

healthwatch

Kingston upon Hull

Intelligence Report

Date: February 2020



Contents

1. Introduction.....	
2. Contact Statistics.....	
3. Intelligence Received/what people told us	
• 3.1 Hull University Teaching Hospitals NHS Trust.....	
• 3.2 GP Practices.....	
• 3.3 Mental Health Services.....	
• 3.4 Learning Disability Services.....	
4. Other Services.....	
5. Themes identified.....	
6. Compliments.....	

1.Introduction

The details in this report apply to February 2020 and refers to all the intelligence that was received 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.

The report identifies the total number of contacts received by Healthwatch. It also provides a breakdown of the chosen type of contact that people used to contact us. It also provides a breakdown of the reason why people contacted us.

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

The services highlighted from the intelligence are as follows:

- Hull University Teaching Hospitals NHS Trust
- GP practices
- Mental Health
- Learning Disability
- Care Homes
- Dentist
- Childcare
- NRS

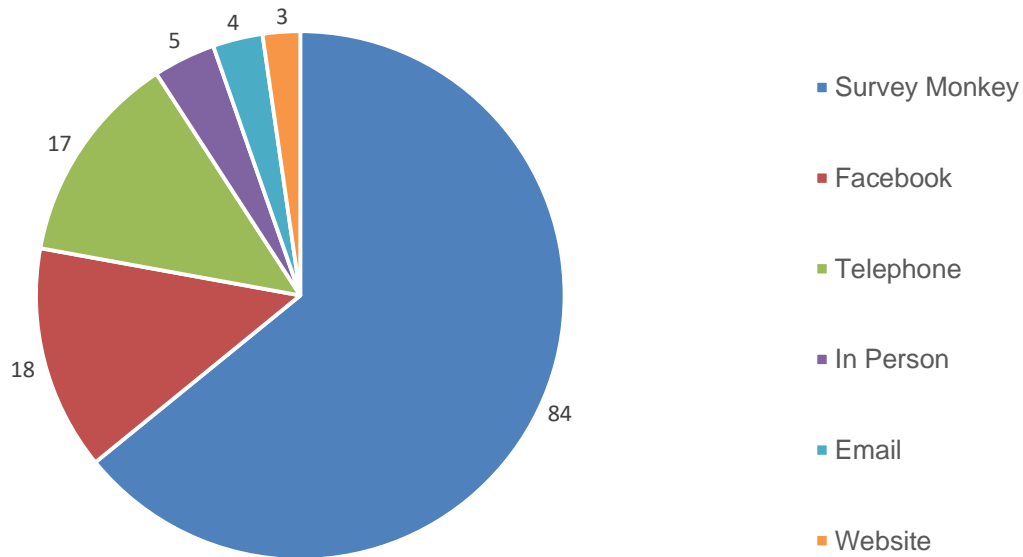
The report also identifies the emergence of themes. Please note the public comments reflected in this report are exactly as they were written. For that reason we apologise for some of the English and the occasional minor expletive.

Apart from a few positive comments detailed in this report I'm afraid the large majority of the comments are negative, showing the frustration that local people are experiencing in Hull.

2. Contact Statistics

We received a total of 131 contacts throughout February. The graph below provides details of the method of contact.

The main method of contact was through Survey Monkey, followed by Facebook and telephone.



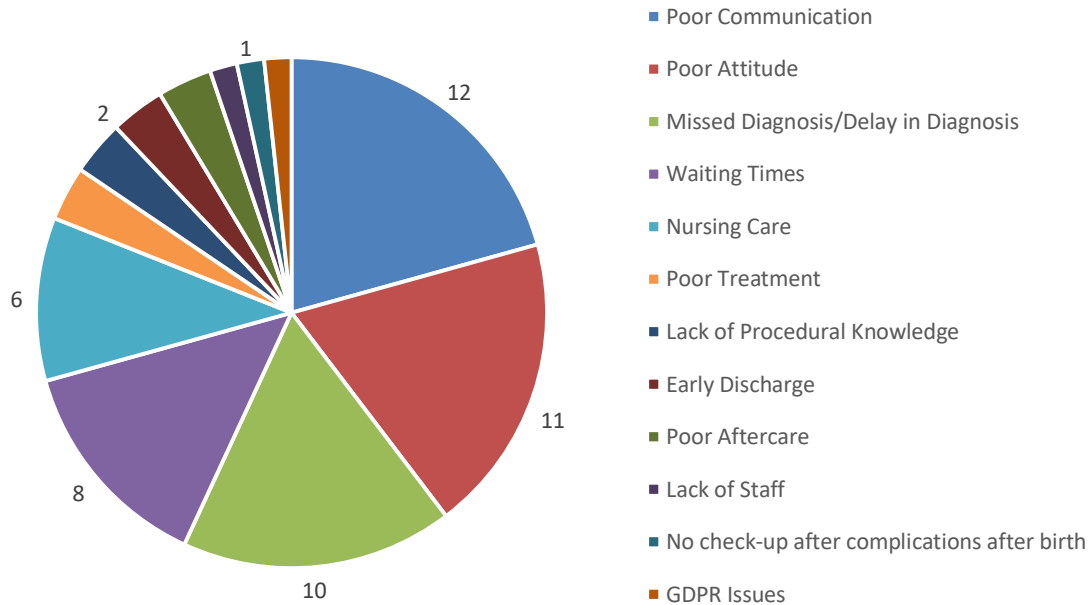
Please find on the following pages the breakdown of contact we received in regards to the experiences reported to us.

