



Intelligence Report

January 2022

healthwatch
Kingston upon Hull

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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 January 2022 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:

- Primary Care: GP and Dentist Practices
- Secondary Care: Hull Royal Infirmary
- Social Care: Care Homes
- 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.

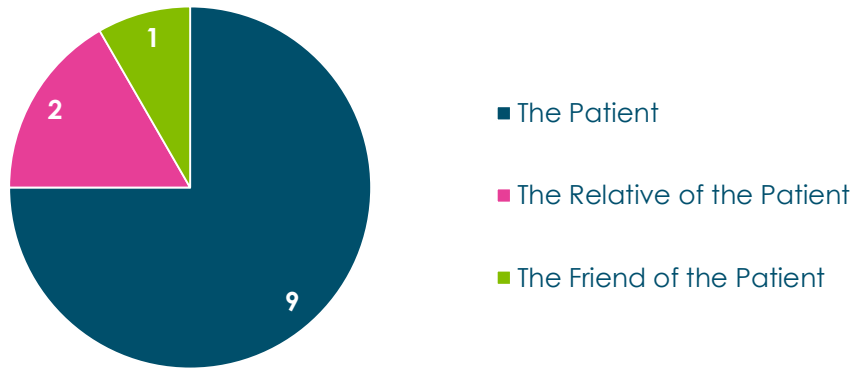
In these instances, in order to keep this report as detailed but as concise as possible we will record one experience and add a note to explain how many times a similar experience had been made. Whether published or unpublished, all experiences are included in the statistics.

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

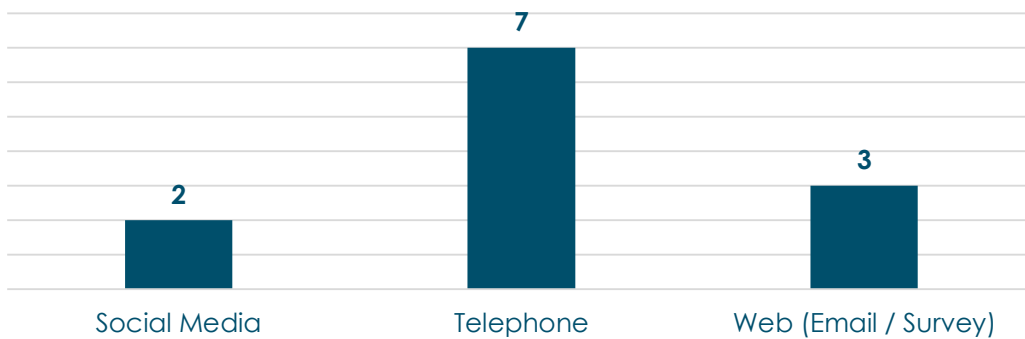
During January we had 12 people contact Healthwatch directly to provide feedback or to ask for information / advice.

Who Contacted Healthwatch



The most popular means of contacting Healthwatch this month was by Telephone with 7 contacts.

Method of Contact



We also conducted online research of local services, where we found a total of 18 experiences from Carehome.co.uk and NHS.uk websites.

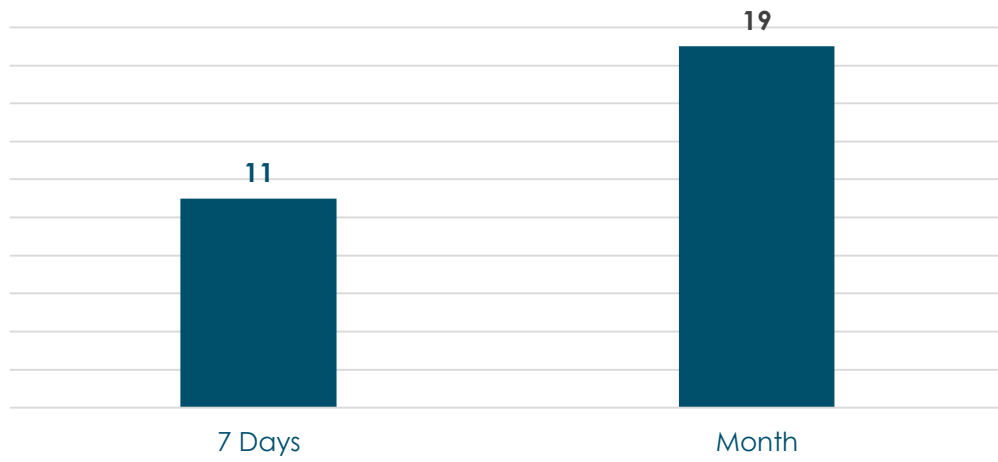
Amount of Experiences



The total amount of information and experiences retrieved this month, through contact and research is 30.

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

When The Experience Occurred



3. Information Requests

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

Service Name:	GP Practice		
Identified By:	Telephone	Date Recorded:	10/01/2022
Experience:	Caller rang for advice on how to find a GP practice taking on new patients in the HU5 area of Hull - new to area and partner pregnant. Has rung several GP Surgeries in Hull area but told none of them taking on new NHS patients.		
Actions Taken (Healthwatch)	Advised caller to ring NHS England Customer Contact Centre and provided telephone number who should be able to help with caller request.		
Actions Taken (Provider)	Not known		

Service Name:	GP Practice		
Identified By:	Telephone	Date Recorded:	27/01/2022
Experience:	Caller rang requesting advice as currently travelling from abroad to the UK and needing urgent medical treatment wants to know where he should attend. Not registered with GP in UK now as lives abroad will be staying with family member. Also wanted to know where medical records would now be as used to attend GP Practice in East Hull.		
Actions Taken (Healthwatch)	Advised to call NHS 111 initially to check advice on medical treatment in the UK when no longer resident and confirm if treatment is available free of charge. Advised to contact previous GP Practice when back in Hull to check location of medical records		

Service Name:	Dentist		
Identified By:	Social Media	Date Recorded:	11/01/2022

Experience:	Patient requested information about dentist practices in Hull accepting NHS patients.
Actions Taken (Healthwatch)	Provided patient with a list of dentist practices taking on NHS patients

Service Name:	Mental Health Services		
Identified By:	Telephone	Date Recorded:	17/01/2022
Experience:	Caller rang with regards to information around mental health support for friend - concerned about their behaviour and actions.		
Actions Taken (Healthwatch)	Gave information for Mental Health Advice and Support Line and provided number for contact in first instance.		

