

Intelligence Report

November 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 November 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
- City Health Care Partnership
- 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.

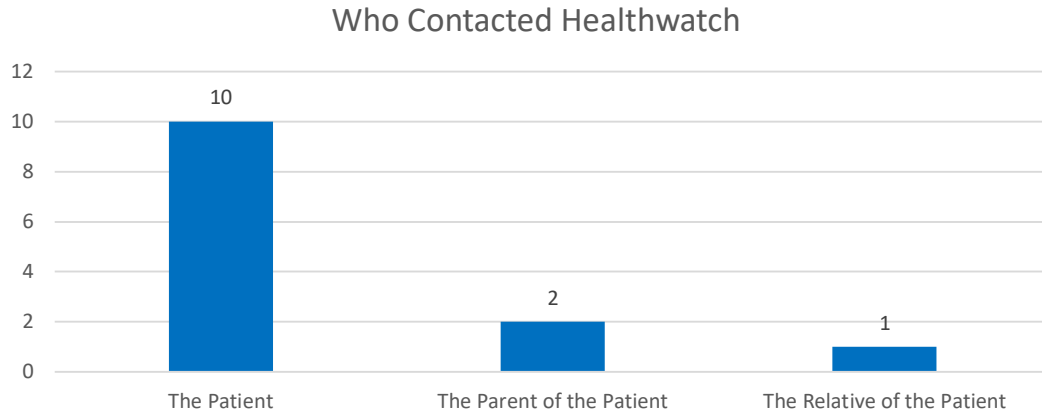
We also may not publish every experience we’ve recorded as some experiences may be very similar to others; for example, “I couldn’t get an appointment” and “I’ve had to wait weeks to even speak to a doctor” (which are both appointment issues).

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.

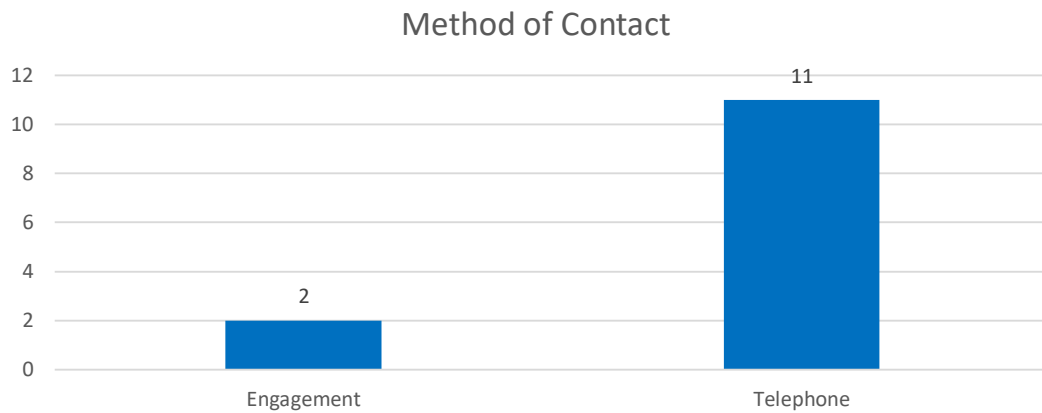
Finally, all experiences in this report have been received and researched in good faith. Healthwatch have not investigated any of the concerns raised and have acted in accordance with the role and responsibility of Healthwatch.

2. Contact Statistics

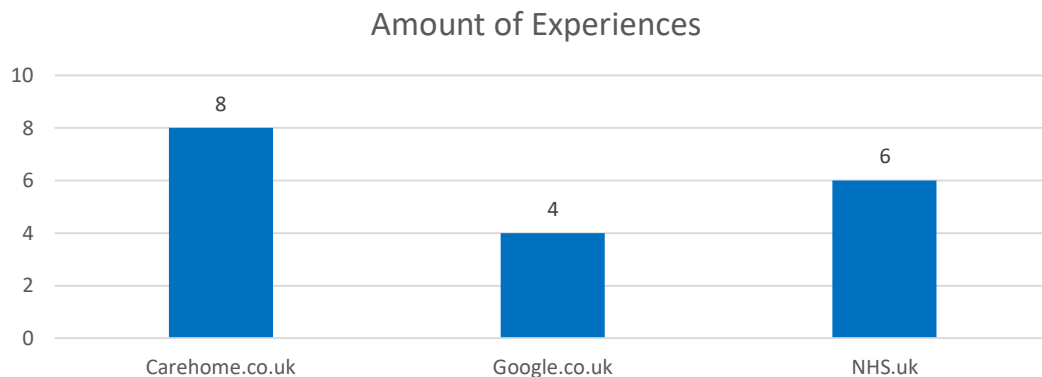
During November, we had 13 people contact Healthwatch directly to provide feedback or to ask for information / advice.



The most popular means of contacting Healthwatch this month was by Engagement and Telephone with 13 contacts each.

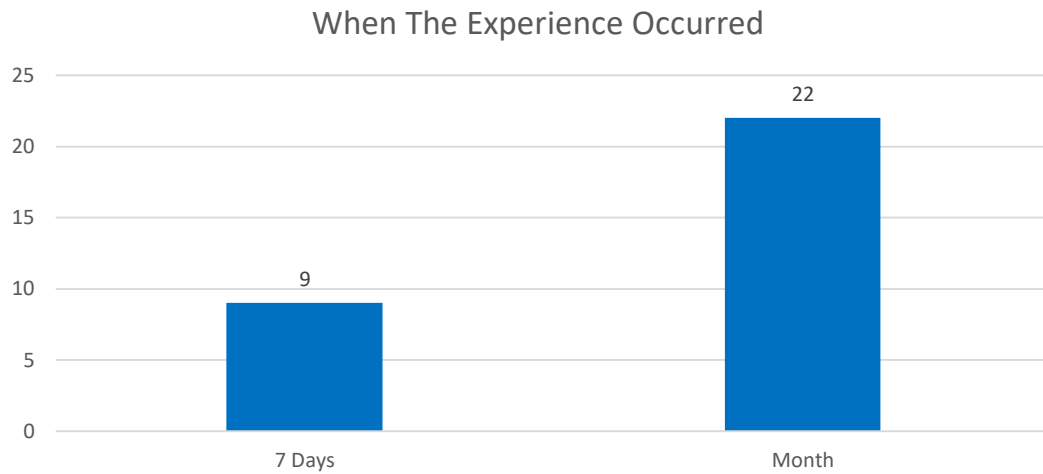


We also conducted online research of local services, where we found a total of 18 experiences from Google and NHS.uk websites.



The total amount of information and experiences retrieved this month, through contact and research is 31.

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	Dentist	Date Recorded	30/11/2021
Experience identified by:	Telephone		
Experience	Caller rang for advice on NHS dentist in the Hull area - not been to a dentist for many years but now needs some treatment - called NHS 111 but didn't class as an emergency. Has rung many dentists in Hull area without success.		
Actions Taken (Healthwatch)	Suggested possibly contacting one of the dentists that are accepting patients onto a waiting list.		

Area	Dentist	Date Recorded	24/11/2021
Experience identified by:	Telephone		
Experience	Caller rang to enquire about an NHS dentist - lives in the HU5 area but rang many dentists in Hull but unable to find one accepting new patients - many quoted 2 year waiting lists. Caller contacted NHS 111 who advised of possible availability in Grimsby.		
Actions Taken (Healthwatch)	Suggested couple of options of dentists in Hull who are currently taking on new NHS patients although long waiting list. Discussed if option of taking appointment in Grimsby		

Area	Dentist	Date Recorded	18/11/2021
Experience identified by:	Telephone		
Experience	Person rang to enquire about possible dentists offering treatment in the area as has terrible toothache and can't find any NHS dentist that will see him.		
Actions Taken (Healthwatch)	Emailed him information around two possible dentists in the area currently seeing patients or who may possibly add to their waiting list.		

