

healthwatch

Kingston upon Hull

Intelligence Report

September 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 September 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.

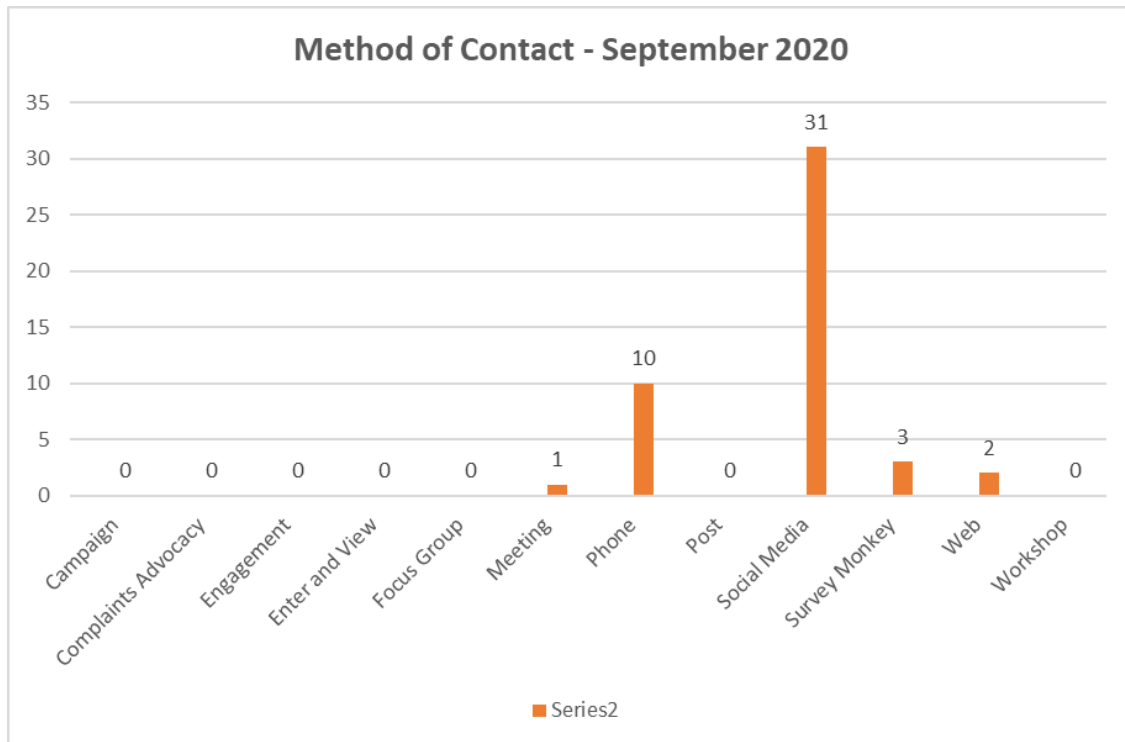
The services highlighted from the intelligence are as follows:

- GP Surgeries
- Dentists
- Hospital

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.

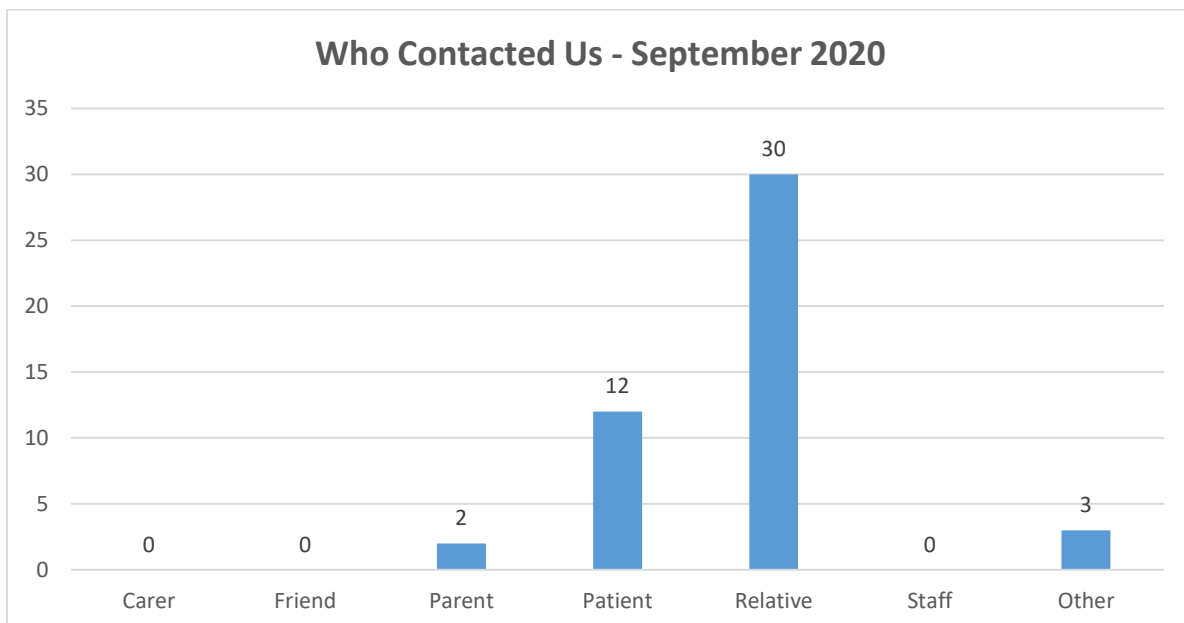
Please note that Healthwatch received all the comments in good faith. Healthwatch have not investigated any of the concerns raised and have acted in accordance with their role and responsibilities of Healthwatch.

