

Intelligence Report

December 2021



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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 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 December 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

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.

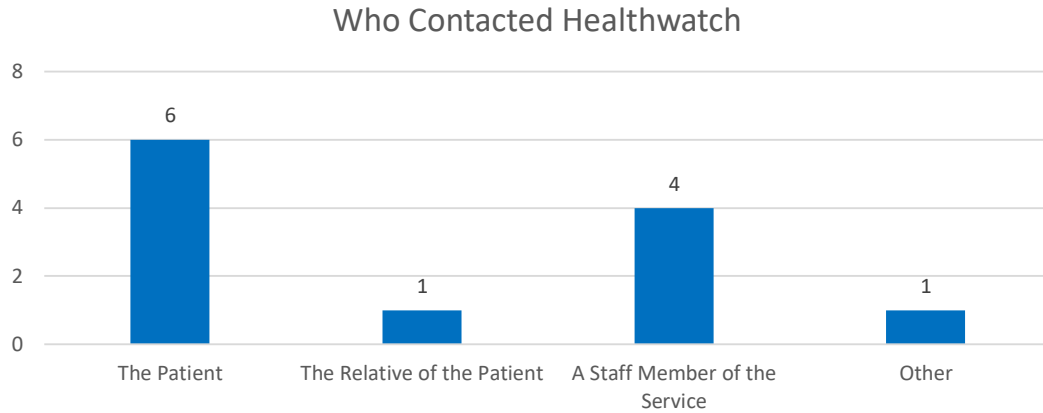
We also may not publish every experience we’ve recorded as some experiences may be very similar to others; for example, “I couldn’t get an appointment” and “I’ve had to wait weeks to even speak to a doctor” (which are both appointment issues).

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.

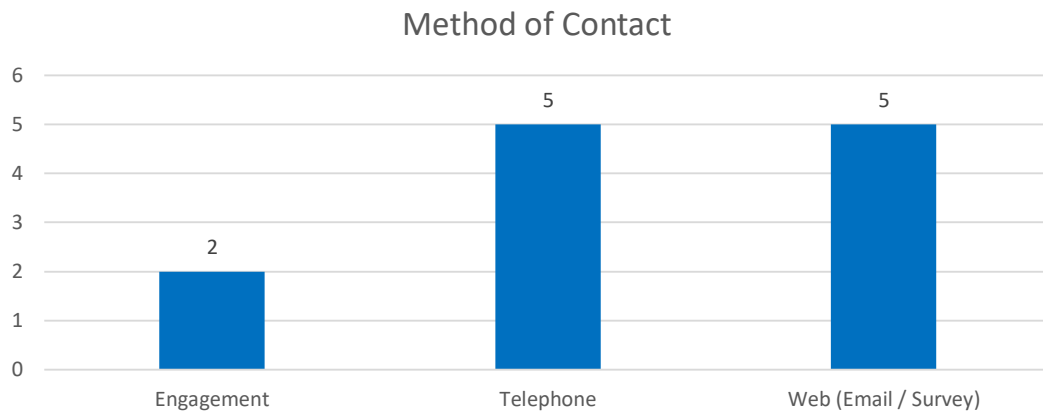
Finally, all experiences in this report have been received and researched in good faith. Healthwatch have not investigated any of the concerns raised and have acted in accordance with the role and responsibility of Healthwatch.

2. Contact Statistics

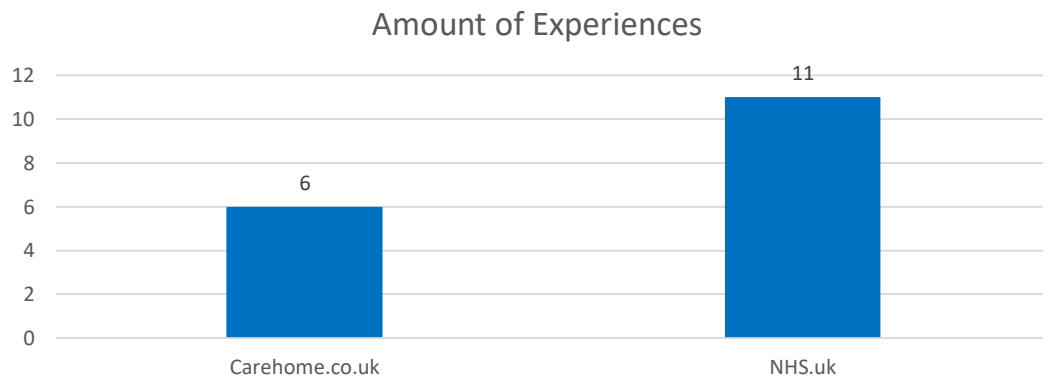
During December we had 12 people contact Healthwatch directly to provide feedback or to ask for information / advice.



The most popular means of contacting Healthwatch this month was by Web and Telephone with 5 contacts each.

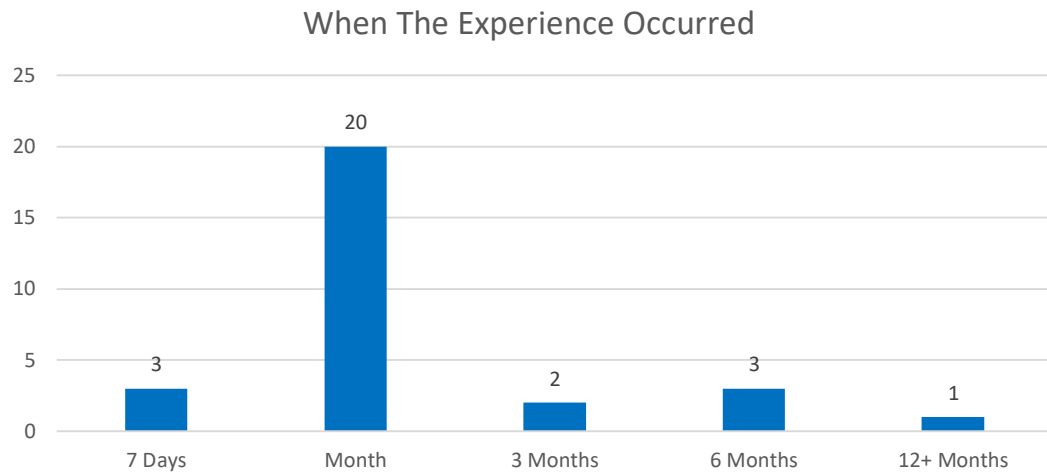


We also conducted online research of local services, where we found a total of 17 experiences from Carehome.co.uk and NHS.uk websites.



The total amount of information and experiences retrieved this month, through contact and research is 29.

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



3. Information Requests

Below are the information requests we received this month and actions we took.

Area	Pharmacy	Date Recorded	16/12/2021
Experience identified by:	Web (Email / Survey)		
Experience	Patient wanted information on Pharmacy opening times over Christmas		
Actions Taken (Healthwatch)	Emailed enquiry regarding pharmacy opening times over the Christmas & New Year period specifically the Bank Holidays of Monday 27th December and Tuesday 28th December 2021. Provided information of all pharmacy locations and opening times over Christmas and New Year period to patient.		

Area	Other	Date Recorded	08/12/2021
Experience identified by:	Telephone		
Experience	Caller rang with regard to personal support for him since his wife had been taken into care with dementia and wanting to understand more about the condition and adjusting to their new situation.		
Actions Taken (Healthwatch)	Provided caller information around dementia and the dementia.uk website also other areas of possible support.		

Area	Other	Date Recorded	09/12/2021
Experience identified by:	Engagement		
Experience	While out engaging in the community an individual asked about carer's allowance and making a possible claim for family member - wanted information around how qualify and process		
Actions Taken (Healthwatch)	Provided information on the details of carer's allowance and the details around qualifications and how to claim.		

