

# healthwatch

Kingston upon Hull

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## Intelligence Report

October 2020

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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 & 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 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 October 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 September.

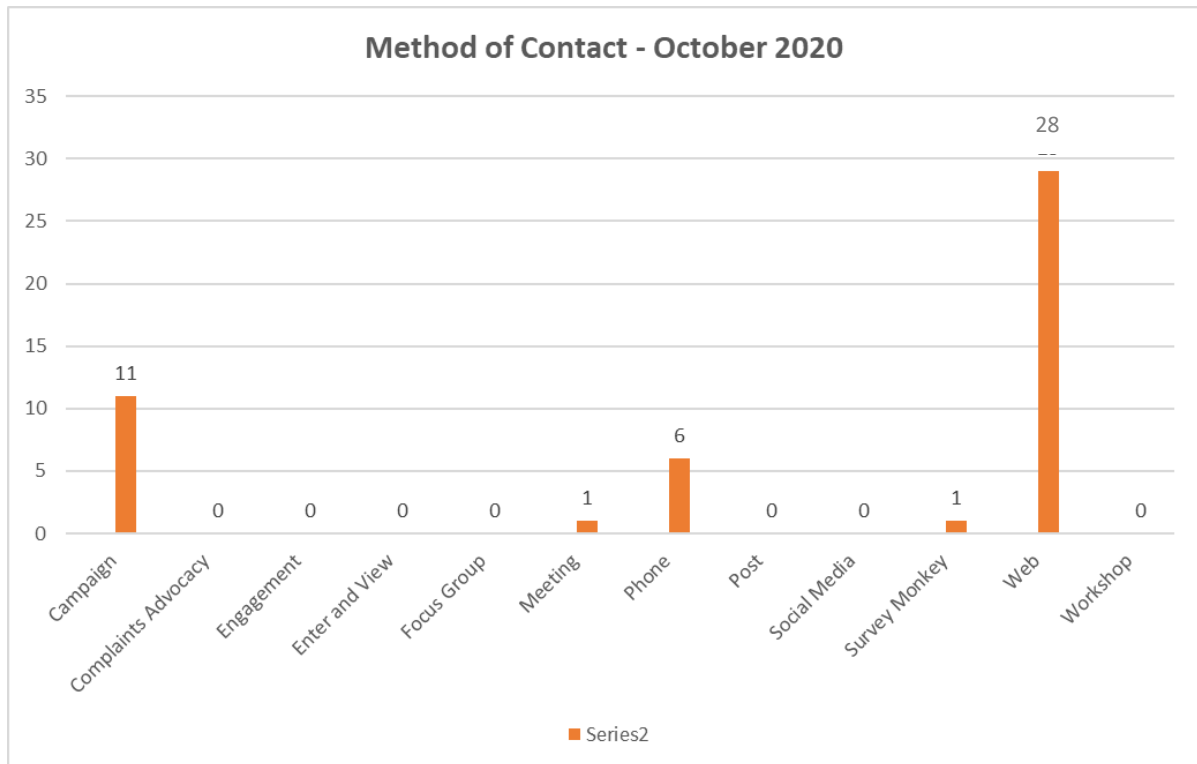
The services highlighted from the intelligence are as follows:

- GP Surgeries
- Dentists
- Hospital
- 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.

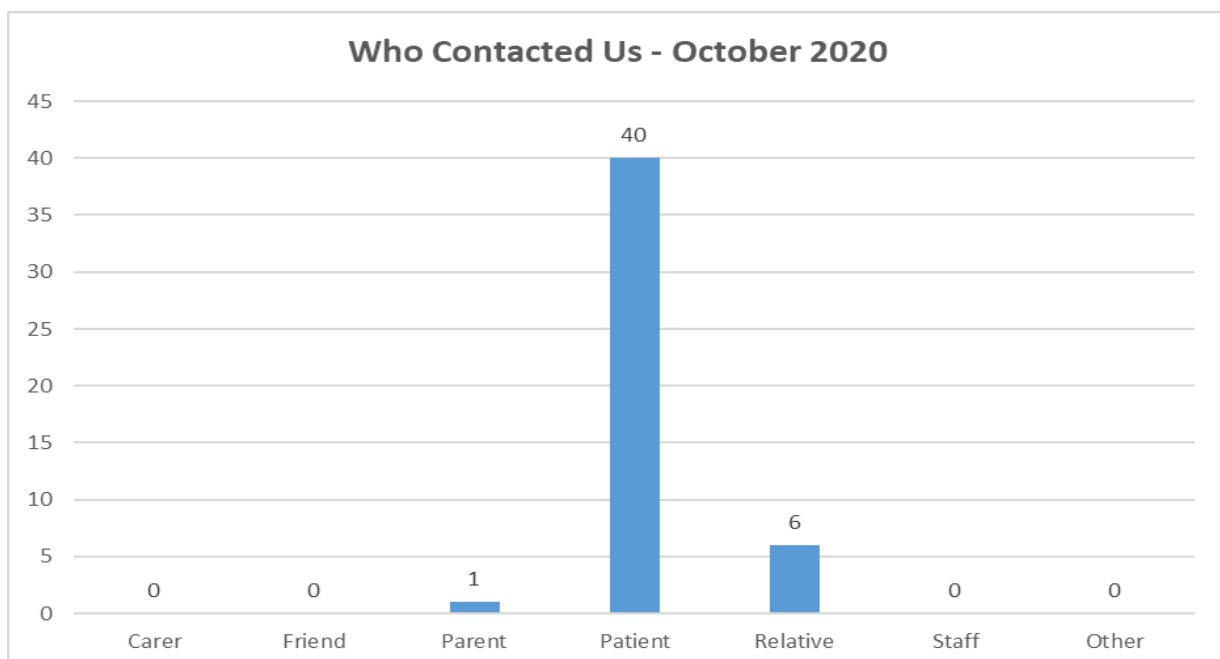
Please note that Healthwatch received all the comments in good faith. Healthwatch have not investigated any of the concerns raised and have acted in accordance with their role and responsibilities of Healthwatch.

## 2. Contact Statistics

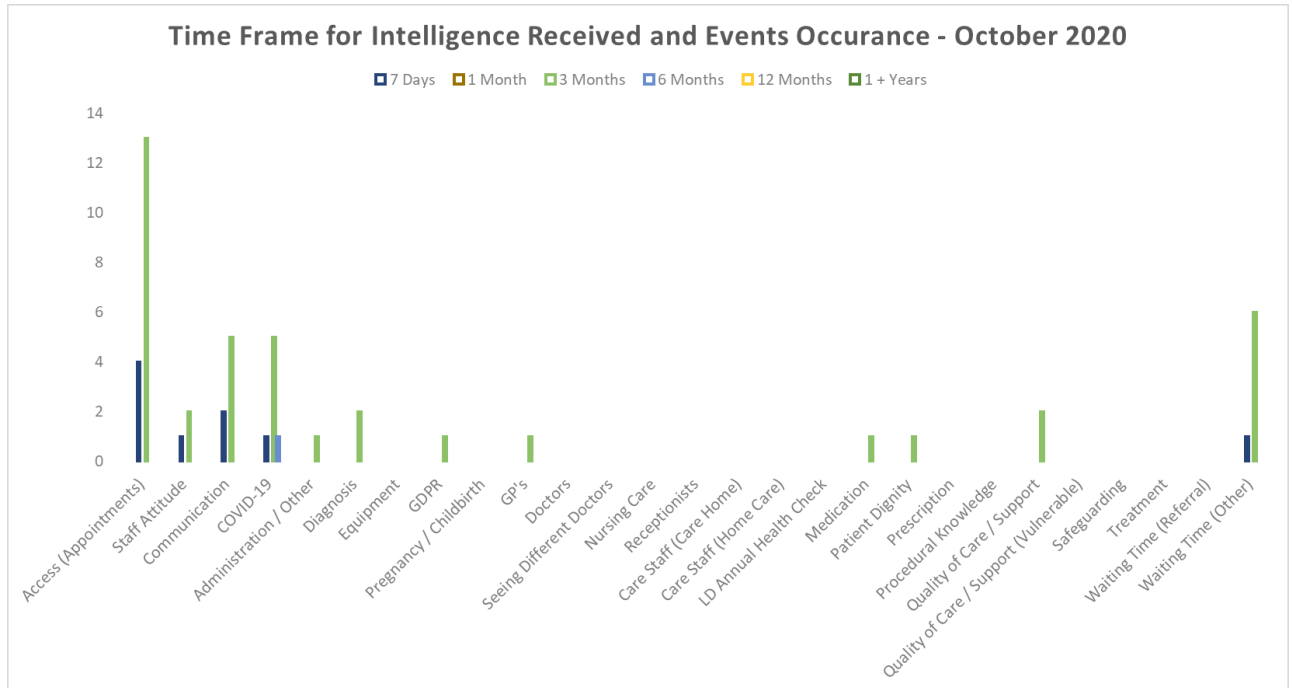


In October, we have received 47 contacts, which included 69 pieces of intelligence, information requests and compliments. These were mostly obtained through email (Web) this month, as well as telephone calls, information from campaigns, meetings and survey monkey. The number of contacts is smaller than the ultimate number of intelligence, information requests and compliments, as some contacts raised multiple issues, which generates more than one theme, which then creates more intelligence, information requests or compliments.