Area	Dentist	Date Recorded	15/11/2021
Experience identified by:	Telephone		
Experience	Dental enquiry person trying to access NHS dentist for their son in the Hull area - have rung various dentists in the Hull area but many have quoted 18 month waiting list.		
Actions Taken (Healthwatch)	Offered information for dental practice in Hull which believe still taking NHS patients or to join a waiting list to get son registered as not requiring urgent treatment.		

Area	GP Surgery	Date Recorded	17/11/2021
Experience identified by:	Telephone		
Experience	Enquiry around how to register with a GP and gain an NHS number		
Actions Taken (Healthwatch)	Gave information on how to register with a GP which will then generate an NHS number.		

Area	GP Surgery	Date Recorded	11/11/2021
Experience identified by:	Telephone		
Experience	Caller rang to enquire if it is possible to access own medical records dating back to childhood.		
Actions Taken (Healthwatch)	Provided possible options either accessing NHS Online service or by calling GP Practice to request.		

Area	GP Surgery	Date Recorded	03/11/2021
Experience identified by:	Telephone		
Experience	Caller rang for information on GP practices in the HU6 area of Hull as received letter from current GP to say no longer able to stay registered with them as doesn't live in the area.		
Actions Taken (Healthwatch)	Provided GP practice address and telephone numbers in HU6 area of Hull		

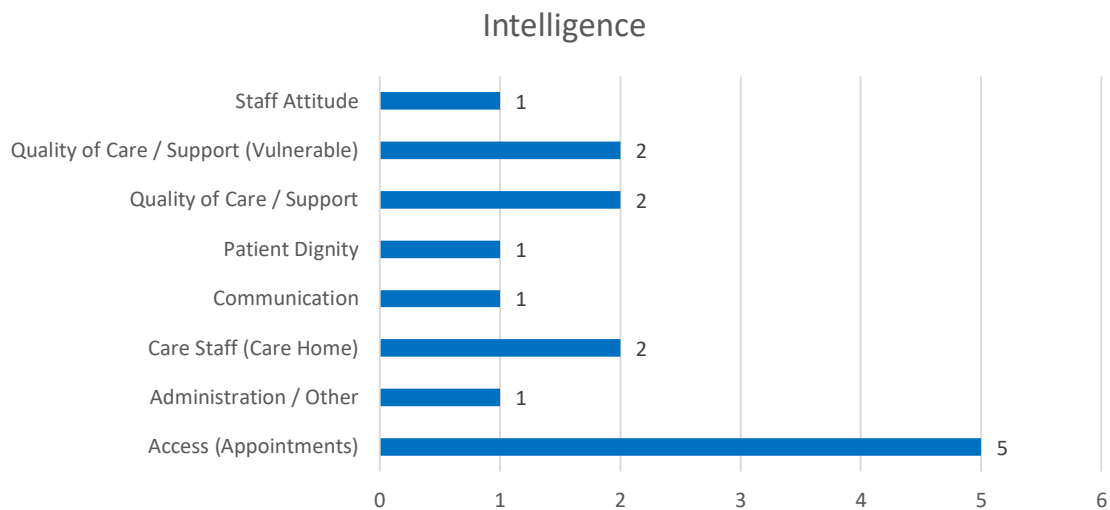
Area	Voluntary and Community Sector Groups	Date Recorded	03/11/2021
Experience identified by:	Engagement		
Experience	At one of the social engagements person asked for information around support with family breakdown, particularly divorce and support groups to link into.		
Actions Taken (Healthwatch)	Provided information on Relate, Connect Well and Hull & East Yorkshire Mind		

4. Experiences Breakdown

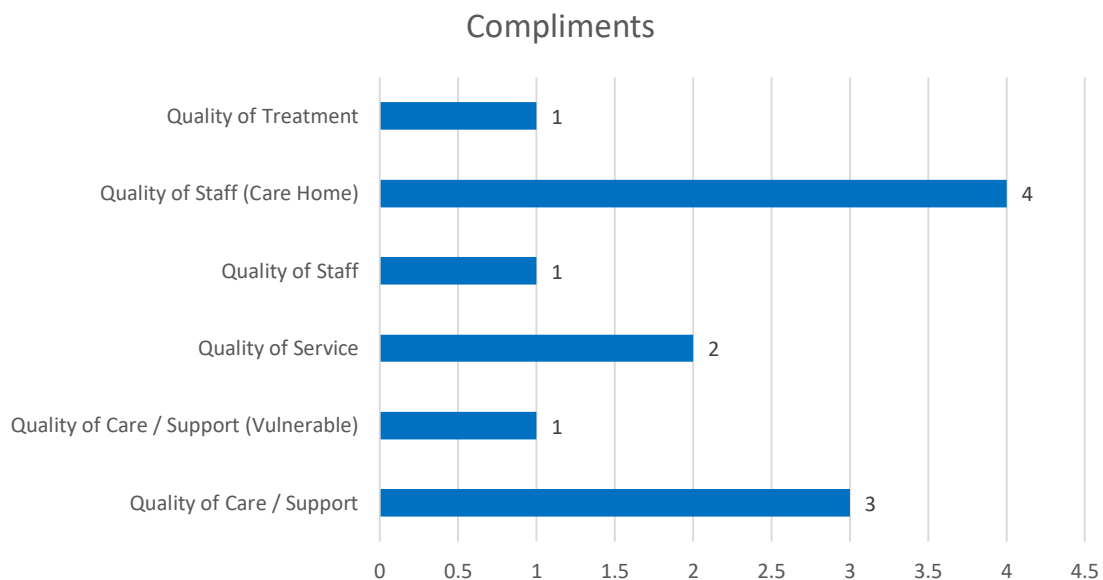
This month we recorded 13 experiences through direct contact, 8 of these were information requests and 18 experiences through research. Upon further analysis of these 31 experiences, we identified 15 intelligence and 12 compliments.

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

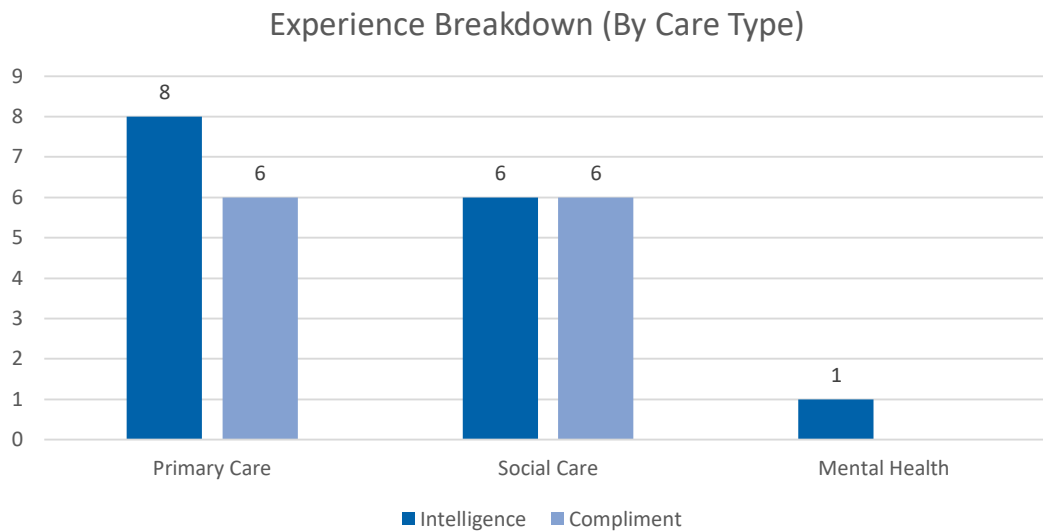
The main theme intelligence identified this month was Access (Appointments) (5).