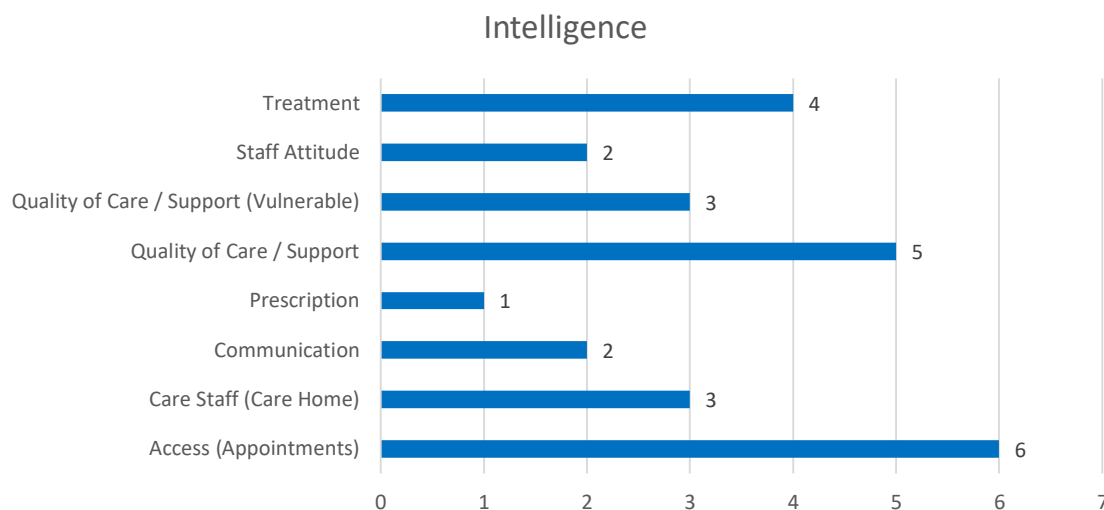
Area	Dentist	Date Recorded	01/12/2021
Experience identified by:	Telephone		
Experience	Caller rang to enquire about dentist in local HU6 area of Hull as has severe tooth pain and not registered with NHS dentist anymore		
Actions Taken (Healthwatch)	Discussed option of registering on waiting list of HU3 dentist which not as long as some and also discussed options on private dental care which they requested		

4. Experiences Breakdown

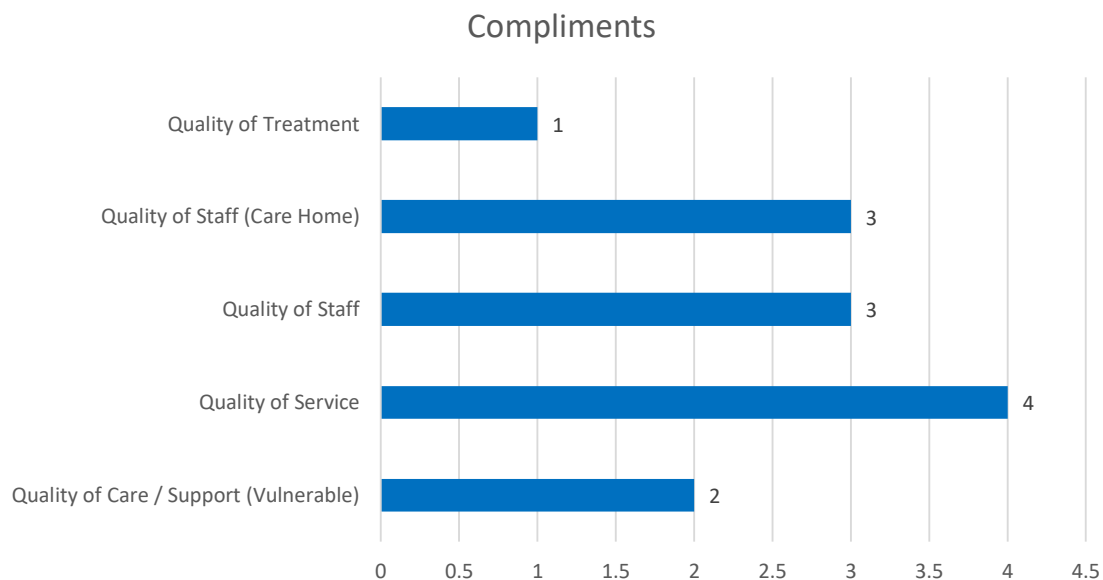
This month we recorded 12 experiences through direct contact, 4 of these were information requests and 17 experiences through research. Upon further analysis of these 29 experiences, we identified 26 intelligence and 13 compliments.

Please note, these figures differ from the amount of experiences gathered as one experience can result in multiple intelligence and / or compliments.

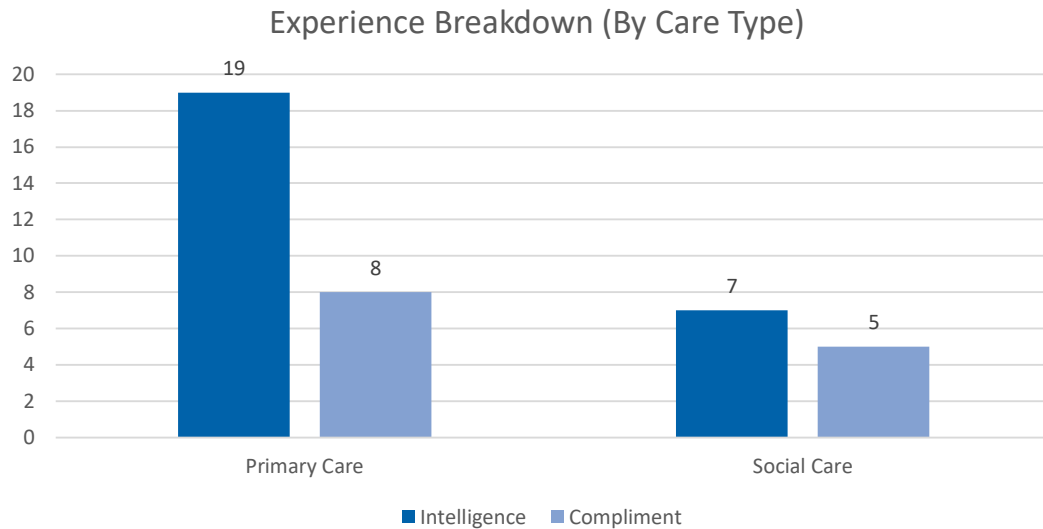
The main theme intelligence identified this month was Access (Appointments) (6).