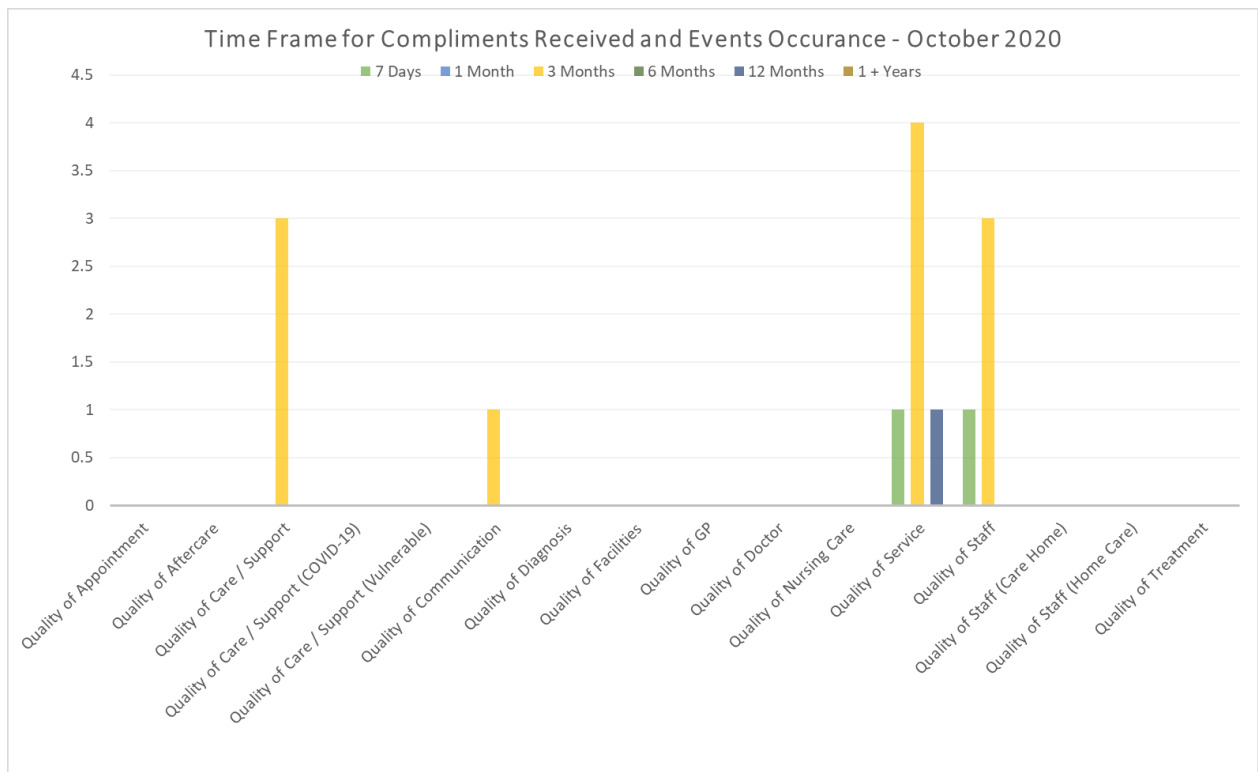
The graph below provides information on who were the people that contacted us this month.



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 October, which were 52 in total.



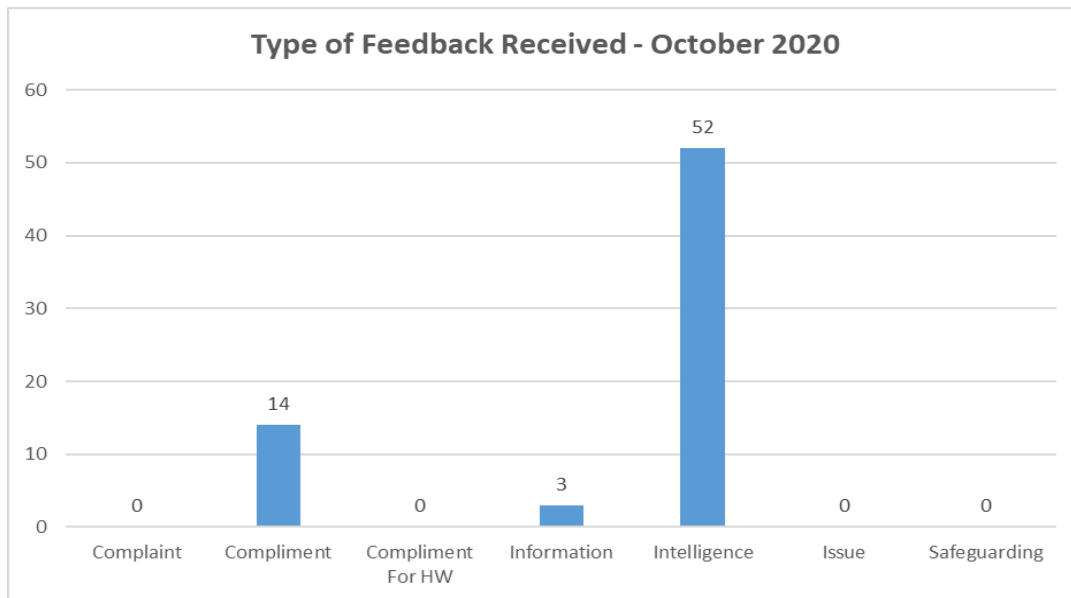
The following graph also shows the time frame but, specifically relates to compliments that Healthwatch received about the services in October. This month we received a total of 14 compliments.



