

healthwatch

Kingston upon Hull

Intelligence Report

November 2020



Contents

1. Introduction.....	3
2. Contact Statistics.....	5
3. Intelligence Received – November 2020.....	8
• 4. GP Surgeries.....	10
• 5. Hospitals.....	14
• 6. Local Authority.....	16
• 7. Other Services.....	18
8. Theme Breakdown – November 2020.....	19
9. Theme Breakdown – January 2020 to November 2020.....	20
10. Compliments.....	21
11. NHS Independent Complaints Advocacy Intelligence.....	22
12. Feedback Form.....	24

1. Introduction

What we do

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

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

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

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

We have a statutory power to Enter and View any publically funded health and social care services. Enter and Views can be announced or unannounced dependant on the purpose of the visit and the type of service. Essentially, the visits help us to observe the quality of the service, capture the views of 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 CQC.

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

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

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

This Report

The details in this report apply to November 2020 and refer 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 amount of comments made about a service, due to people making multiple comments about a service during one contact.

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

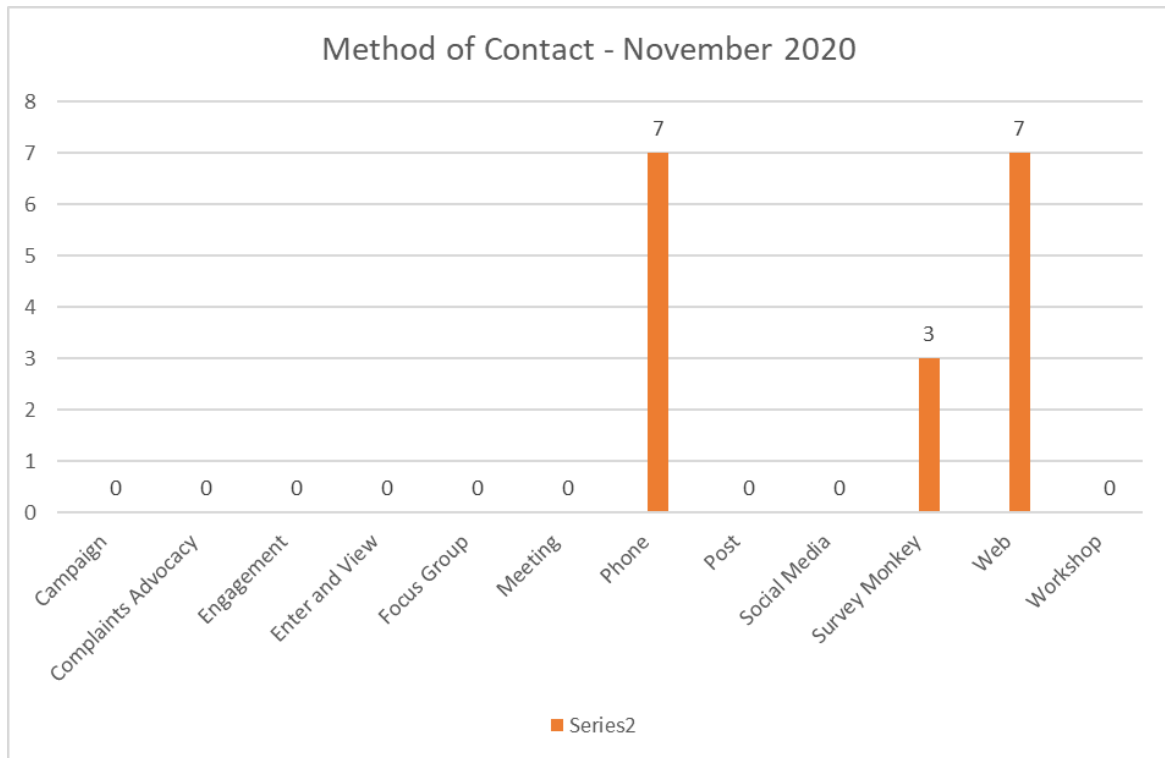
The services highlighted from the intelligence are as follows:

- GP Surgeries
- Hospital
- Local Authority
- Other Services

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

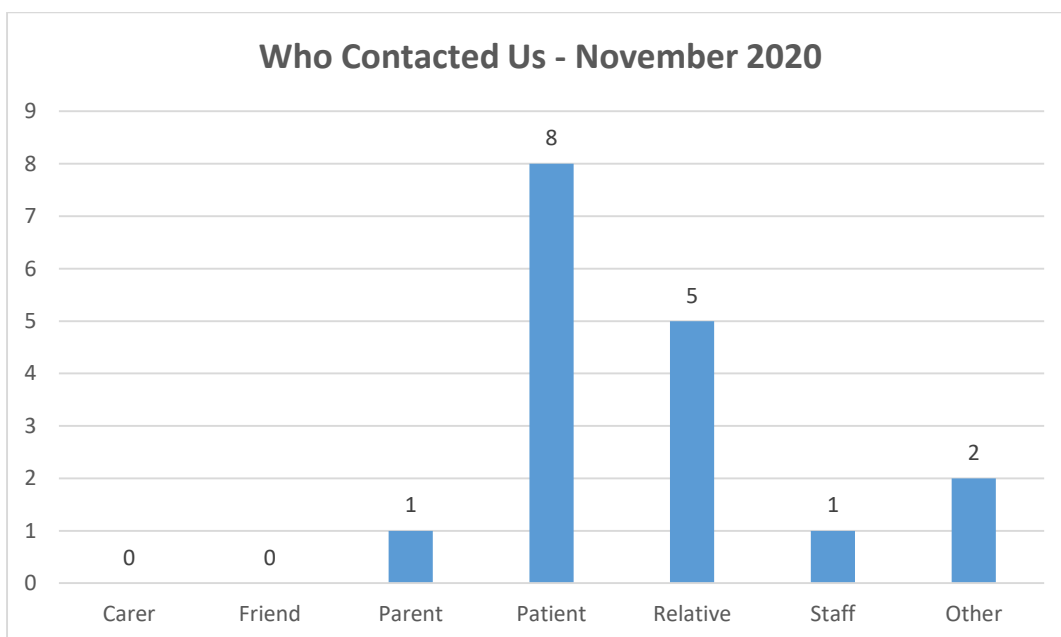
Please note that Healthwatch received all the comments in good faith. Healthwatch have not investigated any of the concerns raised and have acted in accordance with their role and responsibilities of Healthwatch.