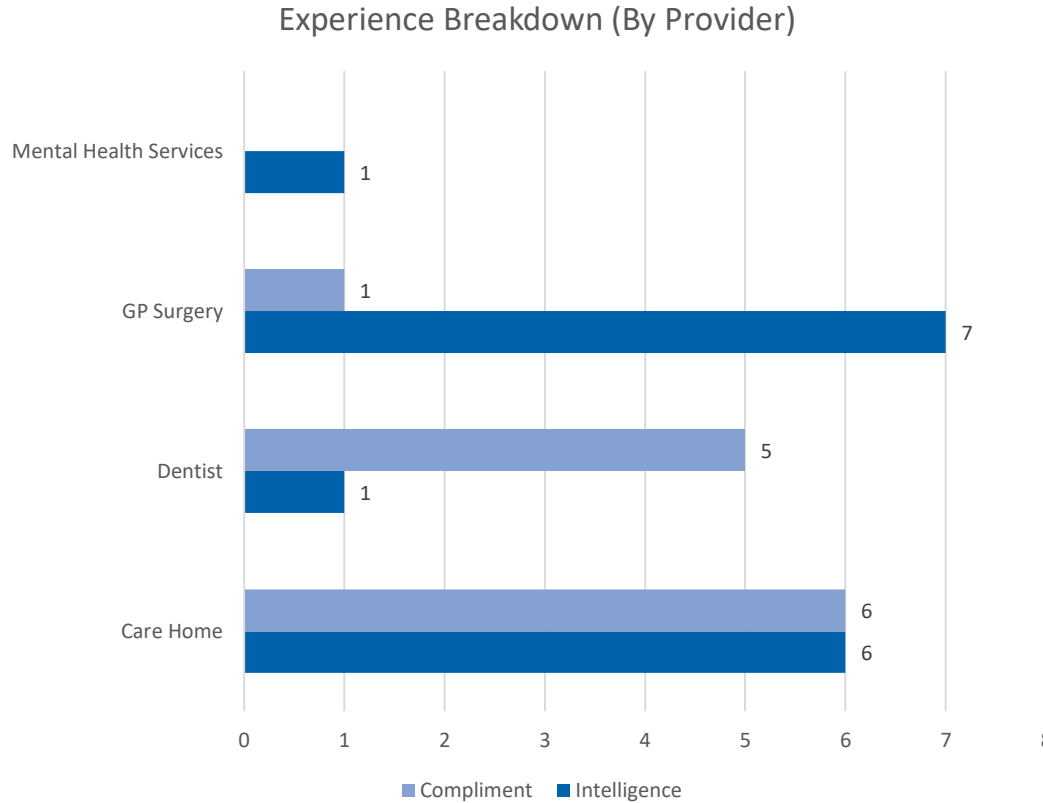
The main compliment identified this month was Quality of Staff (Care Home) (4).



The care type with the most themes (intelligence and compliments) this month was Primary Care (GP Surgeries and Dentist Practices) with 8 intelligence and 6 compliments.



When broken down to the service level, we found Care Homes had the most themes this month, with 6 intelligence and 6 compliments.

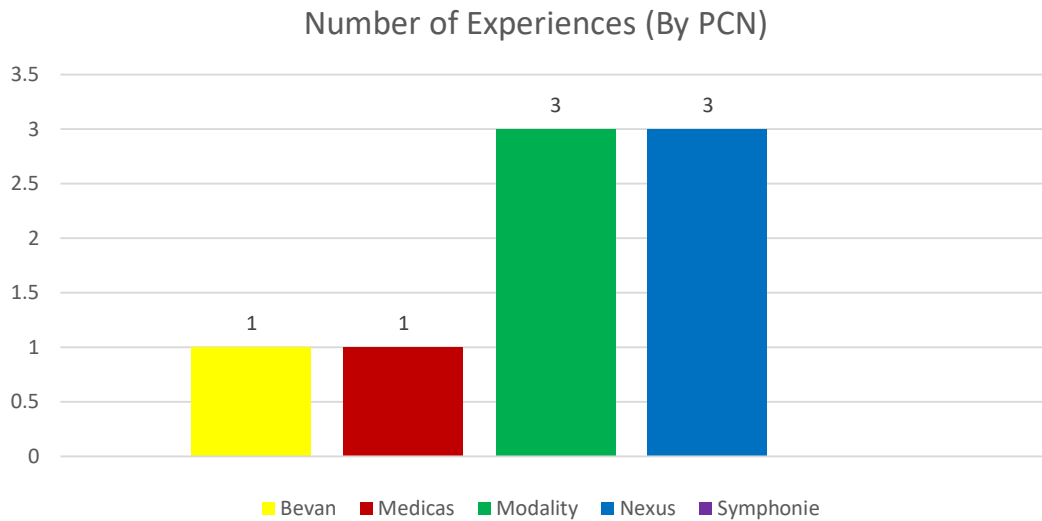


4.1 Experiences Breakdown - GP Surgeries

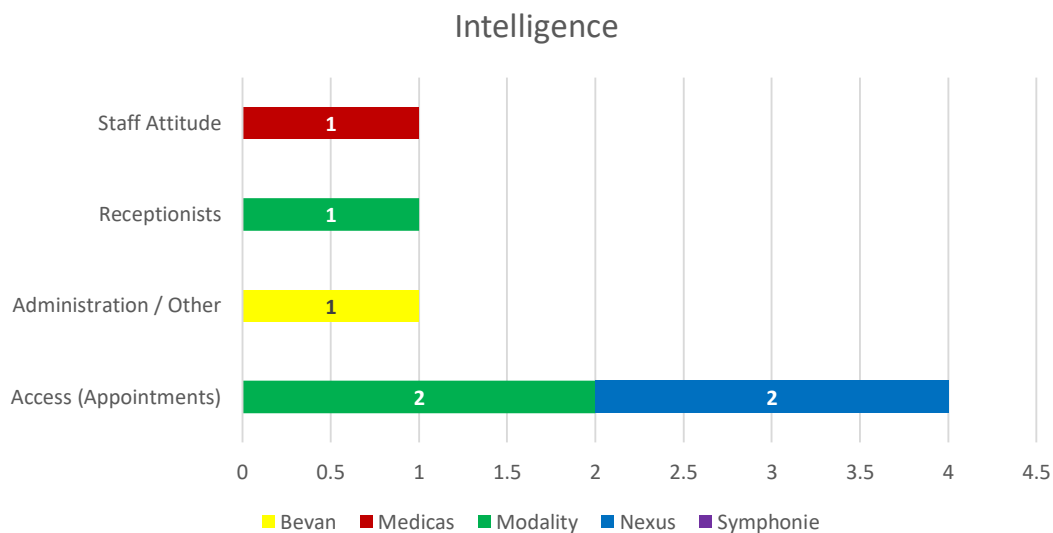
This month, we recorded a total of 8 experiences for GP Surgeries. These experiences was broken down into 7 intelligence and 1 compliment.