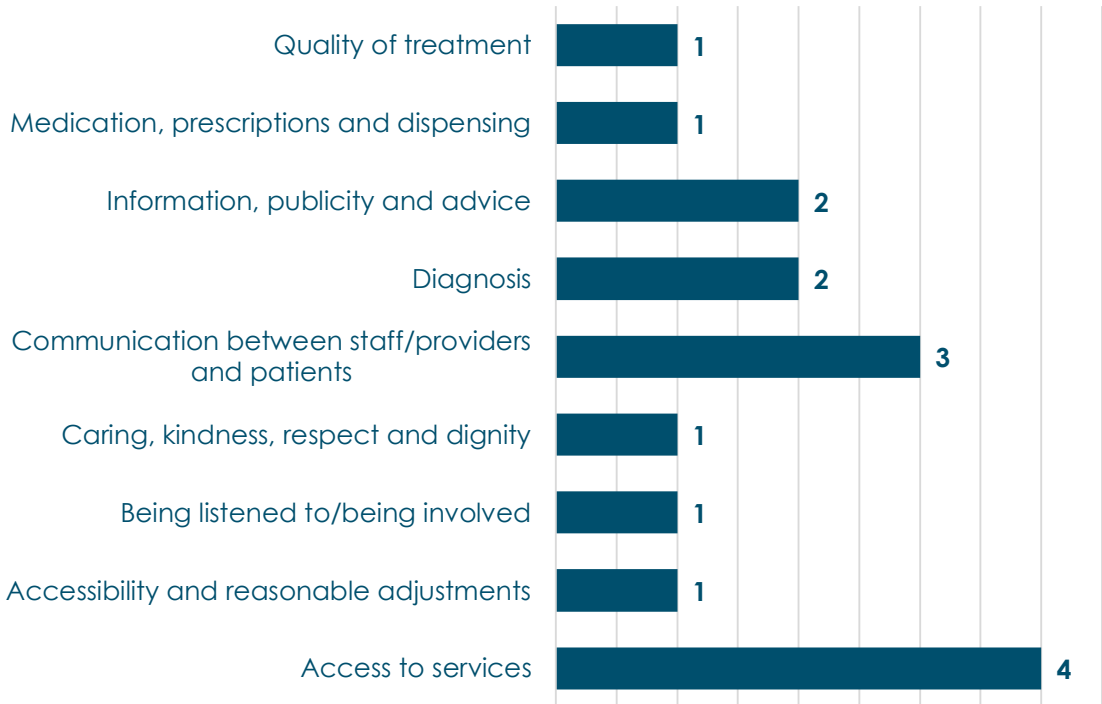
4. Experiences Breakdown

This month we recorded 12 experiences through direct contact, 2 of these were information requests and 18 experiences through research. Upon further analysis of these 30 experiences, we identified 16 intelligence and 57 compliments.

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

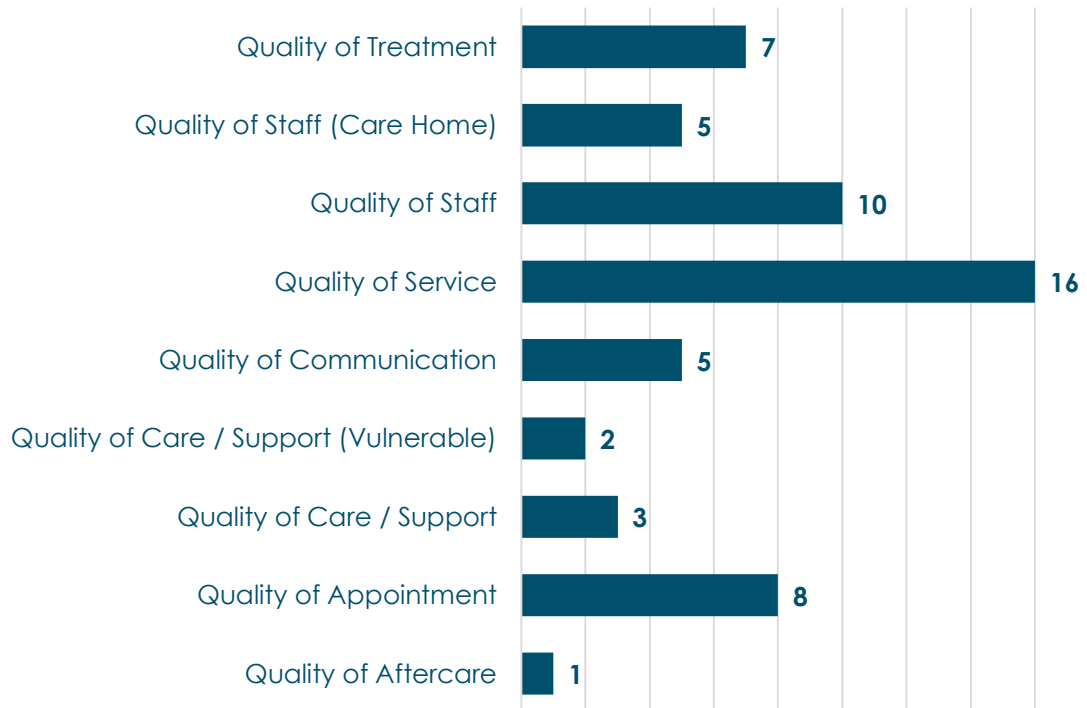
The main theme intelligence identified this month was Access to Services (4).

