Intelligence Report

January 2020

Contents

Introduction

This report serves to show our statistical information on the total monthly contacts received by Healthwatch Hull during the month of January. Moreover, it's purpose is also to provide a breakdown of what type of contact was used by service users to contact us and the reasons for their contact with us.

Furthermore, it will clearly show what sort of intelligence has been received by Healthwatch Hull in the month of January and which services were these comments about. The service areas highlighted from the intelligence received this month are as follows:
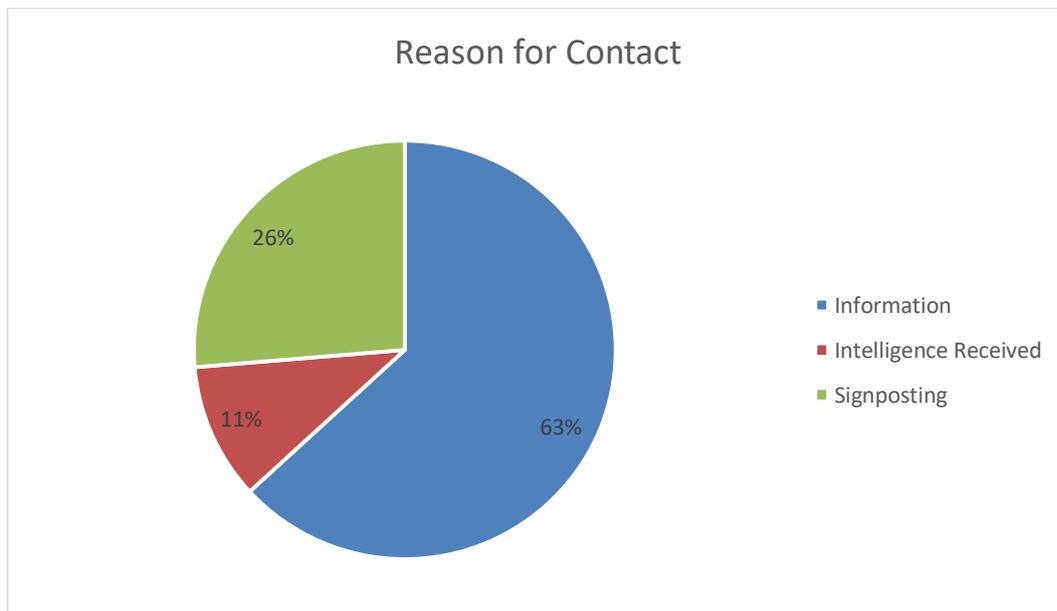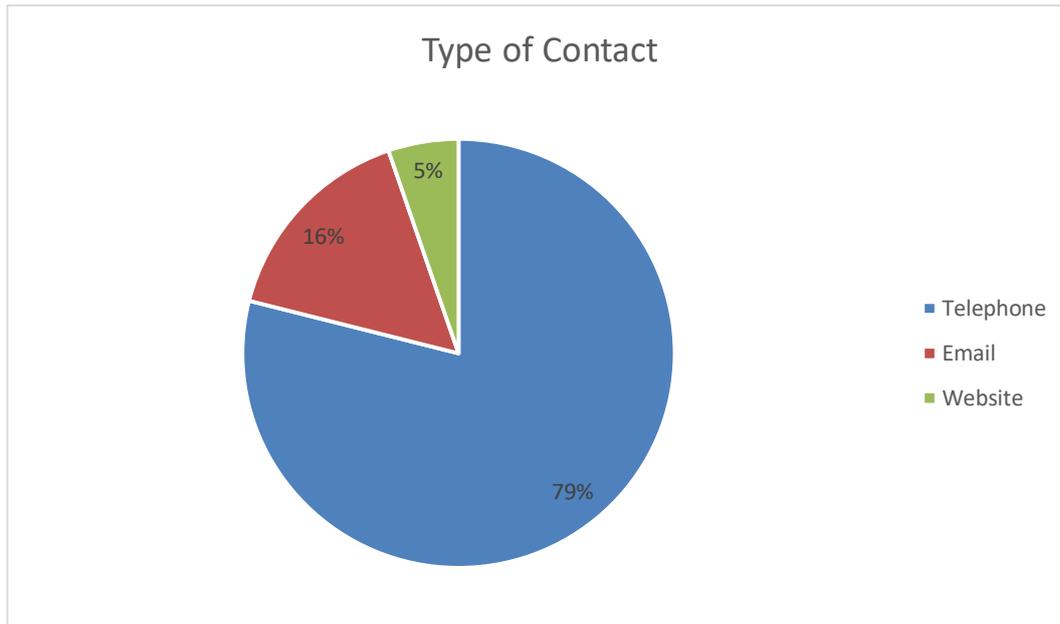
- Hospital

