

healthwatch

Kingston upon Hull

Intelligence Report

March 2020



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Introduction

The details in this report apply to March 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 the 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 that people used to contact us. It also provides a breakdown of the reason why people contacted us.

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 March.

The services highlighted from the intelligence are as follows:

- Hospital
- GP Practices
- Mental Health Services
- Dental Health Services
- NHS 111
- Walk-in Centres
- CHCP

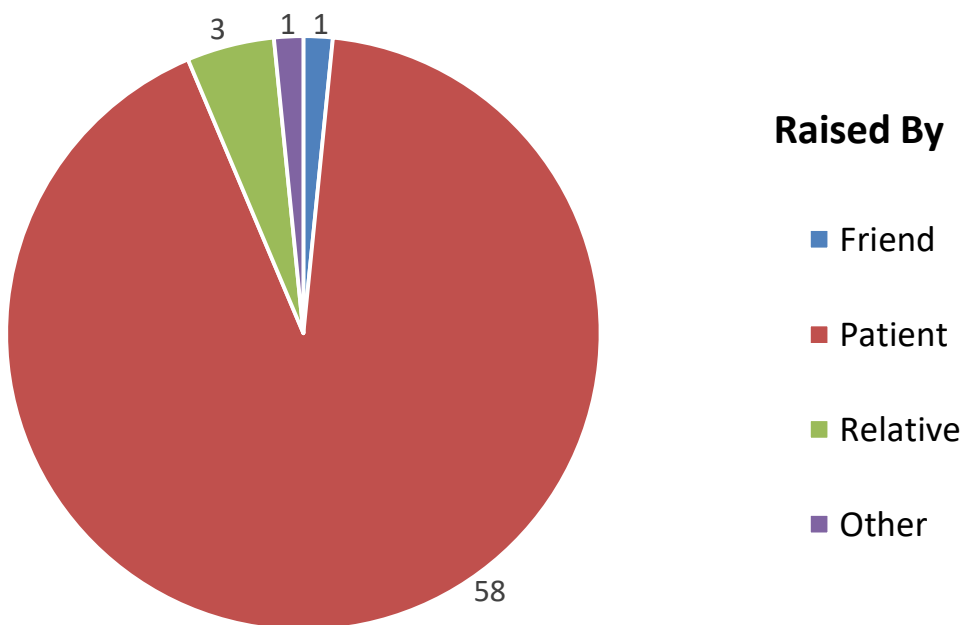
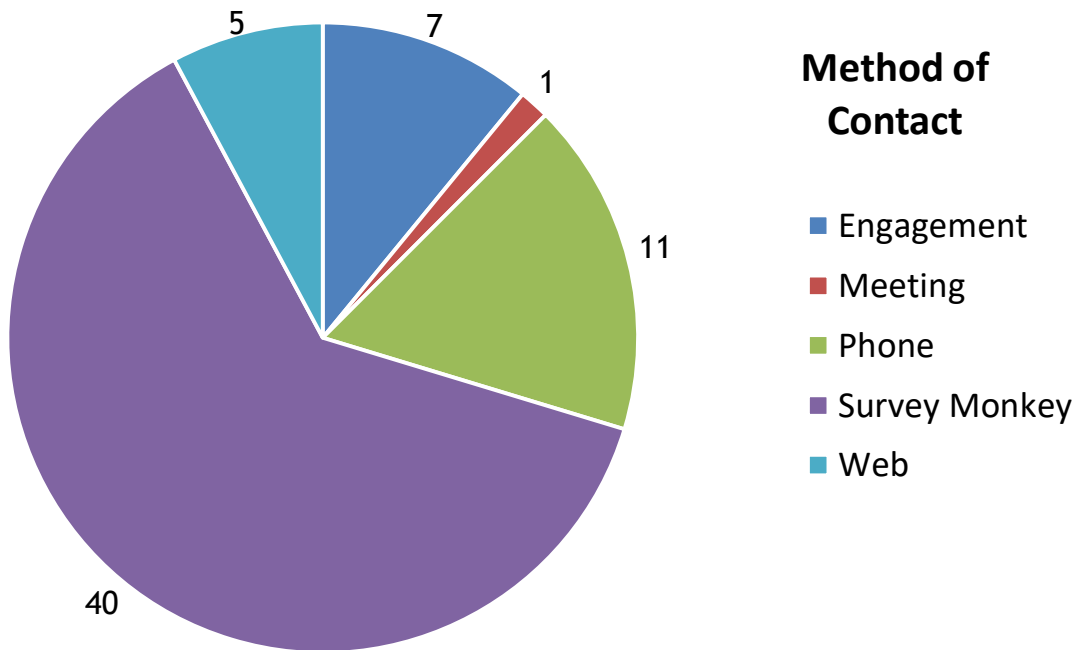
The report also identifies the emergence of some themes/trends that the public have raised with Healthwatch during this month and since January 2020. Please note the quotes reflected in this report are exactly as they were written. For that reason, we apologise for the grammar and odd spelling.