Intelligence



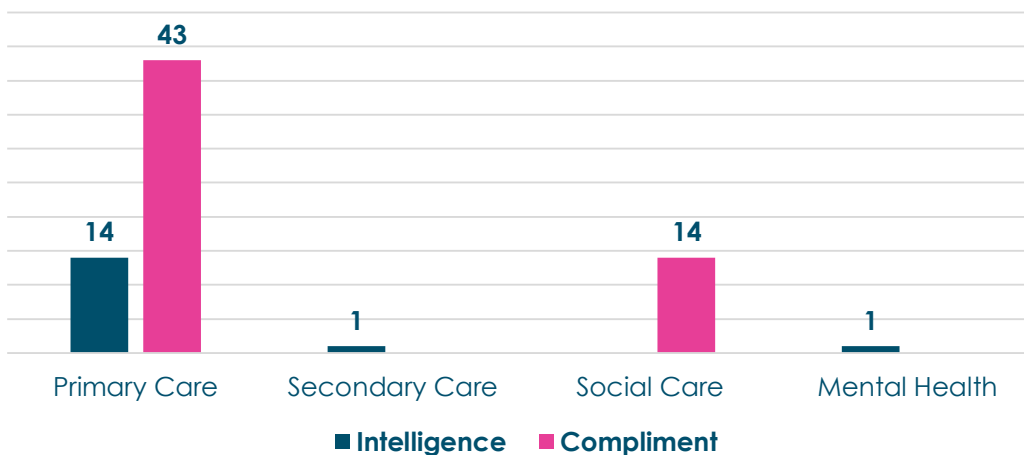
The main compliment identified this month was Quality of Service (16).

Compliments



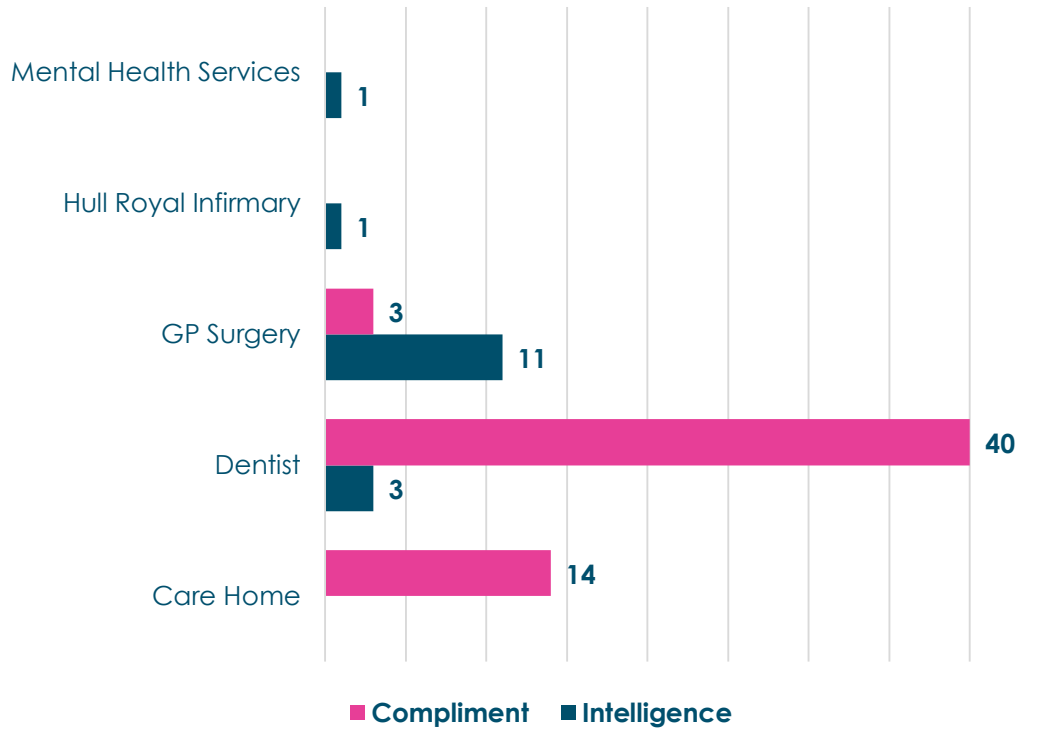
The care type with the most themes (intelligence and compliments) this month was Primary Care (GP Surgeries and Dentist Practices) with 14 intelligence and 43 compliments.

Experience Breakdown (By Care Type)



When broken down to the service level, we found Dentists had the most themes this month, with 3 intelligence and 40 compliments.

Experience Breakdown (By Provider)



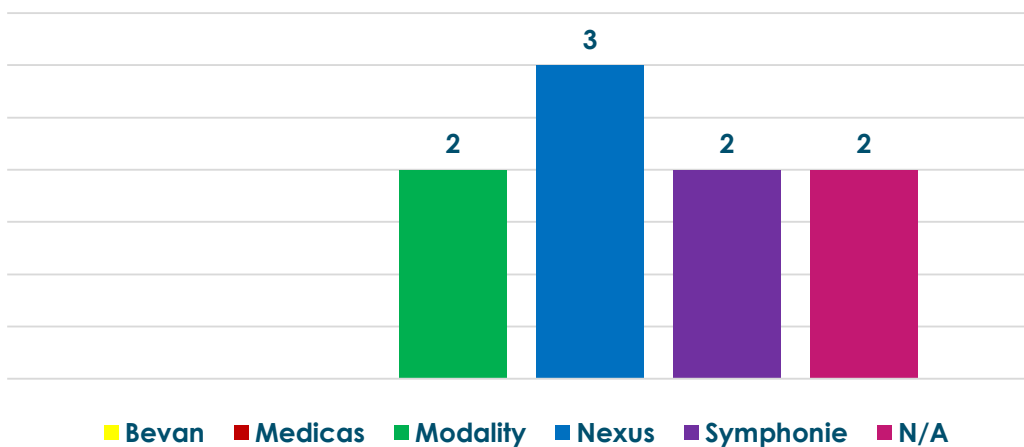
4.1 Experiences Breakdown – GP Surgeries

This month, we recorded a total of 9 experiences for GP Surgeries. These experiences were broken down into 11 intelligence and 3 compliments.

We found this month that we received the most experiences for GP Surgeries under the Primary Care Networks (PCN) for Nexus.