- GP Practices

- Mental Health Services

- Dental Health Services

The report will also provide a summary and breakdown of specific themes that were identified and picked out within the intelligence received this month. This offers an in depth idea of what kind of issues there may be within these health and social care services in our local area.

This month's report also includes a theme breakdown across a few months, specifically between October 2019 and January 2020. This is done to demonstrate which themes were the most evident each month and which themes are repeating themselves the most, which can be useful in future research.

Contact Statistics

These statistics provide a brief overview as to what sort of contact we have received in the month of January, what was the reason for this contact and in regards to which providers were we contacted the most.

Type of Contact

- Telephone — 79%
- Email — 16%
- Website — 5%

Reason for Contact

- Information — 63%
- Intelligence Received — 11%
- Signposting — 26%

Contact about Provider
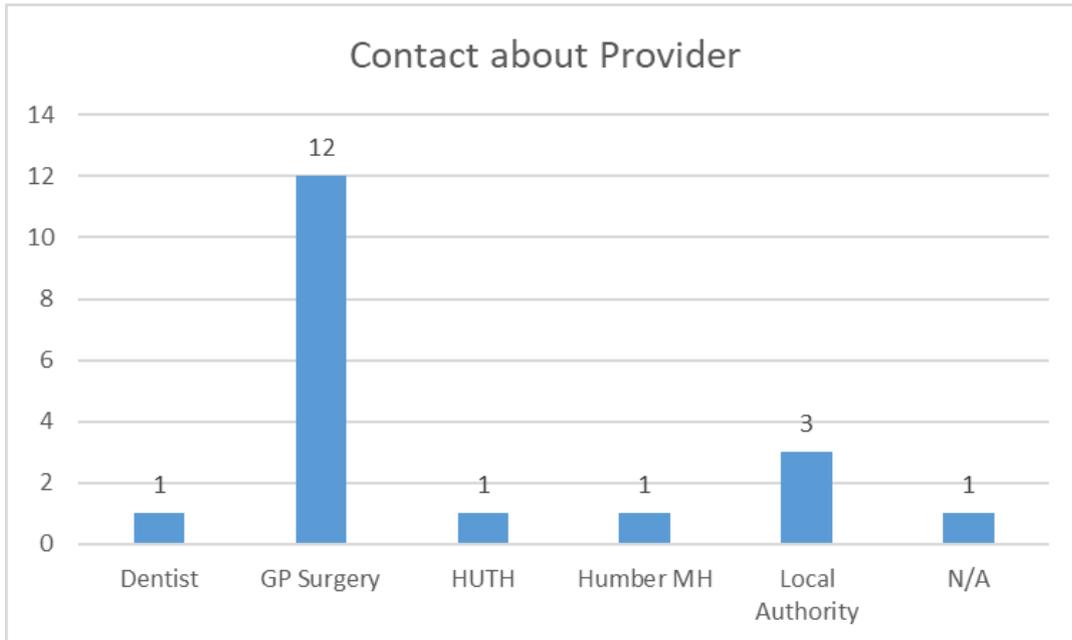
As can be seen from the above information, this month the most popular form of contact was contact through telephone (phone calls) this was followed by contact via email and website. It looks as though this month most of the contact we had from people was in regards to information finding (these comments are not included in further art of the report). The next biggest reason for people contacting us was signposting and the last reason was actual intelligence. Most of the contact that we have received this month was about GP Surgeries this month.