Apart from a few positive comments detailed in this report I’m afraid many comments received were negative, which demonstrates the frustration that the local people are experiencing in Hull with regards to some public services.

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

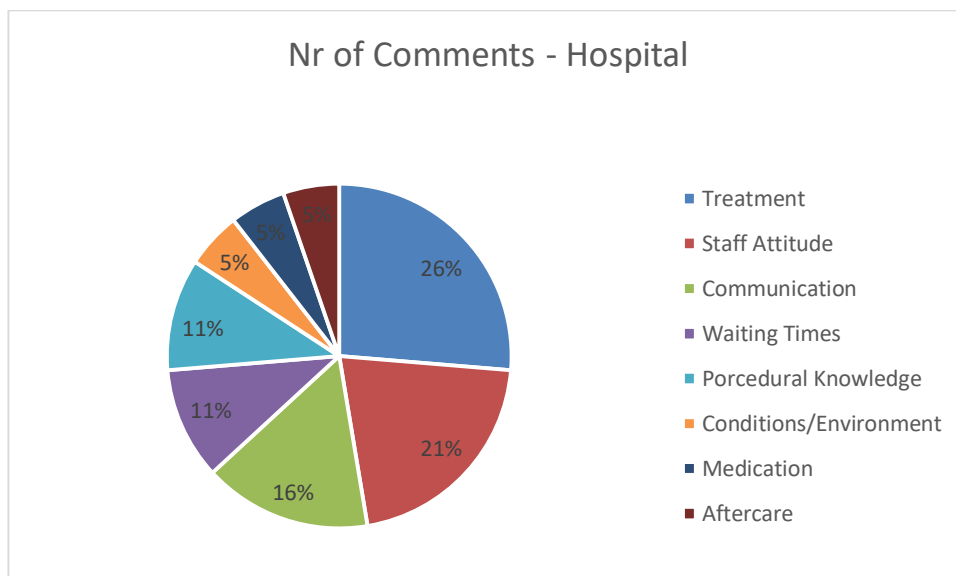
Contact Statistics

We received a total of 64 contacts throughout the month of March. Please note that the number of contacts will differ from the amount of comments made about the service, due to people, making multiple comments during one contact. The graphs below identify the method of contact that people chose to use and who made the contact. The main method of contact used during March was by Survey Monkey, which was the most popular source for collecting people's views and opinions. This was closely followed by telephone which is the source that we are most often contacted by. Most contact was made by the patients themselves.



Hospitals

Statistical Information



Reason (Hospital)	Nr of Comments
Treatment	5
Staff Attitude	4
Communication	3
Waiting Times	2
Procedural Knowledge	2
Conditions/Environment	1
Medication	1
Aftercare	1

From the above information it can be concluded that the most intelligence received in the month of March regarding hospitals was in relation to what was considered to be Treatment (26%). This was closely followed by Staff Attitude (21%) and Communication (16%). Below you can find some examples of the feedback in the form of “quotes” that Healthwatch received. Please note we have not included all the comments that Healthwatch received during the month of March, but we are more than happy to provide details upon request.

Intelligence Received/What people told us:

Hull Royal Infirmary – A&E: *“After speaking to an operator on the telephone with 111 I was advised to take my husband to A&E as he was struggling to breathe and there is family history of respiratory problems. He was very unwell. We arrived at the hospital at approximately 6.10am and there was 5-6 people already in the waiting area. No one was on the desk and another patient was signing in using a filthy touch screen monitor. Fortunately, before we had started using the touch screen a member of staff returned to the desk and I explained that my*