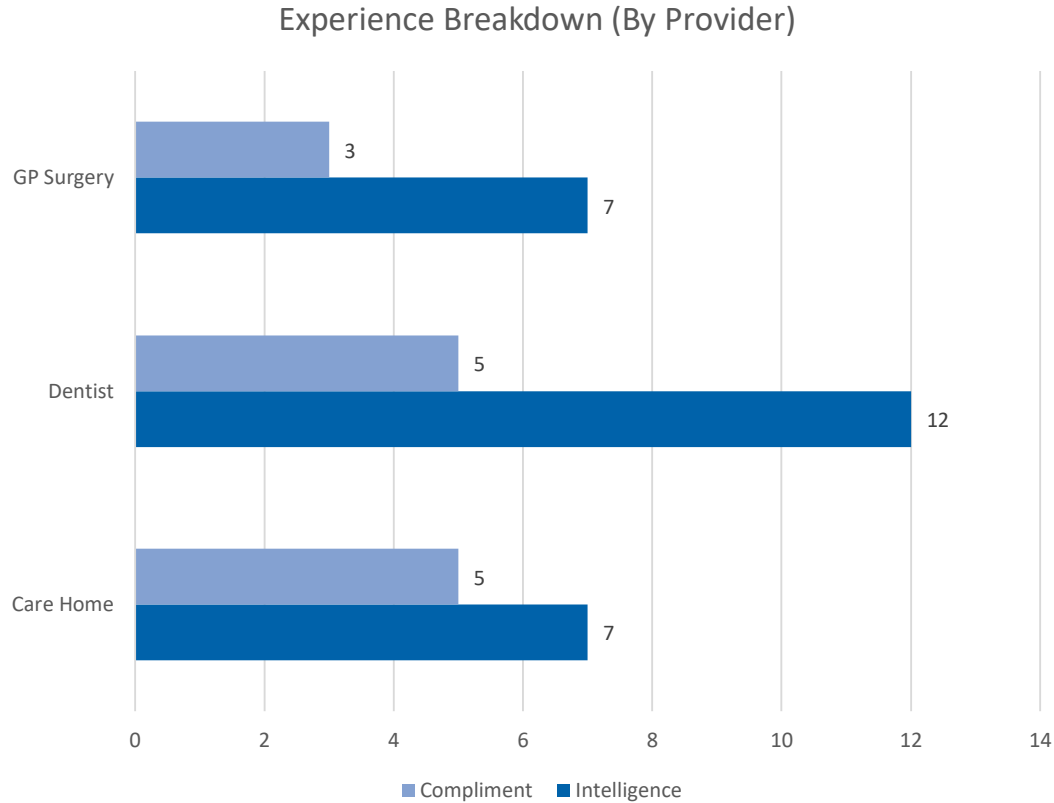
The main compliment identified this month was Quality of Service (4).



The care type with the most themes (intelligence and compliments) this month was Primary Care (GP Surgeries and Dentist Practices) with 19 intelligence and 8 compliments.



When broken down to the service level, we found Dentists had the most themes this month, with 12 intelligence and 5 compliments.

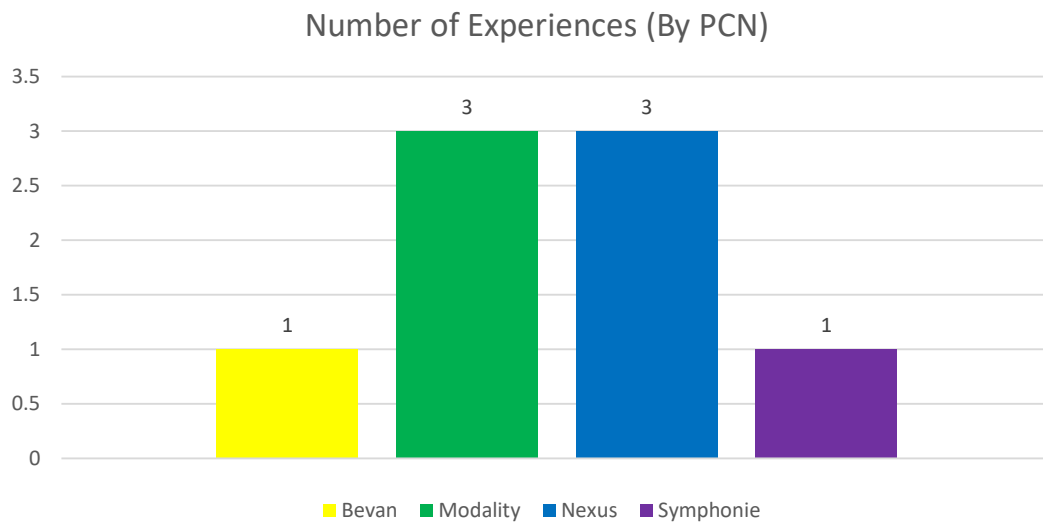


4.1 Experiences Breakdown - GP Surgeries

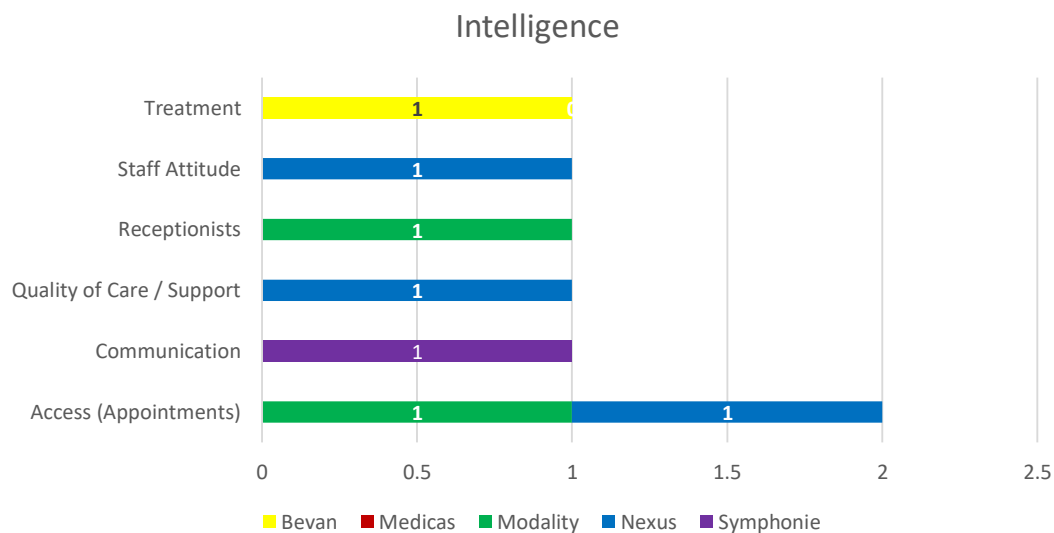
This month, we recorded a total of 8 experiences for GP Surgeries. These experiences was broken down into 7 intelligence and 3 compliments.

We found this month that we received the most experiences for GP Surgeries under the Primary Care Networks, Nexus and Modality.

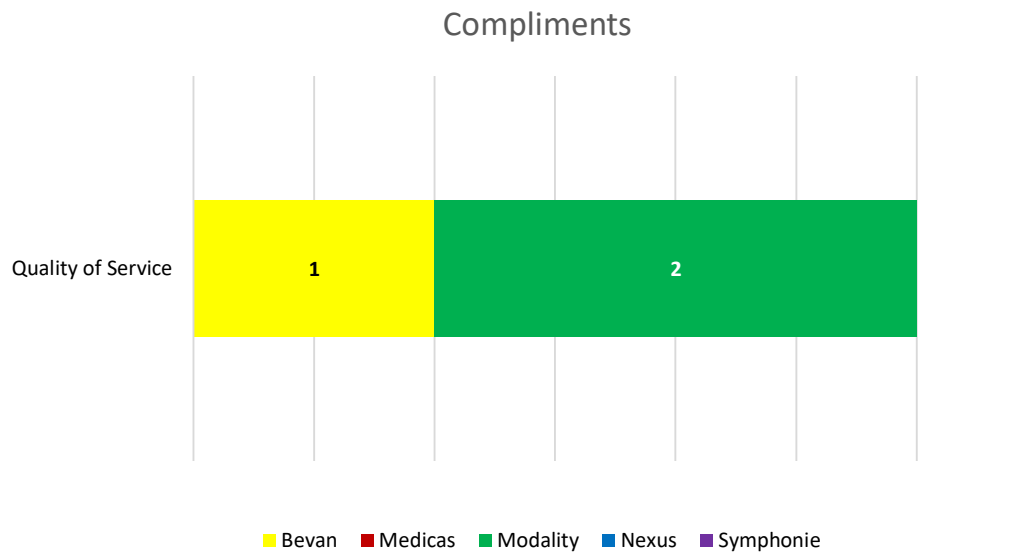
Please note, in some instances we received surveys without the name of the GP Surgery or it is related to an information request (not tied to a specific GP Practice) which means we are not able to identify which PCN it falls under.



Out of the intelligence we identified, we found the main intelligence related to Access (Appointments) (2).



Out of the compliments we identified, the main compliment related to Quality of Service (3).