2. Contact Statistics

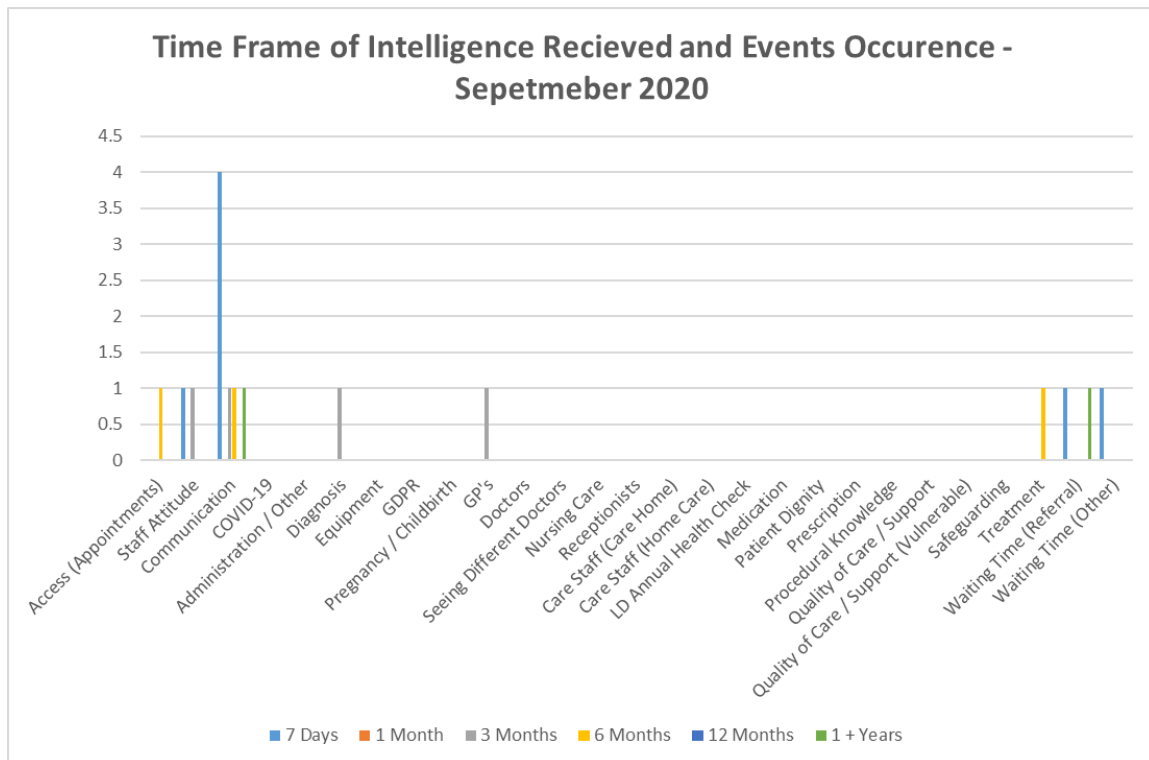


In September, we have received 47 contacts, which included 58 pieces of intelligence, information requests and compliments. These were obtained through various means, including; survey monkey, phone calls, social media, meetings, and emails (Web). The number of contacts is smaller than the ultimate number of intelligence, information requests and compliments, as some contacts raise multiple issues, which generates more than one theme.

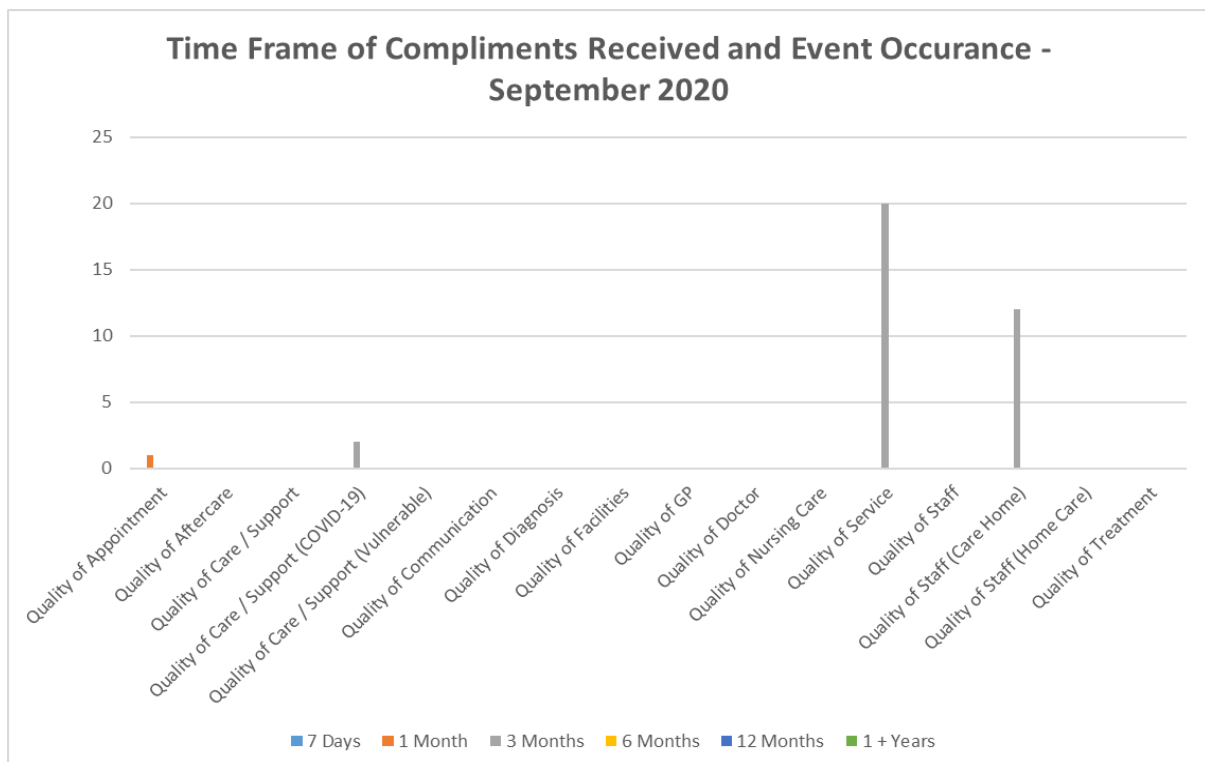
The graph below provides information on who were the people that contacted us this month.



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 September, which were 16 in total.



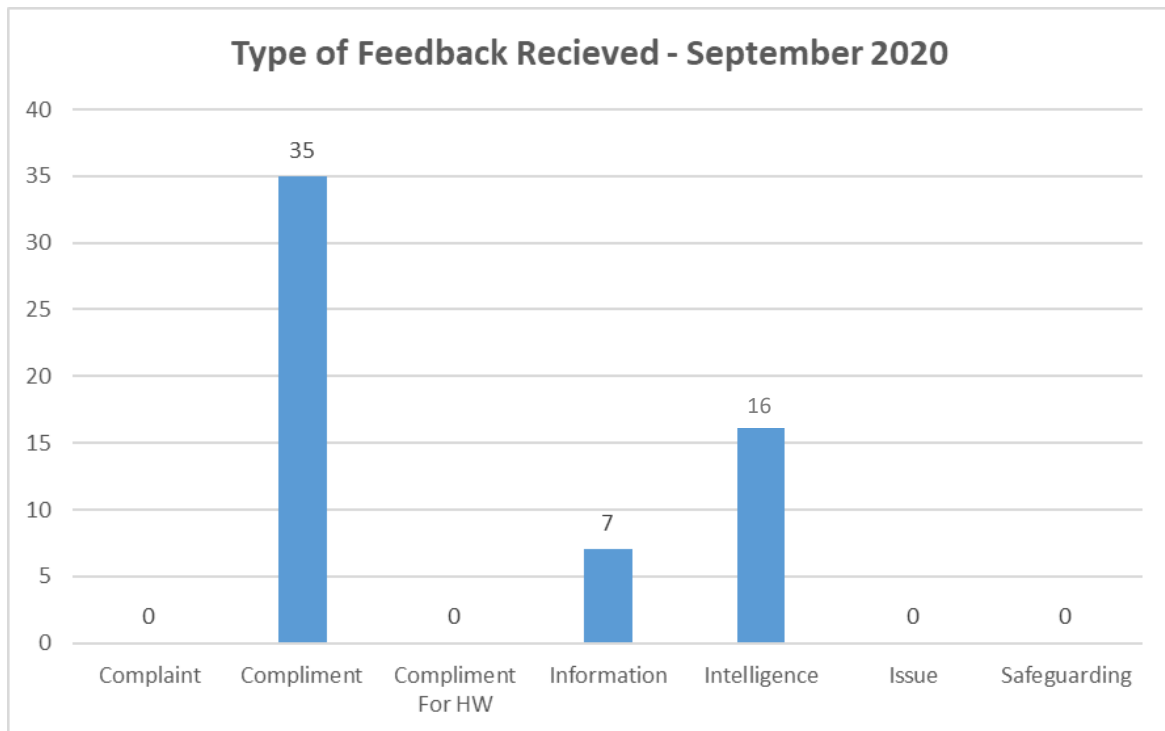
The following graph also shows the time frame but, specifically relates to compliments that Healthwatch received about the services in September. This month we received a total of 35 compliments.