husband, who was now seated, was struggling for breath and we had been advised to come straight to the hospital. He was visibly unwell and you could see his whole body was moving with each breath. She checked us in and said someone would call us. No one was called through. Until approximately 6.40am. They were seen and then returned to the waiting area. It then appeared to be an end/start of shift with lots of staff arriving. The staff coming on shift stood around talking to the staff that were coming off shift. This went on until approximately 7.30am. All of this time my husband is still struggling to breathe. I found the conversations to be utterly unprofessional. Discussing. How long they had been made to wait to book a holiday, previous patients that had kicked off, another member of staff's attitude toward them etc. At 7.45 we were eventually called through. A student nurse took his blood pressure. Whilst I explained to the trained nurse that we had been advised to come in, he had been ill with cold like symptoms for over 3 weeks. That he is constantly struggling for breath but early hours of that morning it had become so bad that I'd called 111. I explained that his father had died after suffering with COPD for many years. I explained that he had vomited violently during the night. I explained unless he was sat forward on all fours, he had been unable to breathe. She left the room and returned telling us there was nothing they could do for a cold, he needed to go to the walk in centre in the town centre which would open at 8am and they would call ahead to tell them to expect us. Not once did she ask my husband if he was a smoker. Not once did she listen to his chest or lungs. We were not given any reassurance and in fact we're made to feel as though we had wasted her time. We then drove into town and arrived at the walk in centre to find that she had not called ahead and they knew nothing about him. Fortunately, we had excellent care there. The doctor saw him immediately, checked his bloods, blood pressure and listened to his chest. She reassured us. She advised him to see his GP ASAP and ask for a lung function test. He has since seen his GP and has been referred for a lung function test and has been prescribed an inhaler. I feel the staff at A&E were uncaring, rude, unprofessional, inattentive and more interested in their personal chit chat than a patient that was in great discomfort and struggling to breathe. As a daughter of a retired nurse I felt disheartened and let down by our NHS".

Hull Royal Infirmary – Intensive Care Unit: "My just 17-year-old daughter was in a side ward with suspected viral meningitis and extremely frightened. An old male patient wandered into the room. Had to wait nearly an hour for pain relief and it was freezing cold. Thank god I was staying with her overnight on the floor".

Hull Royal Infirmary – Acute Assessment Unit: "The auxiliary nurse, upon being shown to my bed, asked why I was there. When I said that Westbourne out of hours' doctors had sent me here with the markers of sepsis, she loudly shouted across the ward "there's nothing wrong with you!" "When she started taking my blood pressure and heart rate, she asked how it started". I explained that I have bad mastitis... She asked what mastitis was... Didn't exactly fill me with confidence that I was going to be taken seriously whilst I was there".

Hull Royal Infirmary – Ward 60: "Was called a "baine" by a nurse on ward 60, nurses refused to give pain medication, nurses refused to get water for patients, every time I closed my curtains they ripped them back open without asking if I was decent. I was moved from ward 60 to Cedar ward at about 1am. Cedar ward. Nurses refused to give me my prescribed pain relief. They made up excuses such as, ward 60 have told us to wean you off it. You can't be sent home with this medication so we may as well stop it now. You don't need morphine, you've only got endometriosis (i was scheduled for surgery the next week and my womb was