Hospitals

Statistical Information

Nr of Comments - Hospital Care

■ Poor Treatement

100%
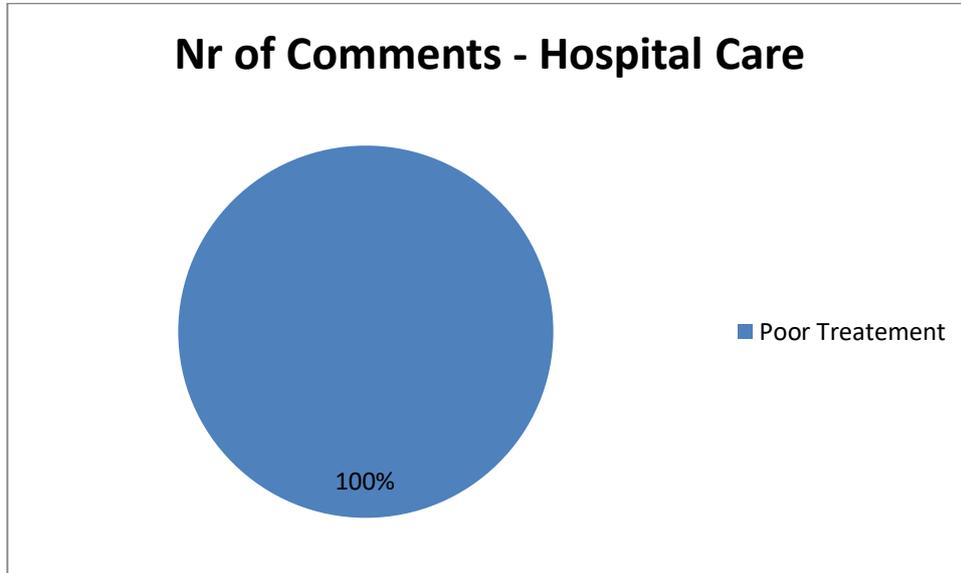
Reason (Hospitals)	Nr of Comments
Poor Treatment	1

As can be seen from the information above, this month we have only had one comment in regards to the hospital services within our local area and that comment was regarding poor treatment at the Castle Hill Hospital that happened over a year ago.

Intelligence Received/What People Told Us

Lady advised of her husband's poor treatment at Castle Hill Hospital last year (terminal illness), was wondering if she can still complain as it is coming to 1 year from the incident date and wanted to know how she would have to complain through PALS.

GP Practices

Statistical Information

Nr of Comments - GP Practice

Legend:
- Poor Communication
- Poor Attitude
- Access
- Lack of Procedural Knowledge
- Poor Aftercare

Pie chart values: 16%, 33%, 17%, 17%, 17%
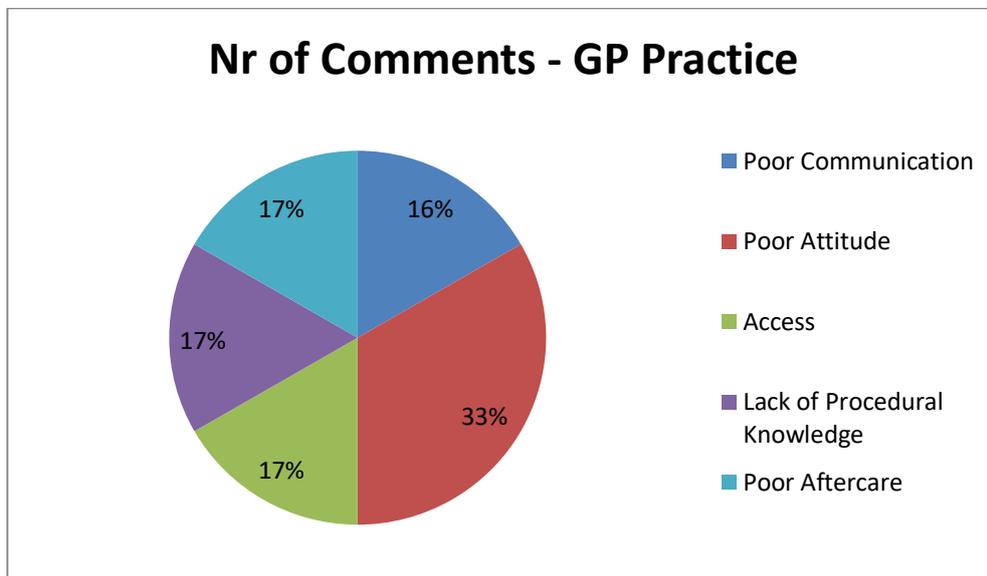
Reason (GPs)	Nr of Comments
Poor Communication	1
Poor Attitude	2
Access	1
Lack of Procedural Knowledge	1
Poor Aftercare	1