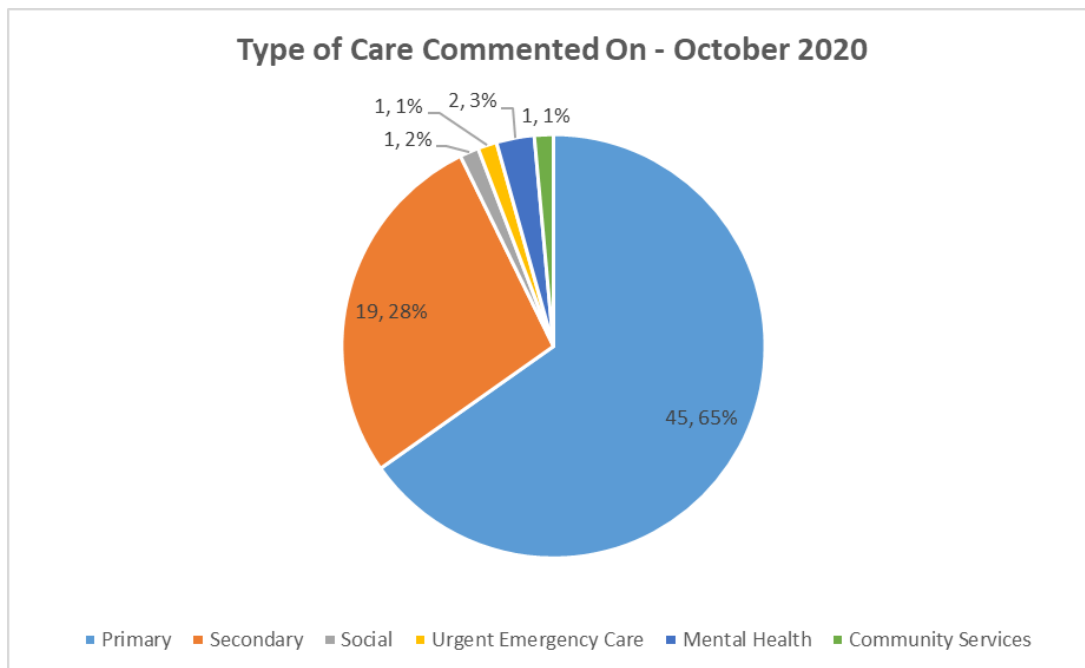
### **3. Intelligence Received**

#### **Overall Intelligence Statistics for October**

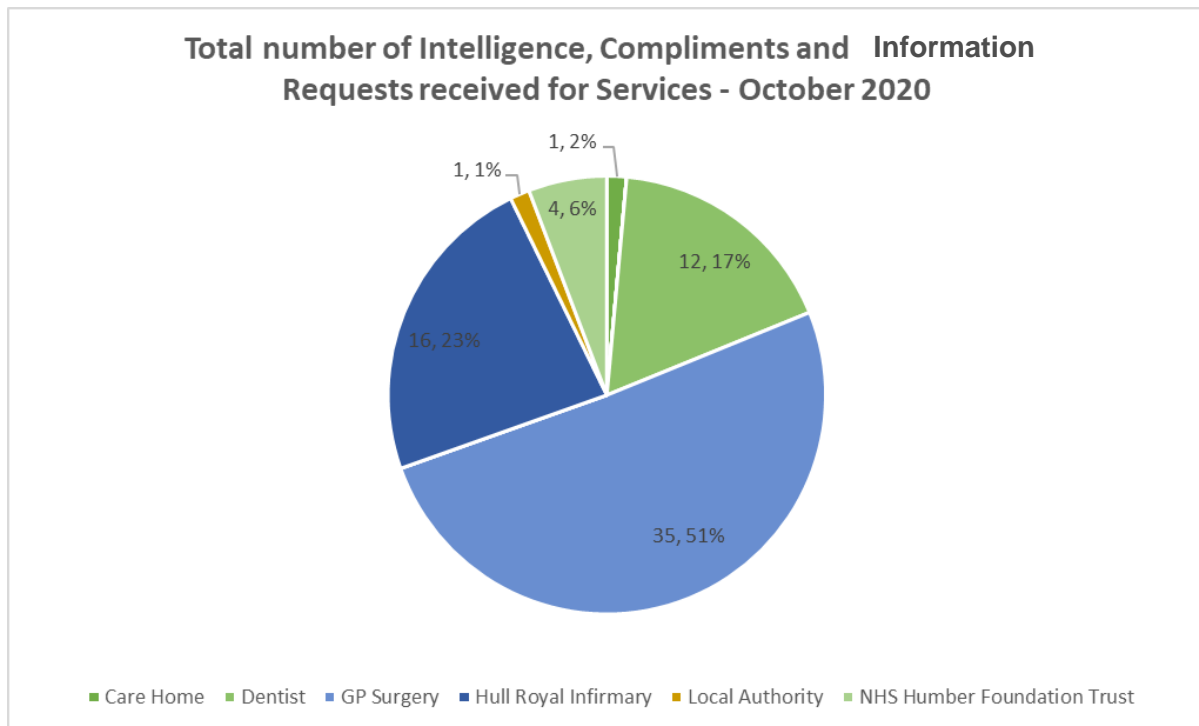
The graph below provides a breakdown of the type of feedback and the purpose of the contact Healthwatch received during October. This month there were 52 pieces of intelligence, 3 requests for information and 14 compliments received which is a total of 69 items. Please note these figures can differ to 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, 45 (65%), followed by Secondary Care 19 (28%).



The graph below provides a breakdown of the services and the total number of comments for each service. GP Surgeries received the most comments, 35 (51%), followed by Hull Royal Infirmary, 16 (23%).

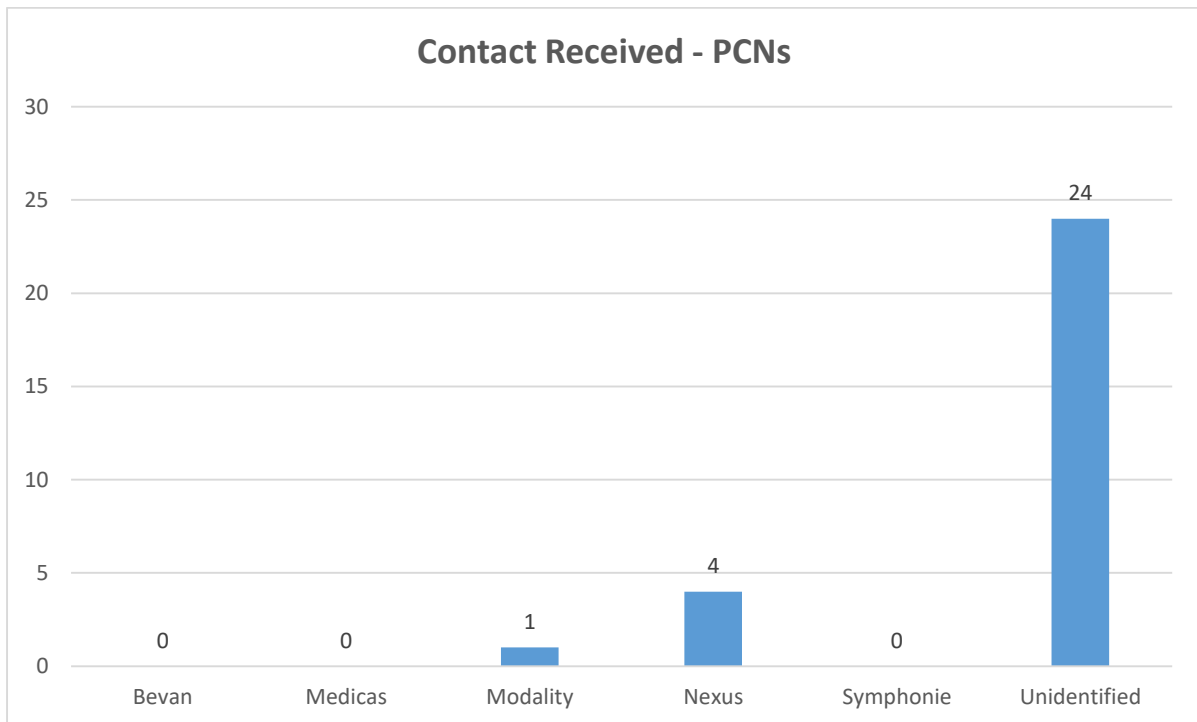


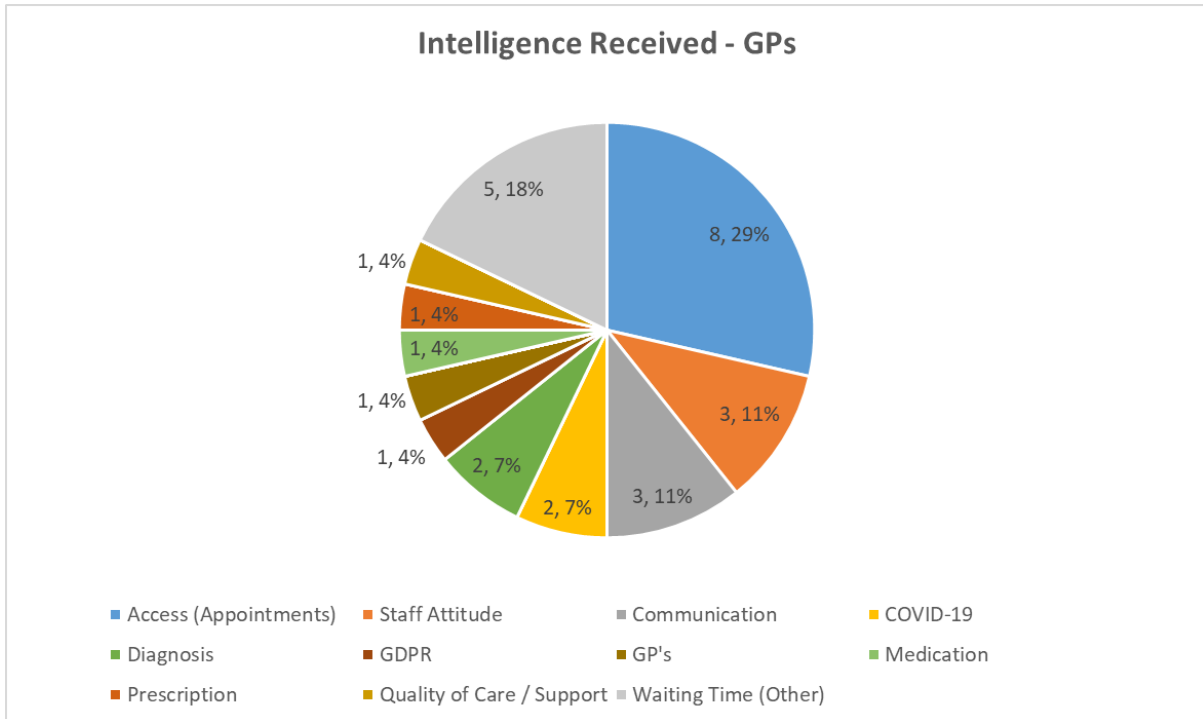


#### **4. Intelligence Received – GP Surgeries**

##### **Statistical Information and Graphs**

This month we have received 29 contacts relation to GP Surgeries. 28 were intelligence, and 1 was an information request. 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 28 items identified within the comments received for GP Surgeries specifically referred to. As can be seen, the issue most commented on this month was Access (Appointments), 8 (29%).

Intelligence Received/What people told us

**4.1 No name provided** – *‘Lifelong b12 injections stopped and replaced with tablets which do not work for the majority of people who SUFFER with b12 deficiency.’*

**Date Received – 11/10/2020**

**HW Action** – No action possible. Intelligence was received through HW England campaign, so no contact details were provided.

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**4.2 No name provided** – *‘My GP didn't really talk or communicate very well when I was very upset about pains I was having. I didn't feel supported and it all felt awkward.’*

**Date Received – 9/10/2020**

**HW Action** - No action possible. Intelligence was received through HW England campaign, so no contact details were provided.

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**4.3 No name provided** – *‘Phone service only during pandemic. Contact is easy but diagnosis without physical contact is not effective.’;*

**Date Received – 9/10/2020**

**HW Action** - No action possible. Intelligence was received through HW England campaign, so no contact details were provided.