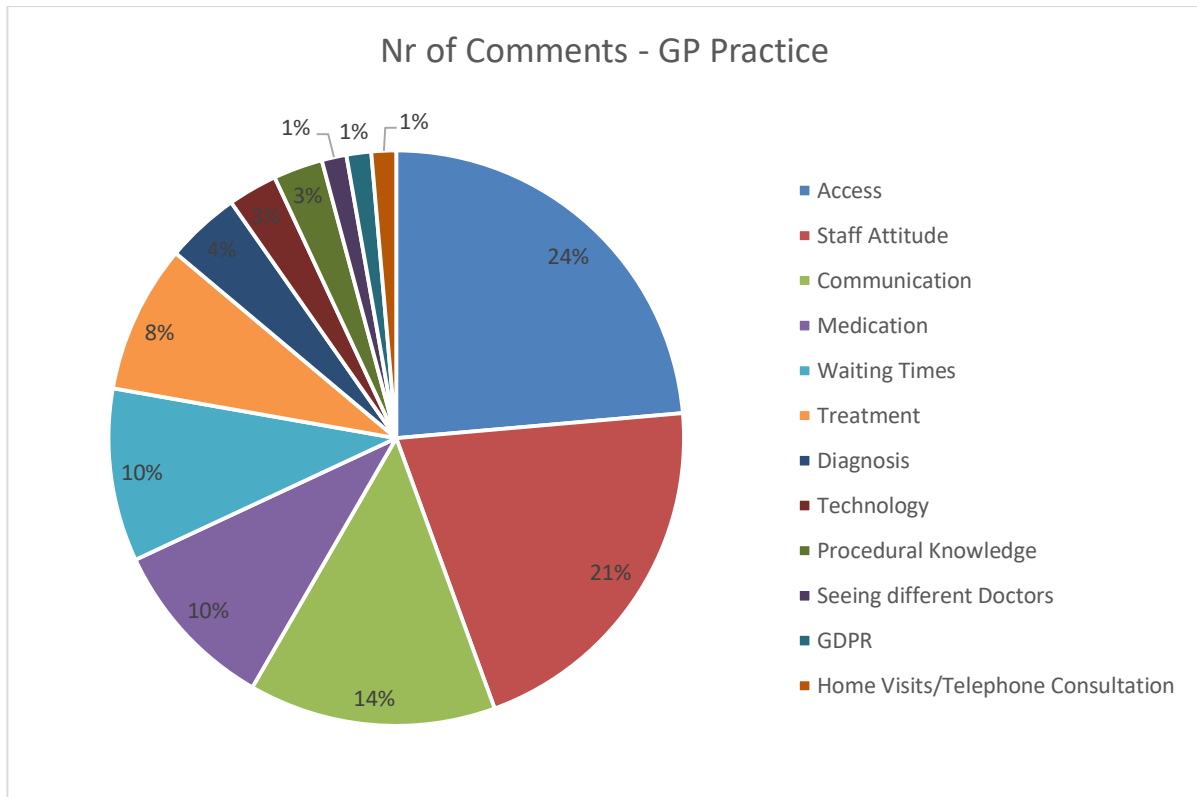
completely pinned down to one side which was causing my pain). When they did give me my pain relief, they didn't close the curtain and I had to lower my bottoms for the injection. Then I fell asleep and they woke me up by yanking up my wristband which really scared me, I have anxiety as well so this amplified that. The night staff refused to call the mental health team when I told them I was becoming suicidal due to my pain, they left it for the morning staff. My consultant came to see me and sorted out some pain relief for me to take home. As I was getting discharged I was talking to another patient about how I was borrowing a wheelchair from a friend so I could still go to Hull fair after my surgery. A nurse overheard me and scoffed and called me a wimp. She said I must have a really low pain tolerance and she knew women who got sent home the day after major surgery and I should just suck it up. I asked her how being sent home to rest, and walking around Hull fair are the same thing but she couldn't answer me".

Hull Royal Infirmary – Ward 120: *"Where to start? My mother, who has vascular dementia, and is deaf (although she has some residual hearing) was admitted to HRI in September, having badly broken her leg. She was discharged to respite care, but on further investigation of her progress, was re-admitted for surgery. While there, she was very confused and distressed, in no small part because of her deafness. Staff refused to contact the audiology department on repeated occasions, to help the situation, including taking her down to an appointment. Because of her confusion and deafness, we were clear that we, her family, needed to be kept informed of everything. We were not. At discharge, we were clear that we needed to be there when she was discharged back into respite, given the incredible amount of stress that it caused her the first time. We were not informed, and we had to contact the hospital to find out she had been discharged. Her discharge summary, a copy of which we were given by her GP some weeks later, had some disturbing information. Apparently she had had 2 cardiac arrests, and a pace-maker fitted. Her follow up care included visits to the warfarin clinic. All rubbish - someone else's notes. We called PALS. They didn't return our call. After some time, we called again, and were told the matters had been resolved. Had it? We knew nothing about, we have had nothing by way of an explanation".*

Hull Royal Infirmary – A&E: *"Receptionist was very rude and I was very unwell which wasn't pick up quickly enough and was dangerous and there wasn't even a trolley to lie on".*

GP Practices

Statistical Information



Reason (GP Practice)	Nr of Comments
Access	17
Staff Attitude	15
Communication	10
Medication	7
Waiting Times	7
Treatment	6
Diagnosis	3
Technology	2
Procedural Knowledge	2
Seeing different Doctors	1
GDPR	1
Home Visits/Telephone Consultation	1

We continue to receive a lot more comments regarding GP Practices than any other services, this month was no different. Access, especially in regards to appointment making still seems to be the most popular issue within GP Practices (24%). Followed closely by, Staff Attitude at (21%) and Communication at (14%) were received this month. We can also see a couple of new themes emerging from this month's intelligence like issues with Technology and Home Visits/Telephone Consultation. Some examples of intelligence received regarding GP

Practices can be found below, with the names of the practices provided. We were unable to include all comments in the report but can provide them upon request.

