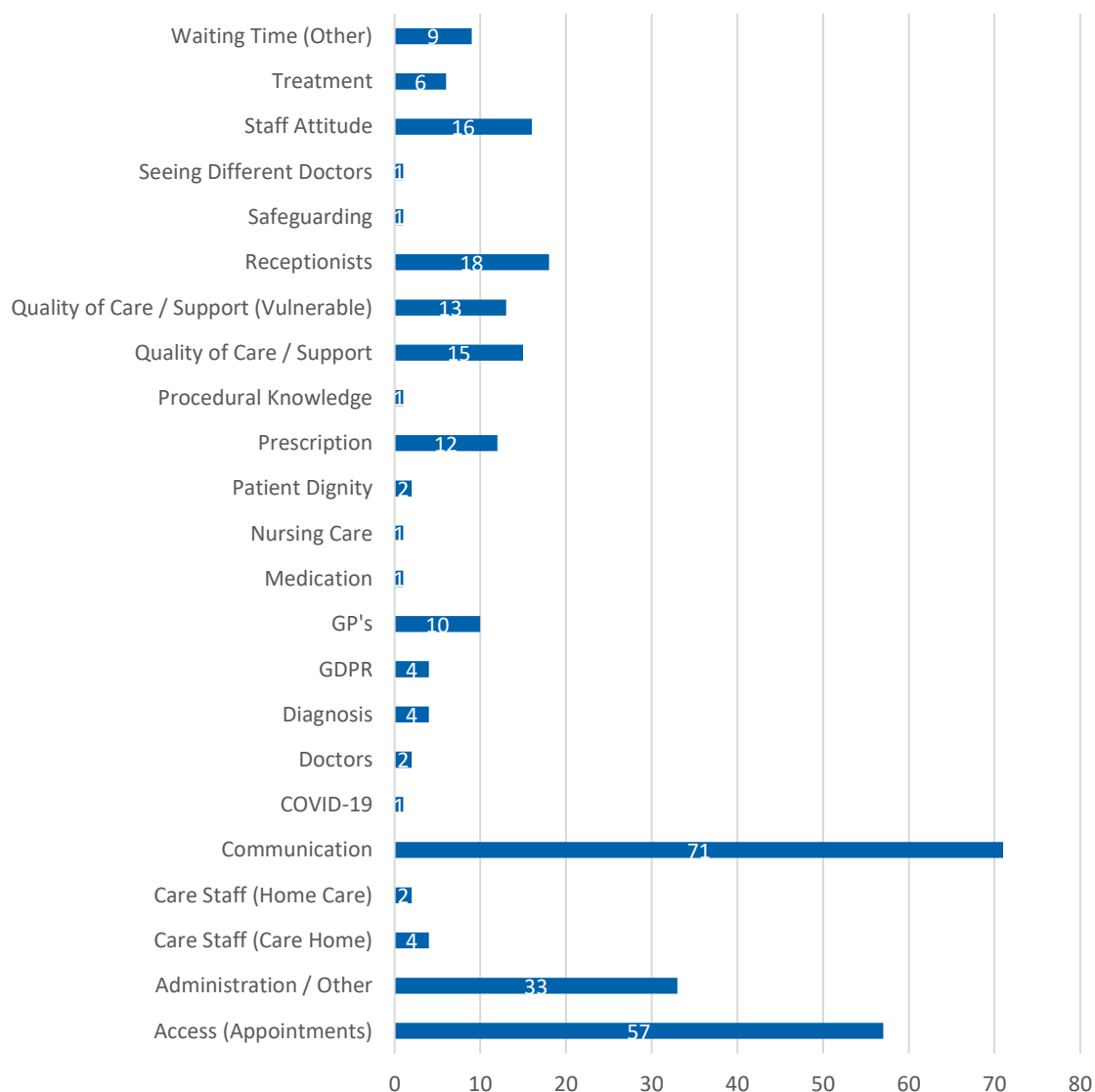
Statistical Information and Graphs

The graph below provides a breakdown of the intelligence we have identified from the experiences we have recorded from April 2021. We have now identified 284 pieces of intelligence and 221 compliments.

The most recurring themes are Communication with 71 comments followed by Access (Appointments) with 57 comments and Administration / Other with 33 comments.

Please note, these figures differ from the amount of contact and experiences (research) as one contact and experience (research) can result in multiple comments about a particular service.