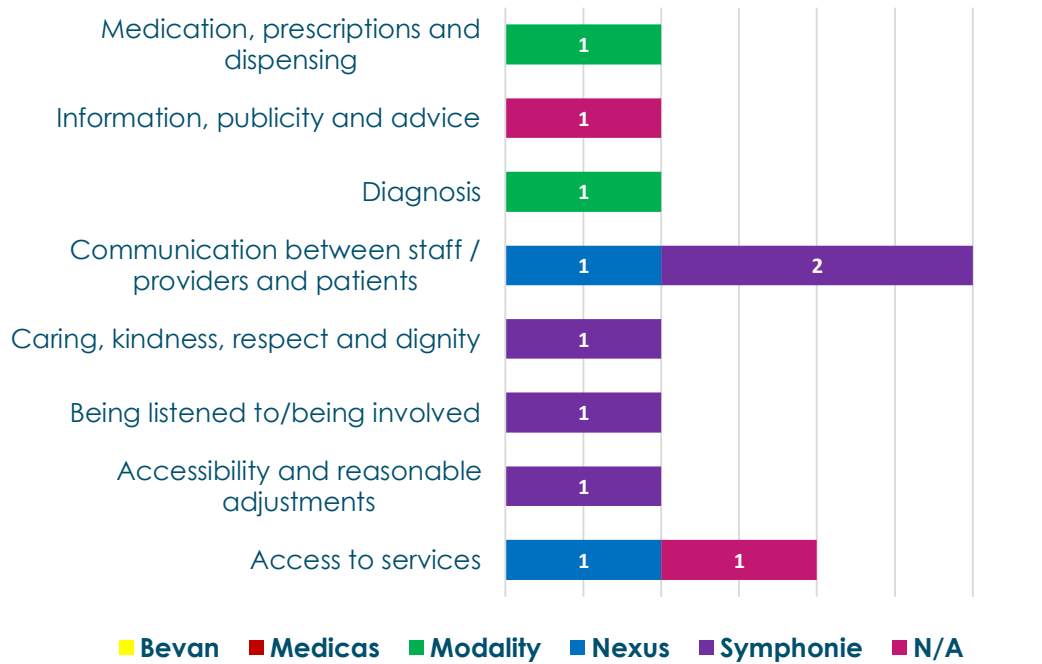
Please note: in some instances we received surveys without the name of the GP Surgery and / or it is related to an information request (not tied to a specific GP Practice) which means we are not able to identify which PCN it falls under.

Number of Experiences (By PCN)



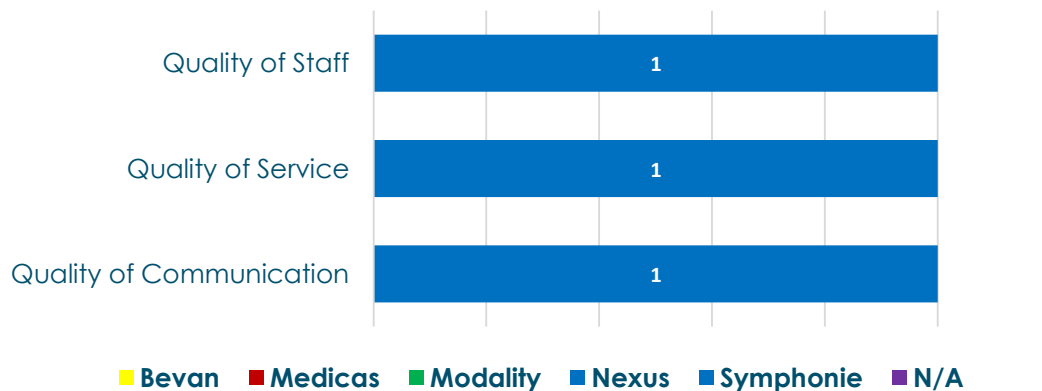
Out of the intelligence we identified, we found the main intelligence related to Communications between staff / providers and patients (3).

Intelligence



Out of the compliments we identified, each received a single comment.

Compliments



What We Were Told

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

Intelligence

Service Name:	Sydenham Group Practice (Within Elliot Chappell)	PCN:	Symphonie
Identified By:	Social Media	Date Recorded:	14/01/2022
Experience:	<p>The patient requires regular B12 injections and due to domestic violence issues has a phobia of having any object cover her face. When she attended Sydenham Group Practice in December, she was repeatedly asked to wear a facemask by the Nurse despite wearing a sunflower lanyard and threatened with non-treatment when she was said she was exempt but could not provide the proof the nurse asked for. When she tried to explain to the nurse why she was exempt, she was allegedly asked to 'shut up'.</p> <p>The patient advised there was a record on the front page of her file to explain that she did have an exemption but this was not checked.</p> <p>After her appointment, she tried to speak to the Practice Manager who was not there. The patient was later contacted the Practice Manager who advised she would look into treatment options; later advising the patient could either receive her injection in the car park or would have to take a lateral flow test before her appointment.</p> <p>The patient struggled to obtain a lateral flow test due to local shortages and again was threatened with non-treatment due to not wearing a mask.</p> <p>The patient wishes to make a complaint as she does not feel listened to or that the practice is accommodating her needs and are not following legislation, which states that someone with an exemption should not have to provide proof of their exemption.</p>		
Actions Taken (Healthwatch)	<p>Advised patient to contact Citizens Advice for further information on legislation procedures.</p> <p>Provided options to make a complaint, informed patient of the Independent NHS Complaints Advocacy Service</p>		

	and patient agreed to be referred to them. Completed referral and emailed to the Independent NHS Complaints Advocacy Service.
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Service Name:	Bridge Group Practice (Within Elliot Chappell)	PCN:	Nexus
Identified By:	Web (Email / Survey)	Date Recorded:	04/01/2022
Experience:	Received email from person wishing to complain about the poor attitude of a member of reception staff at Bridge Group Practice. Person said partner was spoken to rudely and made them feel low and 'belittled'		
Actions Taken (Healthwatch)	Emailed Practice Manager at the Surgery to explain the person's experience. Response received promptly to say would be in touch with the patient.		
Actions Taken (Provider)	Surgery responded promptly to email to say would look into and contact the patient.		

Service Name:	Kingston Health (Wheeler Street)	PCN:	Modality
Identified By:	Web (Email / Survey)	Date Recorded:	11/01/2022
Experience:	Email received from patient having difficulty accessing required prescription drug through online ordering service via Kingston Health. The online ordering service had been replaced with alternative service, which presented difficulties when ordering and when checked with Pharmacist, they had not heard of the changes.		
Actions Taken (Healthwatch)	Emailed the Practice Manager to inform of patient's experience with prescription online ordering service.		
Actions Taken (Provider)	Practice Manager responded and patient had call from a Doctor to clarify.		