2. Contact Statistics

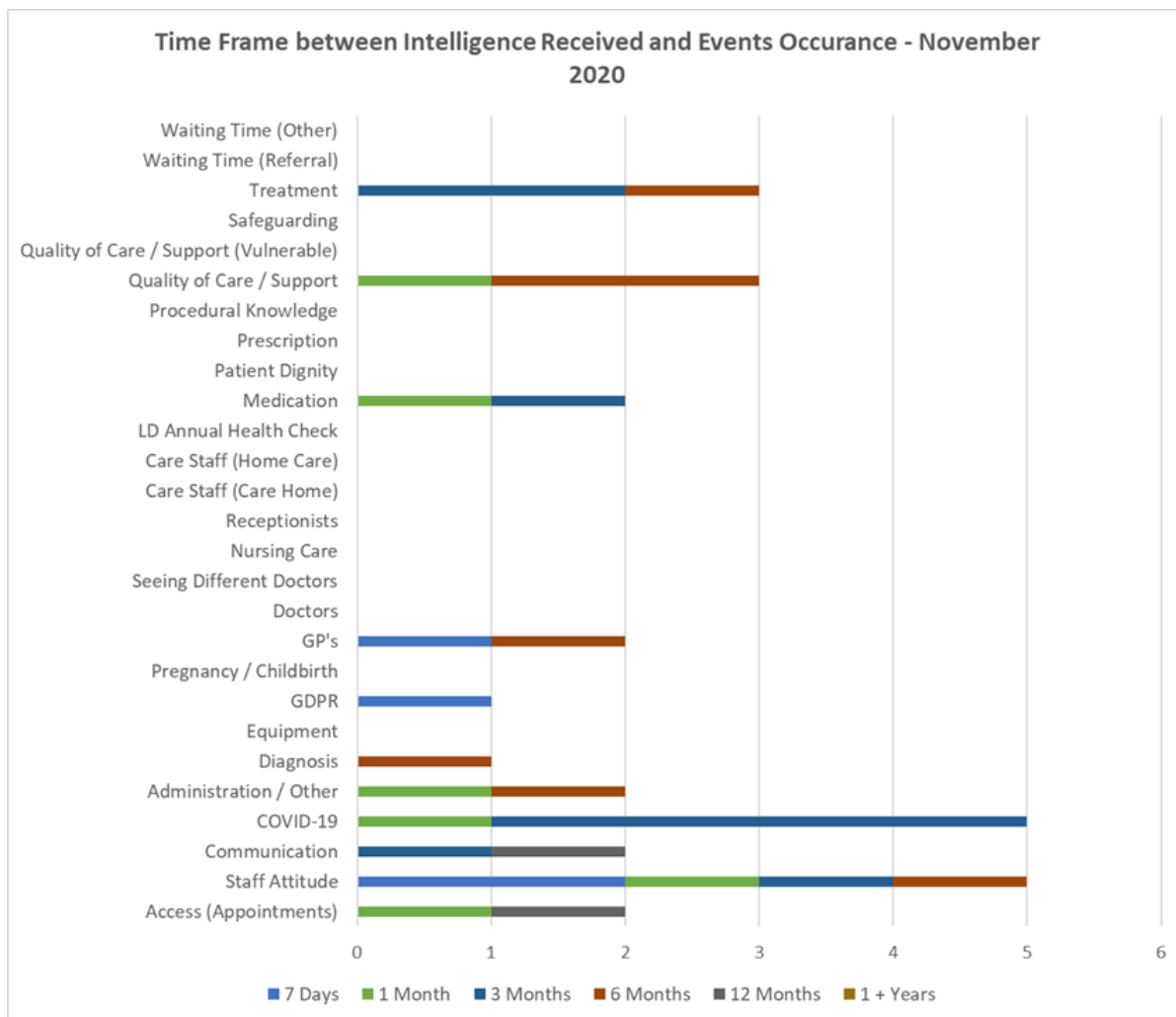


In November, we have received 17 contacts, which included 28 pieces of intelligence, 1 information request and 1 compliment, in total 30 items. These were mostly obtained through the phone as well as through emails (Web). The number of contacts is smaller than the ultimate number of intelligence, information requests and compliments, as some contacts raised multiple issues, which generates more than one theme. This then creates more intelligence, information requests or compliments figures.

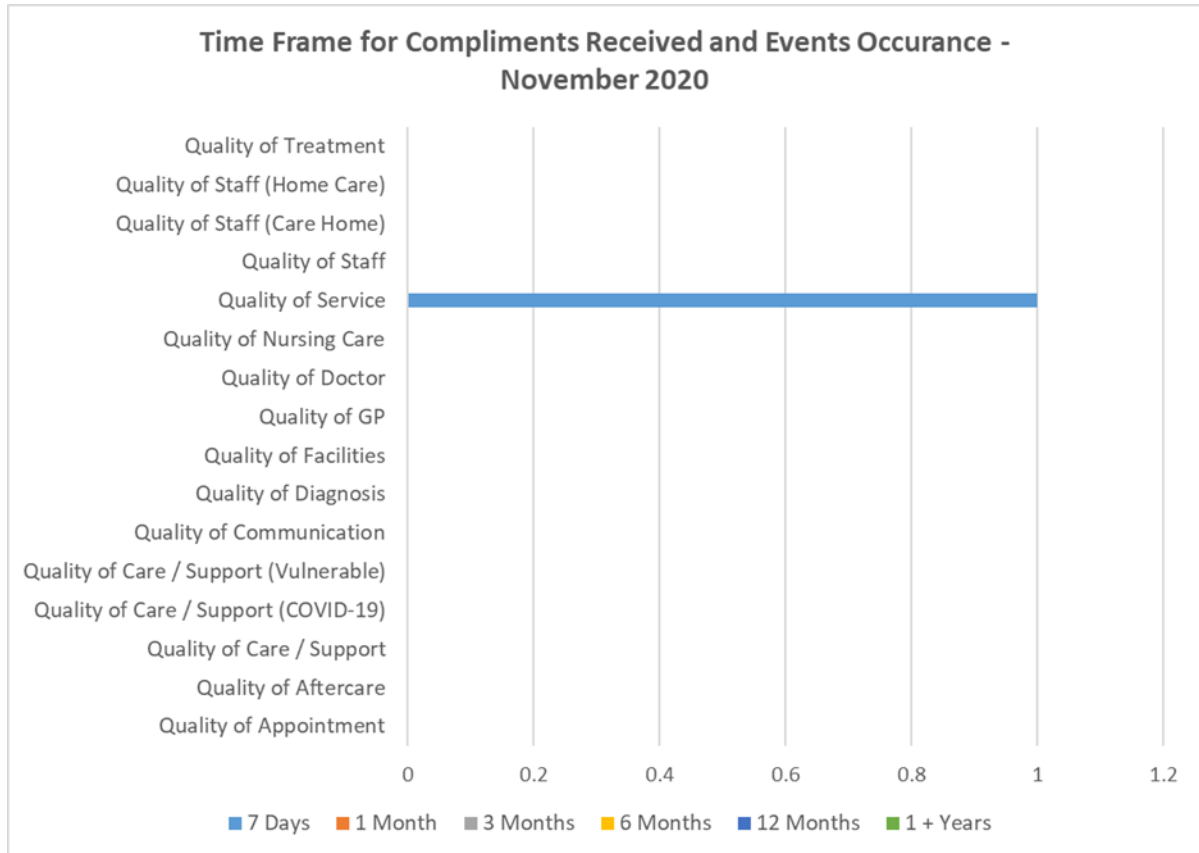
The graph below provides information on who were the people that contacted us this month.



The graphs below provide the time frame of when the experience occurred, along with the category the experience relates to. This graph reflects only the intelligence figures for the month of November, which were 28 in total.



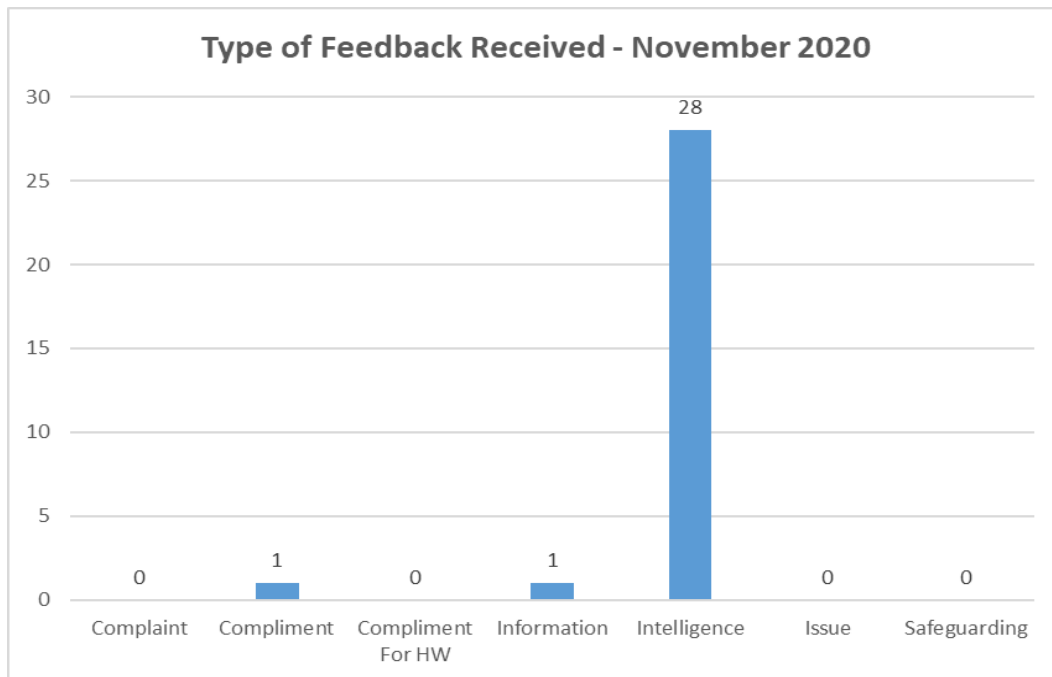
The following graph also shows the time frame but, specifically relates to compliments that Healthwatch received about the services in November. This month we received 1 compliment. Details can be seen on page 20.