Please note the number of contacts will differ from the amounts of comments made about the services, due to people making multiple comments during one contact.

3. Intelligence received

3.1 Hull University Teaching Hospitals NHS Trusts

Statistical Information and Graphs



Intelligence Received

Reasons (Hospitals)	Number of Comments	Reasons (Hospitals)	Number of Comments
Poor Communication	12	Lack of Procedural Knowledge	2
Attitude	11	Early Discharge	2
Missed Diagnosis/Delay in Diagnosis	10	Poor Aftercare	2
Waiting Times	8	Lack of Staff	1
Nursing Care	6	No check-up after complications after birth	1
Poor Treatment	2	GDPR Issues	1

Summary

In February 2020 we received an array of feedback covering twelve different areas. The largest amount of feedback was due to poor communication, followed closely by poor attitude and missed diagnosis / delay in diagnosis.

Please find on the following pages a snap shot of the feedback we received.

What people told us

“Mr X at Hull Castle Hill needs to stop telling people that with thyroid cancer they have the “good cancer”. Would he still think its good knowing that I am now terminally ill?”

“My Mum is diabetic and had a fall coupled with a water infection so was admitted to hospital. A nurse told her to wee in the bed because there was no one to bring her a bed pan after waiting all morning.

They then discharged her despite her not being able to sit herself up and failing to walk properly even with a Zimmer to the toilet. I aired my concerns to no avail.

They said they would arrange for carers to come but no one came out the first day she was home to put her to bed! Carers now come at 7:30 PM to assist her into bed and then arrive at 7 – 9 AM to get her out of bed. You wouldn't leave a dog that long! They did not talk to family about rehabilitation just kicked her out so they could have a spare bed in the hospital”

“I was advised by my midwife to contact 111 for some advice as I began to bleed. I waited two hours in the Bransholme Health Centre only to be told to go home and wait to see if the bleeding became heavier.

The next day the bleeding was a lot heavier so I went back and was given an ultrasound. From the scan I was told that the foetus had stopped developing and there is a high chance I am miscarrying.

Two days later I began to bleed a lot heavier and was in unbearable pain to the point where I couldn't walk. My mum called for an ambulance which took an hour and half to arrive and during this time I sat on my bedroom floor covered in blood as I'd delivered a six week old foetus.

When I was taken to the cedar ward three to four hours after arriving in A&E and the doctor said he was examining me as he had to remove the ‘left over product’. Soon after I signed the forms regarding the disposal of the ‘product’ I was told I could go home whilst having a cannula still in my arm. I was given no information about what had happened and was not offered any support or guidance when going through such a traumatic experience at 17 years old.”

“I was booked in for an operation which meant I could not have any more children. The consultant advised that I was sterilised to be safe. After coming back from theatre I learned that the operation was not needed but as I had signed the consent form for the sterilisation it was still done. I was 26 with one child.”

“I was being seen for haemorrhoids, I saw a locum instead of my usual doctor and he did not seem to have any time for me at all. He just wanted me on my side and I had my arse exposed in front of a window where I could see people walking to their cars, he did not shut the blinds or anything to respect my dignity. Afterwards the doctor seemed annoyed he had to examine my arse and just wanted me out of there.

I've not got a bad word to say about ANY of my other experiences, the staff have a lot to do and do a marvellous job with the limited resources, thank you.”

“My mother was told by a specialist that she was wasting NHS time and if she called another ambulance he would report us, it turned out that two of her organs had ruptured and it turns out the same doctor sent her home from A&E a month earlier. A nurse told my mother that elderly patients are all “idiots and attention seekers” and another nurse told me while my mother was hunched over her bed crying in agony that this is normal and she should expect to be in pain as she’s in a hospital.”

“My fifteen day old baby had dropped from 8 lbs 7 to 6 lbs 8 and was projectile vomiting after each time he was fed. The Registrar told us that it was my fault as I was overfeeding him and sent us away. Three days later he dropped even more weight and was still vomiting, we took him back to A&E where he was finally scanned and diagnosed with Pyloric Stenosis.”

“I was taken into hospital by a mental health responders. On arrival I had my blood pressure and heart rate taken but my care plan and health condition list was ignored and not looked into, I was told that I was not mental enough and allowed to go home”

“My GP sent a referral last April to see a specialist, she received a response to say that I did not need to see a specialist as I had difficulty with my breathing due to my weight. I have a family history of heart problems so she wrote a further letter and I received a letter in November to say that I will be contacted when an appointment becomes available. I called PALS in December and still waiting for someone to come back to me, I've just been diagnosed with breast cancer and I should have been

seen and sorted by now, not have any diagnosis and treatment delayed because someone assumed my issue was because of BMI.”

“I was taken to hospital with chest pain by an ambulance, when the observations were done and I was left in a cubical. After I had an ECG an auxiliary nurse roughly removed the sticky pads placed on me by the ambulance crew. I had recently had bypass surgery so my skin was tender and she did apologise for this and said she was just finishing a twelve hour shift.

I was put in a chair by a porter and taken to ACU where I was left in a waiting room just in my nightwear and felt very vulnerable. I had leukaemia and advised the nurse of this when having blood tests and requested to be not around possibly infectious people, I was placed in at the fair end of the room.