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**4.4 No name provided** – *‘Too many temporary doctors who are little aware of the patient they are treating. Often one partner to, say three locums. Receptionists who act and speak as qualified GPs. Letter of complaint ignored i.e. no acknowledgement of receipt of such letter. All in all, although remaining partner is quite satisfactory the balance of staff leaves much to be desired.’*

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**Date Received – 9/10/2020, HW Action** - No action possible. Intelligence was received through HW England campaign, so no contact details were provided.

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**4.5 No name provided** – *‘I rang surgery and said I lost repeat prescription they did not answer went to visit surgery they stated they were closed for patients but the staff where all in having photo shoot no doctor available they got quite nasty because I'd interrupted them told I would have to call back later. I'm a 70-year-old man’*

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**Date Received – 9/10/2020, HW Action** - No action possible. Intelligence was received through HW England campaign, so no contact details were provided

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**4.6 No name provided** – *‘I was a patient of one of best surgeries in Hull now it is one of the worst only since modality took overs. Private healthcare through the back door and all done by locum personal touch, no appointments no answer to the phone be prepared for a wait of 8 hours to get through. No confidence in any of them. We are told to go to casualty for everything.’*

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**Date Received – 9/10/2020, HW Action** - No action possible. Intelligence was received through HW England campaign, so no contact details were provided.

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**4.7 No name provided** – *‘Had test via work which came back positive though had trouble tracking down results-not accessed via GP or hospital lab. A senior colleague had to access my medical records to obtain it. Was not informed myself other than this. Symptoms got worse though advised to stay at home & not go to GP or hospital. I live alone. Have now been unwell & off work for 7 weeks. At no time have I had a face to face assessment or any suggestions of any kind of investigations or help that might aid recovery. It seems only those critically ill with COVID-19 are offered assistance in recovery, others like myself have been totally abandoned & forgotten. I work for the NHS & was infected in the workplace-redeployed to elderly community bedded unit.’*

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**Date Received – 9/10/2020, HW Action** - No action possible. Intelligence was received through HW England campaign, so no contact details were provided.

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**4.8 New Hall Surgery** – *‘Cannot get an appointment at New Hall. I have difficulty getting online so I call in the morning and always miss out.’*

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**Date Received – 9/10/2020, HW Action** - No action possible. Intelligence was received through HW England campaign, so no contact details were provided.

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**4.9 No name provided** - *‘I have been trying to get a diagnosis for 12 days, it is difficult not being able to talk to a doctor face to face.’*

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**Date Received – 9/10/2020, HW Action -** No action possible. Intelligence was received through HW England campaign, so no contact details were provided.

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**4.10 No name provided –** *‘Getting an appointment is like asking for a bag of gold. To go home and wait for a call to see if you warrant an appointment. Having to wait till morning to make appointment and having to tell receptionist what you are there for.’* **Date Received – 9/10/2020, HW Action -** No action possible. Intelligence was received through HW England campaign, so no contact details were provided.

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**4.11 No name provided –** *‘Not only is there a shortage of GPs but our surgery has cut back on back office staff. We are being asked to do everything on line and not everyone can. If you call them, it takes 30 to 40 minutes to get through and this is off peak times. Apparently GPs can call you back at any time without having to give a window of when they will call back i.e. between 12pm and 2pm or 4 and 6. I have been in the situation where I have been asked personal information when I have been in a public area. I COULD WRITE A BOOK ABOUT HOW PEOPLE ARE REGULARLY BEING LET DOWN.’* **Date Received – 9/10/2020, HW Action -** No action possible. Intelligence was received through HW England campaign, so no contact details were provided.

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**4.12 Kingston Health (Wheeler Street) -** *‘Hi, I have a severe mental impairments and I went to the ultrasound clinic at Lincoln and received my broken left foot scans, but I don’t know how to send them to Wheeler Street for my GP to analyse. I need an email address; can you help?’*

**Date Received – 28/10/2020**

**HW Action –** HW has provided the person with the contact details for Kingston Health on Wheeler Street through an email.

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**4.13 Bransholme Health Centre –** *‘Just received a call from a lady who was concerned that her father was not able to have his Warfarin test until Wednesday and was concerned about this. Lady advised her father has his warfarin tests at Bransholme Centre and not at his GP practice.’*

**Date Received – 26/10/2020**

**HW Action -** Telephone number for BHC provided, lady was also advised to contact them and they would be able to advise on medical matters.

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**4.14 Elliot Chappell Health Centre –** *‘Lady has called and informed that she has just got off the phone to her practice and she was very upset. She has told the practice she cannot come in for her appointments as she has been struck by a cold twice now, so during the current situation she would rather stay home, and it’s difficult for her to wear a mask. Lady informed that the reception staff on the phone were very rude and said that it’s not excuse. The lady also informed that she has heard the reception staff talk about patients, and when she has been speaking to the doctor and she was explaining things to him he smiled and laughed, it looked like he was not taking it seriously*

**Date Received – 27/10/2020**

**HW Action** -. *Explained to the lady that all we can advise in this situation is a complaint, directly through GP. Lady did not want to call the GP anymore so advised to go through CCG, contact number provided. Also provided contact details of NHS Independent Complaints Advocacy if the lady needs further support.*

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**4.15 No name provided** – *‘Need to go back to face to face appointments with GPs.’*

**Date Received** – 30/10/2020

**HW Action** – No contact details or request for further contact provided, so intelligence just noted down.

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**4.16 No name provided** – *‘To be able to see your GP face to face they took an oath to care for us’*

**Date Received** – 30/10/2020

**HW Action** - No action possible. Intelligence was received through HW England campaign, so no contact details were provided.

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**4.17 No name provided** – *‘All of it could be better absolutely no face to face consultations available there is absolutely no point in contacting my GP surgery you are kept waiting on the phone for at least 40 minutes and then only offered an e-consultation or a telephone triage/consultation if you are very lucky’*

**Date Received** – 30/10/2020

**HW Action** - No action possible. Intelligence was received through HW England campaign, so no contact details were provided.

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**4.18 No name provided**

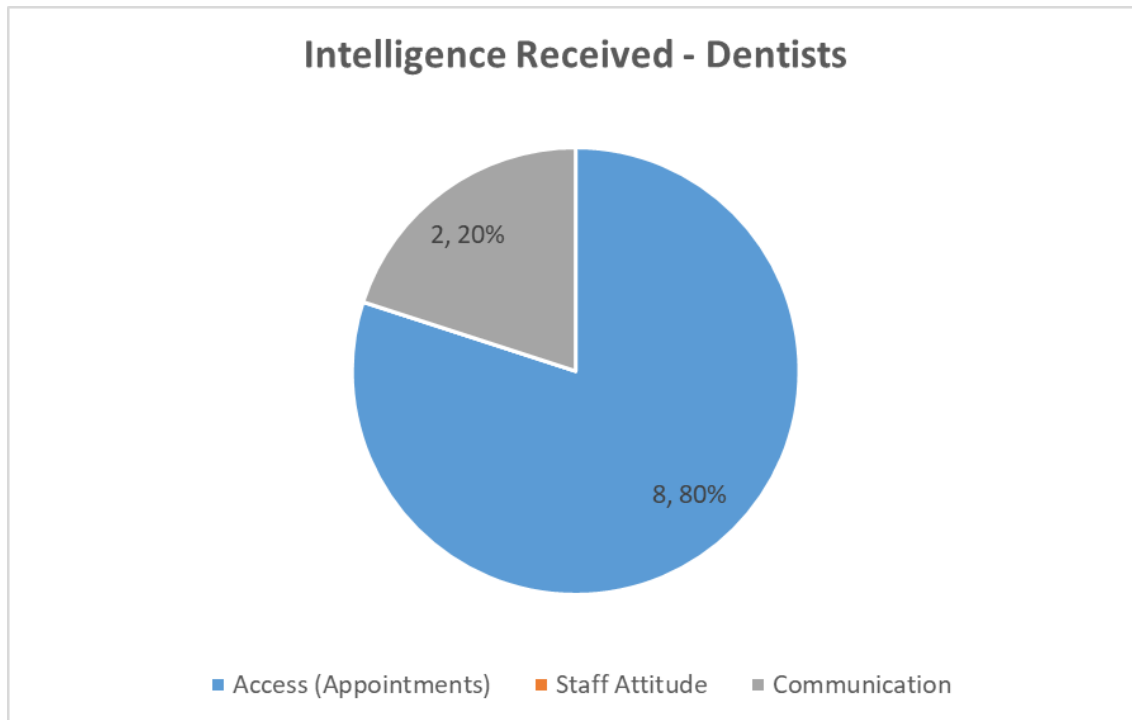
*‘It was only by chance that we found out that my husband was high risk of having a stroke. We went for a pneumonia injection and the nurse happened to check my husband and then booked him a ECG from this they gave him new drugs and referred him to cardiology triage. My husband had a triple heart bypass in Spain and trying to get check-ups etc. is impossible at my doctors. We get a phone call how can you see what is wrong with the patient very disappointed with our NHS doctor’s surgery no care at all.*

**Date Received** – 30/10/2020

**HW Action** - No action possible. Intelligence was received through HW England campaign, so no contact details were provided.