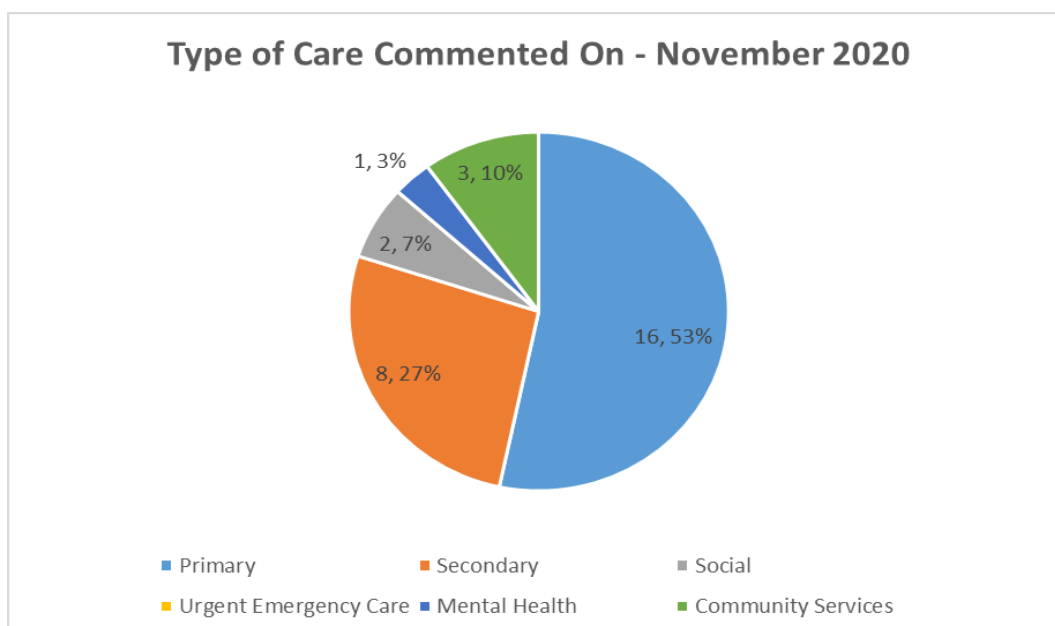
3. Intelligence Received

Overall Intelligence Statistics for November

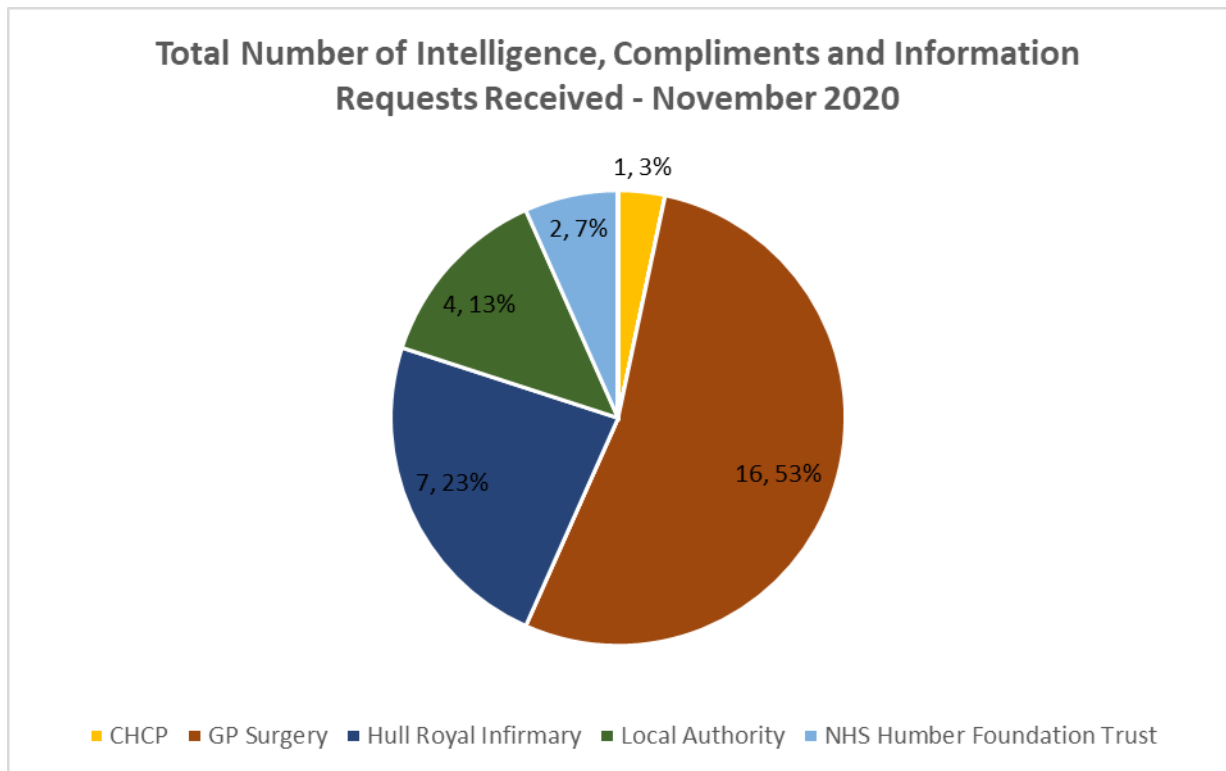
The graph below provides a breakdown of the type of feedback and the purpose of the contact Healthwatch received during November. This month there were 28 pieces of intelligence, 1 request for information and 1 compliment, which is a total of 30 items. Please note these figures can differ to the contact figures as one contact can result in several comments about a particular service.



The information below shows which type of care services we received most contact about. This month most of the comments we have received were in regard to Primary Care, 16 (53%), followed by Secondary Care 8 (27%).



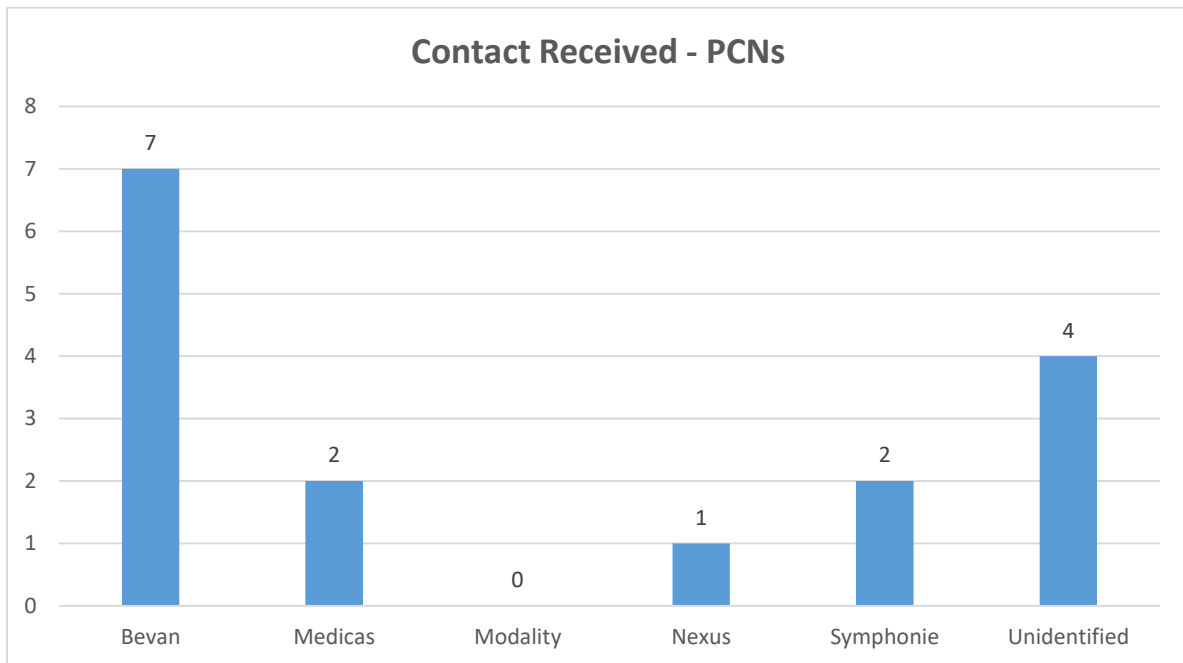
The graph below provides a breakdown of the services and the total number of comments for each service. GP Surgeries received the most comments, 16 (52%), followed by Hull Royal Infirmary, 7 (23%).