Intelligence Received/What people told us:

Avenues Medical Centre: *“The doctor wasn’t very informative. He was very quiet and wasn’t asking me any questions. I felt very uncomfortable. I’ve been having chronic pains for a long time and after being diagnosed with polycystic ovaries, I’m very worried about my reproductive health. The doctor didn’t seem to care that I’m in constant pain”.*

East Park Practice: *“Dr didn’t listen to my concerns when my daughter kept stopping breathing in her sleep. Told me it was a habit and to nudge her. She ended up in hospital a couple of days later, seriously ill”.*

Sydenham Group Practice: *“Unable to get appointment and if you do they make you feel that they don’t listen”.*

New Hall Surgery: *“Can’t even get an appointment in the first place...when I did finally get to speak to someone, she said “well we do have thousands more patients as well as you !!!” Not the response. I needed seeing as how. I hadn’t rung them for 18 months. Made me feel like no one cares about me as a person”.*

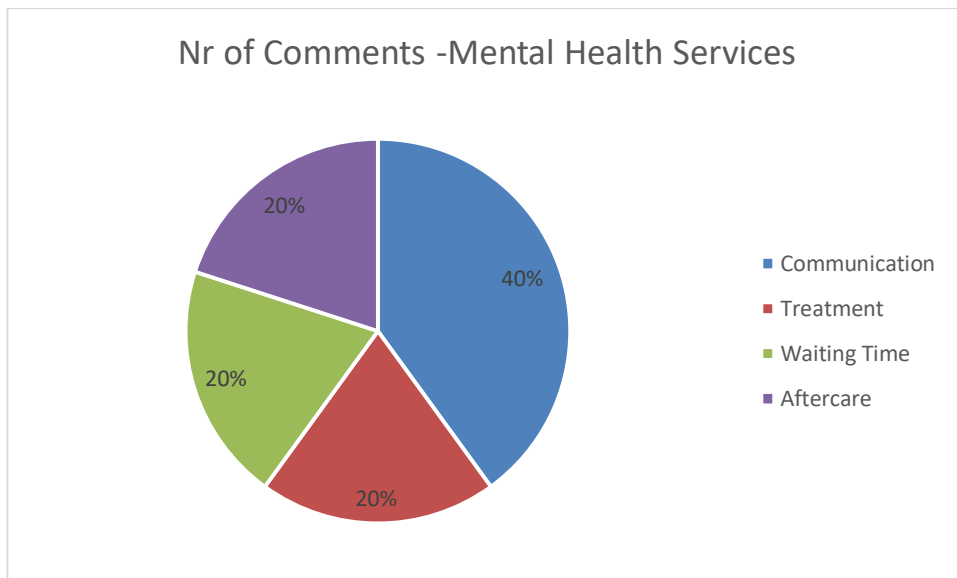
Alexandra Road Surgery: *“I’ve been diagnosed with rheumatoid arthritis which also affects my immune system. Every so many months my GP refuses my prescriptions and I’m weeks again without pain meds and anti-vitals. I’ve had this condition for 10 years nothing new”.*

East Park Practice: *I was discharged from hospital with a small supply of pain medication, asked my GP to prescribe more for me as I had to have two surgeries within 4 days and I kept getting infections, I was in agony. My GP prescribed but halved my dose without discussing this. When I asked my GP for advice on how to wean off the painkillers my GP told me I was a drug addict, said I needed to be sectioned and speak to a drug counsellor at renew and cancelled all my prescriptions. I had to make a complaint and the medication was prescribed later that day as it is dangerous to suddenly stop medications like the one I was on. The whole day I was on and off the phone to the practice manager who was rude, gave advice above her pay grade such as what dose I should be on and accused me of not actually wanting to wean off the painkillers. I believe all of this happened because I suffer from endometriosis. A lot of health care professionals think that endometriosis is not painful and that we are just drug seeking hypochondriacs.my insides we're stuck together, I was in so much pain that I wanted to die, yet I was abused and neglected. I now have PTSD and have had to have trauma therapy because of this, it has had a huge negative effect on my life”.*

Princes Avenue Medical Centre: *“This practise seems to be harder to get an appointment with than the queen, and dies less and less for its patients, even repeat prescriptions are so hard to get for people”.*

Mental Health Services

Statistical Information



Reason (Mental Health)	Nr of Comments
Communication	2
Treatment	1
Waiting Time	1
Aftercare	1

This month we have received a couple of comments in regards to mental health services. These two comments have touched upon all the 4 themes mentioned above. Both of them seemed to show concern in regards to Poor Communication.