What We Were Told

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

Intelligence

Service Name	Springhead Medical Centre	PCN	Modality
Experience identified by:	Telephone	Date Recorded	01/12/2021
Experience	Elderly lady called to say having difficulty getting through on the telephone to her GP Practice - Springhead - as permanently in a queue. She had recent blood test which showed some concern and wanted to discuss further. She doesn't have access to the online facility.		
Actions Taken (Healthwatc)	Emailed the Practice Manager to ask if this lady could be contacted as soon as possible.		
Actions Taken (Provider)	Practice Manager arranged for patient to be contacted and her concerns discussed.		

Service Name	Orchard 2000 Medical Centre	PCN	Nexus
Experience identified by:	Research	Date Recorded	07/12/2021
Experience	For 2 months in a row now I have ordered my medication on line (as recommended) a few days before it was due to run out... And two months in a row they have refused it... Last month I put it down to a mistake. But twice? I called and was told that it wasn't due until 11th. (31 days) and I had ordered on the 3 rd , firstly they didn't know if I was getting 28 or 30 days of		

medication. they then said they didn't allow time for ordering or collecting. Even though it takes at least 48 hours to get it approved. They then didn't know the number for their other surgery so I could speak to the manager (they refused to put me through Even though they could have). Then they didn't know if they even had a practice manager or not. But worst of all they said that it was nothing to do with them and the system approved it automatically, something which I know to be a lie.

Service Name	New Hall Surgery	PCN	Nexus
Experience identified by:	Research	Date Recorded	09/12/2021
Experience	I waited for 1 hour 40 minutes on the phone yesterday to try and get an appointment. I had previously tried to get one on line first but all appointments on line are listed for nurses and women's' issues so completely useless. I was initially over 30th in the queue but waited and at 6:10pm was 1st. At just gone 6:30pm I was still waiting so I dialled on the other phone and got the message that the surgery was now closed. I left a complaint form - not for the people who work there, they are great, but you just can't get through. New telephone number, same old issues. I asked for a call back this morning stating that as I was 1st in line last night I expected someone to ring - they haven't. I find those two issues unacceptable.		

Service Name	Bridge Group Practice (Within Elliot Chappell)	PCN	Nexus
Experience identified by:	Telephone	Date Recorded	09/12/2021
Experience	Lady called to inform us of a conversation she had with a receptionist at Bridge Group Practice within Elliott Chappell Health Centre who she said was rude - she has noticed this on several occasions when she has called the practice before and it has been the same person. The caller also told us this receptionist listened into her private conversation with her carer about her attitude - after the lady thought the call had been ended - which went on for several minutes.		
Actions Taken (Healthwatch)	Emailed the practice manager to highlight the callers experience.		
Actions Taken (Providers)	Practice manager was on leave but since return have emailed again to prompt response		

Service Name	Sydenham Group Practice (Within Elliot Chappell)	PCN	Symphonie
Experience identified by:	Telephone	Date Recorded	01/12/2021
Experience	Caller rang over frustration with GP surgery in trying to obtain a Group 2 fit to work certificate which they needed in order to return back to work. This particular surgery were not offering this service unfortunately which had been explained to him and		

	other options given. He also required a copy of his medical records which he said he had difficulty obtaining from them.
Actions Taken (Healthwatch)	Looked in to the detail of the callers requirements and offered advice on company's offering required medical for his purposes. Spoke to GP surgery to understand situation and to confirm process for accessing a patient's medical records.
Actions Taken (Provider)	Receptionist gave clear and helpful advice to the patient initially and said would help him to complete form for accessing medical records on his return to the surgery.

Compliments

Service Name	James Alexander Family Practice (Within Bransholme Health Centre)	PCN	Bevan
Experience identified by:	Research	Date Recorded	01/12/2021
Experience	I have been here for years, since the new building went up too, been so good to me through and through especially now with menopause and mental health, cannot thank you all enough		

Service Name	Springhead Medical Centre	PCN	Modality
Experience identified by:	Research	Date Recorded	17/12/2021
Experience	Last few weeks we have been able to get through on the phone quickly, reception staff been lovely and very helpful, we have had a Dr's visit to mam who is 86, had been given calls from Dr's especially today so thanks again		

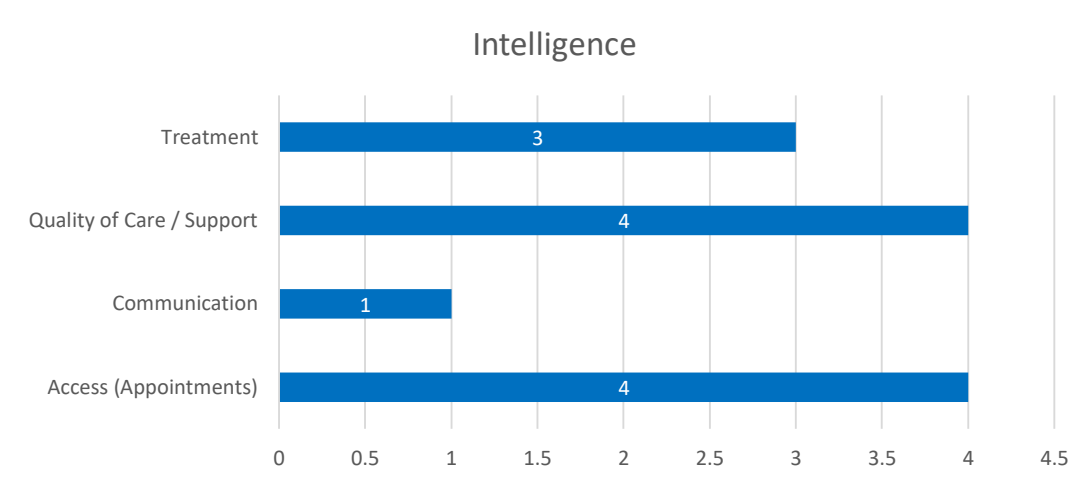
Service Name	Kingston Health (Wheeler Street)	PCN	Modality
Experience identified by:	Research	Date Recorded	09/12/2021
Experience	Took only 8 rings to get through. Very polite and caring receptionist who listened and even though no telephone appointments left for that day, offered the on call doctor who rang back within 3 hours. Doctor listened and took time to explain reasons for the advice given. Cannot fault the service today. As patients we should be more considerate to those under pressure at the surgeries who are only working to government guidelines, at the end of the day they are human beings too and deserve some respect		

4.2 Experiences Breakdown - Dentist Practices

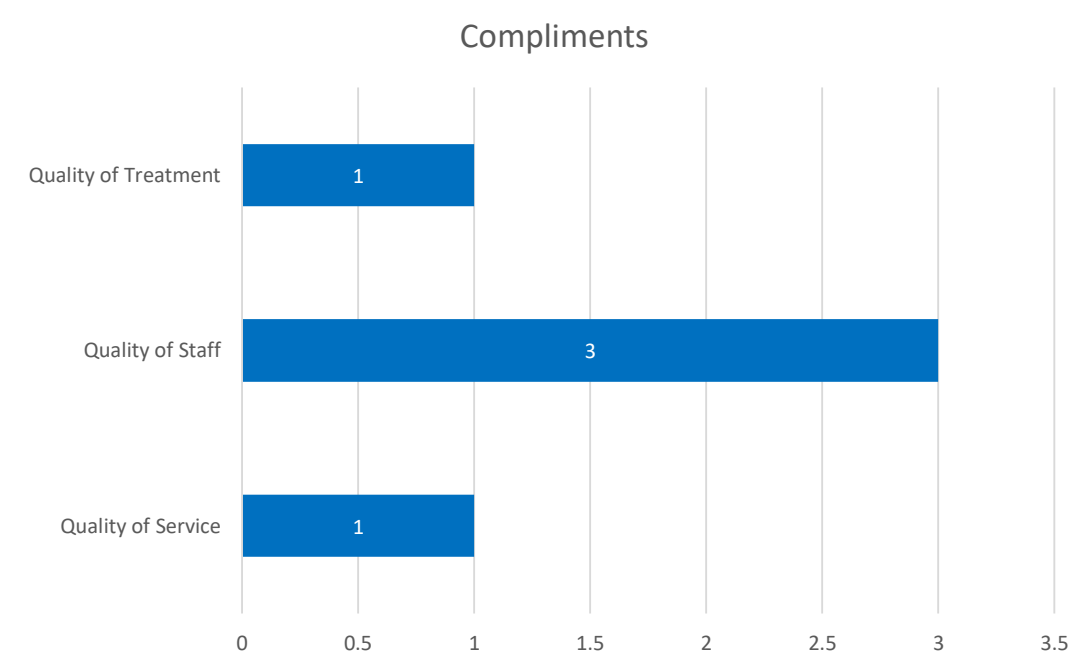
This month, we recorded a total of 10 experiences for Dentist Practices. These experiences were broken down into 12 intelligence and 5 compliments.