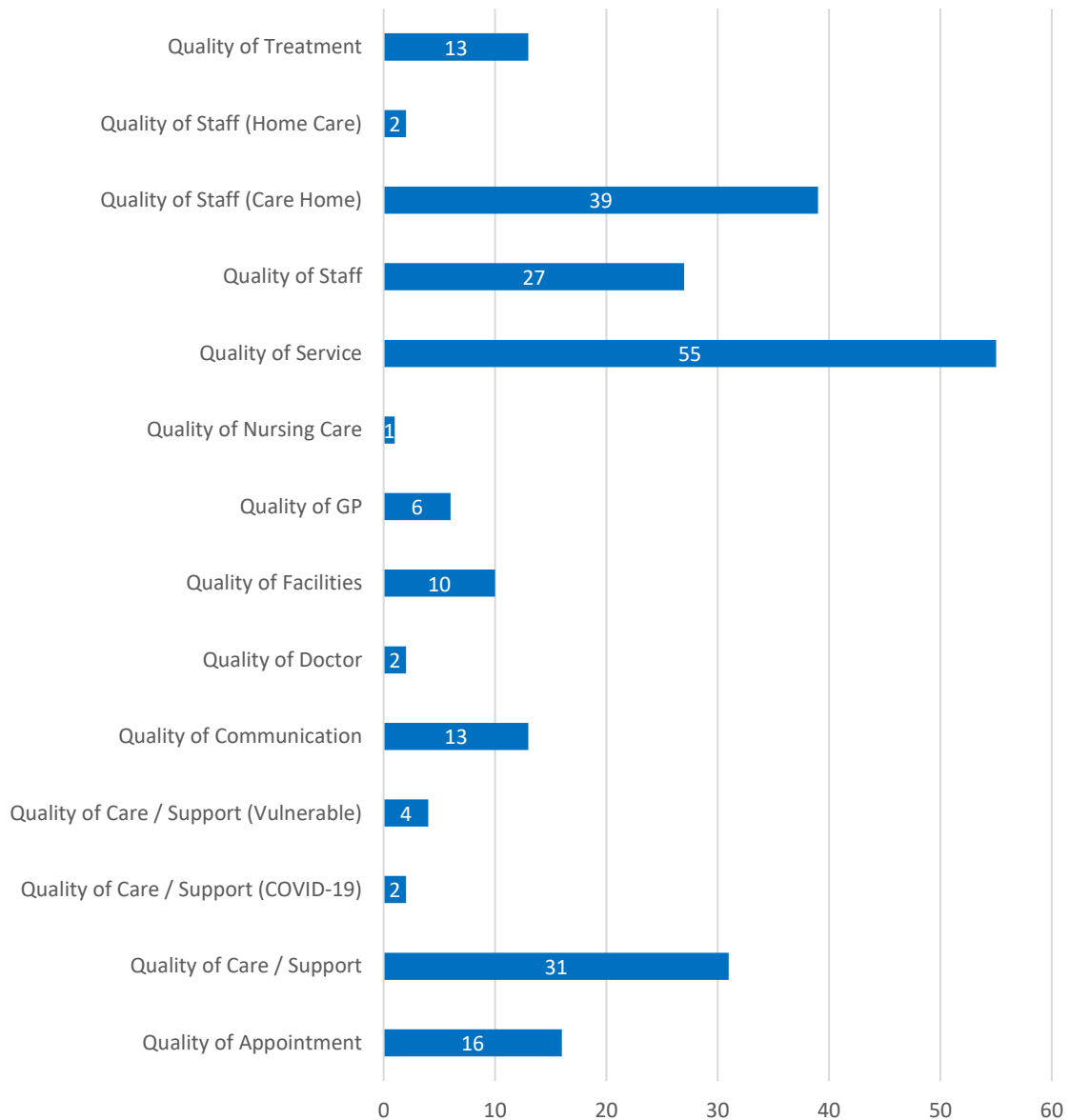
Intelligence Gathered From April 2021



The graph below provides a breakdown of the compliments we have identified from the experiences we have recorded since April 2021.

The most recurring compliment is Quality of Service with 55 comments followed by Quality of Staff (Care Home) with 39 comments and Quality Care / Support with 31 comments.