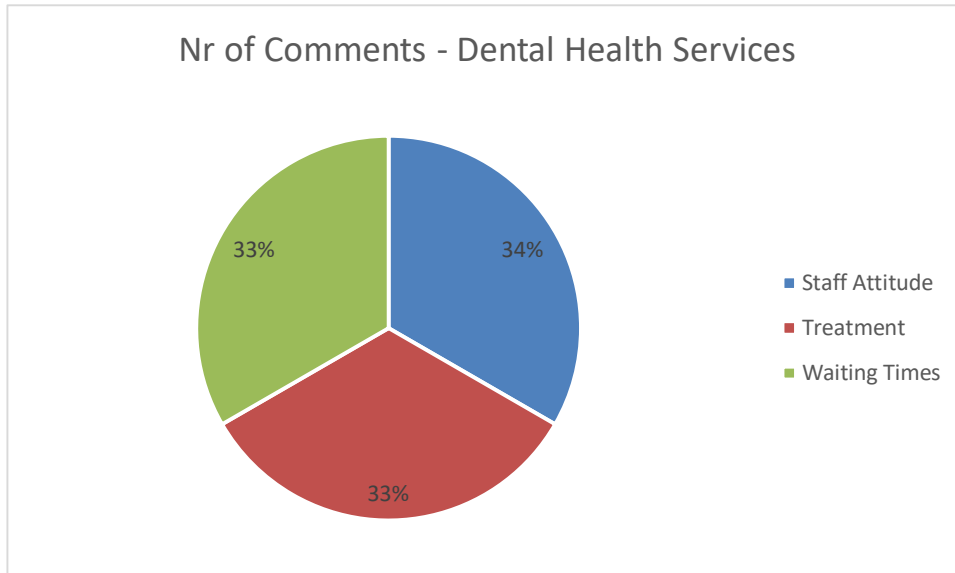
Intelligence Received/What people have told us:

Rapid Response Team: *“Tried calling to speak to a mental health worker, on hold for 1 hour and 30 minutes Call to the rapid response team asked to leave a voice message and phone disconnected after trying for over an hour”.*

East CMHT: *“It has been awful. I have no care plan; I don’t have an assigned CPN after my last one left though I should have. I don’t even see anyone for months at a time. I have had no medication reviews. It’s a shambles”.*

Dental Health Services

Statistical Information



Reason (Dental)	Nr of Comments
Staff Attitude	1
Treatment	1
Waiting Times	1

There has been only one comment received by us on dental services in March but it was quite extensive and touched on 3 themes that are listed above.

Intelligence Received/What people told us:

543 Dental Anlaby Road: Hello

"I have experienced protracted and now damaging dental treatment that has meant I have lost a tooth that could have been saved under a root canal treatment first by the dentist taking too long to complete a root canal treatment coupled with then coronavirus stopping / postponing treatments using a water drill to carry on with my treatment

In late 2019 I had an emergency dental appointment first at Night Dental about issues / pain in my lower 6 molar. I wasn't registered with a dentist and they advised they could start treatment by way of a root canal and then I would register for an NHS dentist to complete that treatment, I was reticent to start a procedure without a dentist so I registered with a local dentist 543 Dental Anlaby Road Hull".

"I had my first appointment and they said they would try to replace the filling only and it was 50/50 if it would work or not I had the Filling done in December 2019 just before Christmas on the tooth but the filling went all the way to the gums at the edge of the tooth. They said the filling may not work, literally within a week I was still in pain between Christmas and New Year I was in too much pain so called 111 again and got an emergency appointment with Night Dental and they said again they could start the root canal and then my dentist finish

the procedure in January, Night Dental were very good, they did the first part of the root canal and put in a temporary filling”.

“I had an appointment in January at 543 Dental expecting they would decide to complete the root canal , had the appointment and they made an appointment for 3 months later in March to complete the root canal to make sure it wasn’t infected”.

“I went away and within a couple of weeks the temporary filling had come out and I was getting pain in the tooth as it then got infected. I made a dental appointment with 543 again and they replaced the temporary filling and gave me antibiotics and made a new appointment, in that time the new temporary filling came out within one week and I was eating again with a hole in my tooth, trying to brush and keep clean, and not get infected.