3. Intelligence Received

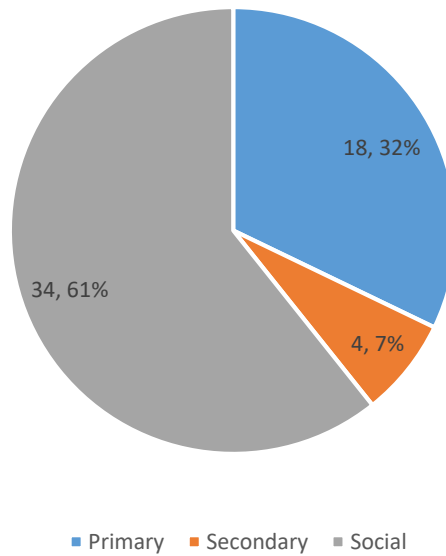
Overall Intelligence Statistics for September

The graph below provides a breakdown of the type of feedback and the purpose of the contact Healthwatch received during September. This month there were 16 pieces of intelligence, 7 requests for information and 35 compliments received which is a total of 58 items. Please note these figures can differ to the contact figures as one contact can result in several comments about a particular service.



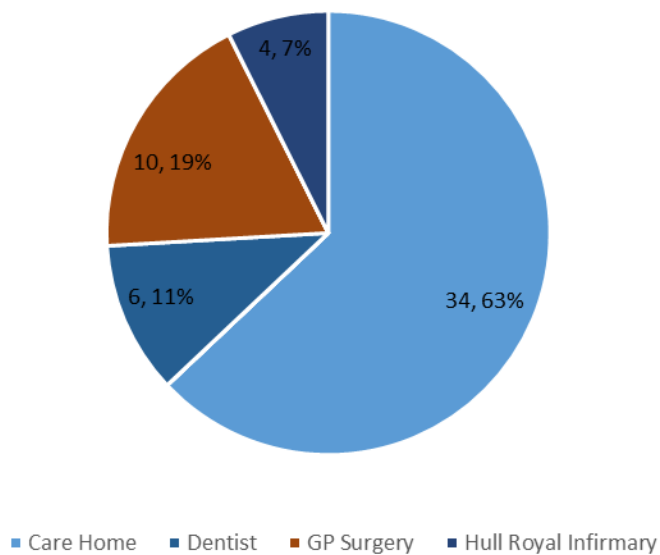
The information below shows which type of care services we received most contact about. This month most of the comments we have received were in regard to Social Care, 34 (61%) as well as Primary Care, 18 (32%).

Type of Care Commented On - September 2020



The graph below provides a breakdown of the services and the total number of comments for each service. Care homes received 34 (61%) comments followed by the GP Surgeries who received 10 (18%) comments.

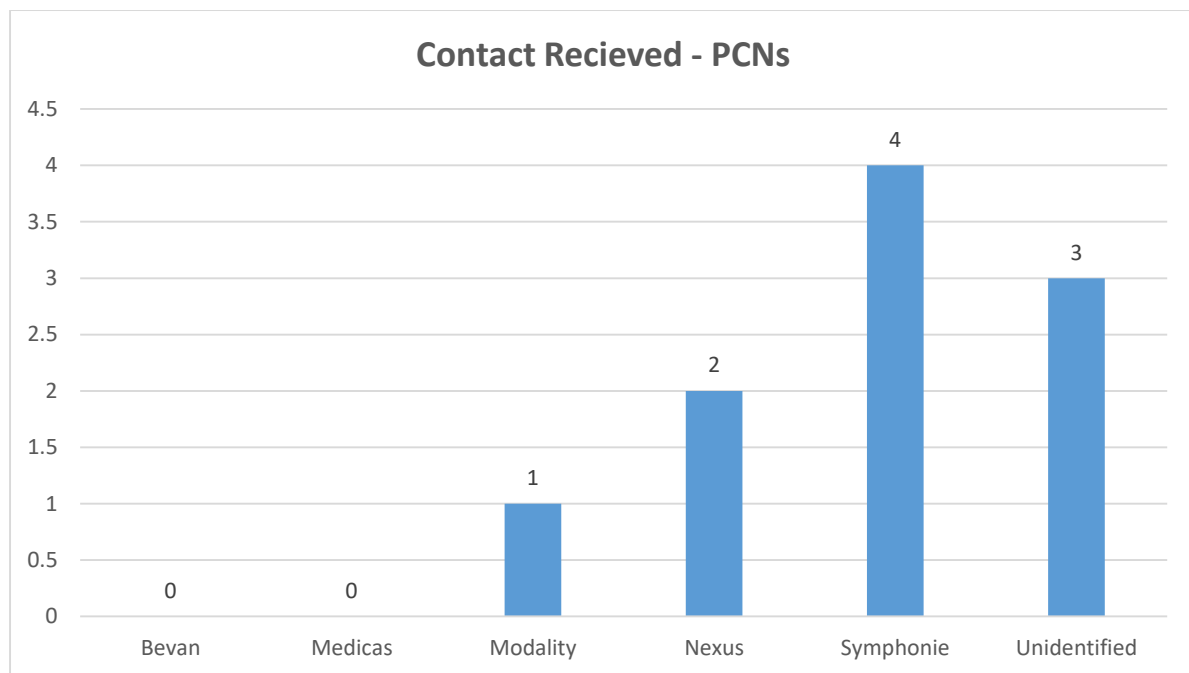
Total Number of Intelligence Received for Services, including Compliments - September 2020