Compliments Gathered From April 2021



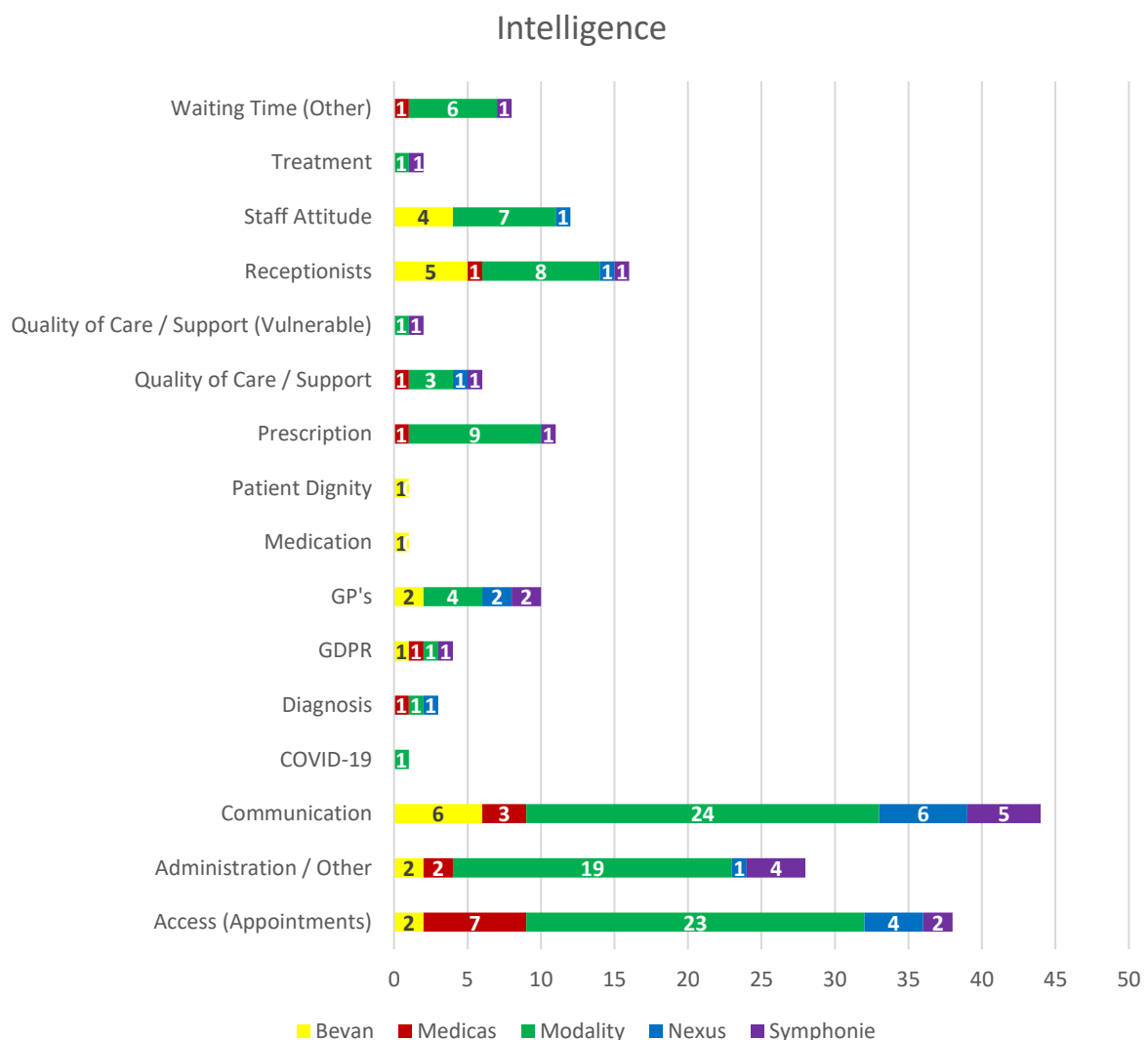
6. Experience Breakdown (PCN) - From April 2021

Statistical Information and Graphs

The graph below provides a breakdown of the intelligence we have identified from the experiences we have recorded from April 2021 by Primary Care Network (PCN). We have now identified 187 pieces of intelligence and 30 compliments.