Some intelligence may relate to information requests as we may identify issues such as Access (Appointments) as patients struggle to receive NHS treatment.

Out of the intelligence we identified, the main piece of intelligence related to Access (Appointments) (4) and Quality of Care/Support (4).



Out of the compliments we identified, we found the main compliment related to Quality of Staff (3).



What We Were Told

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

Intelligence

Dentist Practice		Date Recorded	01/12/2021
Experience Identified by:	Web (Email / Survey)		
Experience	<p>Over the past year and a half, I have tried numerous times to ring almost all the Dental Practices in the city to register refugees who need dental care. This is mainly due to the fact they have not seen a dentist since leaving their country, in many cases this is years. I have one who I registered in March 2020. Managed to get an appointment for August which was cancelled, a new appointment for October which was cancelled. He now has a new appointment at the end of January 2022, almost 2 years since I made the first appointment. I have managed to get an Emergency dental app for one who had constant pain and could not eat, he lost so much wait and his mental health was at breaking point. Another example is one who had a bad car crash in Iraq and had to have emergency treatment on his jaw and face this includes his teeth. This was 2 years ago and he still has a temporary palette in his mouth which has now affected his jaw and face, ringing non-emergency for an appointment is a long procedure. Number 48th in the queue at times and then the only emergency dentists are out of town. One resident travelled to Doncaster and spent almost all his benefit money, once there he got lost and did not make the appointment. Another one got an emergency app in Scunthorpe, on arriving at the bus station he realised he did not have enough money for the return journey. One did manage a emergency app in Doncaster and this cost him more than he could afford but he was so desperate to get treatment he went ahead.</p>		
Actions Taken (Healthwatch)	Healthwatch is in regular contact with this particular organisation and raising issues regionally and nationally through Healthwatch England.		

Dentist Practice		Date Recorded	03/12/2021
Experience Identified by:	Web (Email / Survey)		
Experience	None of service users have been unable to register in Hull. Often do not have time to sit in a queue with 111, if you are prepared to wait to speak to someone, they usually have appointments out of the city, which is a problem as my residents cannot afford the train/bus fares to get there due		

	to being on benefits. Many have been waiting for treatment since before lockdown, the situation has got worse since then. Living in constant pain surely is against someone's human rights. The impact of this is causing other problems, losing weight, lack of sleep and this has caused mental health problems.
Actions Taken (Healthwatch)	Healthwatch is in regular contact with this particular organisation and raising issues regionally and nationally through Healthwatch England.

Dentist Practice		Date Recorded	03/12/2021
Experience Identified by:	Web (Email / Survey)		
Experience	Impossible to find a Dental practice who will take on new patients. Weekly ring around all the practices in the area. Some are put on the waiting list to be registered. Ringing 111 for emergency dentists, usually only out of town available, although I did have one who managed to get an appointment at the CHP, Jameson Street. Had a tooth extracted but not able to register as full. Many complaining weekly of dental pain and taking too many over the counter pain medication, and some are buying under the counter anti-biotics from Polish shops. Advised against this but they don't care, they just want to be pain free. Many unable to sleep or eat due to pain, this is then impacting on their mental health, which is another problem!! Accessing any mental health help is also a massive problem.		
Actions Taken (Healthwatch)	Healthwatch is in regular contact with this particular organisation and raising issues regionally and nationally through Healthwatch England.		

Dentist Practice		Date Recorded	01/12/2021
Experience Identified by:	Web (Email / Survey)		
Experience	Most have their first appointments months away and I have also had residents who have given up trying to register and it is taking so long for me to ring round different dentists to find one that is taking on. 2 residents who have moved from other Cities were unable to register in Hull, so they travel back to the old city for treatment, one of these is in Birmingham!! I also have a resident who has just had to have three teeth out last week and is having two more next week. mainly because he was unable to register a year ago when toothache first started. He has used emergency dentists for this, and they told him he needs to stop doing this and get registered at a Dental Practice, which I thought was highly impractical advice given the situation!		

Actions Taken (Healthwatch)	Healthwatch is in regular contact with this particular organisation and raising issues regionally and nationally though Healthwatch England.
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Dentist Practice	Genesis Dental Care	Date Recorded	23/12/2021
Experience Identified by:	Research		
Experience	First bad experience using this dentist and been a patient for long time now, my dentist has left and was put with someone else, had a clean and polish and found her to be a little rough and my mouth, teeth and gums were very sore afterwards which I have not experienced in the whole time I have been coming to this dental surgery also felt rushed in and out the door. Reception and dental nurses cannot fault just the dentist saw this time!		

Compliments

Dentist Practice	Mydentist - Hessle High Road	Date Recorded	09/12/2021
Experience Identified by:	Research		
Experience	After my examination I had 2 X Rays due to finding some thing on my bottom teeth this was good to see I was checked before the end of the examination - thank you		

Dentist Practice	Genesis Dental Care	Date Recorded	09/12/2021
Experience Identified by:	Research		
Experience	Friendly and professional staff and appointment time kept to the exact minute..would highly recommend this practice		

Dentist Practice	Genesis Dental Care	Date Recorded	07/12/2021
Experience Identified by:	Research		
Experience	Both receptionists really nice and chatty very helpful. New dentist really nice put me at ease best scale and polish i have ever had.		

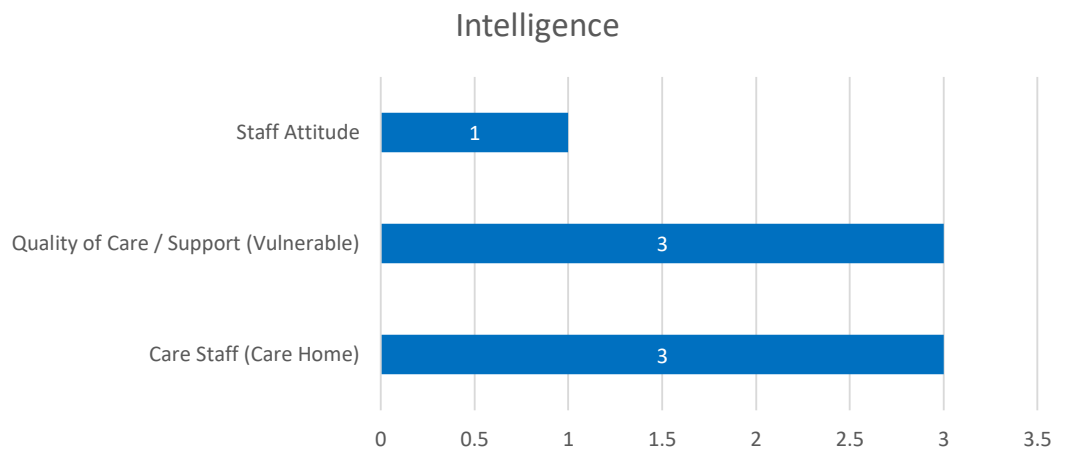
Dentist Practice	IDH Marfleet	Date Recorded	14/12/2021
Experience Identified by:	Research		
Experience	Went in for a check up, all was good. All Covid rules were followed. Very clean and tidy practice. All the staff are brilliant, very helpful & very approachable. I would highly recommend this practice.		