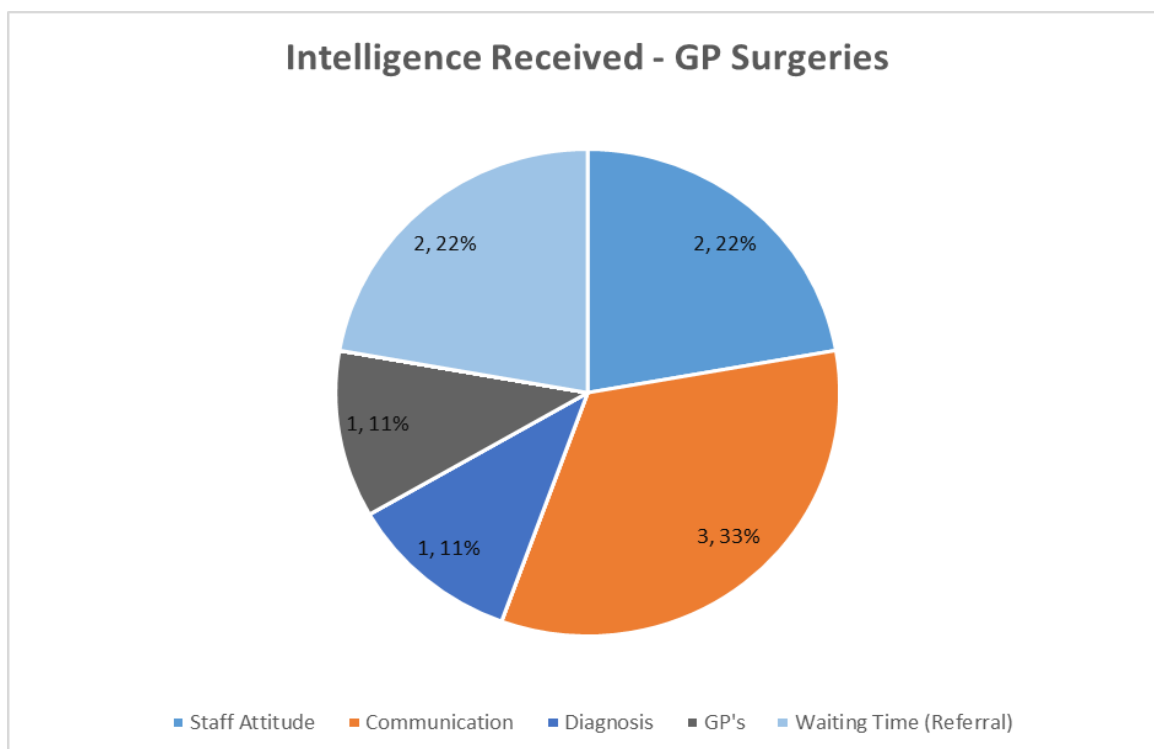


4. Intelligence Received – GP Surgeries

Statistical Information and Graphs

This month we have received 10 comments in regards to GP Surgeries. 9 were intelligence comments, 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 as some intelligence received by us in regards to GPs did not provide the GP name, so the PCN could not be identified. From what we were able to identify this month, the most comments received were about practices under the Symphonie PCN.





The figures above show what the 9 items identified within the comments received for GP Surgeries specifically referred to. As can be seen, the issue most commented on this month was Communication, 3 (33%).

Intelligence Received/What people told us

4.1 The Avenues Medical Centre – *'I have contacted my GP, sent in pictures of my mouth which looks to be like thrush but they have not diagnosed the condition; they have had blood tests and said that they've come back clean, I've had STI tests and they have come back negative but I've not been given any diagnosis despite the condition being identical to thrush. I have a thick substance on my tongue throughout the day with a certain taste but when I eat I cannot taste anything; I've had a COVID test which has come back negative and I'm at a loss at what I can do. My GP has contacted me to say that I was bothering them but I'm just concerned about the issue and want it resolved. I know with COVID there's a lot going on but I just want this resolved as it's really affecting me and I'm growing increasingly concerned about it.'*

Date of occurrence: 5th August 2020

Healthwatch Action: Signposted to NHS Independent Complaints Advocacy

4.2 Alexandra Health Centre – *'It's horrible and appalling my 3-year-old son has had a mouth condition since he was 3 months old he is now 3 years old and is still suffering we have just been prescribed with Nystan every time he gets it and we have still not been referred to paediatrics'*

Date of occurrence: Over 12 months ago

Healthwatch Action: No action required, intelligence noted.

4.3 No name provided – *‘I contacted my GP to ask about materials for individuals who have Autism so I can explain what the COVID test is, the receptionist said: "Just say it's a cotton bud that they put up your nose". This is something my son will not understand and without prior explanation he will not allow.’*

Date of occurrence: 4th September 2020

Healthwatch Action: No action required, intelligence noted.

4.4 No name provided – *‘Lady called and informed that her GP surgery doctor, which she didn't give the name of, has been making and has made mistakes in the past when it comes to her medical records. When the lady raises the issues she feels like she is constantly sent back and her word does not matter.’*

Date of occurrence: 14th September 2020

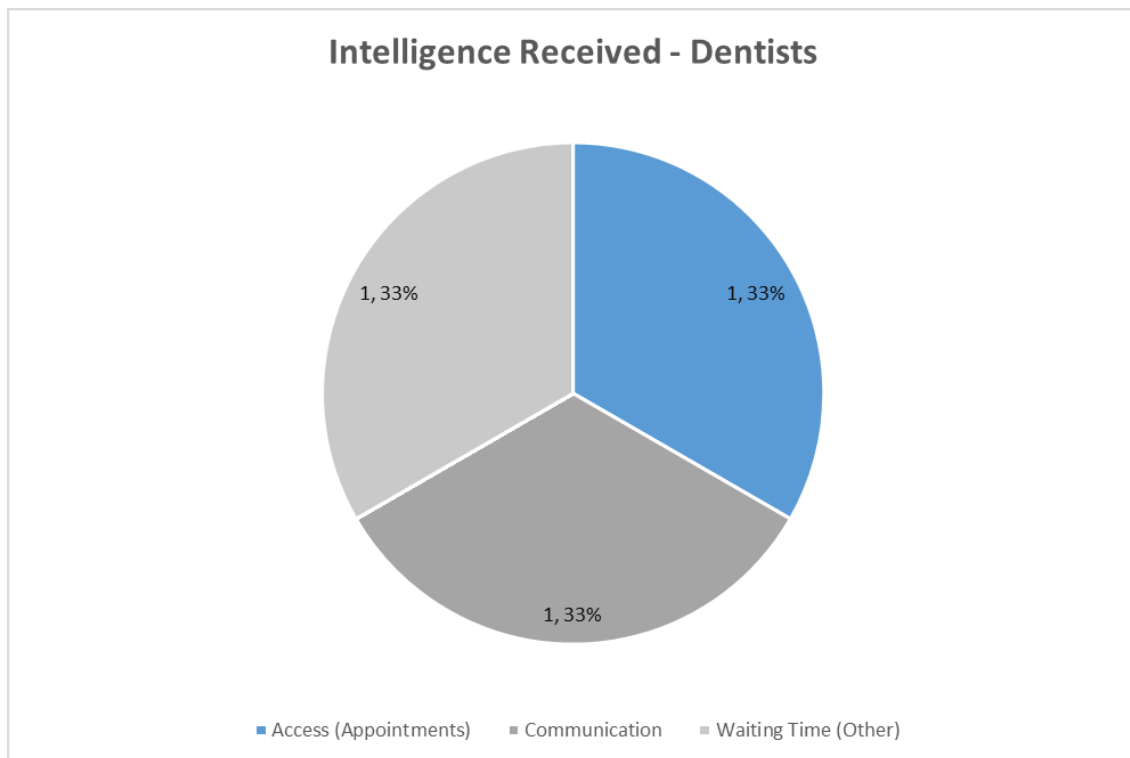
Healthwatch Action: Proposed to the lady to complain directly to the GP in the first instance or alternatively the CCG PALS or NHS England.

4.5 Riverside Medical Centre – *‘Gentleman called stating that the GP receptionist informed him that the surgery would not give him a referral to see a cardiologist. He informed he doesn't feel very well, has very high blood pressure (over 200) and needs to see a specialist.’*

Date of occurrence: 25th September 2020

Healthwatch Action: Advised the gentleman to book another appointment with the GP to ascertain understanding and ask for a health check.