Service Name:	Calvert Medical Centre	PCN:	Nexus
Identified By:	Telephone	Date Recorded:	17/01/2022
Experience:	Caller rang on behalf of his wife who was suffering from severe pains in knees and legs. She was offered a telephone consultation at the Surgery (Calvert Group)		

	and a follow up appointment in three weeks' time with the Physiotherapist. However, patient had to visit the Minor Injuries Department because of pain levels. Patient had an x-ray, which found a sprain, but patient wants face to face appointment and scan.
Actions Taken (Healthwatch)	Emailed Practice Manager at the Surgery to highlight patient issue.
Actions Taken (Provider)	Received confirmation that face to face appointment secured that afternoon as patient requested.

Service Name:	Newland Group Medical Practice	PCN:	Modality
Identified By:	Telephone	Date Recorded:	20/01/2022
Experience:	Caller had a catalogue of events which has now resulted in a missed Cancer diagnosis. Patient reported they were told by health professional at GP Surgery (Alexandra Road Group Practice), that their results from a FIT test were negative when in fact they were positive. Patient already spoken to Practice Manager at the Surgery, informed PALS and also the Health Ombudsman.		
Actions Taken (Healthwatch)	Discussed options with patient and referred to the Independent NHS Complaints Advocacy Service.		

Service Name:	Sydenham Group Practice (Within Elliot Chappell)	PCN:	Symphonie
Identified By:	Research	Date Recorded:	31/01/2022
Experience:	Patient rang to get results sent by email, but when patient asked receptionist to send them by email, the patient was told they don't do that. Patient pointed out they've had them in the past, but receptionist highlighted there was no one available in the office to send them. Patient had to go and collect them.		

Compliments

Service Name:	New Hall Surgery	PCN:	Nexus
Identified By:	Research	Date Recorded:	31/01/2022

Experience:

"I used the call back system and within 30 minutes the Surgery returned my call. Given an appointment for the next day and the health professional contacted the eye hospital. Her prompt response means that I have a hospital appointment on Thursday. Excellent service. Thank you to the staff concerned."

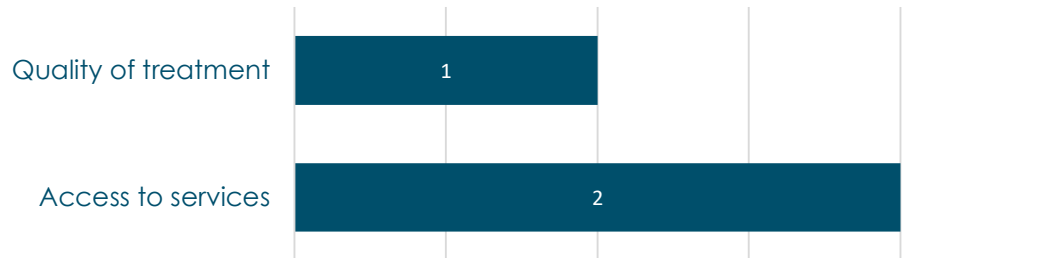
4.2 Experiences Breakdown – Dentist Practices

This month, we recorded a total of 12 experiences for Dentist Practices. These experiences were broken down into 3 intelligence and 40 compliments.

Please note: Some intelligence may relate to information requests as we may identify issues such as Access to Services as patients struggle to receive NHS treatment.

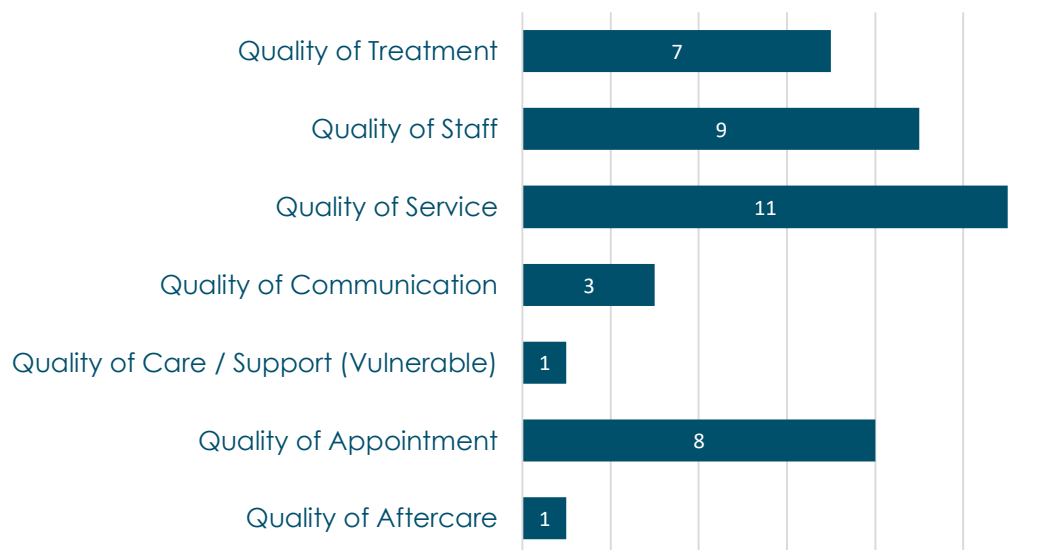
Out of the intelligence we identified, the main piece of intelligence related to Access to Services (2).

Intelligence



Out of the compliments we identified, we found the main compliment related to Quality of Service (11).

Compliments



What We Were Told

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

Intelligence

Service Name:	CHCP CIC		
Identified By:	Telephone	Date Recorded:	25/01/2022
Experience:	<p>Caller rang to explain had some recent dental treatment which involved some teeth out and possibly two more to be removed - a pallet offered by dentist not a bridge which would be patient's first choice. Wants second opinion preferably by another dentist within the same practice who may be able to explain things more clearly to her.</p>		
Actions Taken (Healthwatch)	<p>Tried to contact Dentist over two days but engaged constantly. CHCP Customer Care Line contacted to ask how best to contact and emailed their Customer Care Service Team to highlight patient's concerns and to request second opinion of a different Dentist.</p>		
Actions Taken (Provider)	<p>CHCP contacted patient to confirm second opinion date booked in prior to patient next appointment.</p>		

Compliments

Service Name:	Mydentist – Newland		
Identified By:	Research	Date Recorded:	31/01/2022
Experience:	<p>"From start to finish I found the practice friendly and professional. My appointment was on time and very accommodating. It is extremely clean and welcoming."</p>		