Dentist Practice	IDH Marfleet	Date Recorded	16/12/2021
Experience Identified by:	Research		
Experience	<p>On arrival there's a warm and friendly greeting from the lady at reception and ample seating in the waiting area. That warm welcome continues on being invited through to the dentist room - bang on time I might add. The dentist I see is so gentle its difficult to explain. Things like injections and fillings, when they do that scale polish thing that usually hurt, it's all painless. I didn't even know she had done the injections and my face was numb. Oh have never been to a dentist I didn't fear my next appointment with until now. Genuinely seems to care and I think that helps to relax you. Highly recommended</p>		

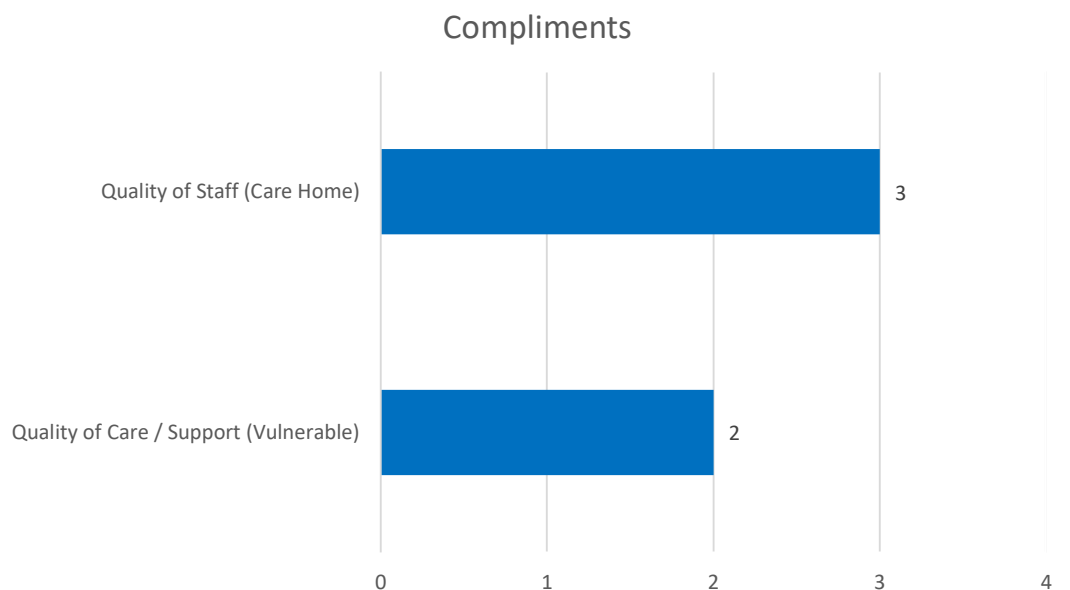
4.3 Experiences Breakdown - Care Homes

This month, we recorded a total of 7 experiences for Care Homes. These experiences were broken down into 7 intelligence and 5 compliments.

Out of the intelligence we identified, we found the main intelligence related to Quality of Staff (Care Home) and Quality of Care / Support (Vulnerable) (3)



Out of the compliments we identified, we found the main compliments related to Quality of Staff (Care Home) (3).



What We Were Told

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

Intelligence

Department	Pearson Park Care Home	Date Recorded	15/12/2021
Experience Identified by:	Engagement		
Experience	<p>During an event it was brought to our attention about the poor conditions a person was living with whilst in the care of Pearson Park Care Home. The room was particularly small and as a wheelchair user not adequate to get in and out, it was also on the third floor. Some rooms seemed to have people sharing in them. Apparently, there was no choice of meal for the residents and no drinks or snacks provided during the day. There also appeared to be no activities or entertainment for the residents.</p>		
Actions Taken (Healthwatch)	<p>Highlighted experience to the CQC following report done in September 2021 which came back as 'Inadequate' in many areas.</p>		

Department	Sycamore House Care Home	Date Recorded	08/12/2021
Experience Identified by:	Research		
Experience	<p>My one regret is leaving my Mum in this place where she was placed by my sister. The place smelt of urine and when we visited we were let in and out the door with no communication from anyone. When I rang up to check on my Mum their only answer was she's about the same. I was obviously taking up to much of their time. I asked if they would let me know if there was any change in Mum but they never did and when Mum passed away in June the home never even contacted us. I feel robbed that they never let us know the time was near which they must have known and we didn't get to see her one last time, maybe she might have known we were there. We were told Mum had passed a couple of hours after she had passed by my older sister. We were left waiting outside for twenty minutes. When we went to see her afterwards nobody ever said sorry for your loss, even kept us waiting about ten minutes to leave. Please don't let your loved ones stay in this place.</p>		

Compliments

Department	Castle Rise	Date Recorded	03/12/2021
Experience Identified by:	Research		
Experience	<p>The staff look after my dad so well, he has become more vocal and aware of us around him he always looks nice, his bedroom is always lovely. Even though he can't do much for himself he's always included so nice to see. Definitely recommend Castle Rise, the staff are really wonderful.</p>		

Department	Rossmore	Date Recorded	09/12/2021
Experience Identified by:	Research		
Experience	<p>Many thanks for the wonderful care, support, and physiotherapy rehabilitation you gave my grandfather following a stroke in May 2021. My grandfather is a retired GP who has served the Hull community for over forty years, having even referred many of his patients to Rossmore, himself. A particular thanks to the physiotherapy team and care team. My grandfather has made great improvements in his physiotherapy and much of this started at Rossmore, for which we as a family are very grateful. Thank you!</p>		

Department	Rossmore	Date Recorded	14/12/2021
Experience Identified by:	Research		
Experience	<p>This was my first time in Rossmore, excellent care was given in all departments. The meals were lovely and the rooms were clean at all times. Nothing too much trouble for most of them, even when extremely busy, would recommend Rossmore without hesitation.</p>		

Department	Rossmore	Date Recorded	22/12/2021
Experience Identified by:	Research		
Experience	<p>I was treated by the utmost kind, caring, and considerate staff - received from all the staff who work there at Rossmore.</p>		