5. Intelligence Receive – Dentists



The figures above demonstrate that we received 3 with regards to dentistry all three were in relation to Accessing treatment, communication and waiting times, please see below intelligence on what people told us.

Intelligence Received/What people told us

5.1 CHCP CIC – *'I had a failed dental bridge top front 2 teeth that I paid 3 thousand pound for as part of treatment I had at CHCP dental. This happened on 5th may this year during lockdown. Despite several telephone calls to CHCP dental & being told I am on a 'waiting list' for assessment for a partial denture I am still waiting to be reviewed. I accessed the emergency dental hub through 111 and was given an emergency extraction by a wonderful dentist called dale at the Anlaby road practice. Following that extraction, I tried to access follow up care for myself. There has been no information anywhere either on social media or from the CHCP dental practice on when I might possibly be seen. This has had a big impact on my mental health. Can you imagine what it's like to have no front teeth? It affects my speech, my ability to eat & I am embarrassed to interact with anyone. I understand this is an unprecedented situation. The lack of information regarding when dental services will resume has compounded my situation. The experience I have had has been intolerable.'*

Date of occurrence: 5th May 2020

Healthwatch Action: No action required, intelligence noted.

5.2 No name provided - *'I've have a tooth that feels chipped/loose and is starting to get quite painful. I contacted my dentist and was told I would have to wait until they opened again. Once they opened I was told I'm no longer registered and will have to find a new dentist. I am struggling to find a dentist taking on new NHS patients.'*

Date of occurrence: Intelligence received on 30th September, and the events occurred 7 days prior to that date.

Healthwatch Action: Advised of complaints, and 'NHS Find a Dentist' as well as NHS 111 for urgent treatment and our website for dentistry guide.

5.3 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. I'm looking for advice desperately. I need an appointment today; do I just ring dentist practices asking for an emergency appointment or? Hoping for a response, advice would be massively appreciated.'*

Date of occurrence: 30th September 2020

Healthwatch Action: Advised of complaints, and 'NHS Find a Dentist' as well as NHS 111 for urgent treatment and our website for dentistry guide.

6. Intelligence Received – Hospital

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 September.

Hull Royal Infirmary

6.1 No location provided – *‘Lady called, advised she has put a complaint through a year ago and only got a response 8 weeks ago. The doctors apologised to her over the phone, but she wanted this in writing which they are refusing to do.’*

Date of Occurrence: No exact date given, response was received by the lady 2 months before she called us. We received the call on 4th September.

Healthwatch Action: Advised of PALS formal complaints process and NHS Independent Complaints Advocacy.

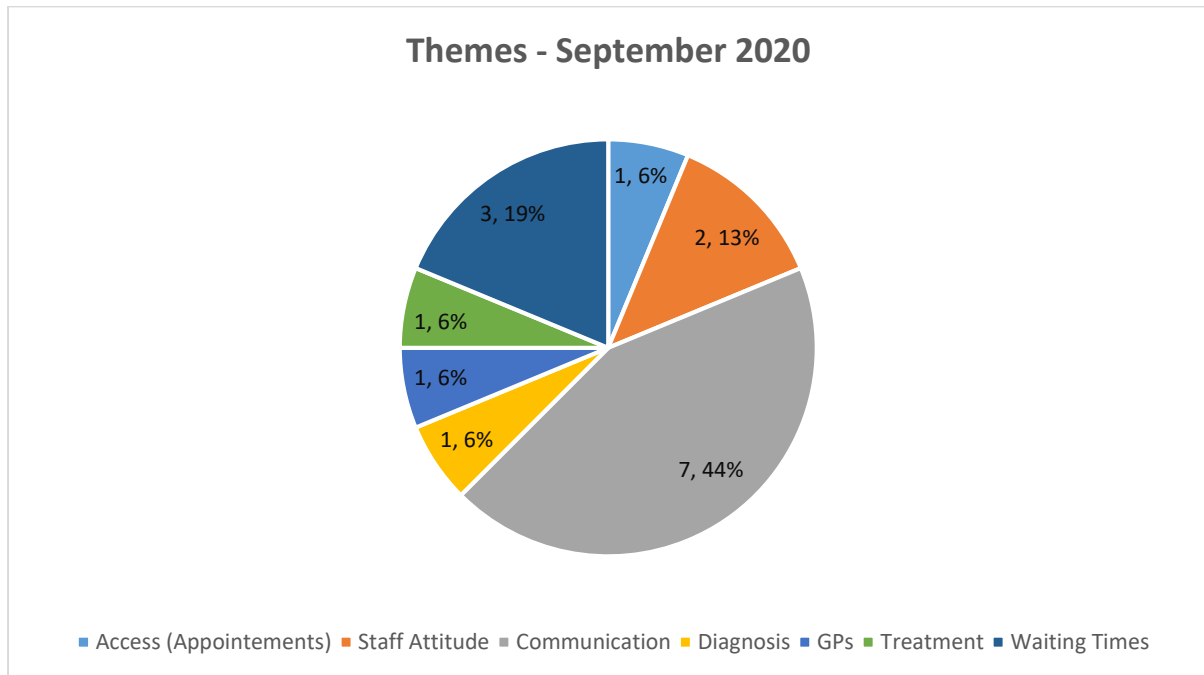
6.2 MRI Centre – *‘My son has autism and has an MRI on 24th September. We’ve received a letter to say he must attend a Pre-assessment on 21st. I contacted the hospital to enquire what this Pre-assessment would involve, they informed me that we must self-isolate beforehand as we will have COVID tests but the letter never stated this, as my son has Autism I asked if they had any materials to explain to him what this is and they did not.’*

Date of Occurrence: Intelligence received on 11th September

Healthwatch Action: No action required, intelligence noted.