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## **5. Intelligence Receive – Dentists**



The figures above demonstrate that we received 10 pieces of intelligence in regard to dentistry this month. Please see below intelligence on what people told us.

### **Intelligence Received/What people told us**

**5.1 No name provided** – *Hi there, so I've rang my dentist this morning desperately needing an emergency appointment for chipped teeth and extreme tooth ache and had to book the day off work to get dentist medical help as I work week days. When I rang they could only offer me a private appointment and on Tuesday which isn't emergency at all. I could only get private because I haven't been to my dentist in two years I have been taken off their NHS list but had zero correspondence (letters, phone calls or anything) from them concerning this to say like if I didn't contact them or make a regular appointment that I would be withdrawn from their NHS patient list which is a disgrace because now I'm desperate I find out I'm not on their list and I will need further treatment than just an emergency appointment.*

**Date Received – 1/10/2020**

**HW Action** – Advised to have a look on NHS Find a Dentist and also to call NHS 111.

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**5.2 No name provided** – *'Hi there, I'm wondering if you could help me and let me have a list of dentists that currently having space to take on NHS patients? My son has been deregistered from his dentist and they didn't let him know. My son is now in agony and needs an emergency appointment but can't afford to go private so needs to register with an NHS one.'*

**Date Received – 2/10/2020**

**HW Action** – Advised to look into NHS find a dentist or try an emergency appointment with NHS 111.

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**5.3 No name provided** – *‘Granddaughter 6yrs old has had constant pain abscess and more pockets of pus around the mouth, cannot eat, had phone consultation, still reluctant to let child be seen, had antibiotics and still in pain, tried NHS number and still cannot be seen!’*

**Date Received** – 9/10/2020

**HW Action** - No action possible. Intelligence was received through HW England campaign, so no contact details were provided.

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**5.4 Ayer Dental Surgery** - *I received a voicemail in July from my dentist to say I needed to call up to rebook my cancelled appointment and the earliest I could be seen is January / February. I've tried to call weekly since then and had no answer. I've finally gotten through today and was booked an appointment for May. When I was on the phone with the receptionist she was coughing throughout the call and had to mute the phone at one point for at least a minute or two. It didn't instil much confidence in me about the service being COVID Secure.*

**Date Received** – 30/10/2020

**HW Action** – No action required, as person was just raising their concerns with the place being COVID secure.

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**5.5 No name provided** – *I have had 3 appointments cancelled and now no forward date offered for my check-up. The dentist does not answer the phone and the surgery is closed although I think they are doing some treatments.*

**Date Received** – 30/10/2020

**HW Action** - No action possible. Intelligence was received through HW England campaign, so no contact details were provided.

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**5.6 No name provided** - *I haven't got a dentist and it seems that due to covid19 situation none of the dentistry clinics are taking any new NHS patients. I rang 20 or more clinics in 15mile radius and although they can't offer any services through NHS, they are always prepared to offer appointments through private sector within couple of days. The issue is that I chipped my veneer at the front and my tooth started to get really sensitive underneath. I can't afford to pay over £1000 for the fix by going private and I am not able to smile or even leave the house due to my chipped tooth as it's now effecting my mental health. Luckily, I'm still able to work from home. I need help but there's nothing available for me out there unless I find the way to pay my private fees.*

**Date Received** – 30/10/2020

**HW Action** - No action possible. Intelligence was received through HW England campaign, so no contact details were provided.

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**5.7 No name provided** - *Having cracked a tooth at beginning of lockdown I experienced numerous abscess following this. The tooth had cracked at gum level putting strain on surrounding teeth. These have also now shattered at gum level. I managed to obtain an*

*emergency appointment which grateful for, however apart from coat them in calcium he advised there was nothing he could do in an emergency appointment I needed to register with a dentist ASAP as my teeth are crumbling and I need them extracting and dentures. I have phoned / emailed all dentist in my area and surrounding district but not one is taking on NHS patients. Yet they can fit me in privately. Unfortunately, I don't have the £1000 quoted for the treatment, it is just distressing that the same dentist can't do it on NHS but would fit me in in three days if had the money to go private. I understand the pressure they working under because of COVID, but I am being told it be at least a year before they open their books to NHS patients again. In the meantime, I'm left struggling to eat, control abscess and having to work in a public sector key working job with my front teeth missing.*

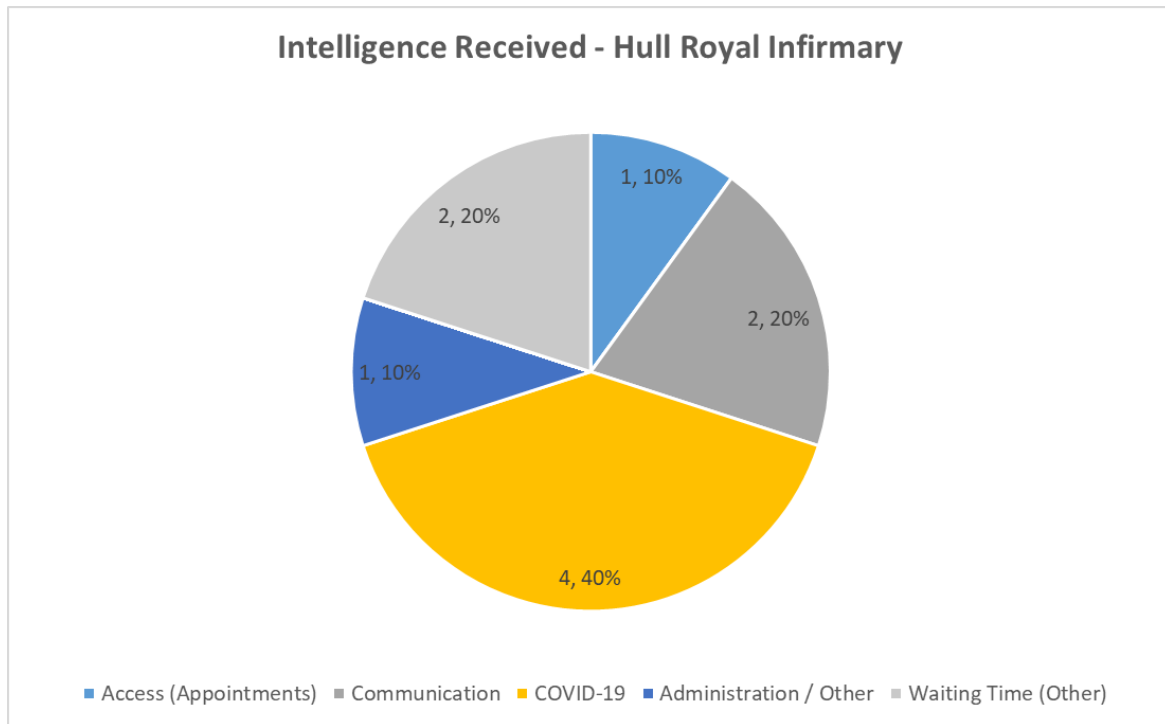
**Date Received - 30/10/2020**

**HW Action** - No action possible. Intelligence was received through HW England campaign, so no contact details were provided.

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## **6. Intelligence Received – Hospital**



The chart above represents the intelligence we have received for hospitals. In the month of October, we have only received information about Hull Royal Infirmary. Most of these comments were in regards to COVID-19, 4 (40%). The specific comments received can be seen below.

### **Intelligence Received/What people have told us:**

**6.1 A&E –** *‘Confusion when going to A&E, told me to go, A&E told me to leave? was told my pain wasn’t urgent enough. rang 111 again, they told me to go into A&E again! I told them what happened and they ended up sending an ambulance.’*

**Date Received – 9/10/2020**

**HW Action -** No action possible. Intelligence was received through HW England campaign, so no contact details were provided.

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**6.2 No location provided –** *‘Been waiting for over a year now for hernia operation.’*

**Date Received – 9/10/2020**

**HW Action -** No action possible. Intelligence was received through HW England campaign, so no contact details were provided.

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**6.3 No location provided –** *‘Due to COVID had knee replacement cancelled, now been waiting for over a year and in tremendous pain with very restricted mobility’*

**Date Received – 9/10/2020**

**HW Action** - No action possible. Intelligence was received through HW England campaign, so no contact details were provided.

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**6.4 No location provided** - *Had test via work which came back positive though had trouble tracking down results-not accessed via GP or hospital lab. A senior colleague had to access my medical records to obtain it. Was not informed myself other than this. Symptoms got worse though advised to stay at home & not go to GP or hospital. I live alone. Have now been unwell & off work for 7 weeks. At no time have I had a face to face assessment or any suggestions of any kind of investigations or help that might aid recovery. It seems only those critically ill with COVID are offered assistance in recovery, others like myself have been totally abandoned & forgotten. I work for the NHS & was infected in the workplace-redeployed to elderly community bedded unit. (This is in both GP and Hospital intelligence as it refers to both)*

**Date Received – 9/10/2020**

**HW Action** - No action possible. Intelligence was received through HW England campaign, so no contact details were provided.