Comments in regards to GP Practices were a lot more popular in January. We have received a total of 6 comments in regards to various practices and their service. The most issues raised were in regards to the practices poor staff attitude (33%) followed by the other issues which included things like access (17%) and poor aftercare (17%).

Intelligence Received/What People Told Us

Lady called to say lady who is selling her house and planning on purchasing a boat to travel the UK (on the canals). Both husband and wife are on long term medication and have been told that once they move out of the area, they will no longer be registered with her current GP. Therefore, they will not be able to obtain their long term medications which is concerning and risk to both party's health

Lady is struggling administering eye drops and cream to her legs, she has been advised that district nurses do not do visits for these.

Gentleman called to say he is not happy with is GP receptionist, he feels she treats him differently i.e. dirty looks. Advised to complain to Practice Manager also offered to option to speak to the CCG or Chris Gelder. Advised that he was transgender and had been attacked a few times due to this.

A gentleman contacting us regarding issues had with GP. He had a stroke a few months ago but is convinced it was carbon monoxide poising due to having a smart meter installed. He isn't happy with the information provided by his doctor.

Gentleman emailed to complain about his GP surgery, he had previously had some tests and was diagnosed with High Cholesterol, the GP receptionist called to say the GP would be putting him on Statins. Gentleman wasn't happy that the receptionist had called to inform him of this and that the GP hadn't offered him an appointment to advise.
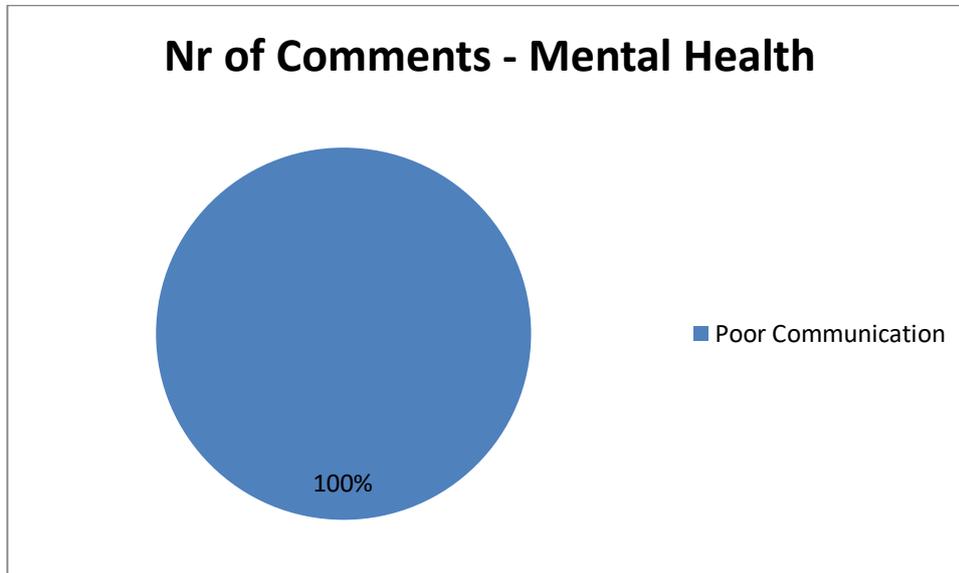

Received email vis our web site complaining not being able to access a GP via phone and when eventually got through the receptionist was rude to him, no appointment available either

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Mental Health Services

Statistical Information

| Reason (Mental Health Services)	Nr of Comments
Poor Communication	1

There has been one comment this month that we have received referring to the local Mental Health services. More specifically the issue with poor communication came about when we tried to contact Mental Health services to find out the best place for the gentleman to go to as he needed help.