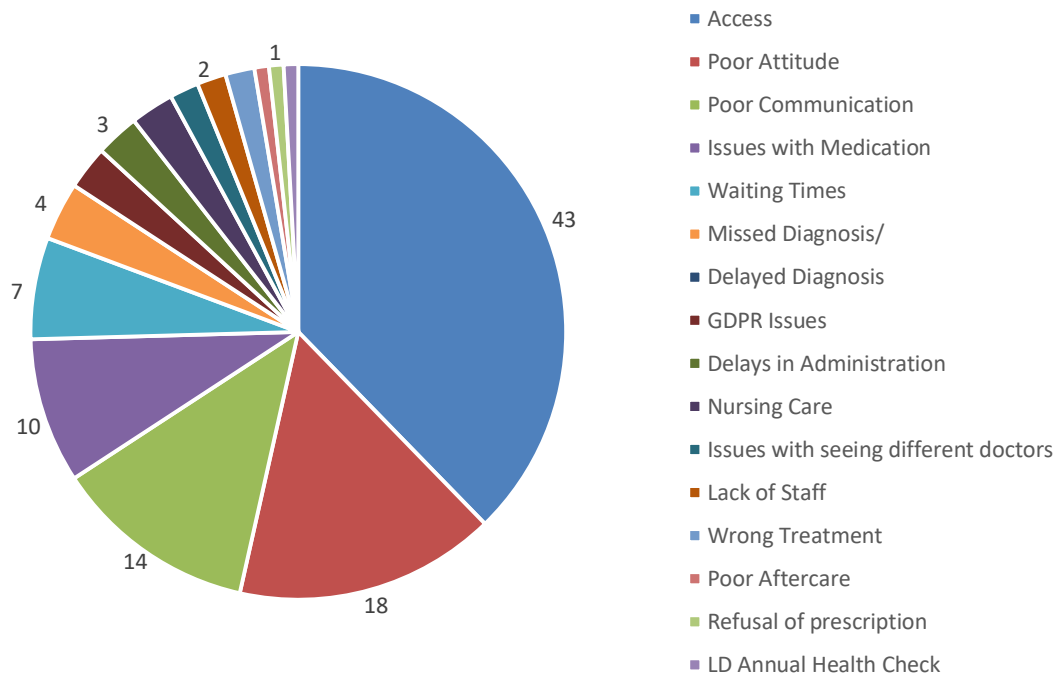
I felt very unwell and have anxiety, when my observations came back normal, the doctor did an x-ray and told me to follow the arrows on the ground. I wasn't given the option of a wheelchair which would have helped as I was weak from the chemotherapy and the amount of pain I was in. I ended up getting lost but a kind young man helped me get where I needed to be.

Once the x-ray showed I had a chest infection, I was given a prescription and told I could go, there was no care about how I would get home or if I had my phone on me to call anyone. I was left to wander down to the pharmacy on my own and in my nightwear, I was shaky and weak and the experience has left me feeling that I would think twice before going to A&E again.”

“I waited three hours to have an x-ray only to be told the department closed twenty minutes ago. I heard the paramedic inform the receptionist that I needed to have one but apparently they did not know. I saw a nurse but was not offered any pain relief and she did not examine my leg at all”

3.2 GP Practices

Statistical Information and Graphs



Intelligence Received

Reason (GP Practices)	Number of Comments	Reason (GP Practices)	Number of Comments
Access	43	Nursing Care	3
Attitude	18	Issues with seeing different doctors	2
Poor Communication	14	Lack of Staff	2
Issues with Medication	10	Wrong Treatment	2
Waiting Times	7	Poor Aftercare	1
Missed Diagnosis/ Delayed Diagnosis	4	Refusal of prescription	1
GDPR Issues	3	LD Annual Health Check	1
Delays in Administration	3		

Summary

In February 2020 we received an array of feedback covering fifteen different areas. The largest amount of feedback was due to access issues, followed by attitude and poor communication.

Please find on the following pages a snapshot of the feedback we received.

What people told us

“I’ve found that calling Alexander Health Centre is very difficult. One day I called three times and each time I was told I was in a ‘queue of ten’ but twice it just cut off. This seems to be a common occurrence as another time I was in a ‘queue of ten’ and I waited for 1 hour, 15 minutes and 26 seconds (from what my mobile says) and as soon as my call was answered it was disconnected straight away”

“I went to Dr Gopal’s at Bransholme Health Centre as I was pregnant, felt very poorly and was worried something was wrong. He refused to see me and said that I didn’t know what pregnancy should feel like I’ve not had kids before.”

“Spent 25 minutes trying to get through to my GP, when I saw him as I felt unwell I broke down in tears, without any discussion he gave me a prescription for anti-depressants.”

“It’s very difficult to get an appointment and when you do it’s very rare it’s with the same doctor so you have to explain everything all over again. All the doctor seems interested in is taking away any medication, not in a controlled way either, just stopping them. I cannot cope without my medication for arthritis and severe depression but all I ever receive from a GP is that the emphasis is on me for my wellbeing.”

“I have been suffering from pain in my arms and hands since October 2019, my GP said nothing was wrong but after going to A&E I was told that I have four discs out of place in my neck. I was informed that in order for me to get the surgery I need I would have to get a referral from my GP. I have asked my GP for this referral many times but still nothing has happened, I have already put through a complaint about this.”

“I was raped by my ex-boyfriend and my GP told me for months that my referral has gone through, after three to four months I was informed over the phone that I was not a serious enough case so they did not put the referral though. My medical records show that I have aids and STI blood tests done, cancer screenings, requested trauma counselling referral and on sleeping medication but yet it’s still not serious enough to be referred and I was left with no support. Absolutely disgusting.”