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**6.5 No location provided** – *‘I do not know how to access my doctor anymore.’*

**Date Received – 9/10/2020**

**HW Action** - No action possible. Intelligence was received through HW England campaign, so no contact details were provided.

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**6.6 No location provided** - *Patients are missing the face to face contact during the pandemic, as it's not the same over the phone. Also accessing technology is hard, especially for elderly patients.’*

**Date Received – 1/10/2020**

**HW Action** – No action required, this is intelligence that we have gathered from a meeting where other health professionals were feed backing how people are feeling.

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**6.7 No location provided** – *‘My five-year-old daughter fell over and cut her lip on the day of lockdown and required stitches, I called the hospital as she had a cough but didn't have any of the other symptoms of COVID to check if there were anything I needed to do before bringing her in. I was told I couldn't bring her to the hospital due to her cough. Thankfully I have had a career in the military so stitching it myself wasn't a problem but if I hadn't then she wouldn't have received any support’*

**Date Received – 12/10/2020**

**HW Action** – No action required, the person was just sharing their experience and concerns.

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## **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 October.

### **Local Authority**

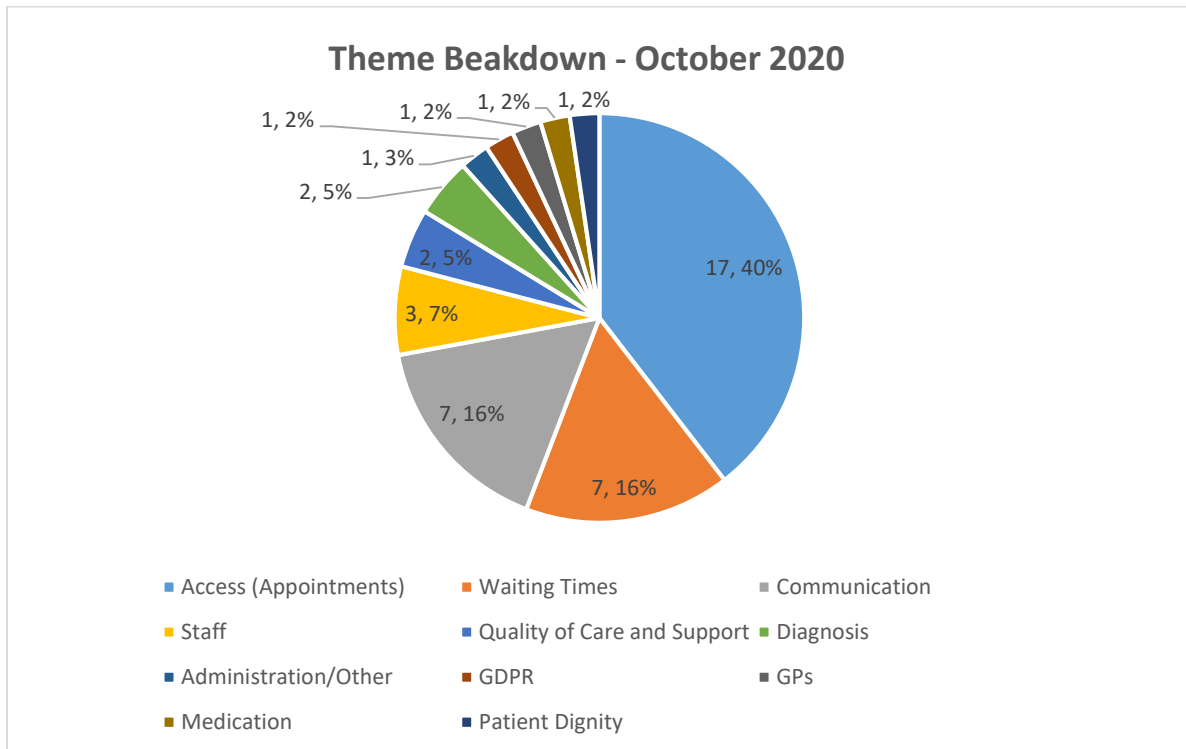
**7.1 Community Services** - Healthwatch received a call from a lady who asked, if we could help to support a housing application. The lady advised that her partner was very controlling and she wished to move away from him. The lady also advised that she had a daughter who she was concerned about. Healthwatch enquired if she felt her daughters and/or her life was at immediate risk of harm. Lady advised no. The lady went on to say that she had just been discharged from a Mental Health Unit and she also had a case worker at DAP.

### **Date Received – 13/10/2020**

**HW Action** – Healthwatch contacted the Safeguarding team for advice who also advised to contact the Mental Health Team and DAP for advice and support.

## **8. Theme Breakdown – October 2020**

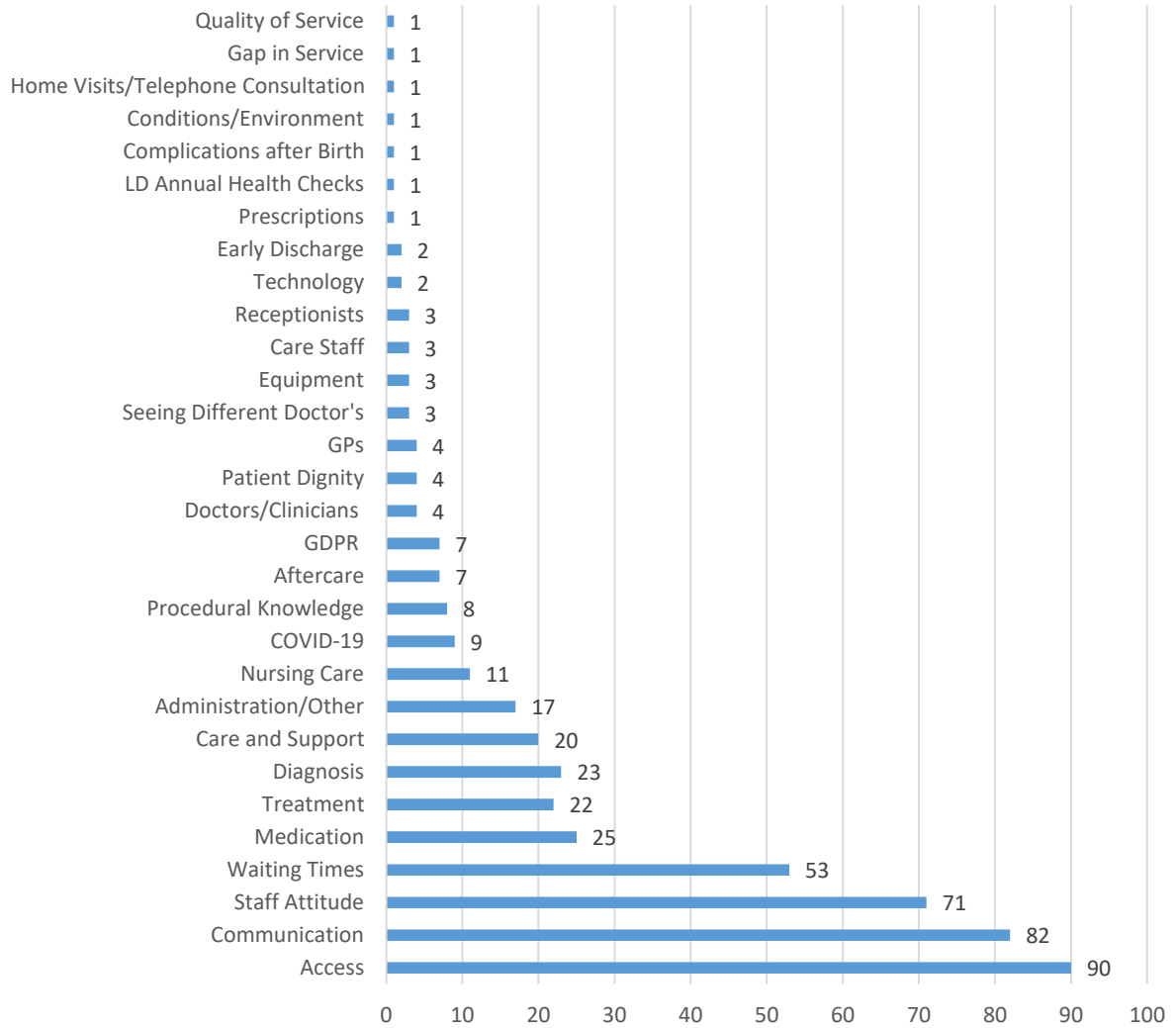
This section of the report provides a breakdown of the types of themes that have emerged in this month's intelligence. The graph below shows the number of comments and their equivalent percentage for each theme identified. The most popular theme this month was Access (Appointments) (40%), and was followed by waiting times (16%), and communication (16%).