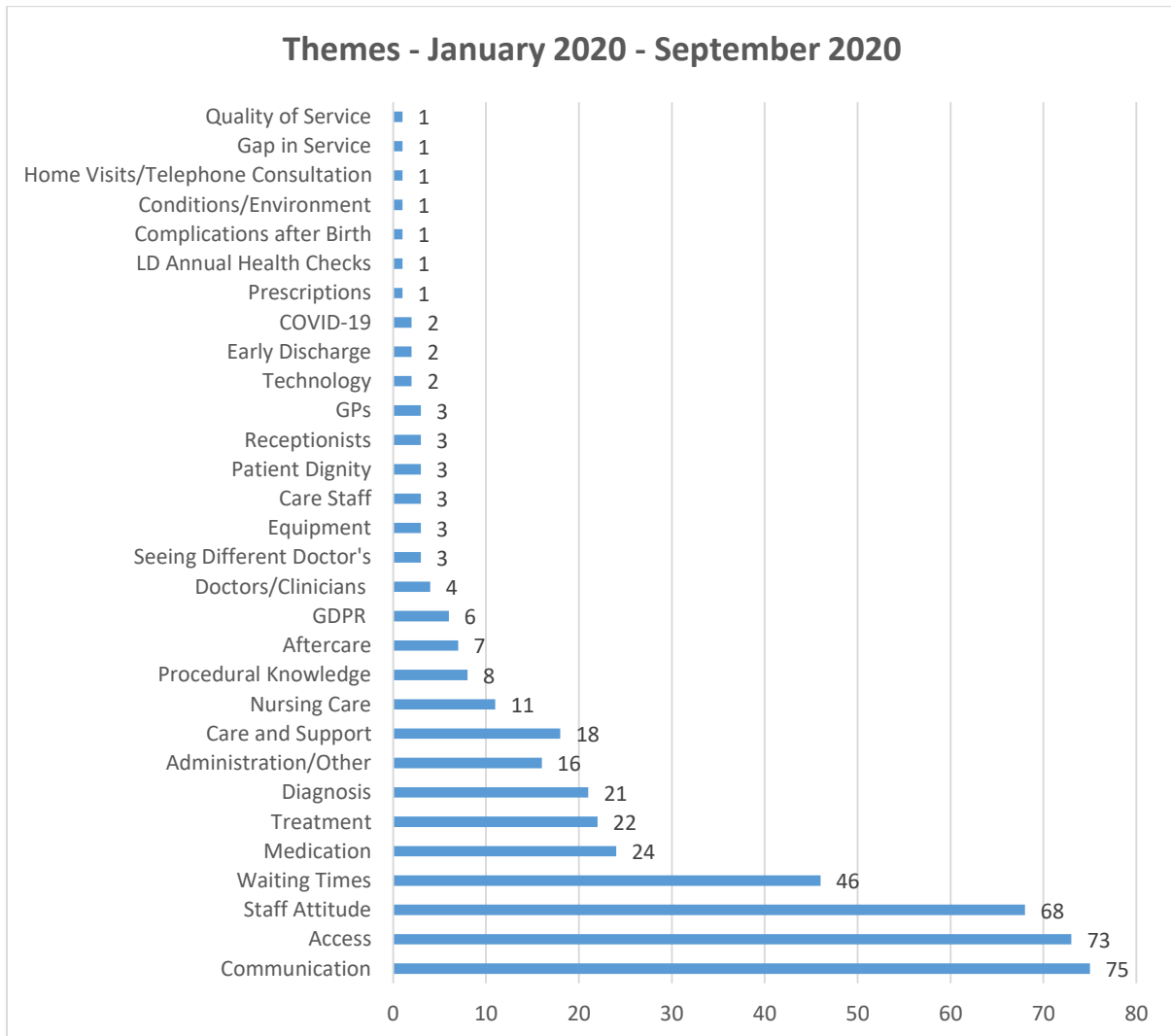
7. Theme Breakdown – September 2020

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 Communication (44%), which has resulted from a few people mentioning waiting times on the phone to make appointments.



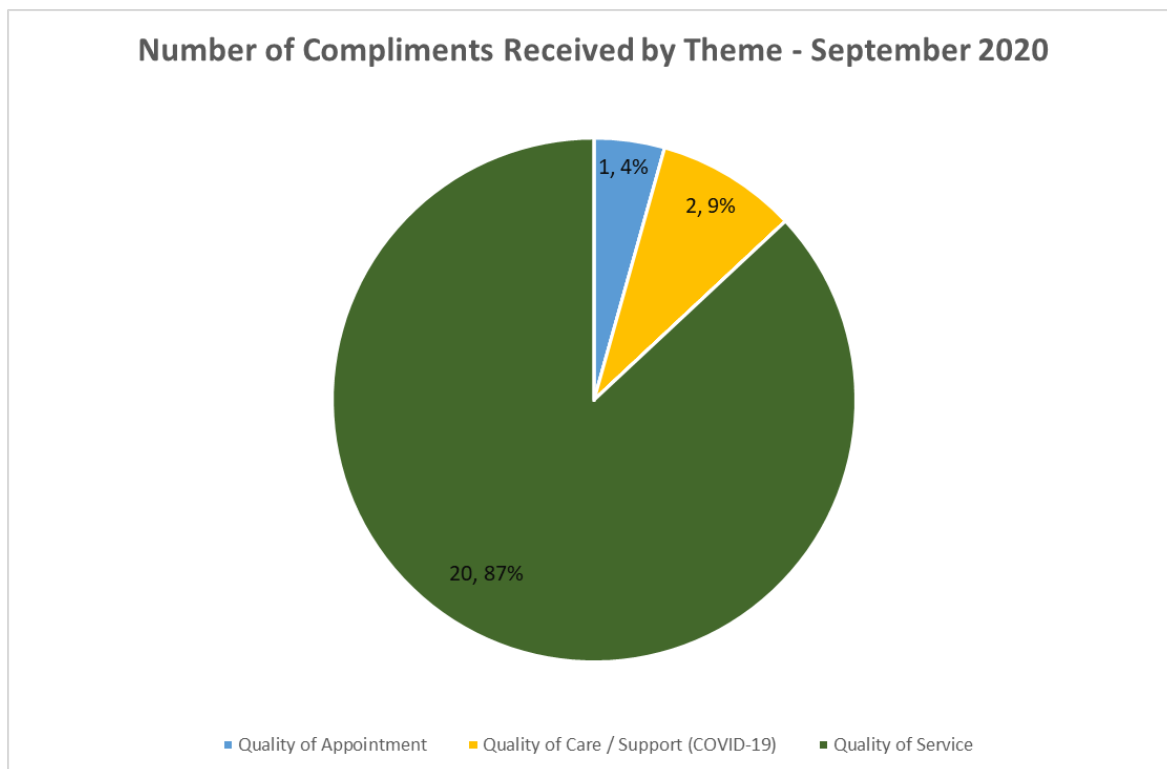
8. Theme Breakdown – January 2020 – September 2020

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 444. 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.



9. Compliments – September 2020

Statistical Information



In September, Healthwatch received a total of 23 compliments. The graph above provides a breakdown of the themes identified. The top theme was the Quality of Service (87%). The specific compliments received can be found below.

Private Care

9.1 Hull Spire – *‘Had a follow up telephone appointment with a consultant dermatologist preceded by blood tests with a phlebotomist at my Beacon Medical GP practice. Given the Covid-19 constraints the experience was good but could have been improved to excellent if a video rather than a telephone consultation had been offered.’*

Care Homes

9.2 Alexander Court Compliments:

‘My mum is here and loves it staff are very good to her and friendly’

‘My mum loves it staff are very friendly’

‘My mum’s a resident and is wonderfully cared for’

‘Thank you to the staff for organising our gardening visits and Skype calls, they are very much appreciated’

'Can I just say these two ladies are amazing. They always go the extra mile to keep residents happy and entertained. They have been a lifeline for me during lockdown keeping me in touch with mum and dad. What a fantastic place Alexandra Court is'

'Thank you so much for looking after my nana and grandad so well, they both look really happy'

'The staff are amazing at arranging the visits and activities'

'Thank you for looking after everyone so well and for letting me know how my mum is'

'I last saw my mum in January and as I live in London I don't know where I'll get to see her. In the mean time I can take comfort in the fact so much is being done for the residents by the great staff'

9.3 Sycamore House - *'Thanks to you all for taking such good care of my mum she looks terrific a credit to you all'*

9.4 Saltshouse Haven Compliments:

'Just love seeing my mam being so happy & well done to the staff for doing a great job keeping them all entertained'

'Thank you for making today's visit such a pleasure x'

'Thanks to all the staff that took care of my family member, miss her every day'

'Thank you so much for making my mums day so special. She looks so happy xx'

'I can't thank you enough for these photos. Your kindness means so much to all of us and will certainly lift Dad's spirit when he sees them. Happy Anniversary Mum and Dad, love you so much'

'Thank you for posting the photos of our mum. It is wonderful to see her. My dad will love the photos.'