"I have to wait four weeks to get an appointment, the staff are very rude and there has been many occasions where I get given the wrong prescription."

"The receptionists at East Hull Family Practice are shocking, they do not communicate with each other at all. I have been told that the results have come back fine then a week later been told they weren't fine and that I need medication. Each receptionist seems to tell you different things and don't communicate with the secretaries. They won't give out information to you about yourself but feel comfortable to discuss with each other the results right in front of you."

"The doctors are a joke, can never get in when you need to see someone. My son needs to be referred to see a specialist, a year on and I asked for an update from the same doctor to be told they had forgotten to put the referral in."

"The East Hull Family Practice very rarely send my sons repeat prescription through to the chemist. He needs the medication for his immune system and without it he could slip into a coma within three hours of a crash."

"I saw a male doctor in April last year about a lump on my nipple, he informed me it was nothing to worry about and it would go on its own; if it did not he advised he would refer me to the Breast Clinic to have it drained. My sister went through breast cancer tests at the time and I did inform my GP of that. She has since passed away from Lymphoma cancer and last month I was diagnosed with stage two breast cancer."

"Waste of time going to see a GP. They do not make eye contact or give correct treatment, absolutely incompetent. I asked about having a breast screening two years ago and I only just received an invitation, what a joke."

"Doctor was very rude to the point of causing me to have an anxiety attack and cry when leaving. I had joint problems which was serious to me but she dismissed this and the pain I was in. She queried the self-harm scars on my legs and asked if they were stretch marks which look nothing alike, she told me I could go without trying to help me. I was made to feel like a burden and now I struggle with going to the doctors, I cannot express how uncomfortable I felt and how rude she was."

"I had an appointment which I was unable to make due to my back. I was waiting a stupid amount of time on the phone so I couldn't let them know in time, when I explained to the receptionist that I couldn't move (I was just wanting a number to self-refer to physio) I was told by the receptionist to ring an ambulance and go to A&E. I'm a nurse and I know I definitely did not need to go clog up A&E just because I need a physio appointment."

"I was told last Friday by the nurse to make an appointment for this Friday to see her again and was then told that I cannot book an appointment a week in advance and I have to ring at 8 AM on the day."

"Sydenham Group Practice refuse to prescribe the pain medication that I have been on for years with no alternative treatment offered. When I presented with mental health issues I wasn't given the medication I usually take and the medication which they would prescribe was a lower dose which didn't help at all. They will not let me have repeat prescriptions and insist I make an appointment each time knowing I get frightened outside and have mobility issues. Why don't they ever read notes from previous doctors and honour other GP's diagnosis and treatment plans?"

"I was left without thyroxine meds for eight days, I needed it urgently but unable to get appointment even though I was ringing at 8 AM for three weeks."

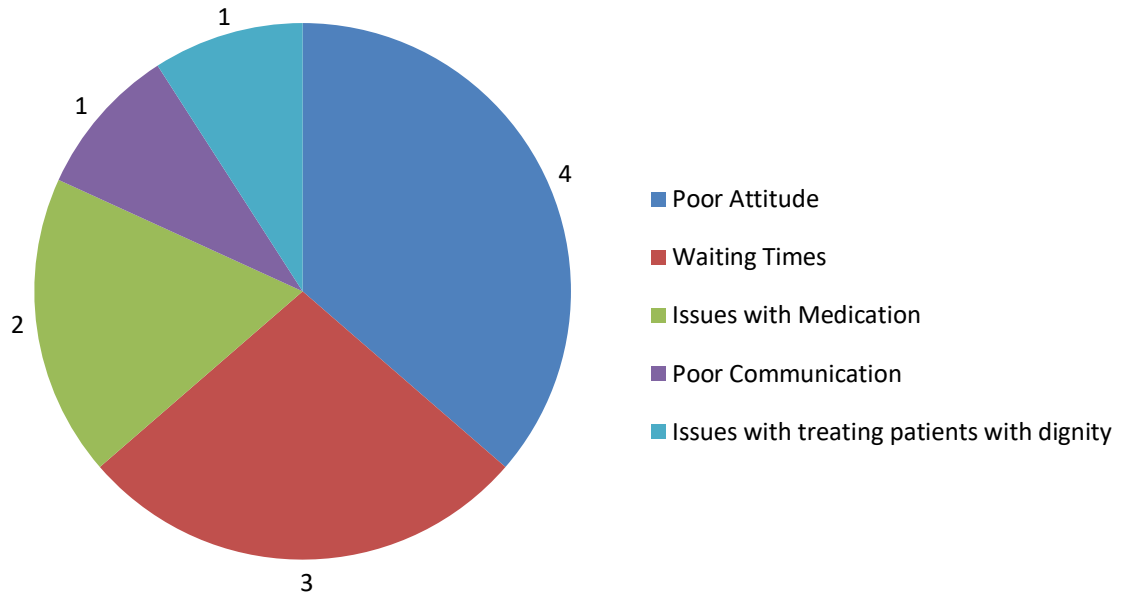
"I was grabbed by a GP at St Andrew's and racially abused for being white, I was being shouted at in the waiting room and the receptionists completely disregarded what he did. I was in tears but no support was given."

"It has taken two and a half years and about fifteen appointments to finally get the referral I needed to continue the treatment I was having from the area I used to live in."