### **9. Theme Breakdown – January 2020 – October 2020**

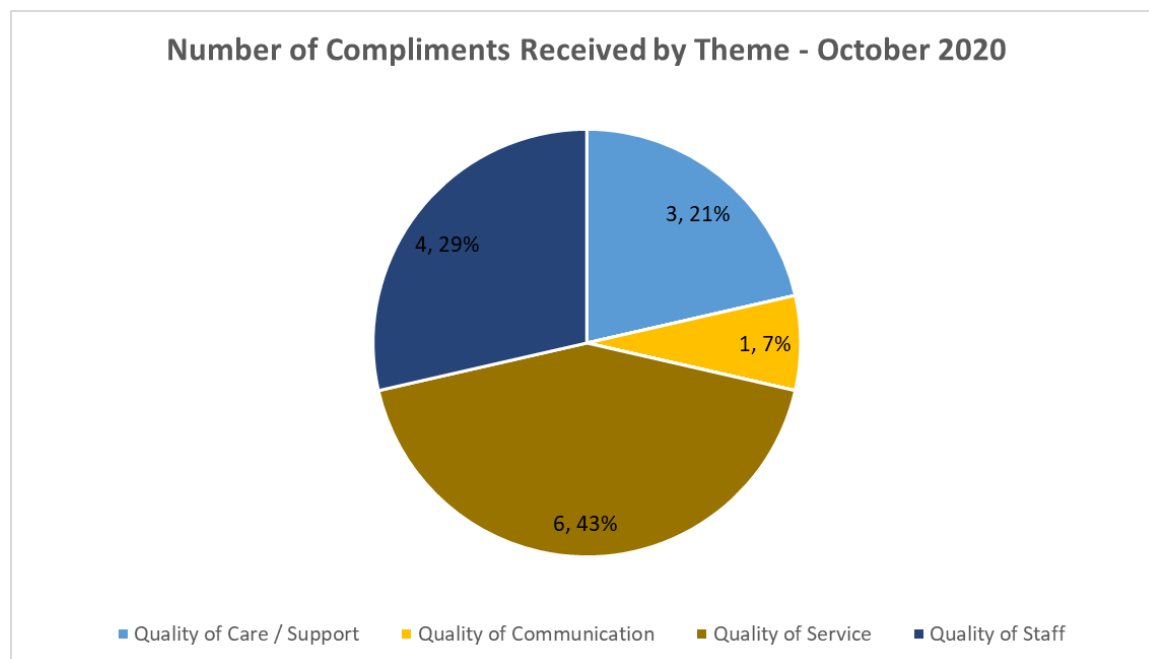
The graph below provides information on all the emerging themes since January. We update this information every month. There are now 30 themes that have been identified since January thus far. With the grand total of all the comments made on the themes being 480. We have identified these themes based 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.

## Theme Breakdown - January 2020 - October 2020



## **10. Compliments – October 2020**

### **Statistical Information**



In October, Healthwatch received a total of 14 compliments. The graph above provides a breakdown of the themes identified. The top theme was the Quality of Service (43%). The specific compliments received can be found below.

### **GP Surgery**

**10.1 No name provided** – *‘Easy access great information and friendly staff.’*

**10.2 No name provided** – *‘Phone service only during pandemic. Contact is easy but diagnosis without physical contact is not effective.’*

**10.3 No name provided** – *‘I had a face to face appointment yesterday because of a hospital stay 2 weeks ago for a suspected stroke, which wasn't a stroke so needed follow up to find out what my strange symptoms are. I had several tests at 9.30 Tues 21/7/2020, Wednesday 22/7/2020 11.30am received a call to say they showed I am not absorbing vitamin B12 and was booked in for 6 injections over the next 2 weeks. I don't think I would get better service ‘*

**10.4 No name provided** – *‘The treatment and support I have been given since my diagnosis couldn't have been better.’*

### **Hull Royal Infirmary**

**10.5 Labour Ward** – *‘Had a great experience last month with a nurse on maternity ward. So lovely and helpful. She couldn't have done enough for me and provided me with such care.’*

**10.6 No location provided** – *‘Leg developed cellulitis. Excellent attitude from nurses and doctors. Totally professional and approachable. Given antibiotics and advice and sent home. Late night by then - only negative- nowhere to sit while waiting for taxi but probably due to misuse by vagrants.’*

**10.7 No location provided** – *‘Excellent service. Very kind and considerate, explained everything, as busy as they were I did not feel rushed at all.’*

**10.8 A&E** – *‘I found the whole A&E experience went smoothly. I was anxious about going in on my own as I was in a lot of pain with a broken rib and gashed knee. But everyone who dealt with me was wonderful. From the receptionist, nurses, doctor and radiographers, everyone was friendly and professional, which helped me cope with the pain and my fears, as I’d been on the shielding list not so long ago.’*

**10.9 No location provided** - *Broke my shoulder in Tenerife on Christmas Eve last year didn’t seek medical help till I returned home, the treatment I got at Hull Royal Infirmary was first class from beginning to end.’*

#### Mental Health Services

**10.10 No name provided** – *‘Excellent and compassionate support, great staff, but not enough of them because of underfunding leading to unseemly haste to discharge.’*

#### Care Home

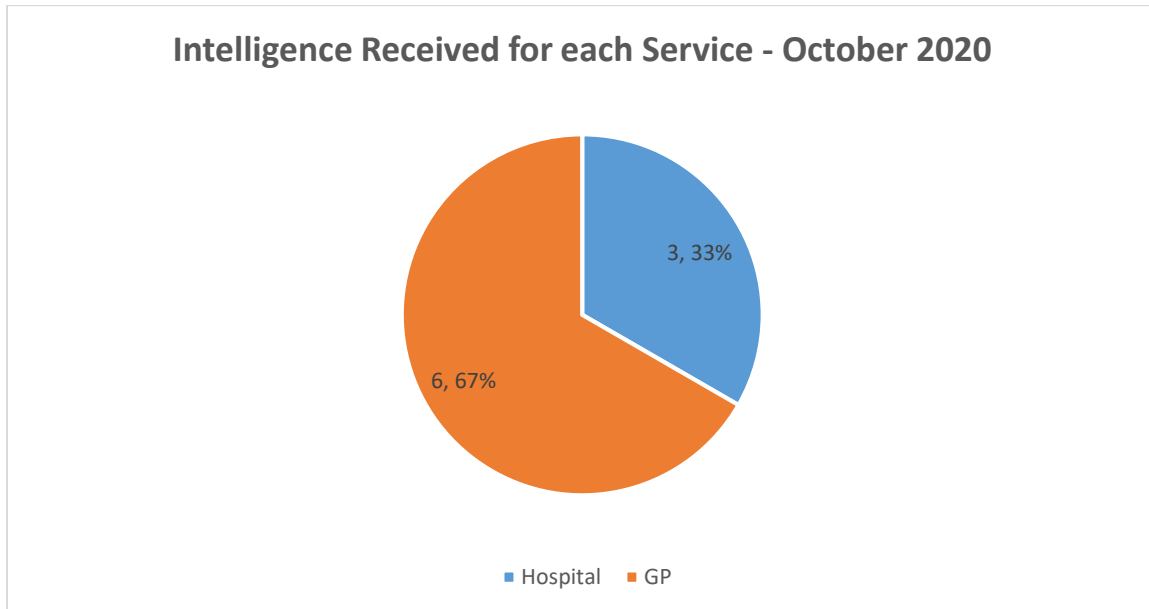
**10.11 Springfield Homecare** – *‘My mother has been cared for by a Springfield homecare throughout the pandemic. The care they have given has been fantastic and have never let us down once. I could rely on them and can only praise them for providing the care they did through out what must have been very challenging times.’*

## **11. NHS Independent Complaints Advocacy**

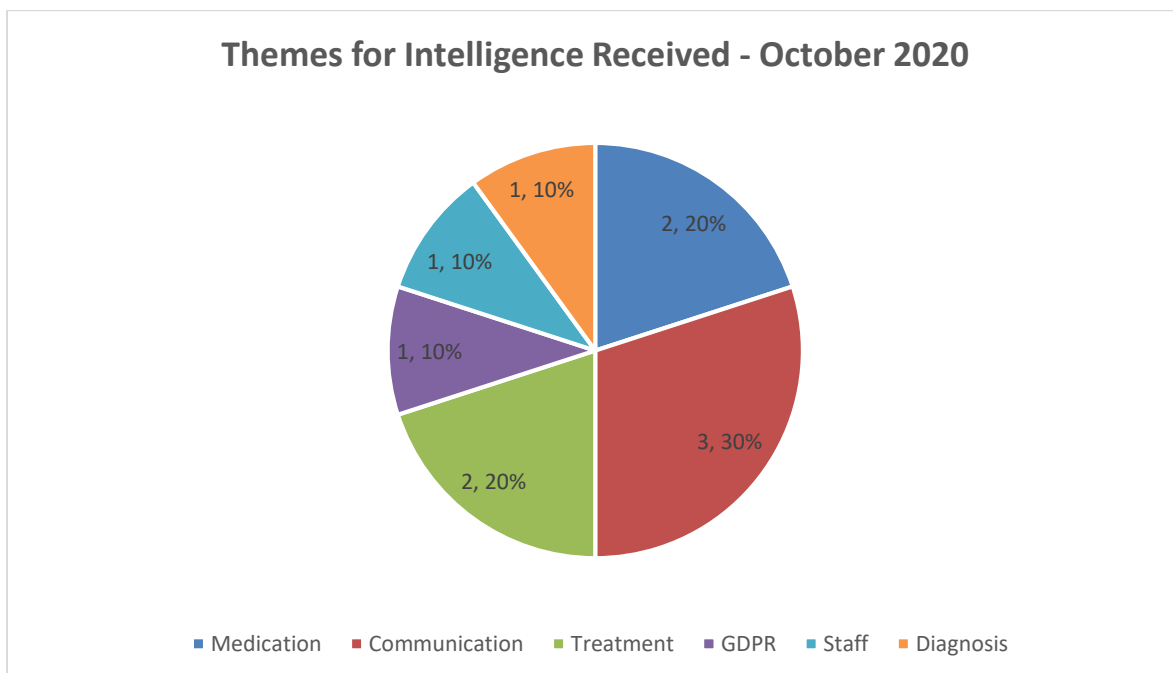
### **Statistics and Intelligence**

October 2020:

This month the service has received 9 complaints. These were in relation with Hospitals and GP Surgeries.