'Feeling thankful and grateful for the kindness and care you give to my mum.'

'We are so thankful for the amazing care you show our mum/mum-in-law. We are eternally grateful; you are all wonderful.'

'Thank you for looking after and caring for my much loved sister'

'You have all been amazing during these strange times and I have so much admiration for you all. Thank you so much for what you have done.'

'So grateful for all that you do for our loved ones. Really appreciate that you are caring for Norman and keeping him safe, can't wait until we can come and visit properly and give him a big hug. Love all the photos and videos of the activities too. Thank you so much for what you have done.'

'Thank you for looking after My Nanna, I can't wait to see her and I loved the dancing video thank you so much for all your hard work'

'Feeling thankful for seeing my mam smiling daily, thank you'

'We are so lucky to have you all Thank you, you are amazing'

'You are all amazing and angels who live on this earth. Thank you for giving me more time with my mum. I love you all'

'And we care for all of you for taking care of our loved one'

'It's been lovely seeing Grandma looking so happy in all of the photos and videos.'

9.5 Berkeley House Compliments:

'Thanks to all the staff for arranging my visit. I felt safe and comfortable the whole time. My visit has given mum a big lift and she is really looking forward to celebrating her 100th birthday in October.'

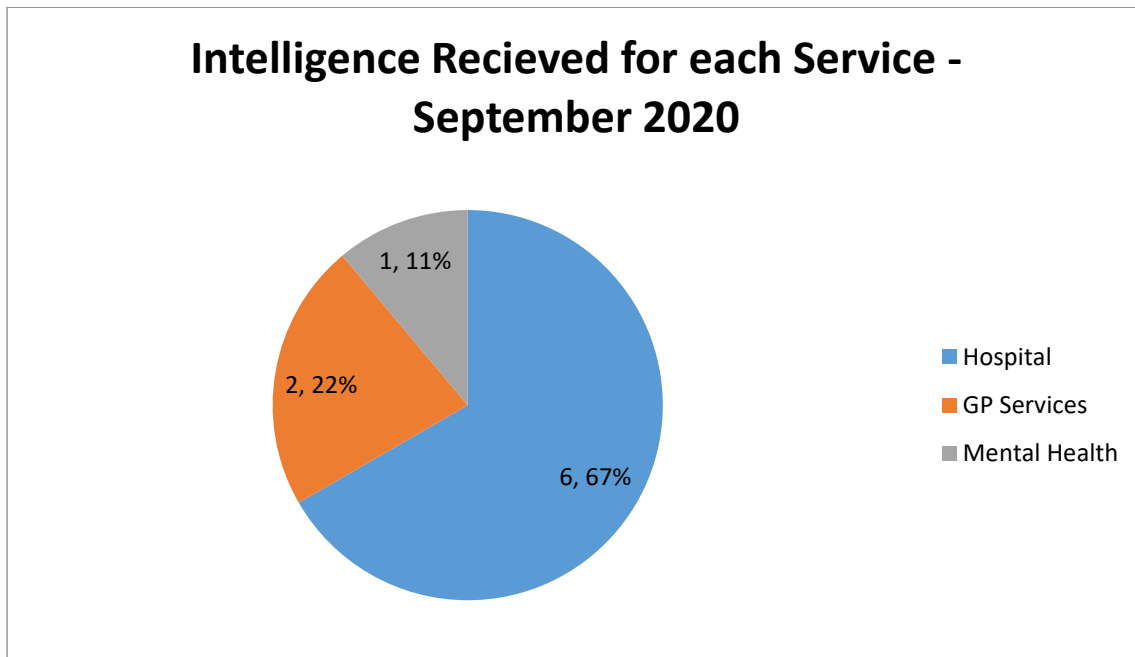
'You are doing a brilliant job looking after and entertaining our loved ones.'

10. NHS Independent Complaints Advocacy

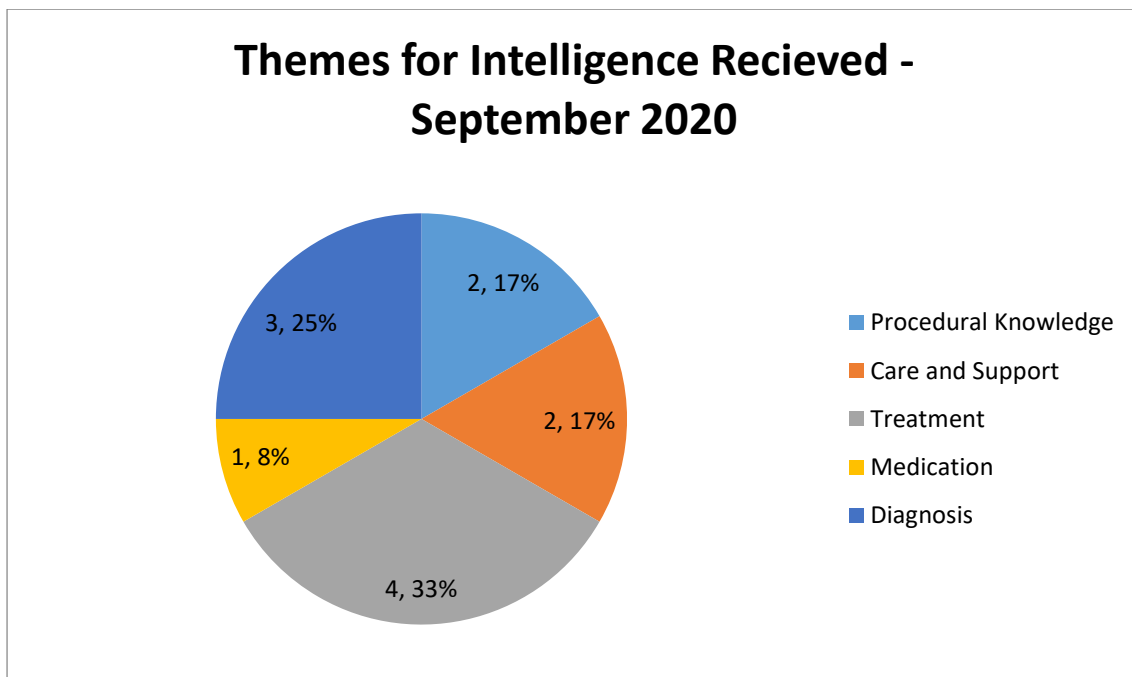
Statistics and Intelligence

September 2020:

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



The graph below identifies themes that were identified in September.