"Had a doctor's appointment for my five day old premature baby who had a possible eye infection. I was sent to the walk-in centre and given drops. New Hall provided me swabs to do myself, I returned these three weeks ago and have now been told they lost them. His eye is still not any better and I do not still have an appointment"

3.3 Mental Health Services

Statistical Information and Graphs



Intelligence Received

Reason (Mental Health Services)	Number of Comments
Attitude	4
Waiting Times	3
Issues with Medication	2
Issues with treating patients with dignity	1
Poor Communication	1

Summary

In February 2020 we received feedback which covered five different areas. The largest amount of feedback was due to attitude, followed closely by waiting times and issues with medication.

Some of this feedback has been covered previously, please find below separate information we were made aware of.

What people told us

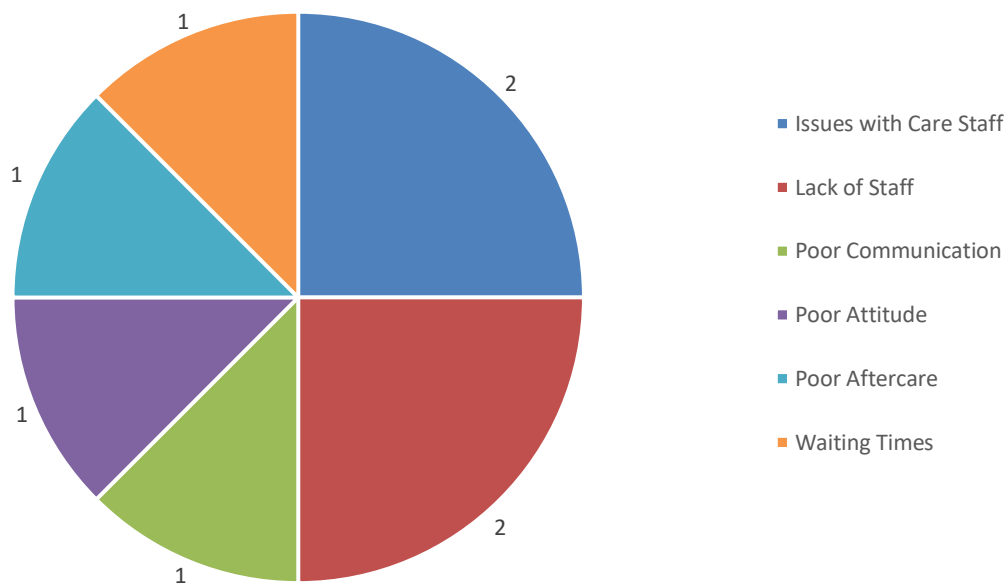
“My father was sectioned due to mental health issues and was released early on the understanding that Homebase Treatment would visit him weekly and provide him with medication. He has had two appointments scheduled in this week and on both occasions no-one has called and cancelled, they have just not turned up.

He has now had two episodes of feeling low and suicidal and hasn't had any medication in weeks as his GP will not issue it without receiving information from the GP at Miranda House that he has not received it but we are never able to speak to the GP at Miranda House.”

“I was told I had to have reduction in the amount of Clonazepam and Diazepam prescribed without any support, I went through bad withdrawal symptoms.”

3.4 Learning Disability Services

Statistical Information and Graphs



Intelligence Received

Reason (Learning Disability Services)	Number of Comments
Issues with Care Staff	2
Lack of Staff	2
Poor Communication	1
Attitude	1
Poor Aftercare	1
Waiting Times	1

Summary

In February 2020 we received feedback which covered six different areas. The largest amount of feedback was due to issues with care staff and lack of staff.

Please find on the following page the feedback we received.

What people told us

“I have a son with ASD, for the past two years I have been trying to get him help because he has anxiety and depression, he isn’t coping well with life and scratches himself or has meltdowns. We have done a year of CBT at CAHMS but the nurse is very dismissive of him and the GP tries but isn’t really helping.”

“We’ve had a lack of communication regarding the support for our child with learning difficulties, we’ve had therapy stopped and no-one turn up to EHCP meetings. We’ve found sometimes that reports are submitted on the day or the day before of the meeting and when we’ve queried this no-one has been accountable.”

“My child has Down syndrome and he hasn’t been offered their annual check-ups and support meetings until recently. I have now been assured by the doctor that these check-ups will take place.”

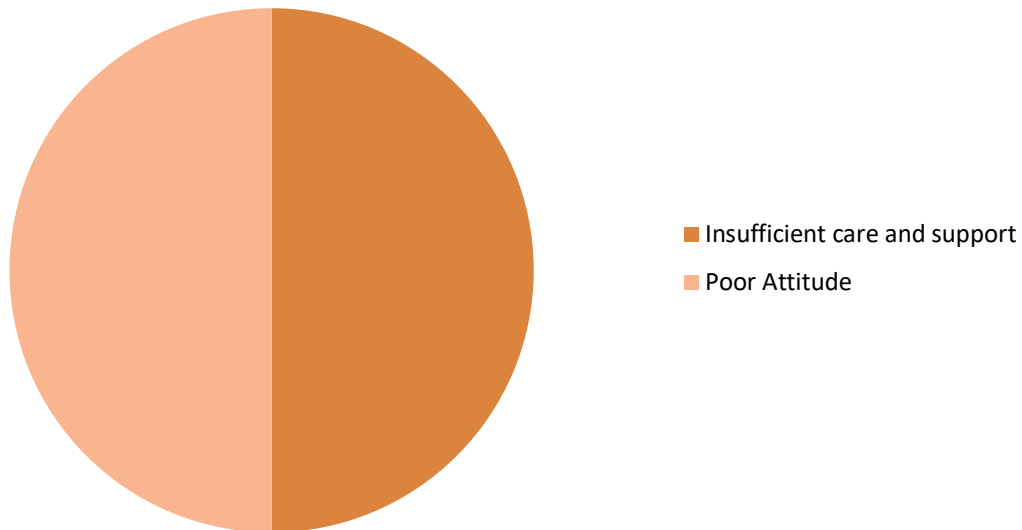
“My severely disabled daughter was left 7 months without carers even though a need for care was identified. I was providing all care for her even though I was pregnant and immediately after giving birth. Her respite just stopped aged 18 and now she has had no respite at all for 6 months. The services are a mess and we have had 4 social workers in less than a year.”