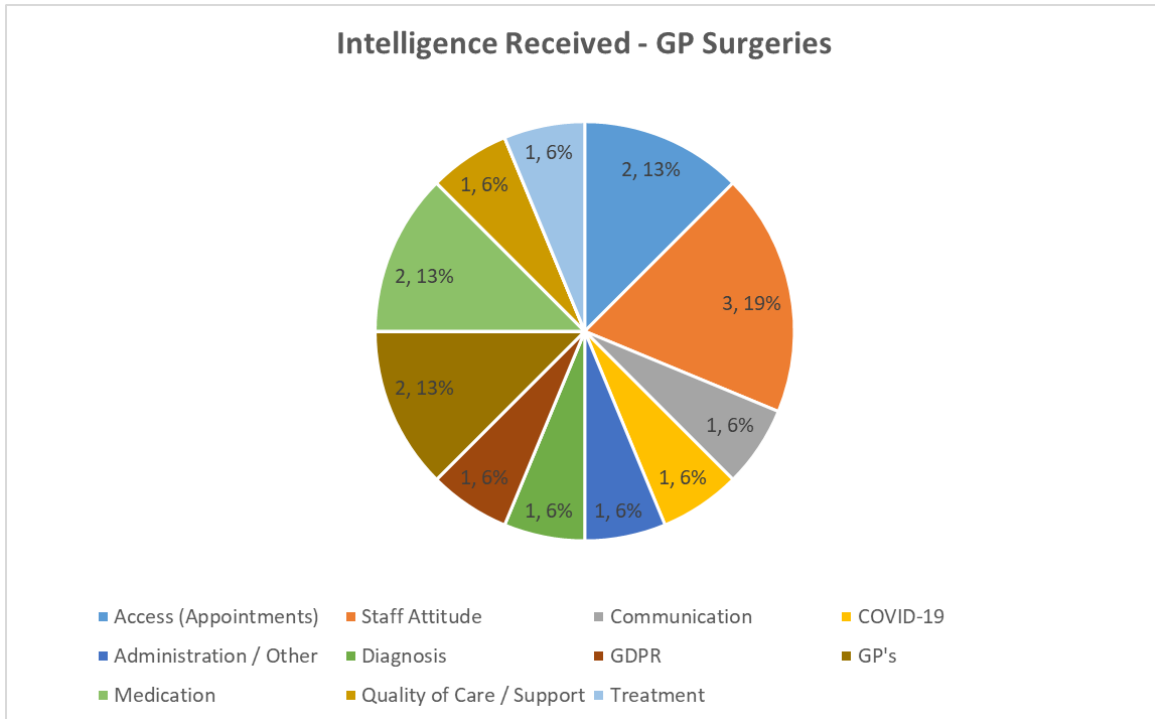


4. Intelligence Received – GP Surgeries

Statistical Information and Graphs

This month we have received 16 contacts relation to GP Surgeries. All of them were intelligence related. The graph below provides a breakdown of the PCNs that we were able to identify this month. We were not able to identify all the PCNs this month due to the GP surgery not being identified. From what we were able to identify this month, the most comments received were about practices under the Nexus PCN.





The figures above show what the 16 items identified within the comments received for GP Surgeries specifically referred to. As can be seen, the issue most commented on this month was Staff Attitude, 3 (19%).

Intelligence Received/What people told us

4.1 Clifton House Medical Centre – *‘We have had telephone appointments with 2-3 minor things we needed to discuss and the GP has hung up on us halfway through the call. We have been refused medication unless we SEE a GP, not a telephone appointment but they are refusing to see patients. Over the last year I have made telephone appointments which have not been kept. I have not been able to get appointments. I have had a few occasions when I or my children or grandchildren needed to be seen in person and the doctors won't see them. Why are they not seeing babies with extreme eczema which is bleeding and infected? What is their excuse for doing nothing? What are the doctors actually doing? They are not working in the hospitals, they are not seeing patients, they are not doing home visits so what are they actually doing this year other than being paid a bit fat salary for doing nothing at all. There are also no appointments whenever I ring.*

Date Received – 13/11/2020

HW Action – Noted as Intelligence no contact details provided.

4.2 East Hull Family Practice (Morrill Street) – *‘When there are signs potentially pointing to cancer but can't even get a telephone appointment let alone an examination or referral. Whilst I understand that COVID is playing a part, staff reduction has been taken too far and this will cost lives. Previously, all we heard was staff ill, get worse, we can't help due to budget cuts, now it's COVID. There's no point in contacting me, nothing changes.*

Date Received – 14/11/2020

HW Action - Noted as intelligence, no contact details provided.

4.3 Bridge Group Practice (Within Elliott Chappell) - *Hi I am wanting to make a formal complaint about a receptionist at the bridge group practice.*

Date Received – 5/11/2020

HW Action – Provided options available to complain.

4.4 Longhill Health Centre – *‘Gentleman called about an issue with Longhill Health Centre. He went to his GP surgery and spoke to a doctor as he was having difficulties with his mental health. He ended up crying in the room with his partner present and the GP offered him no support such as referring him for counselling or medication. He's just recently been successful for a job at Amazon as a delivery driver after being unemployed and passed a drug and alcohol test but found that he's now had his license revoked as the GP told the DVLA he has a drug addiction. He's said that the GP has ruined his life as he just wanted to work and provide for his family. He's made a complaint to Longhill Health Centre today but wanted to know whether the actions his GP took was a breach of Patient Confidentiality as information from when he was 13 years old was sent to the DVLA without any reason and what he could do about it. He's had his license for three years with not one conviction and wasn't consulted by anyone that this was going to happen or offered some kind of drug test by his GP or DVLA to prove that he doesn't have any issues with drugs*

Date Received – 13/11/2020

HW Action – Let's Talk details provided and the contact details of the Independent NHS Complaints Advocacy.

4.5 Orchard 2000 Medical Centre – *‘I have been to the Orchard 2000 at least 4 times now, trying to see someone. I have also tried using my NHS App but that is no longer working, even though I know my email and password. I have tried phoning them and texting but this doesn't work either. I am in so much pain and, my Kidney Stones are getting bigger, my abdominal pains get so bad at times my wee is sometimes cloudy and sometimes it is the colour of black tea. My type 2 diabetes I think is worse. I have been trying to get a blood test and Celestial check done since I moved to Hull in March from Kent. My anxiety is going through the roof and my wife is on the Government list to self-isolate because of her condition and I have been told I should be on the list too. I was supposed to have my pre-med last March but that never happened. I have had a CT Scan here but since then I have had nothing. I have had no physio or acupuncture since leaving Kent. All I get told is phone the surgery at 8am, I have tried but it is impossible to get through and when I do they say they will call back but no one calls you back. I cannot sleep lying down, it's in my notes but no one as read them since moving to Hull. I need the same treatment that I had when I lived at Kent, please can you get someone to call me back’*

Date Received – 20/11/2020

HW Action – Advised the gentleman of the complaints procedure and signposted to Independent NHS Complaints Advocacy.