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;

10.1 Mental Health Unit - *'Alleged incorrect reporting of Mental Health Act Section status of patient resulting in illegal detention at Mental Health unit.'*

10.2 Hull University Teaching Hospitals NHS Trust – *'Alleged adrenal insufficiency incurred as a result of long term erroneous steroid prescribing.'*

10.3 The Avenues Medical Centre – *'Unable to obtain confirmed diagnosis for persistent throat infection'*

10.4 Hull University Teaching Hospitals NHS Trust – *'End of life. Stent to enable radiotherapy to commence became dysfunctional and was not checked, allegedly causing premature death of elderly patient.'*

10.5 Hull University Teaching Hospitals NHS Trust – *'Dispute whether removal of part of lung was necessary in view of subsequent lung cancer diagnosis being dismissed. Query if current treatment for Tuberculosis is based on accurate diagnosis.'*

10.6 Hull University Teaching Hospitals NHS Trust – *'Dissatisfactory clinical and nursing care delivered to elderly patient whilst Hospital inpatient. Long wait for bladder scan after catheter not used causing likely fluid retention. Hearing aid lost in Hospital. 14 hours' inpatient before treated for suspected sepsis.'*

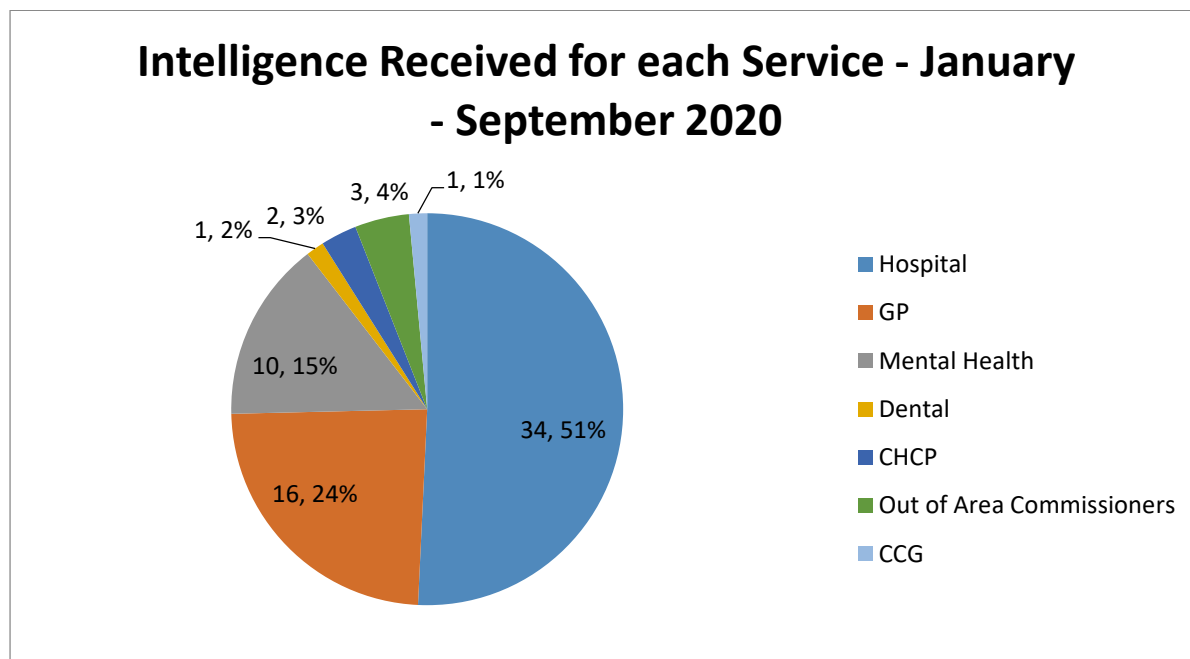
10.7 Ward 70 Hull Royal Infirmary / Hull University Teaching Hospitals NHS Trust – *'Patient dissatisfied with absence of diagnosis for medical condition whilst Hospital inpatient. Absence of diagnosis - therefore dissatisfactory treatment. Discharged without confirmed diagnosis for joint pain, pain in the groin area and susceptibility to lose consciousness.'*

10.8 Hull University Teaching Hospitals NHS Trust – *'Dissatisfactory care whilst Hospital inpatient to treat hip fracture. Specifically, delay in inserting feeding tube and its maintenance thereafter. Patient subsequently died whilst inpatient.'*

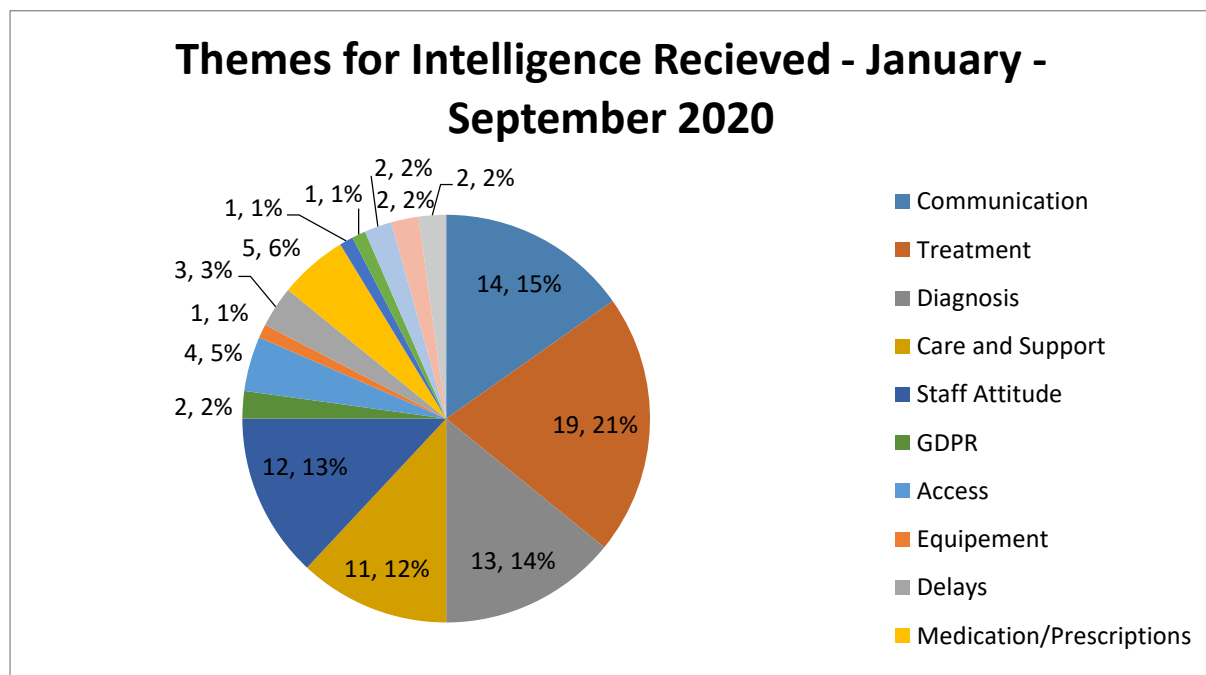
10.9 Diadem Medical Practice – *'Alleged erroneous prescribing of medication which induced long term symptoms similar to Parkinson's Disease.'*

January 2020 – September 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 September. Hospital services (51%) have received the most complaints within this period of time, followed by GP practices 24% and Mental Health Services 15%.



The graph below identifies the themes that have emerged since January to September. Treatment is the theme that has received the most complaints within this period (21%), followed by Communication (15%) and Diagnosis (14%).



11. 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

September 2020