“My brother has a learning disability and this was never taken into consideration during this appointment even though he has a mental age of four. We have been asked on several occasions for people not to tell him things.”

4. Other Services

Statistical Information and Graphs

Number of Comments - Care Homes



Intelligence Received

Reason (Care Homes)	Number of Comments
Insufficient care and support	2
Attitude	2

Summary

In February 2020 we received feedback which covered two different areas. The feedback we received was in relation to insufficient care and support and attitude.

Please find on the following page the feedback we received.

What people told us

“I was moved from temporarily from hospital to Hamshaw Residential Care Home while my house was adopted to meet my needs, that was six months ago. I was promised when I first arrived at Hamshaw that I would have a riser-recline chair as I need this to get up and about however this was not the case. It took over a month for them to be able to provide this and by this point the muscles in my legs had deteriorated to the point where I could no longer walk on my own.

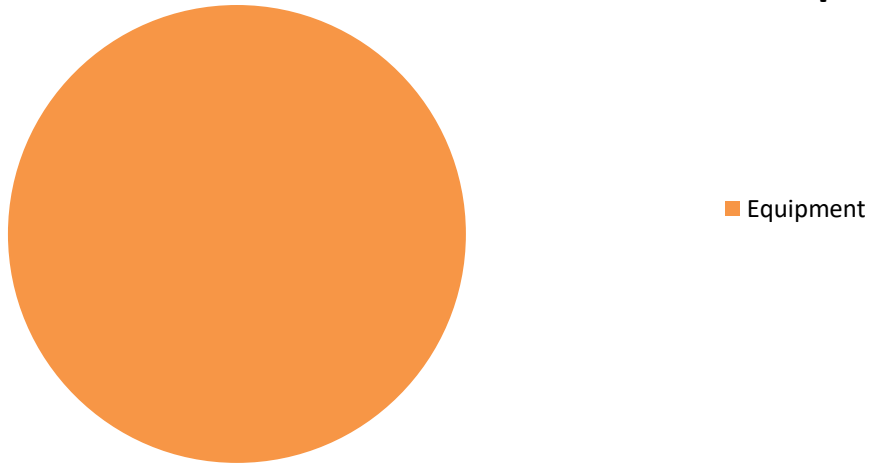
The only contact I receive is when carers come into the room to change the bedding or to bring me meals. When I buzz for assistance carers do not come and sometimes I have been left in uncomfortable positions for hours. I have been left exposed while having my bottom cleaned for hours as carers rushed off to help with meal time and forgot about me. I have been left without incontinence pads on for over eight hours and had to buy my own pads as the home has run out. My door has been left unlocked at nights despite requesting it to be locked and I have awoken at points to find a resident hovering over me. I have tried killing myself as I feel I have slipped into a void and feel like I should just end it all.”

“I called the other day about Hamshaw Court, I am currently sitting wet in my bed, I do not have any incontinence pads and the home do not have any. They have said if I can give them money they will buy some pads in but I cannot afford them. I am worried about having bedsores as her bed should have been changed by now and I have called for staff but they still haven't come.”

Other Services

Statistical Information and Graphs

Number of Compliments - NRS



Intelligence Received

Reason (NRS)	Number of Comments
Equipment	1

Summary

In February 2020 we received feedback which covered one area. The feedback we received was in relation to insufficient care and support and attitude.