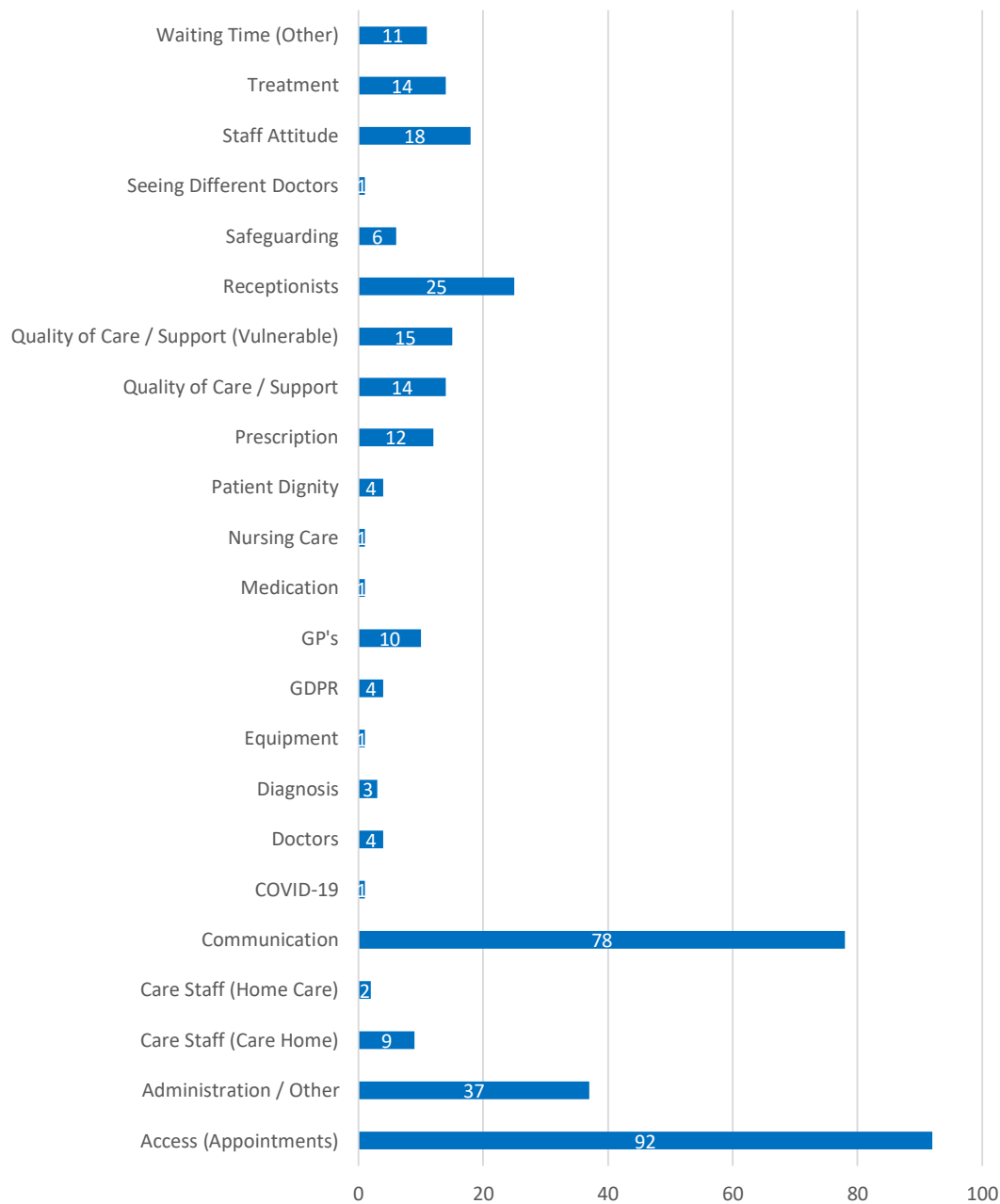
Department	St Marys Nursing Home	Date Recorded	01/12/2021
Experience Identified by:	Research		
Experience	<p>All staff members are so caring to the residents and their families. Every day, when visiting our very frail mother, all the care team made us feel very welcome and attentive to our needs (visitors) and our mother. Nothing was too much for the team to deal with. Fully informed all the time with what care had been given on a daily basis. All questions from family were fully answered and continually told to ask anything that we needed to. Fantastic team.</p>		

5. Experience Breakdown - From April 2021

From the experiences we have recorded from April 2021. We have now identified 364 pieces of intelligence and 354 compliments.

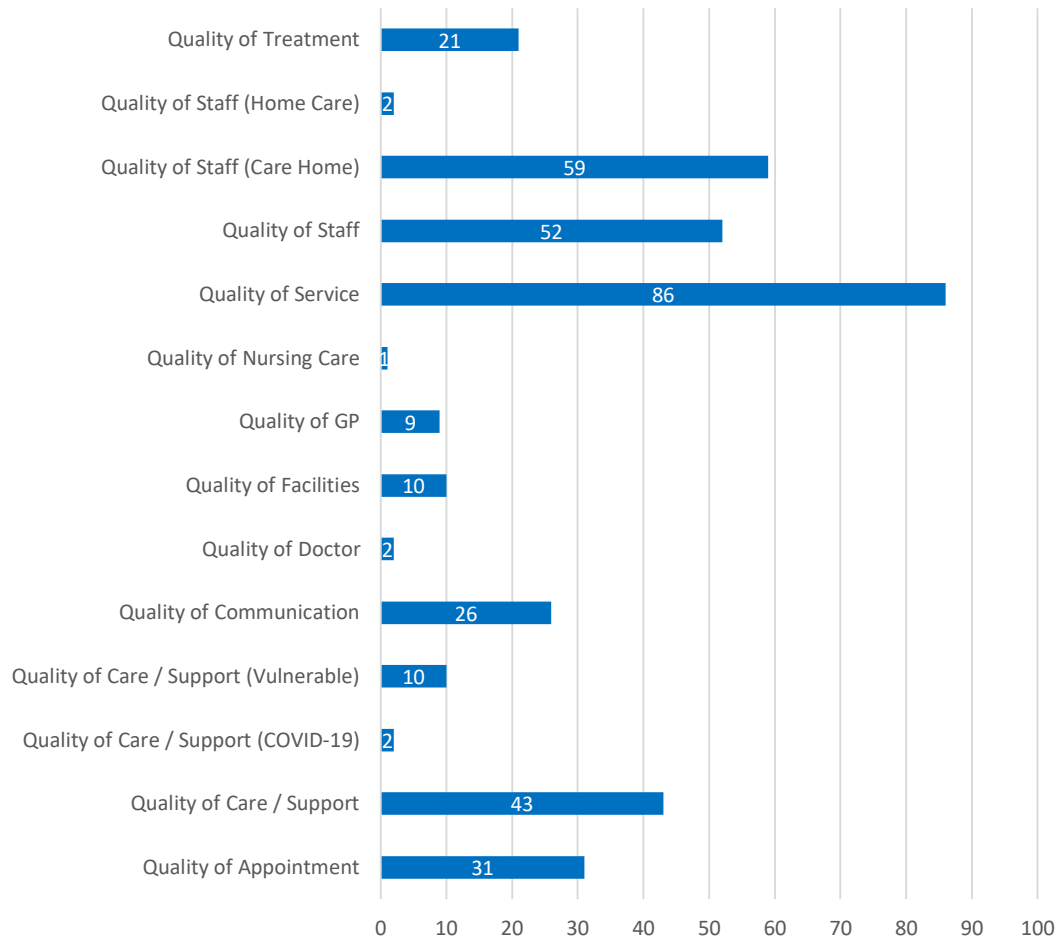
The most reoccurring intelligence are Access (Appointments) (92) followed by Communication (78).

Intelligence Gathered From April 2021



The most reoccurring compliment are Quality of Service (86) followed by Quality of Staff (Care Home) (59).