4.6 No name provided – *Lady called saying her son has mental health problems. His previous doctor retired and so he was put on a new panel, but he was told that he should no longer have the same medication as used to be prescribed by his old doctor. Because of this his mental health has declined terribly. The lady said that she now thinks they are getting somewhere with the surgery; they are trying to get his medication back to normal. Lady advised she has already contacted PALS.*

Date Received – 19/11/2020

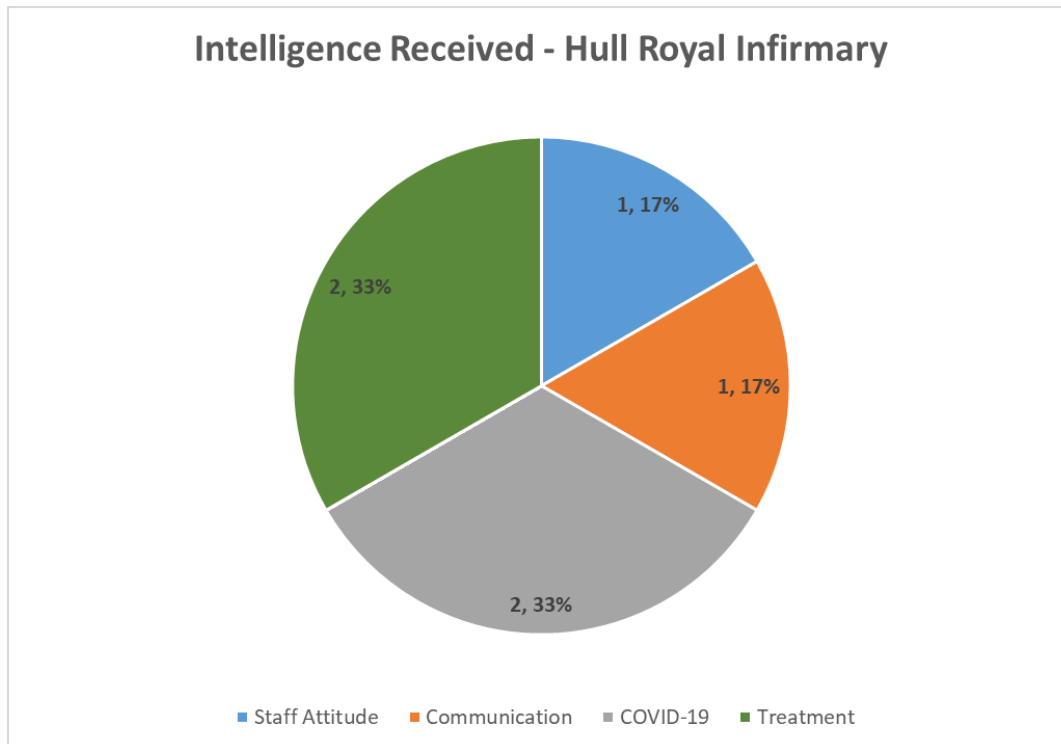
HW Action – Recorded as intelligence and advised of further options, in case she needs them.

4.7 Marfleet Group Practice – *Call received from a 'gentleman who advised he has COPD. He went onto say that his GP had refused to continue to prescribe steroids and that the steroids help him to breathe. However, soon after complaining to the surgery, the surgery had reinstated them but for one week only. The gentleman was somewhat perplexed and advised that none of the other surgeries have ever had an issue with giving him steroids before.*

Date Received – 24/11/2020

HW Action – Advised of options to complain

5. Intelligence Receive – Hospitals



The figures above demonstrate that we received 6 pieces of intelligence in regard to hospitals, more precisely to Hull Royal Infirmary. Please see below intelligence on what people told us.

Intelligence Received/What people told us

5.1 A&E – *‘On arrival, I told the nurse at the front desk that my doctor had advised me to come in because he suspected I had a blood clot on my lung, and I explained my symptoms. This nurse then proceeded to try and send me home because she thought I had COVID and made me feel as though I would be wasting their time. Despite me having no COVID symptoms.*

Date Received – 13/11/2020

HW Action - Intelligence received no contact details provided

5.2 WARD 12 – *‘We went down to ward 12 at 3.20 for procedure spoke to a consultant, turned out we were not on the list and would not have the procedure, she said we would have to come back and have it done under general anaesthetic but didn't know how long it would take due to COVID. Our problem is they let me bring a lady with secondary progressive MS and in mid relapse to hospital and put her at risk for NO reason. The sent is causing the lady great pain and at the moment her mother has to take time out of work to look after her and the 3 children as the lady is a single mother. This could all have been done with and removed by now if we didn't keep getting passed from pair to post.*

Date Received – 11/11/2020

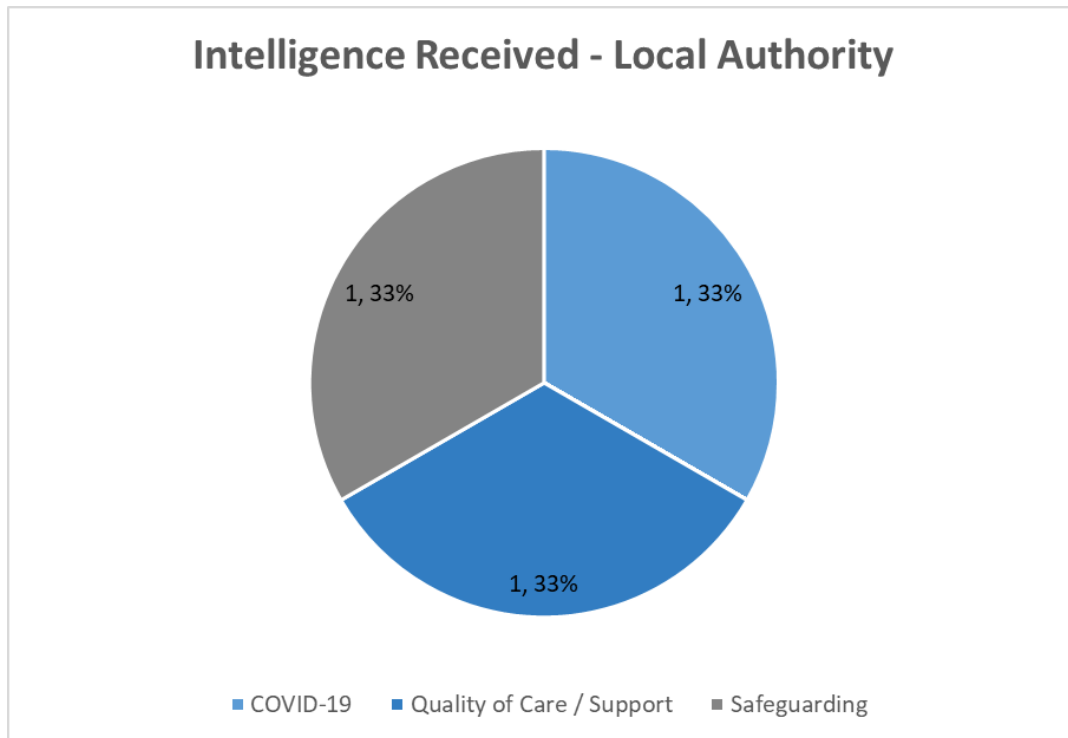
HW Action – Informed the lady of complaints procedure and suggested to contact the person in charge of the department.

5.3 No location provided - *I am writing about my Daughter who has now had her operation for a Tonsillectomy cancelled three times due to the COVID crisis. She has a lump in her tonsils which is thought to be cancer and when her operations are being cancelled it would seem they are overlooking this to be the fact and only thinking of it as a minor Tonsillectomy opp.*

Date Received – 16/11/2020

HW Action – Advised of options i.e. CCG and HUTH pals

6. Intelligence Received – Local Authority



The chart above represents the intelligence we have received for Local Authority. As can be seen there were issues relating to COVID-19, quality of care and support, as well as safeguarding.