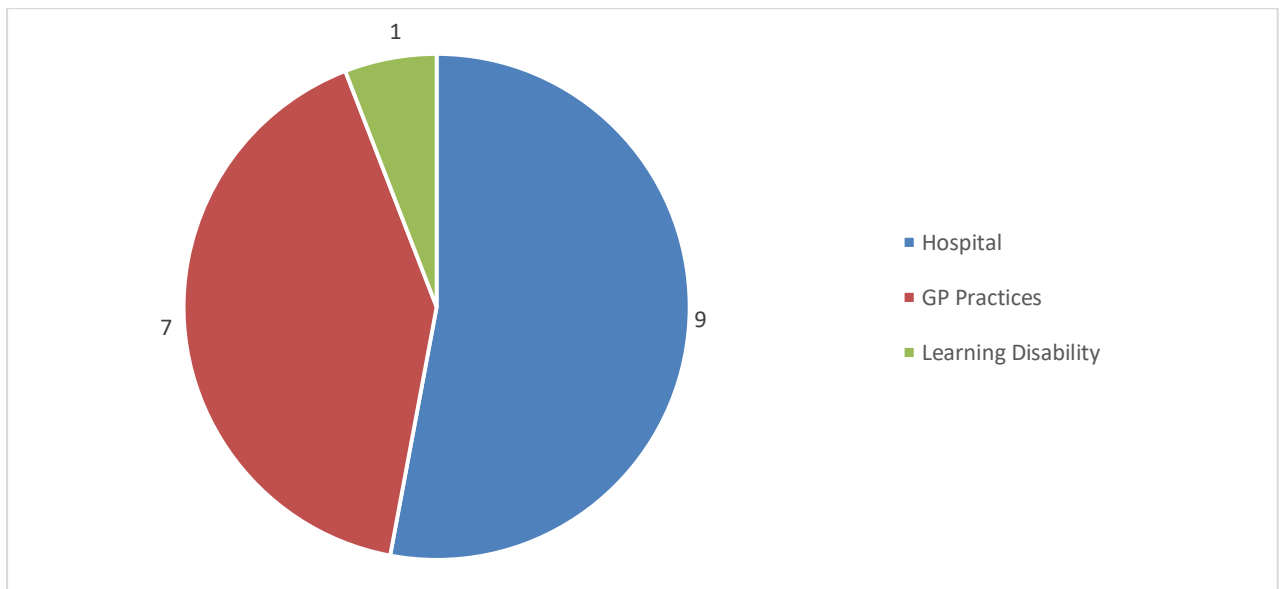
Please find below the feedback we received.

What people told us

Healthwatch attended a meeting at the Hull Parent Carer Forum and comments were made about the Personal Wheelchair Budget. Basic chairs are being offered for free but are not suitable and the chairs which are suitable have to be partly funded by the user.

5. Compliments

Statistical Information and Graphs



Intelligence Received

Services	Number of Compliments
Hospital	9
GP Practices	6
Learning Disability	1

Summary

In February 2020 we received compliments covering three areas. The feedback we received was praising Hospitals the most, followed closely by GP Practices.

Please find below the feedback we received.

What people told us

Hull University Teaching Hospitals NHS Trust

“Dr Jill at Castle Hill went out of his way to help, it was a very positive experience.”

“I ended up having complications during my labour all the Midwife’s and doctors where amazing very supportive and encouraging and helped me to stay calm during the process.”

“Absolutely wonderful. Staff extremely friendly, knowledgeable and helpful. Nothing was too much trouble at all.”

“We were given brilliant support and reassurance on every visit. Made a very difficult time a bit easier with her caring manner and we never felt rushed.”

“Absolutely amazing hard working friendly staff. Very thorough kind compassionate I was terrified of HRI but they really put me at ease. Thank you.”

“Cataract surgery the staff was excellent.”

“The help and advice on Ward 13 was reassuring at a very sad time.”

“Excellent, staff were amazing, Cancer care support was awesome across the hospital. Cannot rate them highly enough.”

“Castle Hill Cardiology gave an absolutely fantastic service.”

GP Practices

“Our Doctor at the Bransholme Health Centre is brilliant, he is a one man surgery, and his staff are always friendly and polite. You can get an appointment with him, usually the same day. Dr Hendow is a fantastic Doctor.”

“I have been to the walk in centre at Bransholme twice and the staff where brilliant professional and very kind. They went out of their way to help when I couldn't get an appointment at my GP, the nurse sent me to the DVT clinic to be on the safe side I arrived and they were brilliant. I was diagnosed with DVT immediately and treated with such kindness and consideration.

Within 8 hrs I was home on medication and sorted thanks to the professional nurses at Bransholme walk in and the DVT clinic thank you so the much the outcome could of been totally different without your kindness and professional abilities.”

“The avenues medical centre are amazing!! I've never had a bad experience. People too quick to say negative things but don't praise when needed.”

“I have a very compassionate and understanding GP.”