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

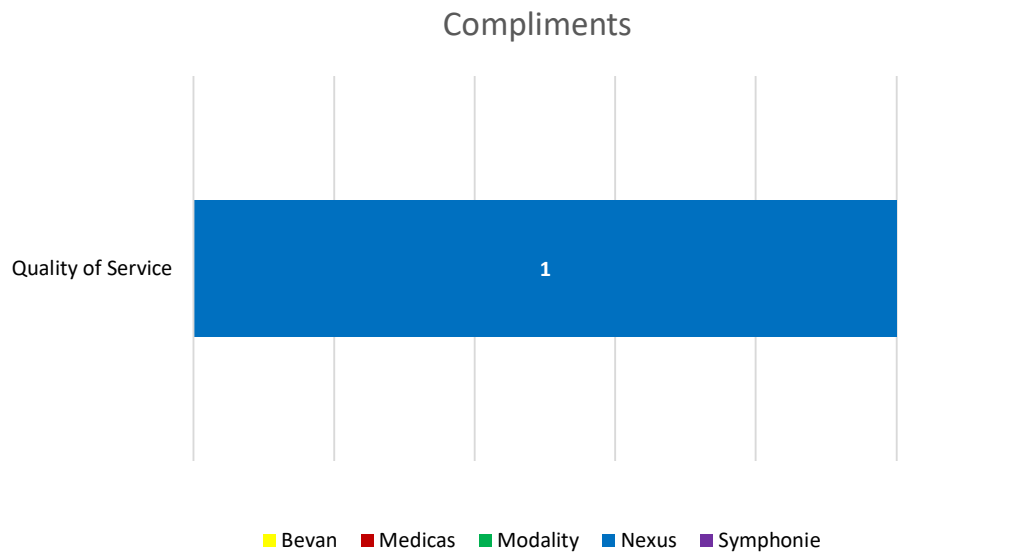
Please note, in some instances we received surveys without the name of the GP Surgery or it is related to an information request (not tied to a specific GP Practice) which means we are not able to identify which PCN it falls under.



Out of the intelligence we identified, we found the main intelligence related to Access (Appointments) (4).



Out of the compliments we identified, the main compliment related to Quality of Service (1).



What We Were Told

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

Intelligence

Service Name	James Alexander Family Practice (Within Bransholme Health Centre)	PCN	Bevan
Experience identified by:	Engagement	Date Recorded	10/11/2021
Experience	Spoke to person while at social group who had moved GP's and there was a long delay with their medical notes being transferred from the old GP to the new one.		
Actions Taken (Healthwatch)	Contacted the Practice Manager at the surgery to ask if they could look into cause of delay.		
Actions Taken (Provider)	Practice Manager emailed back to confirm transferal of medical notes should be completed within couple of days		

Service Name	East Hull Family Practice (Morrill Street Health Centre)	PCN	Medicas
Experience identified by:	Research	Date Recorded	30/11/2021
Experience	I never leave bad reviews as it is usually a waste of time. However, after ringing the Morrill Street Practice, I am very unsatisfied with the service. The lady I have spoken to was very rude. The line was delayed, therefore it wasn't easy to communicate for neither of us, but her tone towards me was		

unacceptable. I didn't get the chance to ask any questions and explain my enquiry fully as she just cut me off. When I wanted to ask a question, she ended the phone call. I understand that the NHS is very busy and it is difficult to get to see the doctor. However, there is no need for the receptionist to be rude and so unhelpful. Their job is to listen to patients, and some of them are clearly in the wrong job role. I cannot say a bad word about the nurses and doctors as their care is always to the highest standards. The only thing putting down East Hull Family Practice is the disrespectful reception staff.

Service Name	Newland Group Medical Practice	PCN	Modality
Experience identified by:	Research	Date Recorded	24/11/2021
Experience	Tried to order contraception which over many weeks and was told that I was not due and that i would need an appointment. Tried to book an appointment daily but consistently cut off due to there being more than 100 people in the telephone queue. Appalling service and unable to go to another service as no longer through sexual health in hull.		

Service Name	Newland Group Medical Practice	PCN	Modality
Experience identified by:	Research	Date Recorded	19/11/2021
Experience	I witnessed an elderly lady being brought to tears by the receptionist and refused her appointment, the receptionist claimed she was late. However the lady had been unable to check in on self-check in and had been waiting in the queue for several minutes. I have witnessed this lack of patience, sympathy and empathy time and time again from these receptionists.		

Service Name	Kingston Health (Park Health Centre)	PCN	Modality
Experience identified by:	Telephone	Date Recorded	23/11/2021
Experience	Patient has called before to express concern over health which doesn't feel GP is taking seriously. Has felt unwell for 6 months plus with kidney/liver pain and constantly tired, they are also concerned at the amount of weight loss recently and feels dismissed by the service. An appointment for a gallstone to be removed in December has now been cancelled and the pain from this has been treated with constant paracetamol as advised by the GP.		
Actions Taken (Healthwatch)	Emailed the practice manger to highlight the issues for the patient		

Actions Taken (Providers)	Practice Manager emailed back to say they have been in touch with this patient on a regular basis but would give her another call and possibly set up further face to face appointment.
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Service Name	Orchard Park Health Centre	PCN	Nexus
Experience identified by:	Telephone	Date Recorded	09/11/2021
Experience	I am totally disgusted with the inadequate service I get through this surgery. Can somebody tell me how to make appointment?! Couldn't get through on the phone to make it. On my last attempts, once I was on hold for 45 min (N3 on the queue) or waiting for ages just to be cut off. Tried to make appointment trough the app, answering so many questions, just to receive straight message that "we are currently receiving a high demand for appointments, we aim to have contacted you within 2 to 3 weeks". Same message every time. How institutional! And I am still waiting since September. Repeat prescription- for so many years never had medication review. When requested medications show that need review-tried to called, no chance, but on my patient record state that been given. Same with test results. I feel like I'm just a number.		

Service Name	New Hall Surgery	PCN	Nexus
Experience identified by:	Telephone	Date Recorded	23/11/2021
Experience	I have had great difficulty contacting the practice today. I started trying to ring yesterday at 17.30 after I finished work. Unable to get through as I was in a long queue and kept being told the practice was closing soon. Rang again today 3 times I was told over 100 people in the queue in front of me and to ring back. I eventually got in a queue and waited 1 hour 34 minutes to speak to a care practitioner who was very helpful. It is impossible for me to contact the surgery when at work as cannot wait for that length of time. We had tried the pharmacy first and advised to contact the surgery.		

Compliments

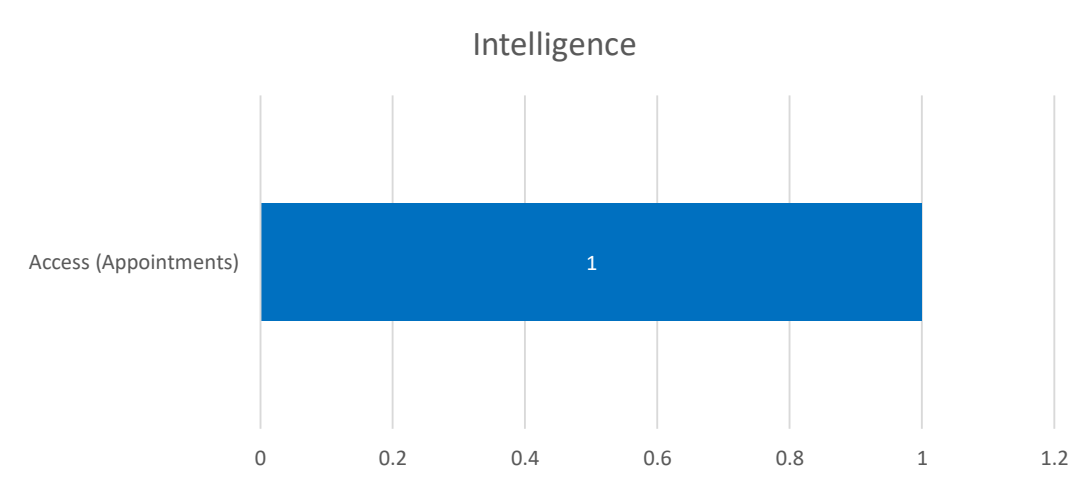
Service Name	New Hall Surgery	PCN	Bevan
Experience identified by:	Research	Date Recorded	08/11/2021
Experience	I have serious health issues and am new to the practice. I must say I have nothing but praise so far for the quick and efficient way I have been dealt with. These are difficult times and I would recommend this practice. Yes there are difficulties getting through but I see that as the times. No fault of the surgery		