Intelligence Received/What people have told us:

6.1 Home Care – Received a call from a lady who expressed her concern about her niece. The lady's advised her niece was in receipt of direct payments and had a PA and her father was also a carer for his daughter. However, the lady advised that she had concerns about the lack of care that her niece was receiving, so she made arrangements for her niece to move in with another family member. The lady had already informed the Safeguarding team, Hull City Council Social services about her concerns and they are currently being looked into.

Date Received – 19/11/2020

HW Action - No action required - Intelligence only.

6.2 Direct Payments - *Issues with Direct Payments. He's been to Citizens Advice and they've directed him to us. He's been receiving Direct Payments for sometimes now and he had expenses related to his disability factored into this. He's recently been told that he no longer has that included, reducing his Direct Payment from £60 to £9. He's also been advised he's going to receive an invoice for £2000 for money he owes. He's spoken to choices and rights and complained to the Ombudsman who he believes have sided with the Local Authority. He went onto to say that the Local Authority nor the Ombudsman has provided any evidence or reason why his Direct Payment doesn't include expenses relating to his disability or how he owes £2000.*

Date Received – 22/11/2020

HW Action – Advised that social worker will be the best person for him to speak to as they will be able to explain on what basis they have reached that decision, and who will also be able to signpost him to the relevant team within the Council to explain the Ombudsman decision.

6.3 – *I have just been told by a patient who had to go for a COVID test that the only staff wearing PPE at the Humber Bridge testing site, are the security guards who are at the entrance. He was very dismayed by this, and also very worried. It prevented him allowing the staff to take the swabs, he self-swabbed. Should the staff not be wearing PPE for the safety of themselves and everyone else?*

Date Received – 23/11/2020

HW Action – No action necessary, intelligence only.

7. Intelligence Received – Other Services

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

NHS

7.1 *‘Good afternoon, I am trying to find out more about the rights of NHS Staff concerning face mask exemptions and the non-consent of mandatory covid-19 vaccine which is due to be enforced on NHS staff nationwide. I am contacting you on behalf of a family member who is suffering with health issue from the forced wearing of a face covering during her shifts, and who is scared to say no to the vaccine when it arrives, in fear of losing her job. I just need to know what her rights are, and who I could speak to regarding this issue.*

Date Received – 10/11/2020

HW Action – **Advised to contact** the British Medical Association (BMA) where she could put her concerns forward.

7.2 Let’s Talk - *I feel I have been treated very poorly by a Let’s Talk Hull counsellor and would I would like to make a complaint. Could you please direct me to who to contact?*

Date Received – 19/11/2020

HW Action – Advised of available options to complain

CHCP

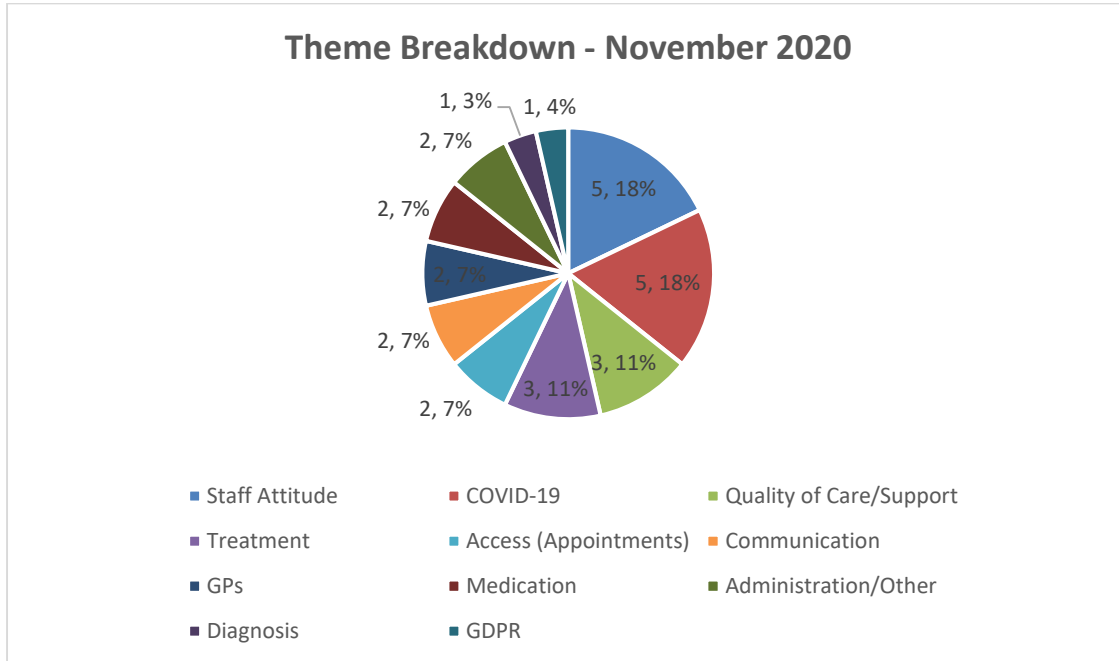
7.3 Community Nurses – *‘Asking about where to go for formal complaint, has put a complaint through to the manager of the service already.*