Intelligence Received/What People Told Us

Gentleman called asking for support with is PIP appeal, he was also concerned about his Mental health, it appeared to be deteriorating by the conversation with the gentleman. Gentleman agreed to us making a referral to the Mental Health Service. Lots of problems trying to get to the right person, different information on who should make the referral.

Dental Healthcare Services

Statistical Information

Nr of Comments - Dental

■ Gap in service

100%
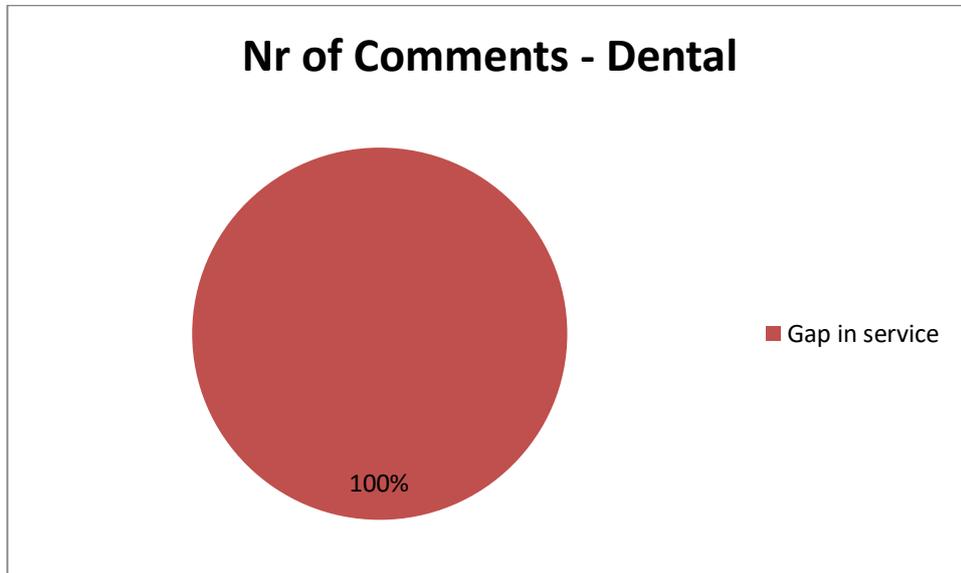
Reason (Dental)	Nr of Comments
Gap in service	1

As can be seen above, again only one comment in regards to the Dental Services this month but a valid one that demonstrated a potential gap in the service when it comes to informing people which dentistry's are taking new patients on and where.

Intelligence Received/What People Told Us

Individual contacted us as was unable to find a local dentistry that is currently taking on NHS patients and keeps having to go to the emergency dentists for any issues. Individual wanted to know what local practices are taking on NHS patients.

Themes Identified for January 2020

As well as looking into which services have people been telling us about this month, we have also collated the intelligence we have received and identified specific themes that emerged from the information given to us. Findings of these themes for January 2020 are demonstrated on the following graph and table.