I went to that next appointment 22 January 2020 and he said no more pain in tooth ok pencilled in another appointment to finish the root canal / filling for March 12th, he said he didn’t need to replace or add a temporary filling and left the hole in my tooth

At this appointment he looked as though he was reclining me back to commence the filling / root canal treatment, checked if I was now paying for my treatment or still under an exception as I receive / am on Universal Credit, I said I was still on universal credit as I had done at reception and completed the disclaimer form on their ipads, he made me do it again in the chair then said that that appointment was just a check-up, we had saved the tooth so I’d need to come back for two more appointment to complete the root canal, whilst in the surgery made me sign the iPad for more root canal treatment on the 12th March yet nothing had been done that day! I was bemused / confused and he pencilled the next appointment for 30 March 2020 to complete the root canal (that nothing had been done on since about 28th Dec 2018 by Night Dental)

After the appointment on 12th March the country was then put into disarray with the Coronavirus lock down!

On 20th March before my appointment (30 March) low and behold all the build-up of food for 2 months and cleaning the open tooth made the filling at the back corner come loose and I was left with 3/4 of a tooth with a gapping middle and back in pain!

I made an emergency appointment again under 111 on Sunday as was in terrible pain went to Night Dental at 9.20 on Monday 23rd March and they added a temporary filling and said the tooth didn’t look salvageable now but that was for my dentist to decide.

On 24th 543 Dental called cancelling my appointment on 30th due to Coronavirus outbreak so I said what had happened that the tooth filling had now broken and the emergency dentist has added a patch they made me an emergency appointment that afternoon at 4.20pm to review the tooth.

At the appointment it was confirmed that the dentists can’t use the water drill treatment machines now due to the Coronavirus lock down and normally he would continue with the root canal plan (that he’d failed to complete since Dec 2019) but couldn’t leaving me little option but to do an emergency extraction of the tooth, I reluctantly agreed to the extraction as the treatment plan from Dec 2019 had now failed I believe due to poor dental advice and care under the NHS it should never have taken so long to complete the original treatment done in Dec 2019 at the emergency dentist Night Dental.

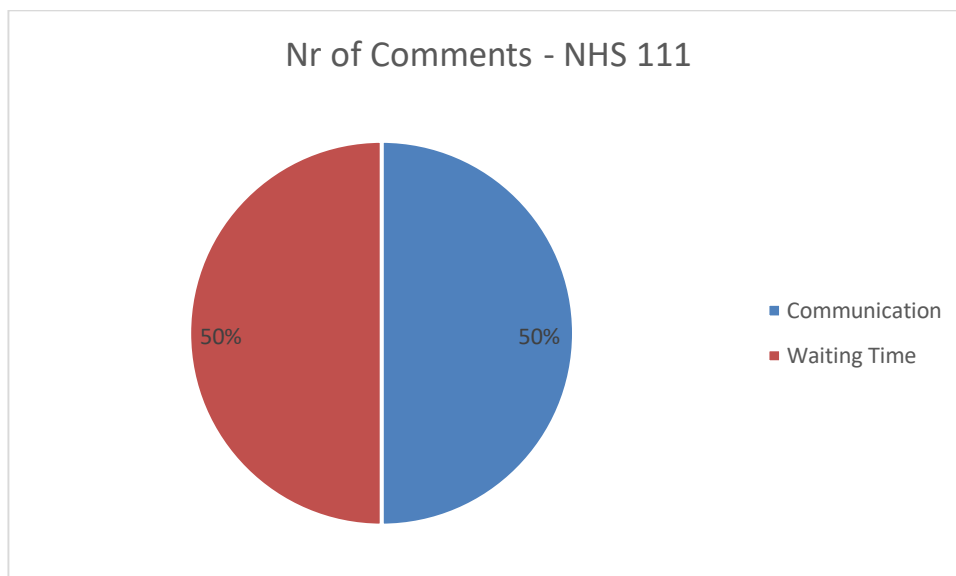
I have now lost my first adult tooth (aside my wisdom teeth) the largest Molar lower 6 and have a HUGE gap on that side of my lower teeth and simply don’t even know how I’m going to chew food let alone the discomfort I went through from November 2019 to March 2020 to simply lose the tooth 6 months after first requiring treatment on the tooth!

I would like an investigation why it took so long to complete what should have been a routine

root canal plan under the NHS to save my tooth. I would like the NHS based on that investigation if at fault that made me lose a tooth unnecessarily somehow rectify the gaping hole in my mouth and missing tooth, ideally as I now need a dental implant to be able to eat on both sides of my mouth”.