The graph below identifies themes that were identified in October.





### 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 Health Complaints Advocacy Service, please see details below;

**11.1 Bransholme Health Centre -** *'Patient requested repeat prescription via NOMAD system for Trimbaw inhaler to aid with breathing difficulties. Enquiry directed to GP Practice. When patient picked up prescription from Co-op Pharmacy it was discovered to be an erroneous prescription for 84 Tramadol tablets'*

**11.2 Hull University Teaching Hospitals NHS Trust –** *'Patient sought update on scheduled appointment with Pain Management Clinic on 9th October 2020. In reply, Pain Clinic Doctor is reported to have attempted to telephone the patient once, both on landline and mobile and because no one answered patient was discharged from services. No answerphone message was left to ask patient to call back. In any event patient is heard of hearing. Decision stands – patient discharged.'*

**11.3 Kingston Health –** *'Patient is dissatisfied with medical management of a dermatological issue by his GP Practice'*

**11.4 Hull University Teaching Hospitals NHS Trust –** *'Patient is disagreeing with type of treatment chosen to treat diagnosed Multiple Sclerosis.'*

**11.5 Newland Group Practice –** *'Patient is unhappy that portions of the Psychiatric assessment report generated approximately 2 – 3 years ago has literally been 'cut and paste' into the 'Main Profile' section of their GP Medical Records.'*

**11.6 James Alexander Family Practice -** *'GP Practice Nurse overturned Hospital Consultant's prescription of antibiotics to treat chest infection causing patient to become ill'*

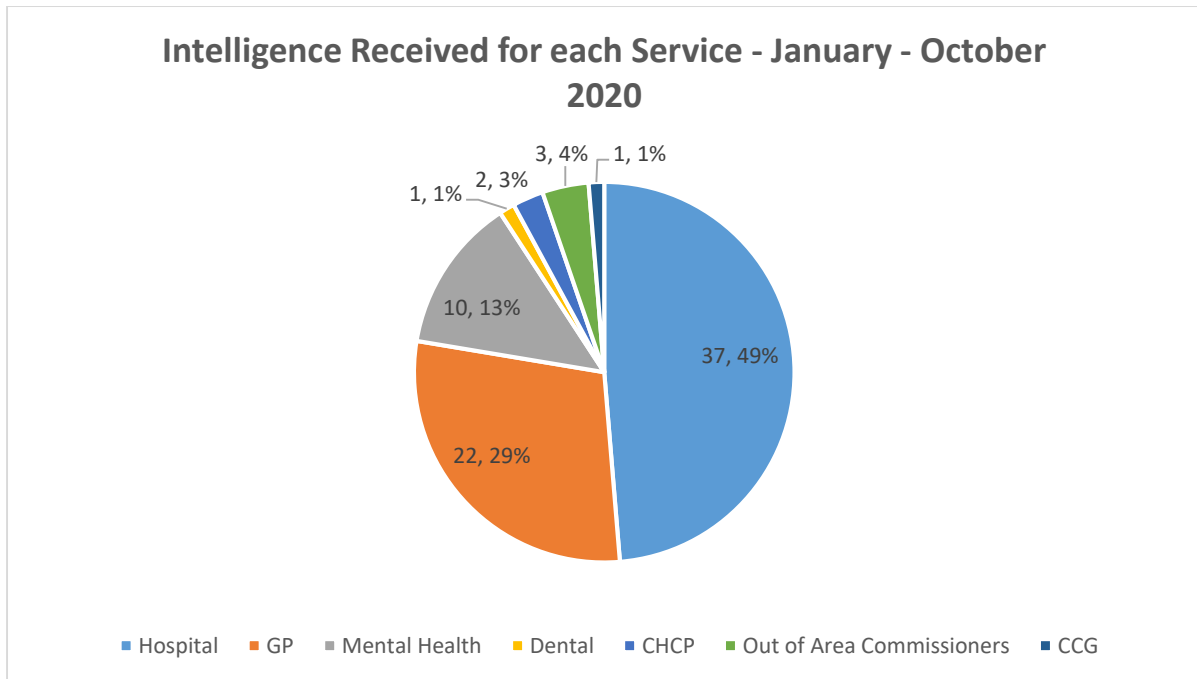
**11.7 Gynaecology / Hull University Teaching Hospitals NHS Trust –** *'Patient feels communication about surgical and treatment options to treat fibroids have not been clear.'*

**11.8 Bridge Group Practice –** *'Dissatisfactory attitude of GP Reception staff and incorrect advice issued in respect of type / mode of GP appointment required to conduct diagnosed Asthma review.'*

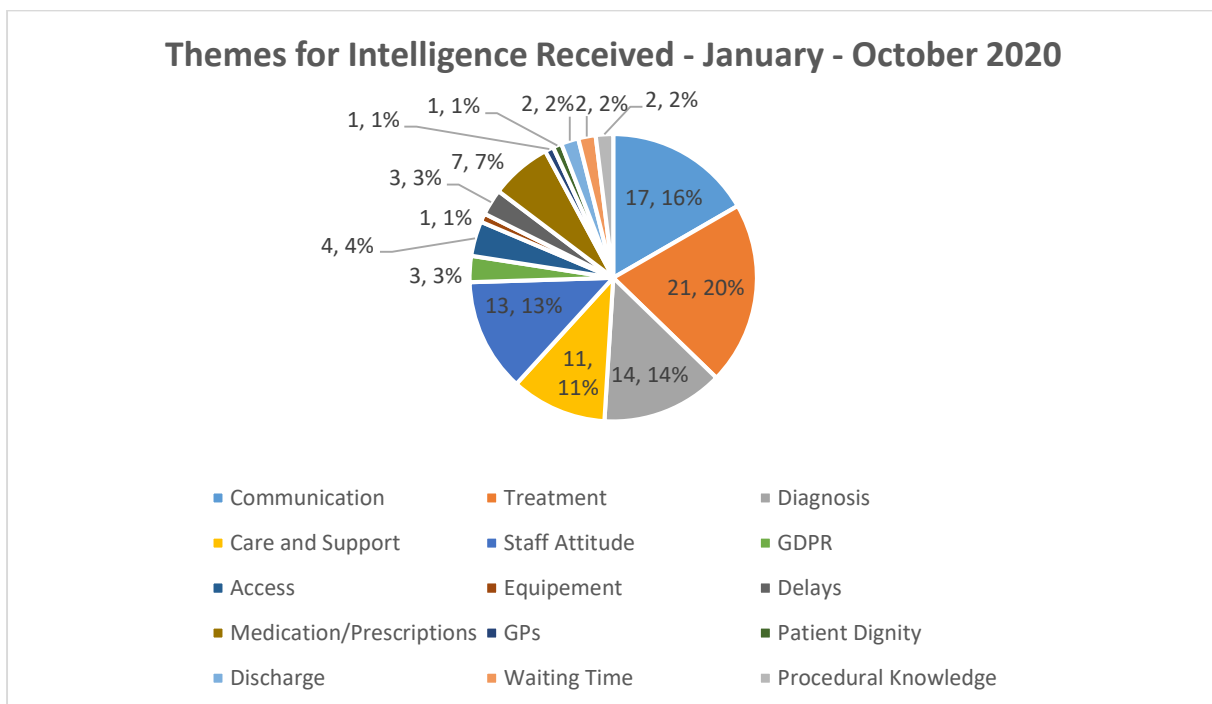
**11.9 The Avenues Medical Centre / Hull University Teaching Hospitals NHS Trust –** *'Return referral after initial enquiry was closed. Unable to obtain confirmed diagnosis for persistent throat infection.'*

January 2020 – October 2020:

The following graph provides details of the services, the number and percentage of complaints that the Independent Health Complaints Advocacy Service received for the wider period of January to October. Hospital services (49%) have received the most complaints within this period of time, followed by GP practices 29% and Mental Health Services 13%.



The graph below identifies the themes that have emerged since January to October. Treatment is the theme that has received the most complaints within this period (20%), 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](mailto:mharrison@healthwatchkingstonuponhull.co.uk).

Organisation	Responsible person	Comments/Actions

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# healthwatch

Kingston upon Hull

**October 2020**