Service Name:	Mydentist – Newland		
Identified By:	Research	Date Recorded:	31/01/2022
Experience:	<p>"Easy booking in for scheduled appointment staff very pleasant. In the dental room for treatment treated really well. I was there for clean and an extraction; made me feel at ease and took great care of me during and after treatment as</p>		

	I had a bleed to gum and they would not let me leave until they were certain I was ok."
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Service Name:	IDH Marfleet
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Identified By:	Research	Date Recorded:	31/01/2022
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Experience:	"First class treatment when my husband and I had work done yesterday. I was very nervous and my husband is disabled but the Dentist, Nurse and receptionist provided excellent care. Gentle care, extreme politeness, punctual appointments, reminders and easy parking all make a very positive experience. So sorry that the Practice is closing."
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Service Name:	Genesis Dental Care
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Identified By:	Research	Date Recorded:	31/01/2022
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Experience:	"In all of my years visiting Dentists, the service provided was excellent, ensuring I felt fine through a fast and most importantly, a pain free filling."
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Service Name:	Genesis Dental Care
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Identified By:	Research	Date Recorded:	31/01/2022
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Experience:	"As I was very nervous having my procedure, I found my Dentist very patient with me and did all she could to help me relax through it."
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Service Name:	Genesis Dental Care
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Identified By:	Research	Date Recorded:	31/01/2022
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Experience:	"Dentist was considerate to the fact I have severe anxiety and needle phobia. He was very calming and decided an alternative option for me would be better for extractions."
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Service Name:	Genesis Dental Care
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Identified By:	Research	Date Recorded:	31/01/2022
Experience:	"I was happy to see a Dentist and get a proper check-up and scale and polish, which I haven't been able to for some time and the Dentist was very good."		

Service Name:	Genesis Dental Care		
Identified By:	Research	Date Recorded:	31/01/2022
Experience:	"I am so pleased to be registered at this Practice. I had an emergency just before Xmas, I was seen straight away and both the reception staff, Dentist and Dental Nurses were fantastic. Issue was resolved quickly. Thank you to all."		

Service Name:	Genesis Dental Care		
Identified By:	Research	Date Recorded:	31/01/2022
Experience:	<p>"The Dentist was absolutely lovely and put me at ease throughout the whole procedure despite it being quite a complex tooth extraction. I came in as an emergency patient and have seen Emergency Dentists before (at different practices) who have fobbed me off with temporary measures and clearly didn't want to do the extraction (the tooth was very bad with bent roots). This one was not put off and went above and beyond to find out all the problems, explained everything thoroughly, and brought me back for a second appointment to do the very difficult extraction.</p> <p>Thank you for finally sorting my tooth! We need more Dentists like this in the world. I am on several waiting lists around Hull but this would definitely be the practice I would choose if the waiting list declines."</p>		

Service Name:	Mydentist – Hessle High Road		
Identified By:	Research	Date Recorded:	31/01/2022
Experience:	"The only Dentist I have ever looked forward to visiting! From reception to clinical staff, absolutely faultless. The extra mile and then some."		

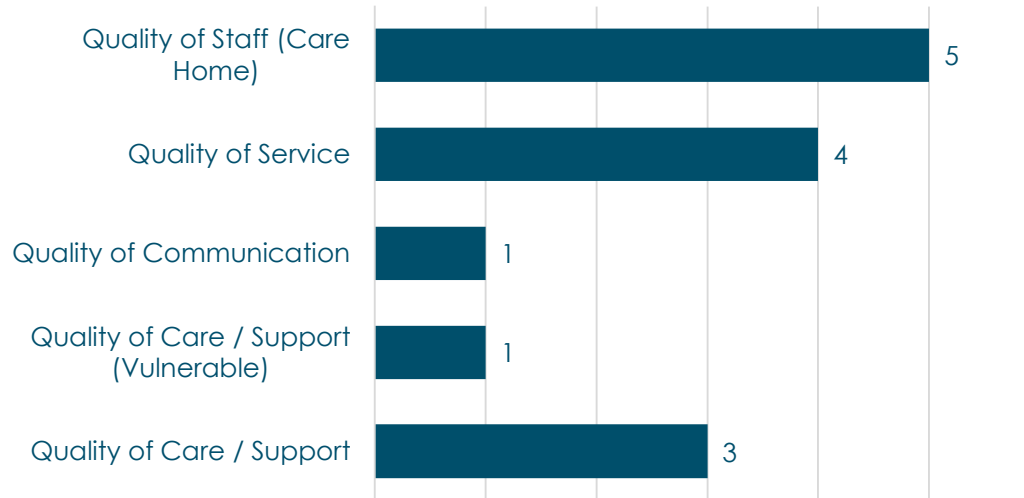
Service Name:	Mydentist – Hessle High Road		
Identified By:	Research	Date Recorded:	31/01/2022
Experience:	<p>“I can't recommend this Practice any higher. Never felt more at ease with a Dentist and assistant.</p> <p>Receptionists are efficient and on the ball also.”</p>		

4.3 Experiences Breakdown – Care Homes

This month, we recorded a total of 5 experiences for Care Homes. These experiences were broken down into 14 compliments.

Out of the compliments we identified, we found the main compliments related to Quality of Staff (Care Home) (5).

Compliments



What We Were Told

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

Compliments

Service Name:	Castle Rise		
Identified By:	Research	Date Recorded:	31/01/2022
Experience:	"I am pleased with the Care my partner is given every minute of the day; the staff do everything I am unable to do for my partner. I don't know where I'd be without the fantastic staff, every single thing they do makes me feel happy, and I know they are at the end of the phone to help any time. Brilliant Care Home; thank you for everything."		