Statistical Information

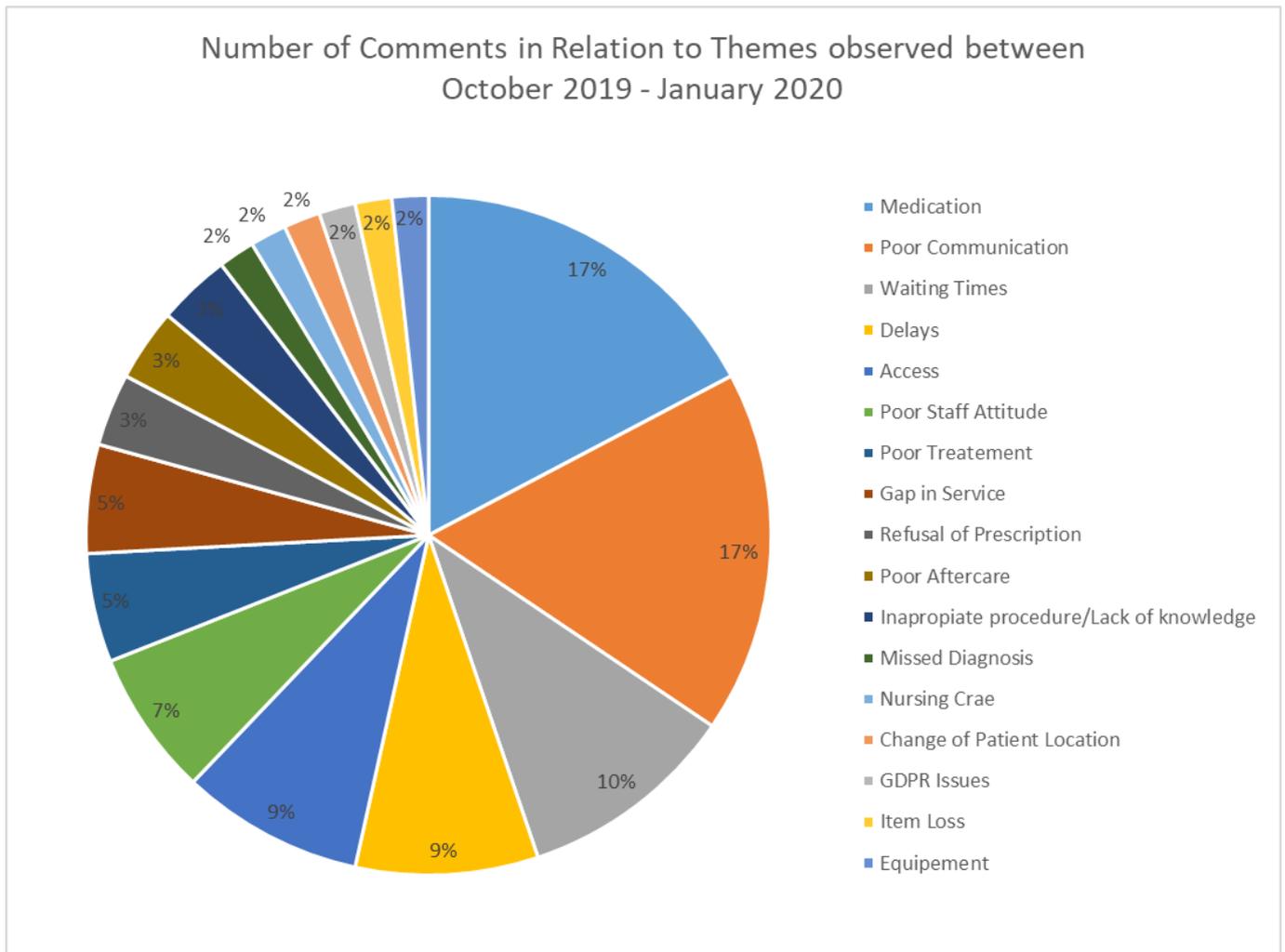## Number of Comments in Relation to Specific Theme
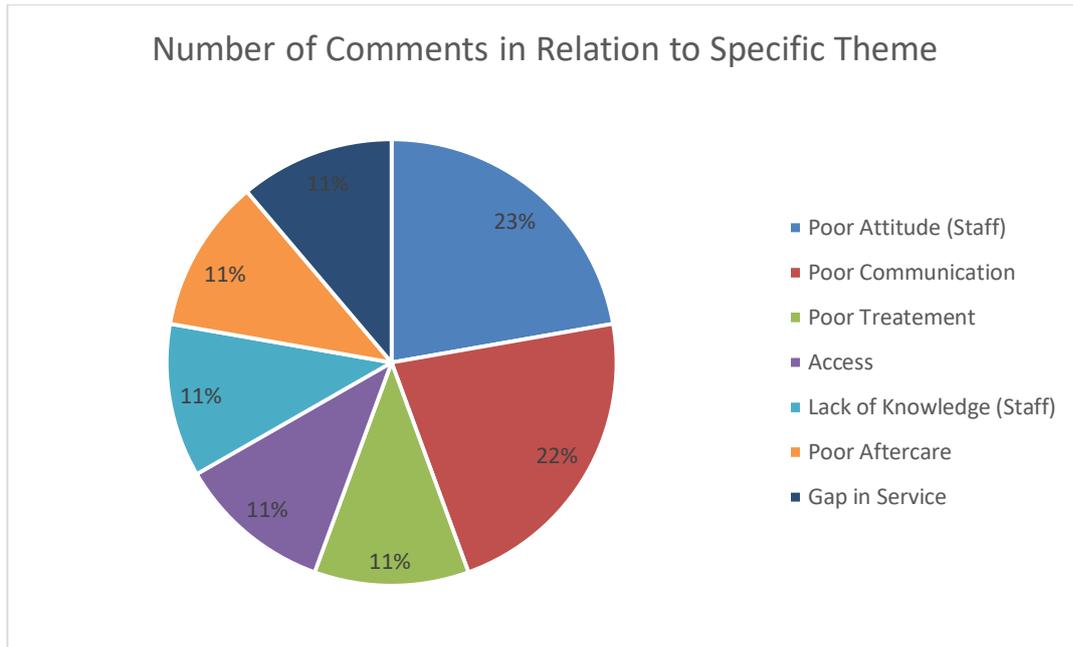
Theme	Number of Comments
Poor Attitude (Staff)	2
Poor Communication	2
Poor Treatment	1
Access	1
Lack of Knowledge (Staff)	1
Poor Aftercare	1
Gap in Service	1