4.2 Experiences Breakdown - Dentist Practices

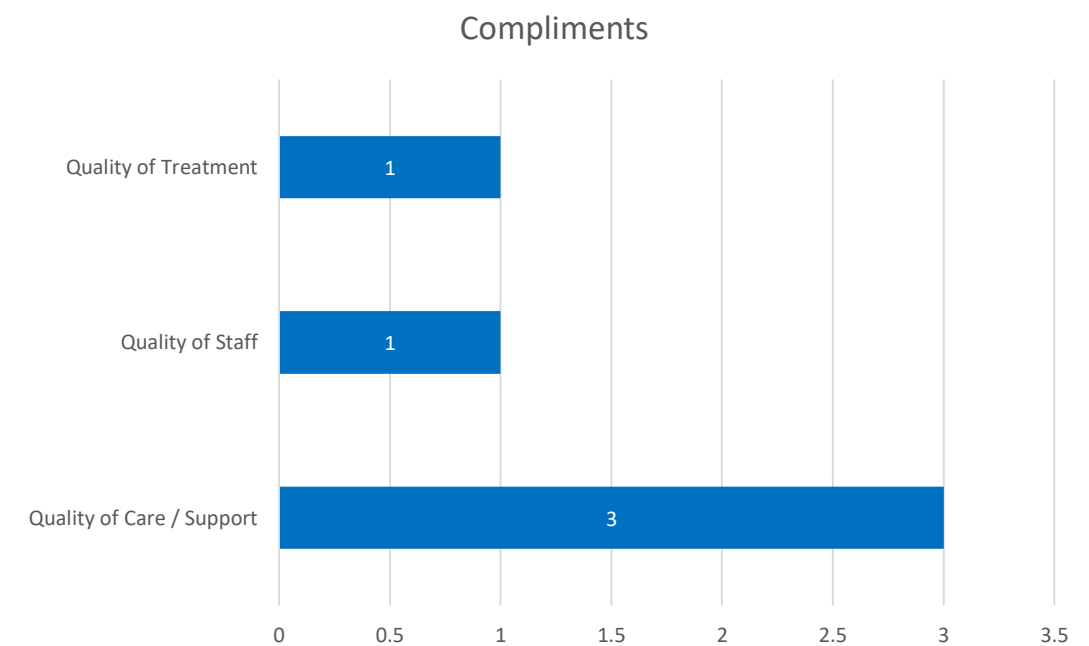
This month, we recorded a total of 5 experiences for Dentist Practices. These experiences were broken down into 1 intelligence and 5 compliments.

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) (1).



Out of the compliments we identified, we found the main compliment related to Quality of Care / Support (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	09/11/2021
Experience Identified by:	Telephone		
Experience	Caller rang after having had urgent dental treatment via A&E at Hull Royal now needs follow up treatment at NHS dentist but unable to find one taking on new NHS patients. They called NHS 111 who offered them an appointment in Grimsby but as the person doesn't drive this was not a suitable option.		
Action Taken (Healthwatch)	Gave details of dental clinic on Freetown Way, Hull which taking on new NHS patients although on waiting list.		

Compliments

Dentist Practice	Mydentist - Holderness Road	Date Recorded	16/11/2021
Experience Identified by:	Research		
Experience	Amazing dentist with my son this morning who had to have a tooth removed due to having braces. He explained everything and put him at ease.		

Dentist Practice	Genesis Dental Care	Date Recorded	19/11/2021
Experience Identified by:	Research		
Experience	Ladies at the desk always happy and remind of appointments time. Dentist care very good. Happy with them.		

Dentist Practice	Mydentist - Newland	Date Recorded	24/11/2021
Experience Identified by:	Research		
Experience	Staff are polite and very welcoming best practice I have ever been to calm my nerves right down 😊 I recommend this practice to anybody who suffers with not liking going to the dentistvery reassuring dentist		

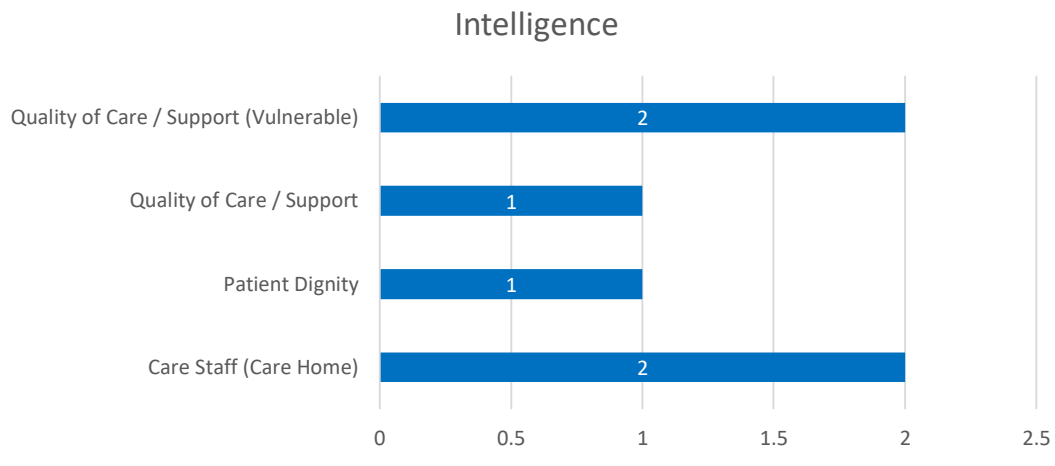
Dentist Practice	Night Dental Limited	Date Recorded	05/11/2021
Experience Identified by:	Research		
Experience	They were very quick at getting me in after being in what seemed like the worst pain of my life with an abscess, ended up having tooth extracted but the aftercare also has been		

amazing, i have been worried about infection and they've always taken the time out to speak to me and re-assure me

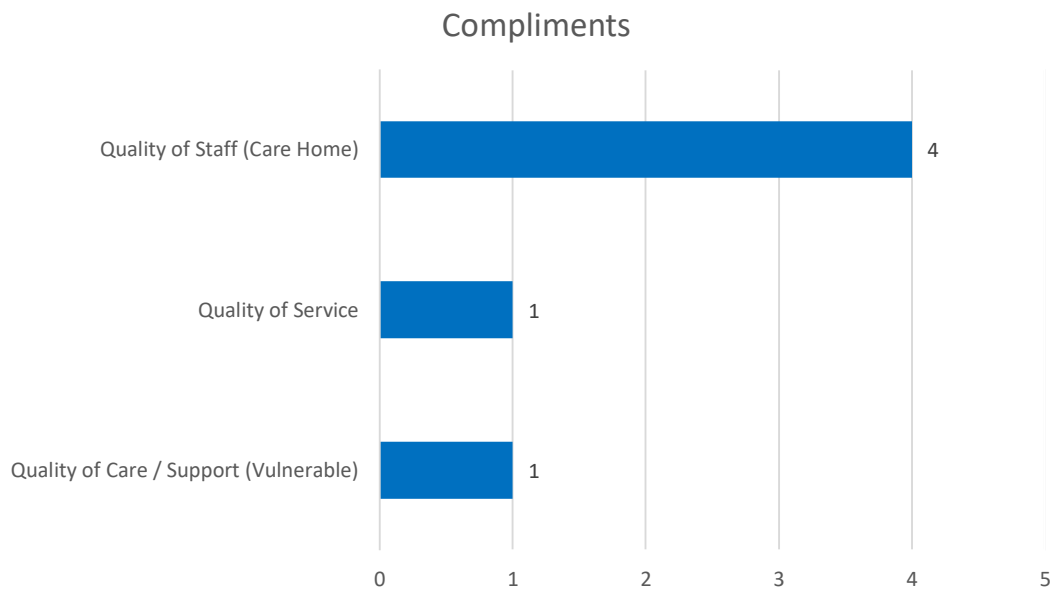
4.3 Experiences Breakdown - Care Homes

This month, we recorded a total of 9 experiences for Care Homes. These experiences were broken down into 6 intelligence and 6 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) (2)



Out of the compliments we identified, we found the main compliments related to Quality of Staff (Care Home) (4).