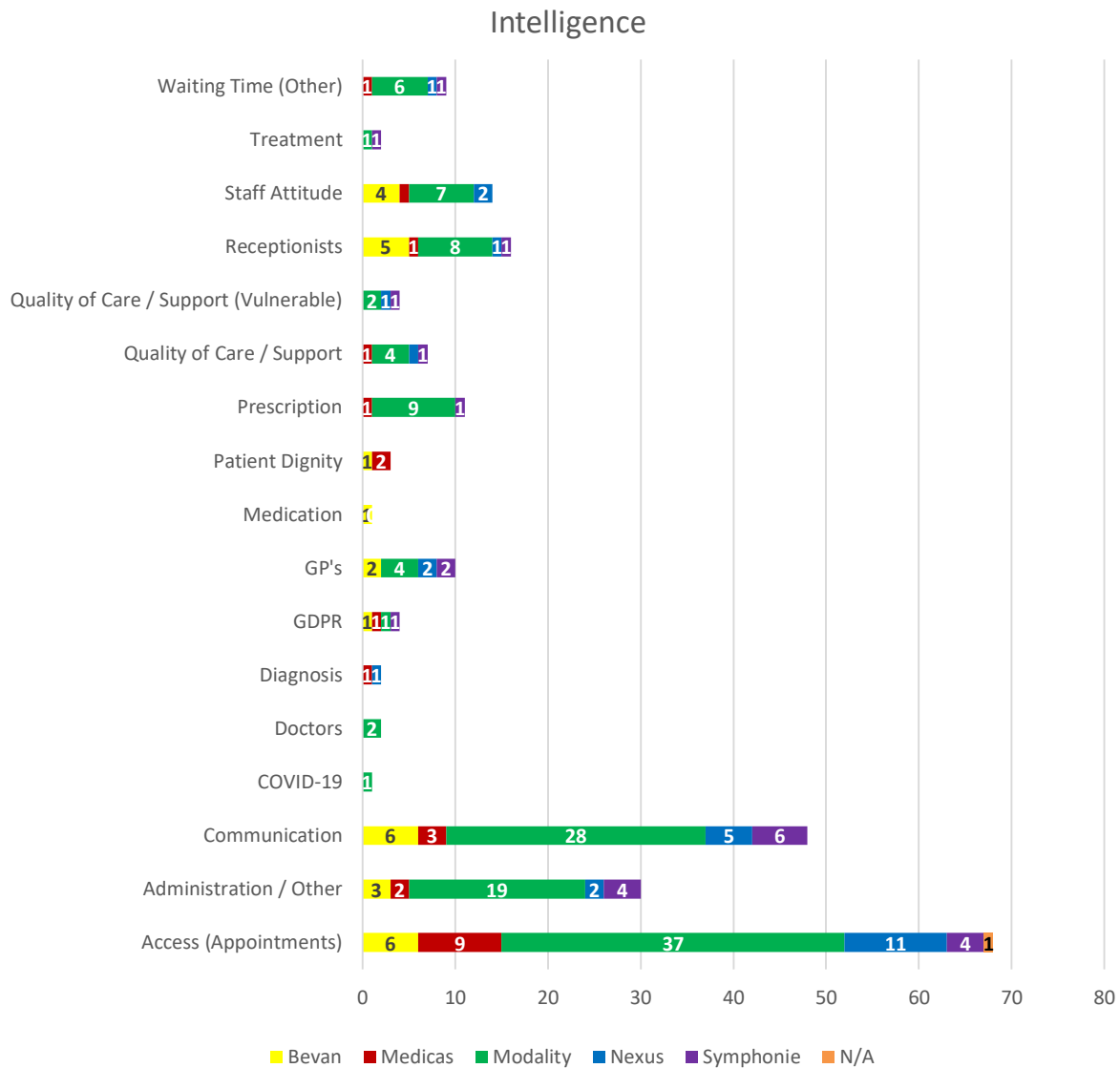
Compliments Gathered From April 2021



6. Experience Breakdown (PCN) - From April 2021

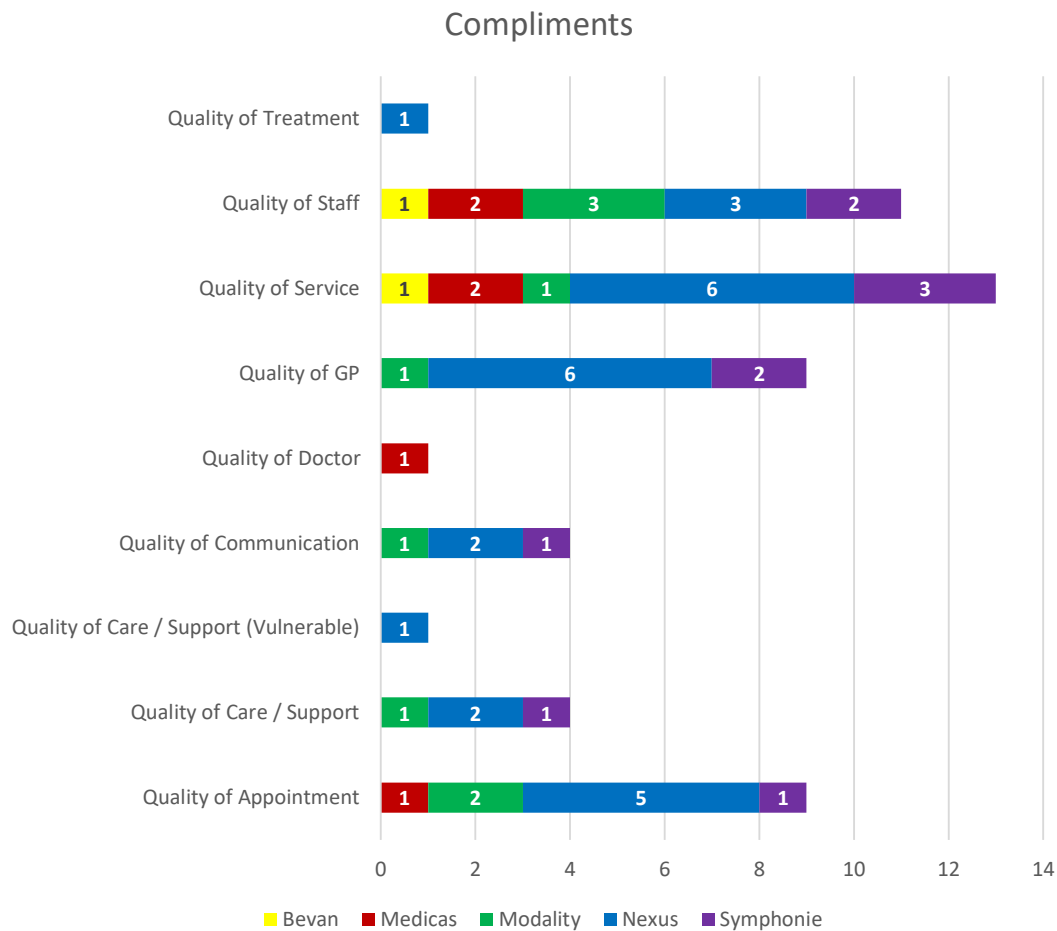
From the experiences we have recorded from April 2021. We have now identified 232 pieces of intelligence and 53 compliments.

The most reoccurring intelligence identified Access (Appointments) (68) and Communication (48).



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 reoccurring compliments are Quality of Service (13).



7. NHS Independent Complaints Advocacy

This month the Independent NHS Complaints Advocacy Service received 7 complaints.

Nature and Substance of complaint x2:

General dissatisfaction with nursing care including alleged poor maintenance of a bed sore. Alleged poor communication regarding access to visiting during Covid restrictions. Dissatisfactory experience when interacting with Hospital security staff.

General dissatisfaction with nursing care including dissatisfactory support with use of communication devices i.e.) telephone and facetime calls.

Who delivered the care to patient?

Hull University Teaching Hospitals NHS Trust.

Date of incident?

December 2020 & May 2021

Nature and Substance of complaint:

Dissatisfaction with medical appraisal of persistent symptoms.

Who delivered the care to patient?

Kingston Health Hull GP Surgery

Date of incident?

March 2021 - present

Nature and Substance of complaint:

Dissatisfactory experience of transfer of mental health care package when relocating residence from out of area to Hull.

Who delivered the care to patient?

Humber Teaching NHS Foundation Trust.

Date of incident?

October 2021 - present

Nature and Substance of complaint:

Dissatisfaction with GP Practice's decision to remove patient from practice list.

Who delivered the care to patient?

Sutton Manor Surgery

Date of incident?

November 2021

Nature and Substance of complaint:

Dissatisfaction with the co-ordination of patient's care by the Hospital in response to repeated infections and long-term care for early stages of Parkinson's disease.

Who delivered the care to patient?

Hull University Teaching Hospitals NHS Trust.

Date of incident?

July 2021 - present

Nature and Substance of complaint:

Unhappy with GP's approach when investigating symptoms of asthma.
Dissatisfaction with GP's decision to share information with a third party which patient believes was done so without their consent.

Who delivered the care to patient?

Newland Group Medical Practice.

Date of incident?

2016 - present

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

December 2021