Service Name:	Kesteven Grange Care Home		
Identified By:	Research	Date Recorded:	31/01/2022

Experience:	"I feel good and happy - Christmas at the Home was a very happy time. The staff made it that way. Thank you all."		
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Service Name:	Kesteven Grange Care Home		
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Identified By:	Research	Date Recorded:	31/01/2022
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Experience:	"I've been here 10 years and I've no complaints. I've always been looked after well and fed well. I am happy here."		
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Service Name:	Kesteven Grange Care Home		
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Identified By:	Research	Date Recorded:	31/01/2022
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Experience:	"Mum has been in Kesteven for about a month and I just wanted to say how kind and caring the whole team are. They are so, so busy and even more so in the current climate but still continue to show compassion and kindness. Thank you to you all."		
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Service Name:	Berkeley House Care Home		
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Identified By:	Research	Date Recorded:	31/01/2022
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Experience:	<p>"I have never had any experience of a Care Home before my parent was taken to Berkeley House for respite. We could not visit for quite a while because of COVID-19. When I did visit I got a very pleasant surprise. All the staff were very happy and so willing to help in any way. Nothing has been any trouble for anyone.</p> <p>Thank you so much for everyone's help over the last few months. I will be eternally grateful for making my parent feel actually at home."</p>		
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4.4 Experiences Breakdown – Hull Royal Infirmary

This month, we recorded a total of 1 experiences for Hull Royal Infirmary. This experience was broken down into 1 intelligence.

This single piece of intelligence related to diagnosis (1).

We Were Told

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

Intelligence

Service Name:	Fracture Clinic (Adults)		
Identified By:	Web (Email / Survey)	Date Recorded:	27/01/2022
Experience:	We received an email from a patient to say had broken arm, but the Fracture Clinic at Hull Royal Infirmary wouldn't do any surgery on her arm and sent her home in pain.		
Actions Taken (Healthwatch)	Advised patient to refer back to GP for assessment and possible re-referral.		

4.5 Experiences Breakdown – Mental Health Services

This month, we recorded a total of 1 experience for Mental Health Services, as this experience relates to an information request, it has been included in Section 3 of this report. This experience was broken down into 1 intelligence.

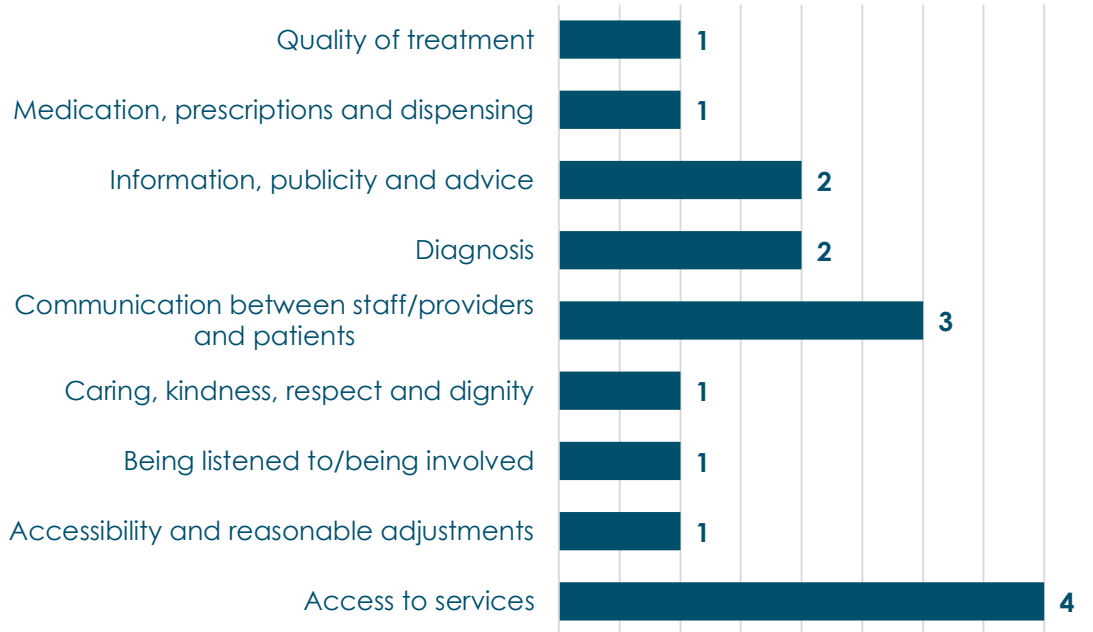
This single piece of intelligence related to information, publicity and advice (1).

5. Experience Breakdown – Quarter 4 2021/22

From the experiences we have recorded at this stage in Quarter 4 2021 / 22 (January to March 2022), we have now identified 16 pieces of intelligence and 57 compliments.

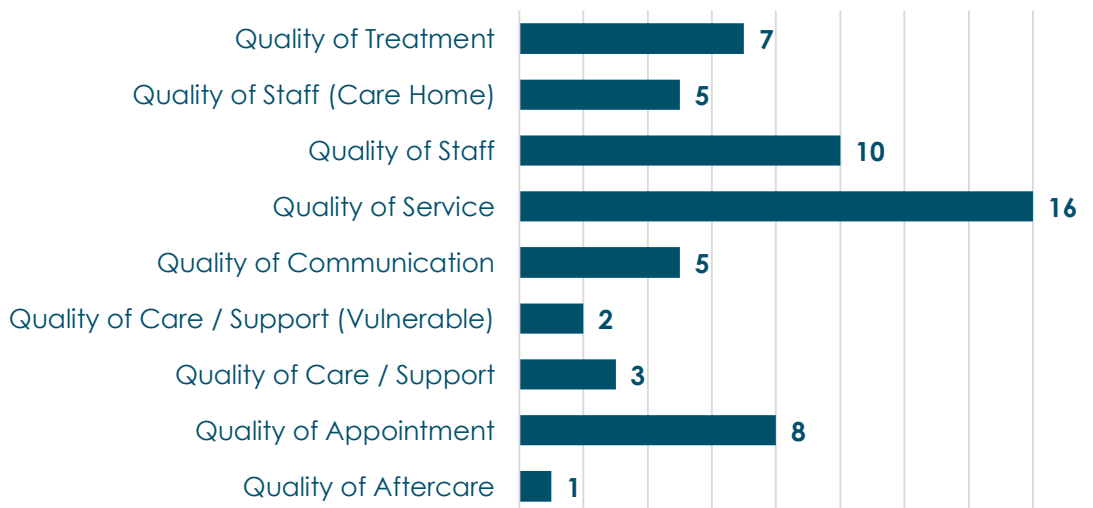
The main theme intelligence identified this quarter was Access to Services (4).

Intelligence



The main compliment identified this quarter was Quality of Service (16).