What We Were Told

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

Intelligence

Department	Hamshaw Court	Date Recorded	08/11/2021
Experience Identified by:	Research		
Experience	<p>It's no wonder this home is under constant scrutiny from CQC. Total lack of communication from management even when mum was hurt and hospitalized twice. The home is in desperate need of some full-time staff and not filling the gaps with agency workers that struggle to communicate with the residents. Medication can take over a week to be started, care plans and residents' wishes are not listened to. Why? Because the staff doesn't read the care plans! Mould on walls in the room, dirty bedding left on the bed, clothing just rammed into draws, rooms smelt and we found a dirty pad in the bottom of the wardrobe. And when you dare to open your mouth your 78-year-old mum gets evicted with no notice. Thank you management and senior. Wouldn't recommend this home for a dog never mind a vulnerable person. Read the CQC reports people.</p>		

Department	Alexandra Court Care Centre	Date Recorded	01/11/2021
Experience Identified by:	Research		
Experience	<p>I removed my mother-in-law from this home. Very understaffed, very bad management and the owners put profits over resident's safety and staff morale. My mother-in-law was walking around in clothes covered in mould. Her drawer was full of mouldy clothes. No one bothered to find out why she smelt of mould. She was always sad, grey looking when we collected her for outside visits once they allowed outside visits. I then read the shocking CQC report which only backed up my worries about the safety and care being given. Ninety per cent of the blame lands with the owner and management. £700 a week to walk around in mouldy clothes, missed medication, prison-like visits and hardly any mental stimulation from activities. Very few to no updates to families showing the residents smiling. Not even a single picture on Christmas Day of anyone having Christmas fun. Which for the majority of the residents would have been the first Christmas not seeing their families due to nothing being set up for this to happen.</p>		
Actions Taken (Healthwatch)	Escalated to Hull City Council		

Department	Rossmore	Date Recorded	25/11/2021
Experience Identified by:	Research		
Experience	Overall was disappointed, the care and safety was not as expected for a rehabilitation centre. Nor was the nutritional value of the meals which were neither well presented or in some cases not suitable for someone with poor mobility of hands following a stroke. The Physio side of things was very helpful and professional. Got the impression the carers were always under pressure, as short staffed.		

Department	West Park	Date Recorded	04/11/2021
Experience Identified by:	Telephone		
Experience	Caller rang with regard to visiting her mum at the care home and unhappy with a particular member of staff who she felt was a little abrupt on a specific day with her when normally they are fine. The lady was concerned that when she visited her mum she didn't have an accessible drink near her and she wasn't 'allowed' to sit in the usual room she sat in.		
Actions Taken (Healthwatch)	Offered advice around discussing the issues raised with the care home manager.		

Compliments

Department	St Clare House	Date Recorded	19/11/2021
Experience Identified by:	Research		
Experience	I cannot recommend this home enough. The manager is fantastic, and all the care staff are second to none. Nothing is too much trouble for any of them, and they look after my mum so well, although Mum keeps saying she wants to go home, this is by far the best place for her. Thanks to all the lovely care staff, kitchen staff, cooks and domestics, I cannot thank you all enough as you all go out of your way to talk to Mum and myself, and it's very much appreciated. Special thanks to the manager and her staff for all your help and support.		

Department	Berkeley House	Date Recorded	18/11/2021
Experience Identified by:	Research		
Experience	Since my mother's previous home closed down we had the big decision of finding another suitable one. We decided on Berkeley as we had a very good feel for the home. Friendly, caring and very helpful staff and management. We weren't disappointed. My mother has settled in with no problems at all. Updates are given regularly.		

Department	Berkeley House	Date Recorded	23/11/2021
Experience Identified by:	Research		
Experience	We chose Berkley House due to hearing how good it was. In the past my experience of homes when visiting relatives weren't good. As soon as you walk into Berkley you're greeted with friendly faces. The residents are very well cared for so I knew this is where we wanted my dad to go when his dementia worsened and he needed 24hr care. The home is welcoming, very well laid out and looks very homely. My dad is encouraged to join in activities as he found it hard to settle at first. They help him feel safe and meet his care needs. I know we made the right choice 100%.		

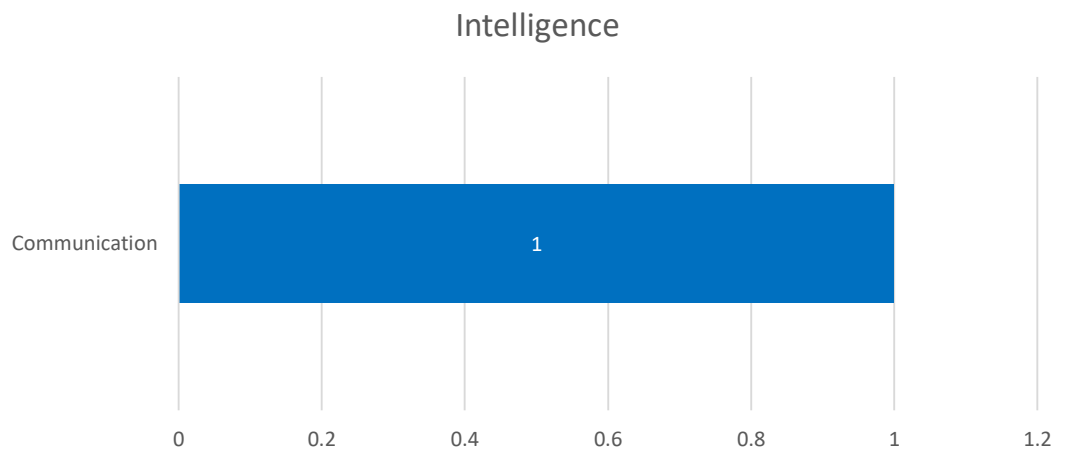
Department	Rossmore	Date Recorded	18/11/2021
Experience Identified by:	Research		
Experience	Good effort by all staff members. Their sensitive and positive care helped speed recovery at all times.		

Department	Rossmore	Date Recorded	18/11/2021
Experience Identified by:	Research		
Experience	This was my second time at Rossmore House not much has changed. Excellent care, good food and staff respectful.		

4.4 Experiences Breakdown - Mental Health Services

This month, we recorded a total of 1 experiences for Care Homes. This experience was broken down into 1 intelligence.

Out of the intelligence we identified, we found the main intelligence related to Communication (1).



What We Were Told

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

Intelligence

Department	Child Adolescent Mental Health Services (CAMHS)	Date Recorded	17/11/2021
Experience Identified by:	Telephone		
Experience	Caller rang with regard to frustration over son getting diagnosis with ADHD ongoing since 2013 - had diagnosis through CAMHS service in 2015 for autism - since then been pursuing further after catalogue of errors with GP and having to access son's notes to prove a diagnosis of ADHD was actually made but apparently not followed through.		
Actions Taken (Healthwatch)	Contacted the CAMHS service on behalf of the caller for an update - confirmed would need to receive separate referral in for ADHD from the Special Educational Needs Co-Ordinator (SENCO) at the school in order for the process to start. Discussed priorities with caller as many issues raised and advised if didn't wish to contact the Practice Manager or PALS in the first instance could possibly contact Cloverleaf for further support. Also gave information about SENDIASS -		