Date Received – 20/11/2020

HW Action – Advised of alternative options if required

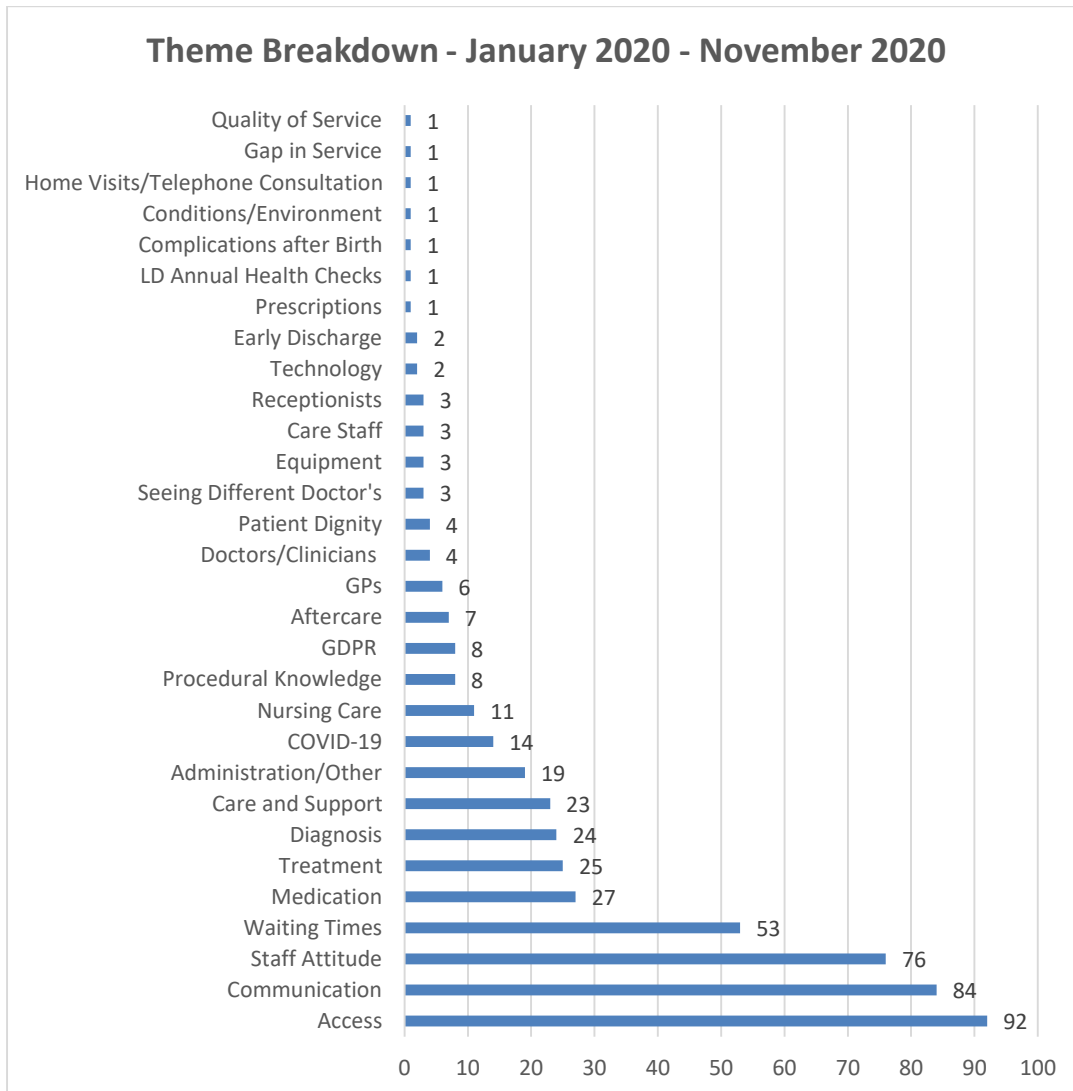
8. Theme Breakdown – November 2020

This section of the report provides a breakdown of the types of themes that have emerged in this month's intelligence. This theme breakdown only corresponds to the intelligence portion of the feedback received this month. The graph below shows the number of comments and their equivalent percentage for each theme identified. The most popular themes this month was Staff Attitude (18%), and COVID-19 (18%).



9. Theme Breakdown – January 2020 – November 2020

The graph below provides information on all the emerging themes since January. We update this information every month. There are now 30 themes that have been identified since January thus far. With the grand total of all the comments made on the themes being 508. We have identified these themes based on the intelligence we have received and specifically what people have told us in their comments over those months. The most popular themes continue to be communication, access and staff attitude.



10. Compliments – November 2020

In November, Healthwatch received 1 compliment in regard to Hull Royal Infirmary A&E.

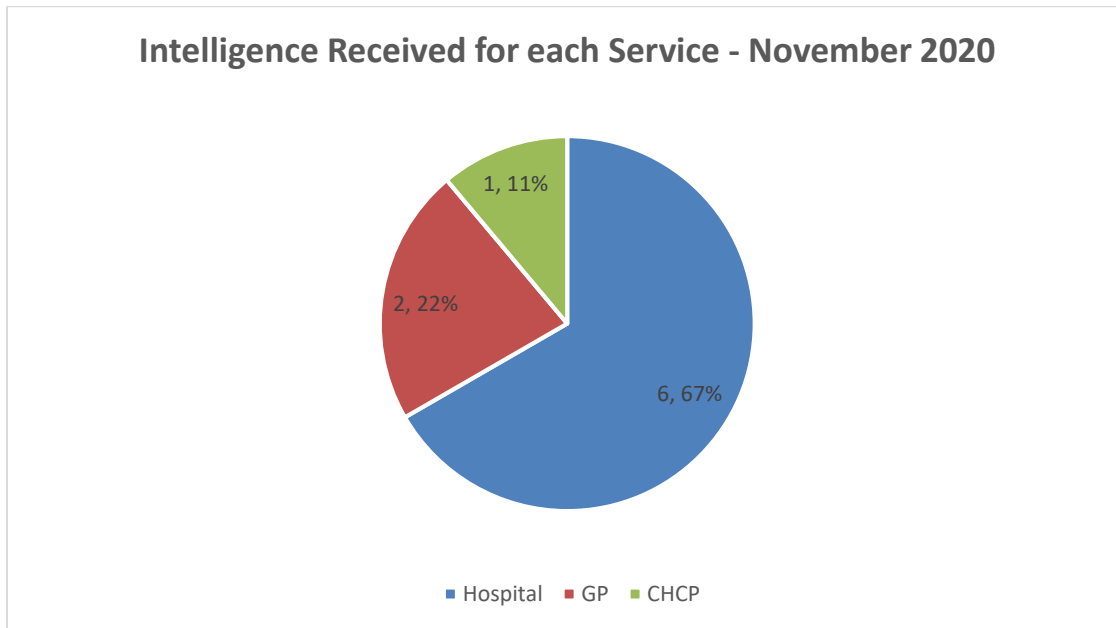
10.1 A&E – *‘My care after I have been put in the COVID department in A&E was exceptional. I was taken seriously and the doctors were working hard to get to the root of the problem by doing many tests on me.’*

11. Independent NHS Complaints Advocacy

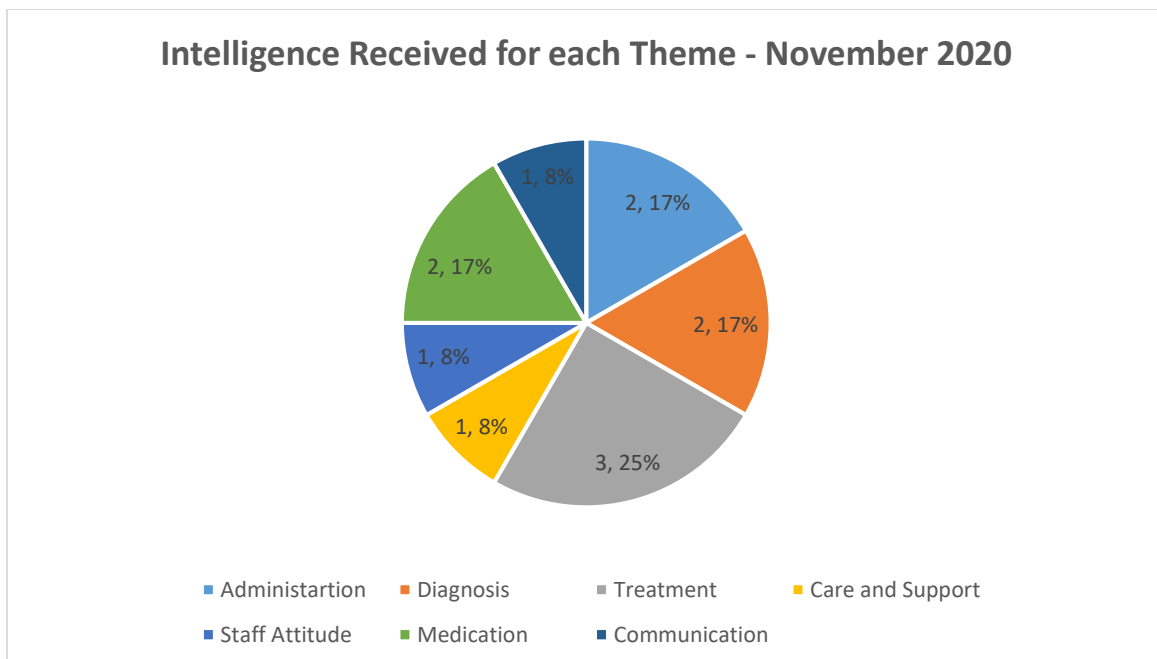
Statistics and Intelligence

November 2020:

This month the service has received 9 complaints. Similarly, to our intelligence above, the number of themes can be bigger as one complaint may touch upon multiple themes. The complaints received this month were in relation with Hospitals, GP Surgeries and CHCP.



The graph below identifies themes that were identified in November.