Compliments

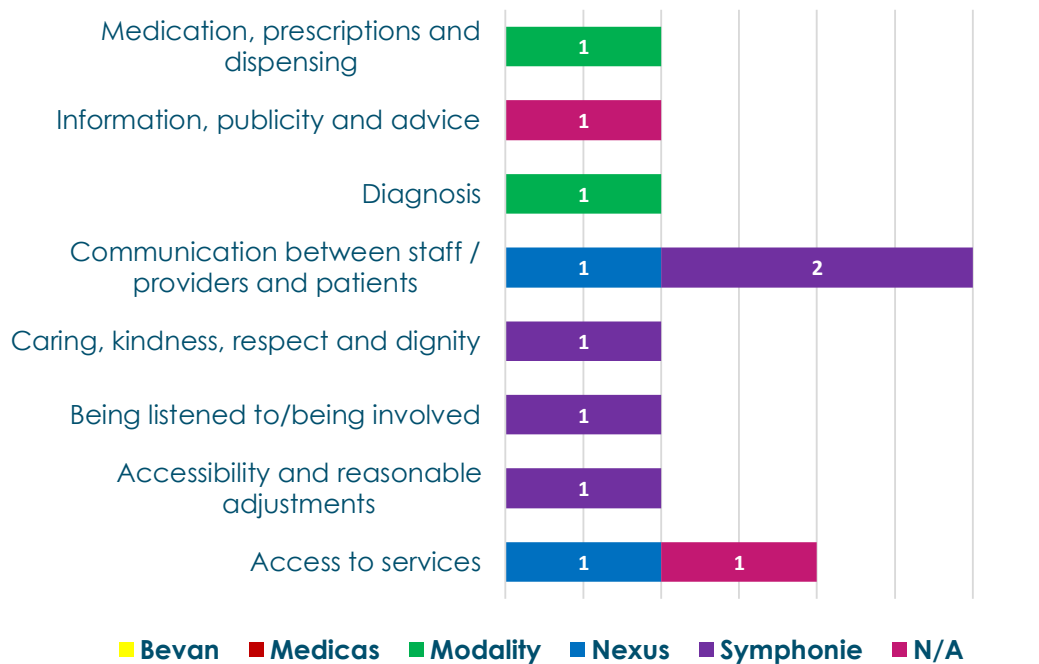


6. Experience Breakdown (PCN) – Quarter 4 2021/22

From the experiences we have recorded at this stage in Quarter 4 2021 / 22 (January to March 2022), we have now identified 16 pieces of intelligence and 57 compliments.

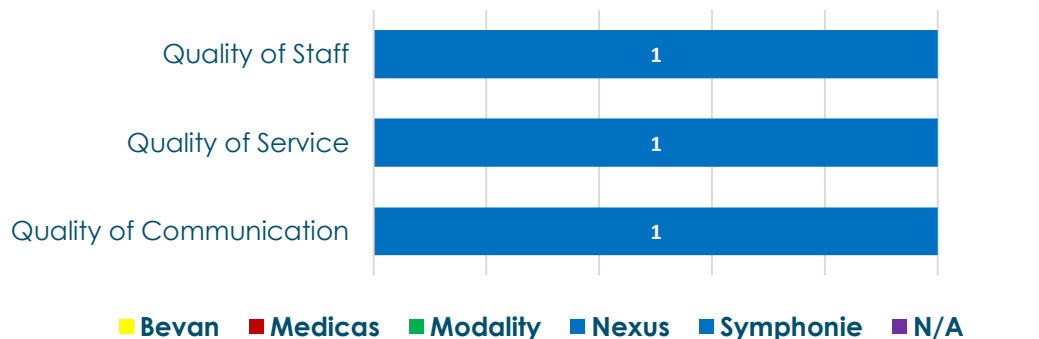
The main theme intelligence identified this quarter related to Communications between staff / providers and patients (3).

Intelligence



Out of the compliments we identified this quarter, each received a single comment.

Compliments



7. NHS Independent Complaints Advocacy

This month the Independent NHS Complaints Advocacy Service received 8 complaints.

Date of Incident	March and October 2021
Who delivered the care to patients?	Hull University Teaching Hospitals NHS Trust
Nature and substance of complaint	Dissatisfactory care delivered to Dementia patient with hearing impairment whilst hospital inpatient. Patient Experience included two separate falls whilst inpatient resulting in fractured wrist and hip.
Date of Incident	May and June 2021
Who delivered the care to patients?	Hull University Teaching Hospitals NHS Trust
Nature and substance of complaint	General Care delivered to patient whilst a hospital inpatient, including dissatisfactory management of bed sores and dissatisfactory outcome to surgery for stoma.
Date of Incident	January 2022
Who delivered the care to patients?	Humber Teaching NHS Foundation Trust
Nature and substance of complaint	General dissatisfaction with care and treatment delivered to patient whilst a hospital inpatient in respect of both, physical and mental health issues (Section 3).
Date of Incident	December 2021 and January 2022
Who delivered the care to patients?	Humber Teaching NHS Foundation Trust
Nature and substance of complaint	Dissatisfaction with the manner in which patient was detained and placed 'Under Section' during Home visit. Patient's home address was allegedly left unsecure and with lights switched on. NOTE: Issues since resolved informally.

Date of Incident	December 2021
Who delivered the care to patients?	Sydenham Group Practice
Nature and substance of complaint	Dissatisfaction with GP's approach in consideration of patient's exemption from wearing a face covering during treatment.

Date of Incident	To be confirmed
Who delivered the care to patients?	Newland Group Medical Practice
Nature and substance of complaint	Maladministration when reporting test results for suspected and subsequent confirmed diagnosis of Bowel Cancer by GP.

Date of Incident	January 2022
Who delivered the care to patients?	Hull University Teaching Hospitals NHS Trust
Nature and substance of complaint	Emergency Surgery to treat kidney stones postponed after 8 hour wait on day of scheduled Surgery.

Date of Incident	January 2022
Who delivered the care to patients?	Hull University Teaching Hospitals NHS Trust
Nature and substance of complaint	Dissatisfaction with tone and content of general letter updating on Hospital Trust's review of 'Hospital acquired COVID-19 infection for the period November 2020 - March 2021'. The letter was sent to deceased patient's spouse and caused distress.



Intelligence Report

January 2022

healthwatch
Kingston upon Hull