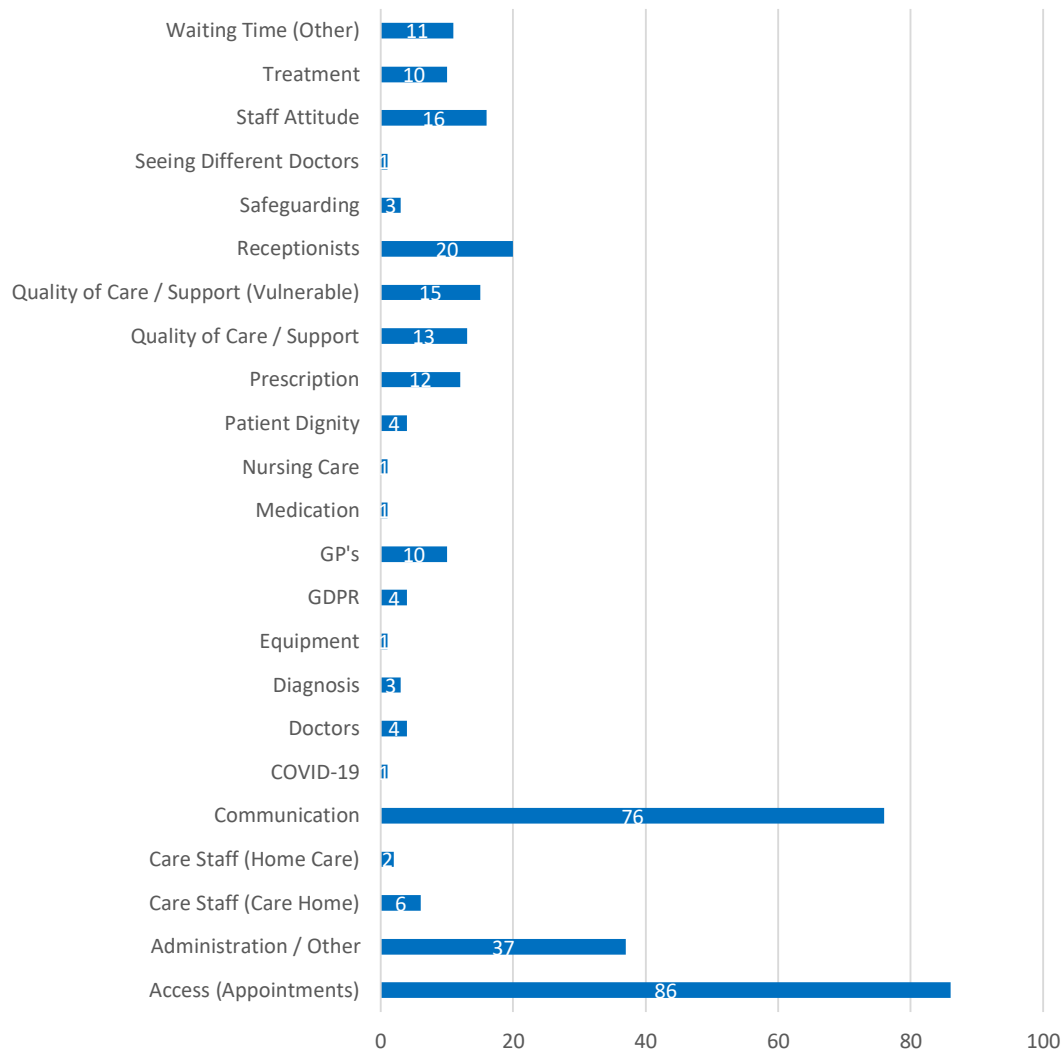
	Special Educational Needs & Disability Information Advice & Support Services for possible ongoing support.
Actions Taken (Provider)	SENCO at the child's school to send in necessary paperwork to CAMHS.

5. Experience Breakdown - From April 2021

From the experiences we have recorded from April 2021. We have now identified 338 pieces of intelligence and 341 compliments.

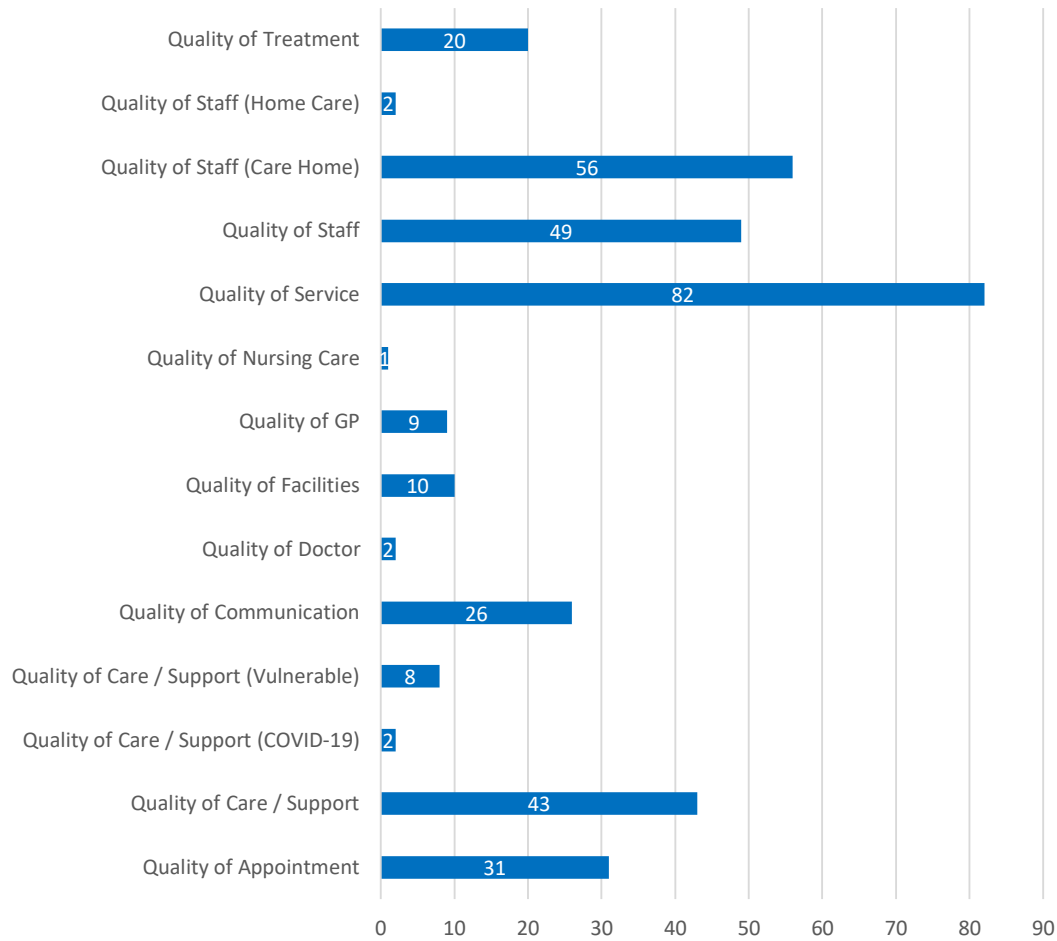
The most reoccurring intelligence are Access (Appointments) (86) followed by Communication (76).

Intelligence Gathered From April 2021



The most reoccurring compliment are Quality of Service (98) followed by Quality of Staff (Care Home) (59).