Intelligence Received

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

11.1 Hull University Teaching Hospitals NHS Trust - *Allegation that the NHS is deliberately tampering with the patient's medical appointments and medical investigations which in turn, causes the patient's care pathway to be disrupted.*

11.2 Orchard 2000 Medical Centre - *Patient reported persistent back pain to GP which was allegedly 'ignored'. Sought privately funded medical tests which determined source of pain as kidney cancer. Family member discovered invitation to attend Flu Vaccination after patient had died. When the family member telephoned the GP surgery to cancel, the surgery was unaware the patient was deceased. Patient attended A&E for investigation of acute stomach pain but was discharged from Hospital within 6 hours in their pyjamas in the early hours of the morning. Patient subsequently experienced an internal rupture 3 – 4 days later resulting in their death.*

11.3 Hull University Teaching Hospitals NHS Trust - *Alleged injury incurred during colonoscopy 3 years ago which causes patient to still experience ongoing symptoms.*

11.4 Hull University Teaching Hospitals NHS Trust - *Allegation NHS submitted false information to the General Medical Council in a letter dated '2018' to absolve its self of wrongdoing regarding death of patient whilst Hospital inpatient.*

11.5 Humber Teaching NHS Foundation Trust - *Dissatisfactory support delivered to patient by the West Hull Community Mental Health Team.*

11.6 Hull University Teaching Hospitals NHS Trust - *Alleged misdiagnosis of 'mass' in groin as benign. However, post-surgery, pathology subsequently diagnosed cancer. Initial 'benign' diagnosis resulted in patient waiting 9 months for surgery as opposed to 'fast track' treatment for cancer. Request for copy of GP Medical Records discovered to be incomplete and then subject to further delays and maladministration.*

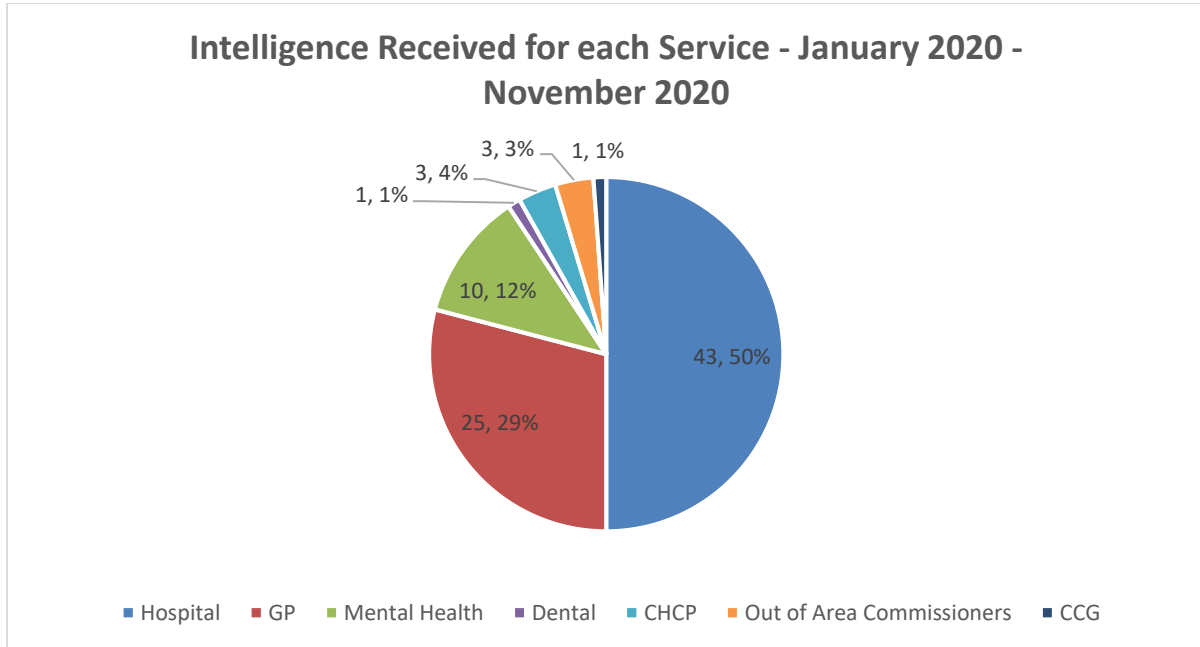
11.7 Hull University Teaching Hospitals NHS Trust - *Two incidents relating to two separate attendances of A&E at Hull Royal Infirmary. First: Attended A&E for investigation of cardiac issues. Discharged 3.00am - Chest pain, confused and pre-existing heart condition. Second attendance: Attended A&E. Incorrectly accused of being hostile by Matron.*

11.8 City Health Care Partnership (CHCP) - *Allegation - Nurse advised change in medication regime for child patient and then denied ever having given this advice when the patient suffered side effect of impacted bowel.*

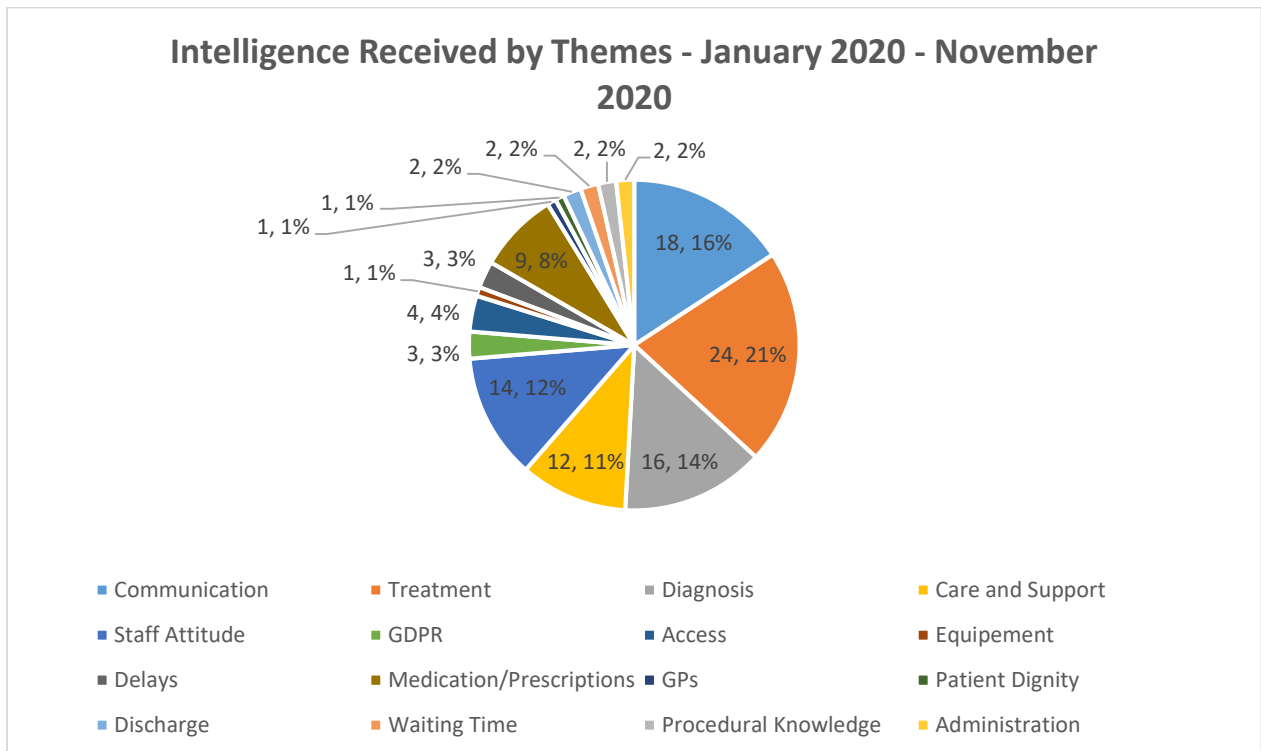
11.9 Goodheart GP Surgery - *Patient's prescribed medication for anxiety suddenly reduced by 75% without GP consultation.*

January 2020 – November 2020:

The following graph provides details of the services, the number and percentage of complaints that the Independent NHS Complaints Advocacy Service received for the wider period of January to November. Hospital services (50%) have received the most complaints within this period of time, followed by GP practices 29% and Mental Health Services 12%.



The graph below identifies the themes that have emerged since January to November. Treatment is the theme that has received the most complaints within this period (21%), followed by Communication (16%) and Diagnosis (14%).



12. Feedback Form

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

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

Organisation	Responsible person	Comments/Actions

healthwatch

Kingston upon Hull

November 2020