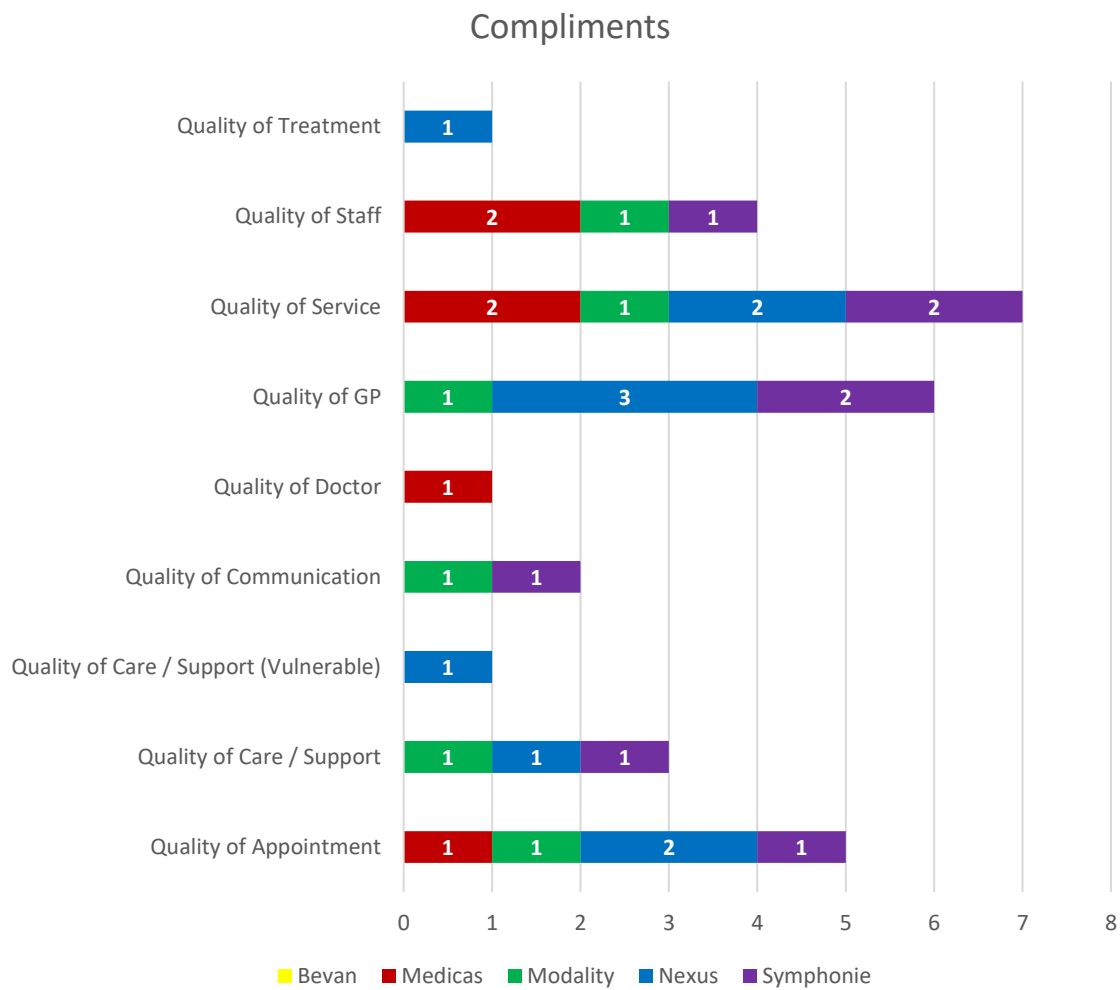
The most recurring themes are Communication with 39 comments followed by Access (Appointments) with 31 comments.

Please note, these figures differ from the amount of contact and experiences (research) as one contact and experience (research) can result in multiple comments about a particular service.



The graph below provides a breakdown of the compliments we have identified from the experiences we have recorded since April 2021 by PCN.

The most recurring compliments are Quality of GP and Quality of Service, each with 6 comments.



7. NHS Independent Complaints Advocacy

Statistical Information and Graphs

This month the Independent NHS Complaints Advocacy Service received 5 complaints.

Nature and Substance of complaint:

Alleged failure to fully evaluate patient's mental health issues immediately prior to patient's subsequent death as a result of a self-harming incident.

Who delivered the care to patient?

Humber Teaching NHS Foundation Trust.

Date of incident?

2018 (complainant only recently recovered from intense grief).

Nature and Substance of complaint:

Dissatisfaction with process of assessment for Attention Deficit Hyperactive Disorder (ADHD) in a child.

Who delivered the care to patient?

Humber Teaching NHS Foundation Trust.

Date of incident?

Ongoing for last 4 years until the present.

Nature and Substance of complaint:

Dissatisfactory experience when attempting to obtain a face to face appointment with a GP & Disruption and cancellation of appointments to undergo inspection and dressing of surgical wound.

Who delivered the care to patient?

East Hull Family Practice & City Health Care Partnership CIC

Date of incident?

August 2021

Nature and Substance of complaint:

Maladministration (not completed correctly) of Do Not Resuscitate (DNR) order by GP.

Who delivered the care to patient?

East Hull Family Practice.

Date of incident?

July 2021

Nature and Substance of complaint:

Alleged premature discharge of patient from Hospital resulting in subsequent death.

Who delivered the care to patient?

Hull University Teaching Hospitals NHS Trust

Date of incident?

March 2021

8. 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:
enquiries@healthwatchkingstonuponhull.co.uk

| Organisation | Responsible person | Comments/Actions |
|--------------|--------------------|------------------|
| | | |
| | | |
| | | |
| | | |

healthwatch

Kingston upon Hull

Intelligence Report

August 2021