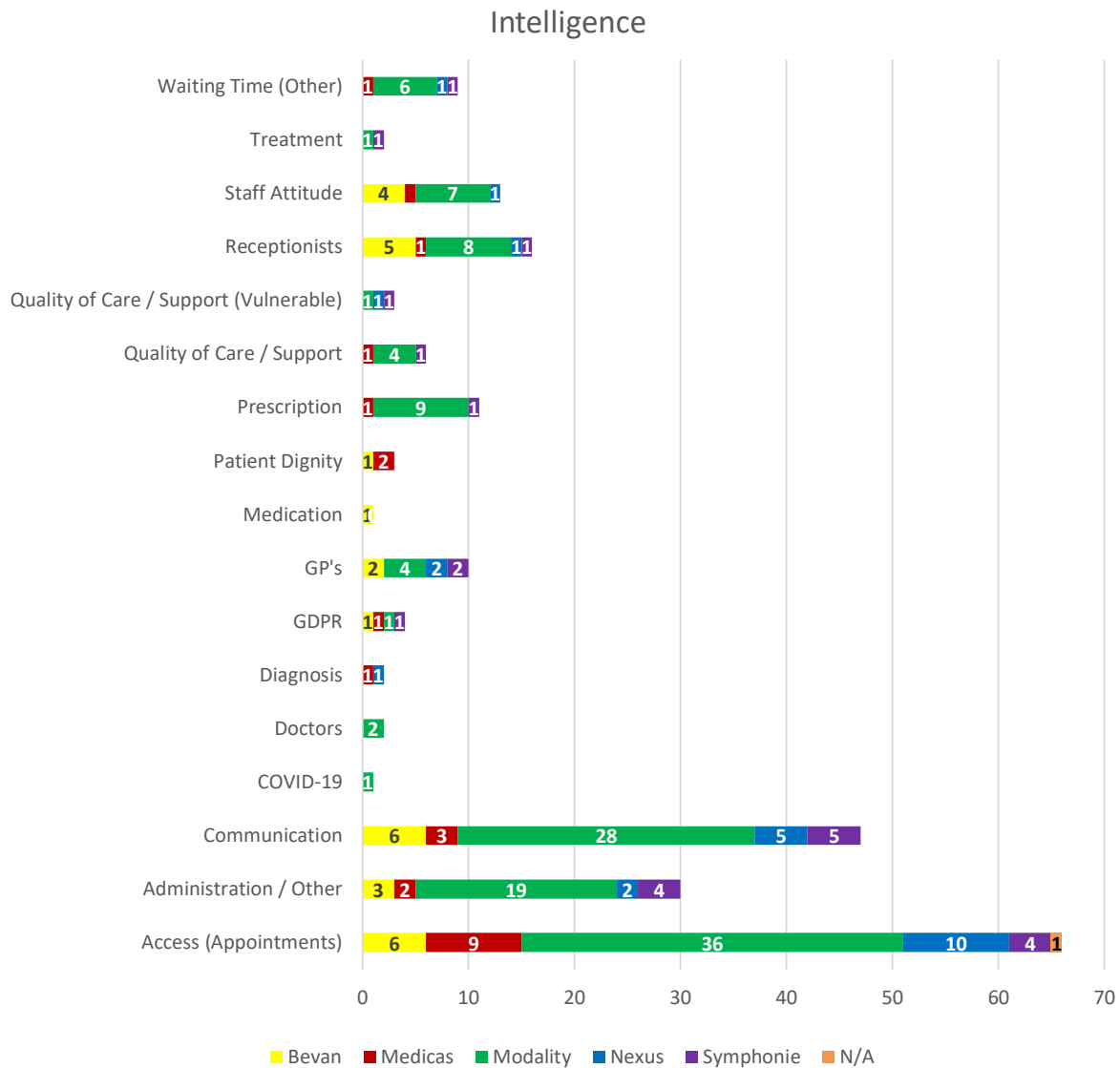
Compliments Gathered From April 2021



6. Experience Breakdown (PCN) - From April 2021

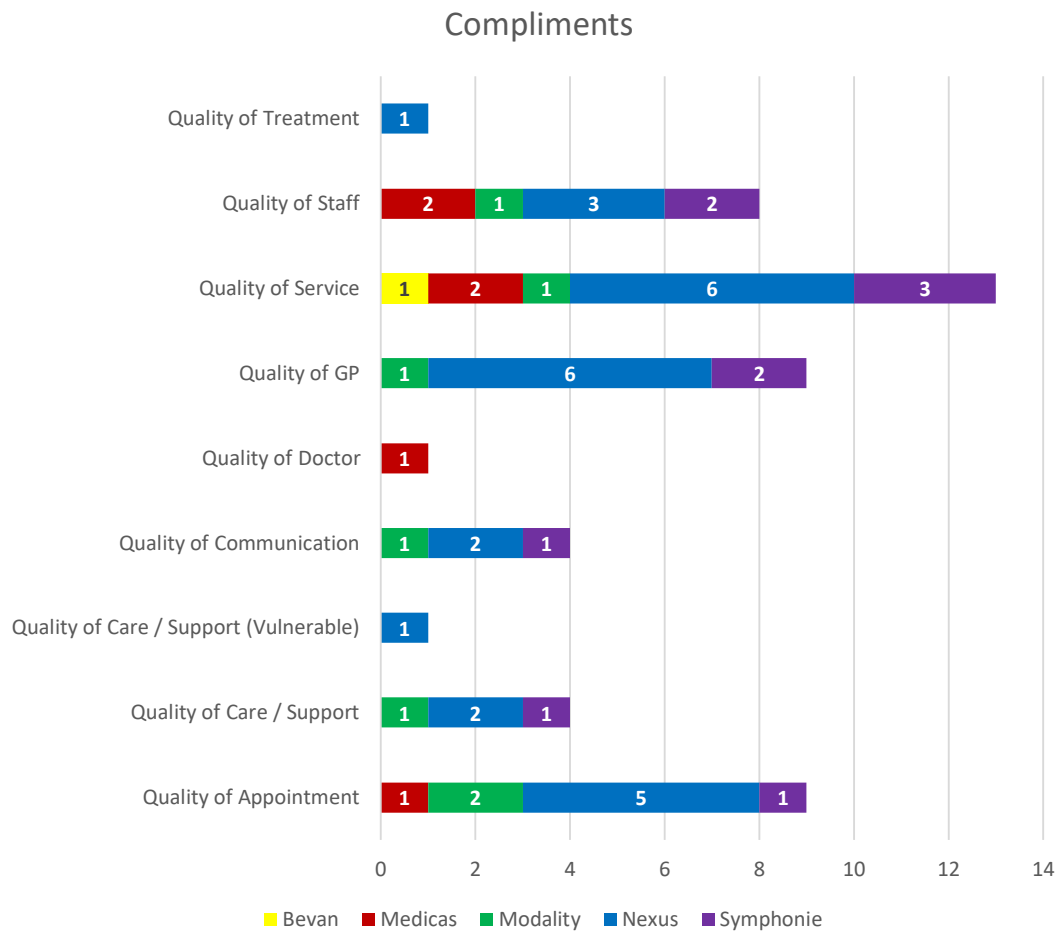
From the experiences we have recorded from April 2021. We have now identified 225 pieces of intelligence and 50 compliments.

The most reoccurring intelligence identified Access (Appointments) (66) and Communication (47).



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 5 complaints.

Nature and Substance of complaint:

Dissatisfactory support with long term mental health issues.

Who delivered the care to patient?

Humber Teaching NHS Foundation Trust.

Date of incident?

November 2021

Nature and Substance of complaint:

Dissatisfaction with monitoring of patient's care and support needs by the Diabetes clinic.

Who delivered the care to patient?

Hull University Teaching Hospitals NHS Trust.

Date of incident?

September 2020 - present

Nature and Substance of complaint:

Dissatisfaction with care and treatment delivered to adult patient diagnosed with severe Autism whilst hospital inpatient.

Who delivered the care to patient?

Hull University Teaching Hospitals NHS Trust.

Date of incident?

March 2019

Nature and Substance of complaint:

Dissatisfaction with policy regarding right to personally visit patient on ward.

Who delivered the care to patient?

Hull University Teaching Hospitals NHS Trust.

Date of incident?

December 2020

Nature and Substance of complaint:

General dissatisfaction with nursing care and alleged failure to co-ordinate a rehabilitation programme for patient whilst hospital inpatient.

Who delivered the care to patient?

Hull University Teaching Hospitals NHS Trust.

Date of incident?

September 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

November 2021