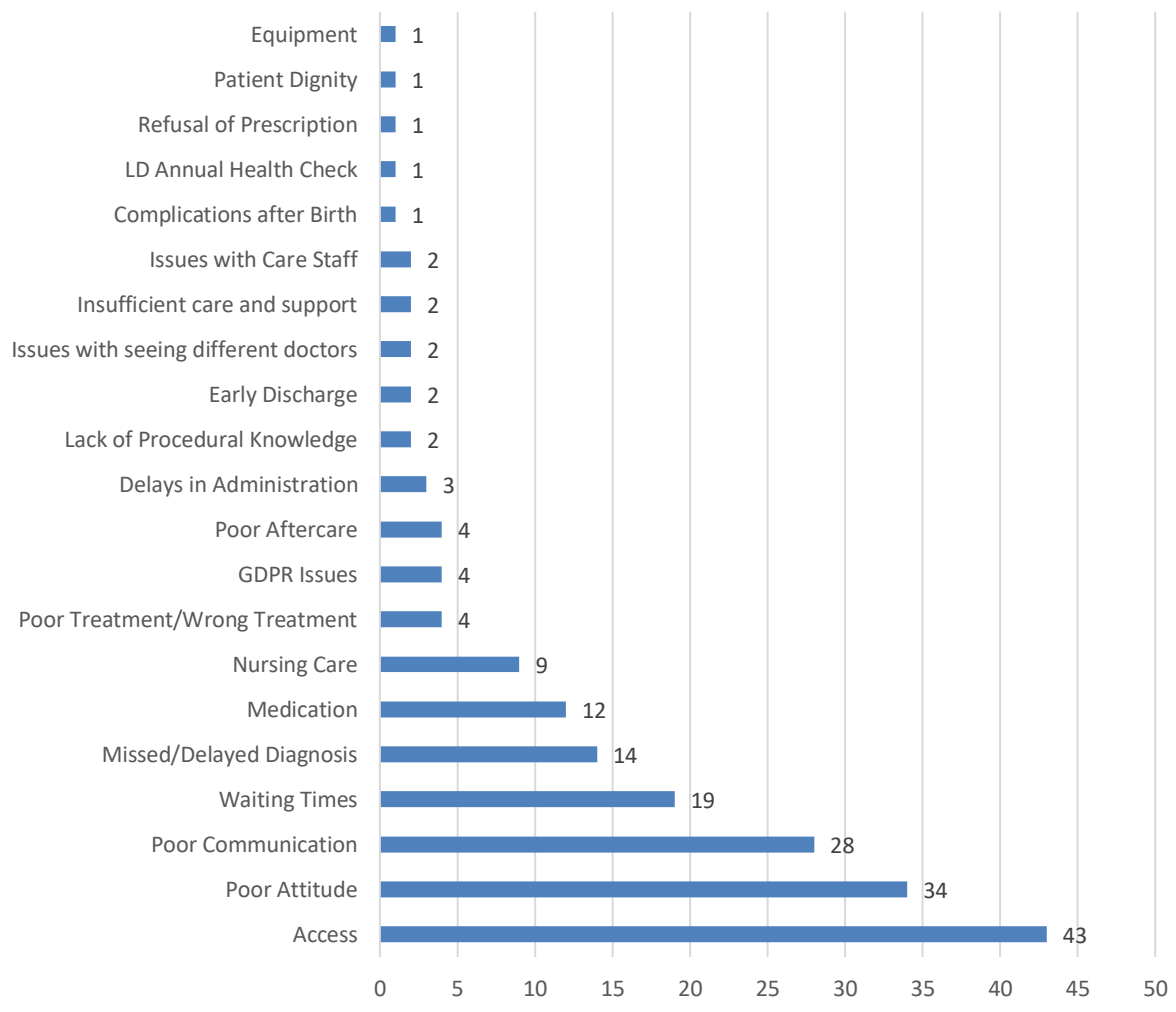
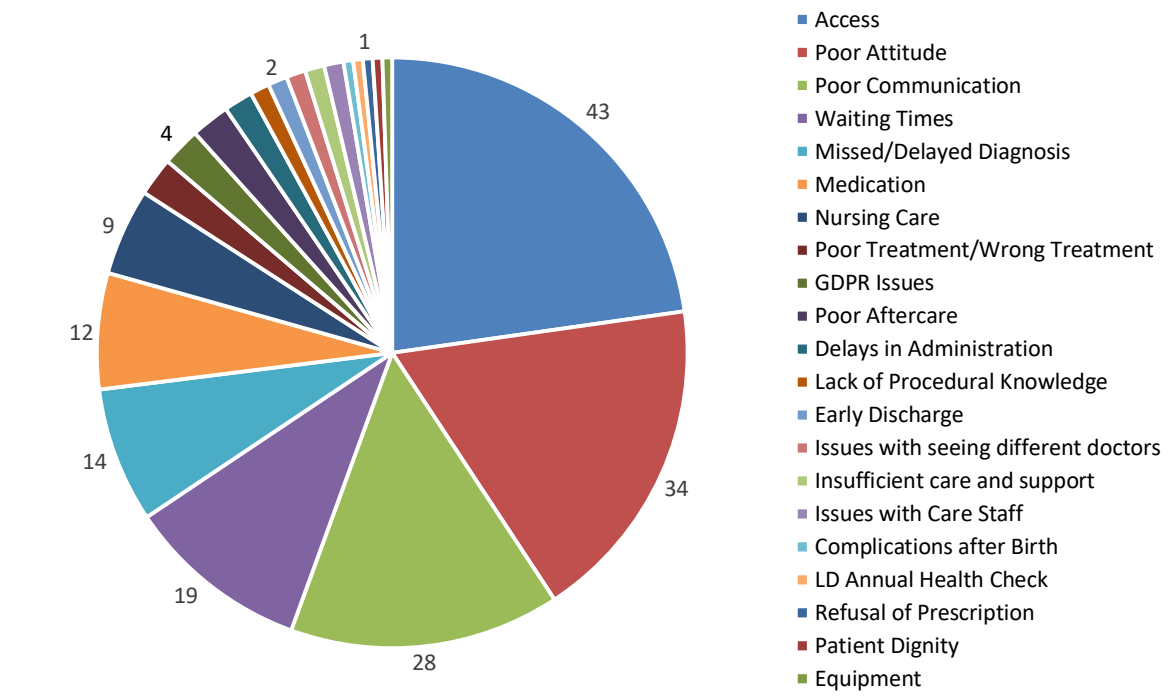
“I found getting an appointment quite easy at the Newington Health Centre. The doctor is sympathetic with my illness and seemed genuinely concerned about me, they tracked my progress and kept seeing me, until I was fit and well again.”

Learning Disability

“Staff were kind, friendly, supportive and knowledgeable. The Learning Disability Nursing team were particularly fantastic and I cannot thank them enough for the support they have given my son over the years. Sadly, they are woefully under-resourced and cannot offer all the services and support they would like to.”

6. Themes

The graph below identifies the themes taken from each service area and the number of comments made for each theme.



Summary

In February 2020 there was several relatively high areas of themes emerging. There were 43 comments in relation to access issues, followed by attitudes of staff and poor communication.

February 2020