The data shown above clearly demonstrates that the major theme within comments received by Healthwatch Hull was the poor attitude from the health staff, equalling to 23% of all comments received. This was closely followed by poor communication (22%), this also seemed to be a big issue this month. The rest of the themes identified like access, poor aftercare or poor treatment and others all had the same number of comments that we identified and each equal to 11% of all comments received this month.

Themes Identified between October 2019 – January 2020

As well as looking into each month's theme breakdown individually and monthly, we also like to look at them across multiple months to see if there are any themes that stand out and are re-occurring across the months. The charts below show a summary of themes identified since October 2019 up until January 2020.

Statistical Information

Number of Comments in Relation to Themes observed between October 2019 - January 2020

Legend:
- Medication
- Poor Communication
- Waiting Times
- Delays
- Access
- Poor Staff Attitude
- Poor Treatement
- Gap in Service
- Refusal of Prescription
- Poor Aftercare
- Inapropiate procedure/Lack of knowledge
- Missed Diagnosis
- Nursing Crae
- Change of Patient Location
- GDPR Issues
- Item Loss
- Equipement

Theme	Number of Comments
Medication	10
Poor Communication	10
Waiting Times	6
Delays	5
Access	5
Poor Staff Attitude	4
Poor Treatment	3
Gap in Service	3
Refusal of Prescription	2
Poor Aftercare	2
Inappropriate procedure/Lack of knowledge	2
Missed Diagnosis	1
Nursing Care	1
Change of Patient Location	1
GDPR Issues	1
Item Loss	1
Equipment	1

The above information reflects which themes were the most prominent within the last few months in terms of comments received from patients and carers. It is clear that the two biggest issues seem to be to do with medication (17%) and poor communication (17%). This is closely followed by waiting times (10%) and delays of all kinds, like delays (9%) in issuing referrals or death certificates, as well as access (9%), in particular making appointments at GPs. The rest of the themes have received a much smaller number of comments across these months. This shows that we should perhaps pay attention to the top five themes and look for them in the upcoming months to see whether we can see even more issues being raised in regards to those themes.

January 2020