NHS 111

Statistical Information



Reason (NHS 111)	Nr of Comments
Communication	1
Waiting Time	1

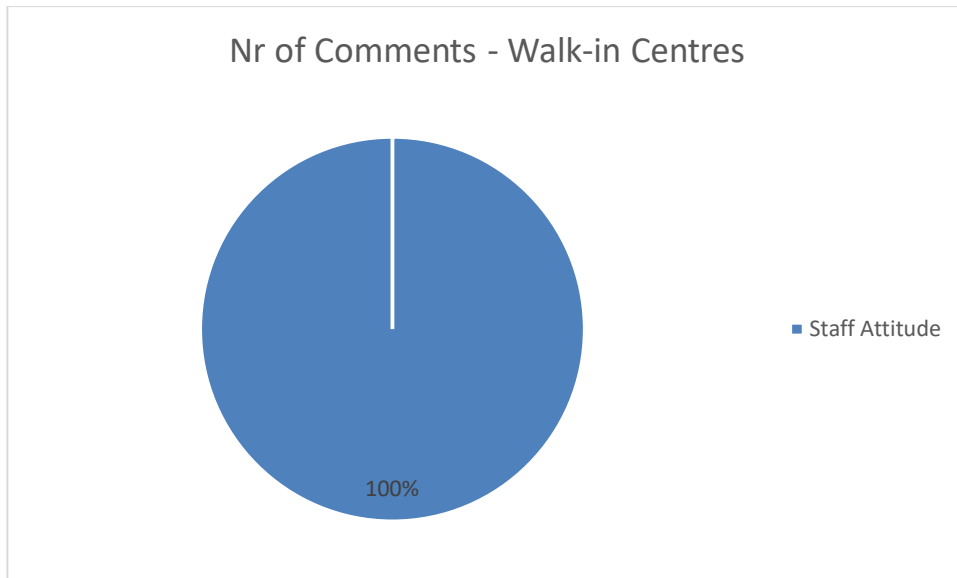
In March we have received one comment on NHS 111 service, but it touched upon two different issues which we identified as Communication due to not being able to get through to the service and Waiting Times due to how long it took to wait.

Intelligence Received/What people told us

City Health Dentist: *“Didn't get to speak to anyone after waiting over 15 minutes on hold”.*

Walk-in Centre

Statistical Information



Reason (Walk In Centre)	Nr of Comments
Staff Attitude	1

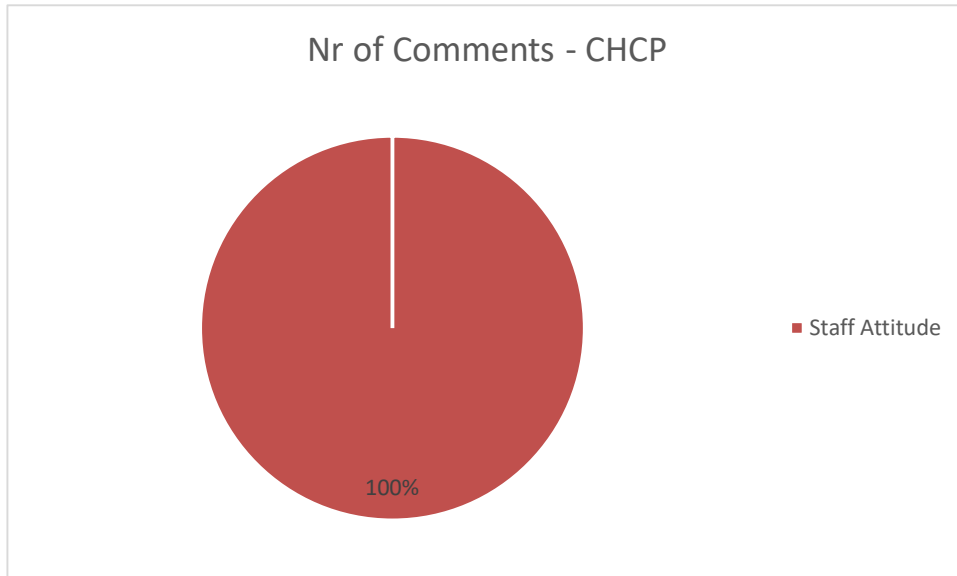
Only one comment has been received this month in commenting on a walk-in centre and it showed a concern in relation to Staff Attitudes.

Intelligence Received/What people told us:

Wilberforce Centre: *"I went in for back pain as I was working in a distribution centre that day and when I described how my pain felt she replied "Oh well I've never heard that before", belittled everything I said and didn't take me seriously at all when I said my mother had suggested I go there"*

CHCP

Statistical Information



Reason (CHCP)	Nr of Comments
Staff Attitude	1

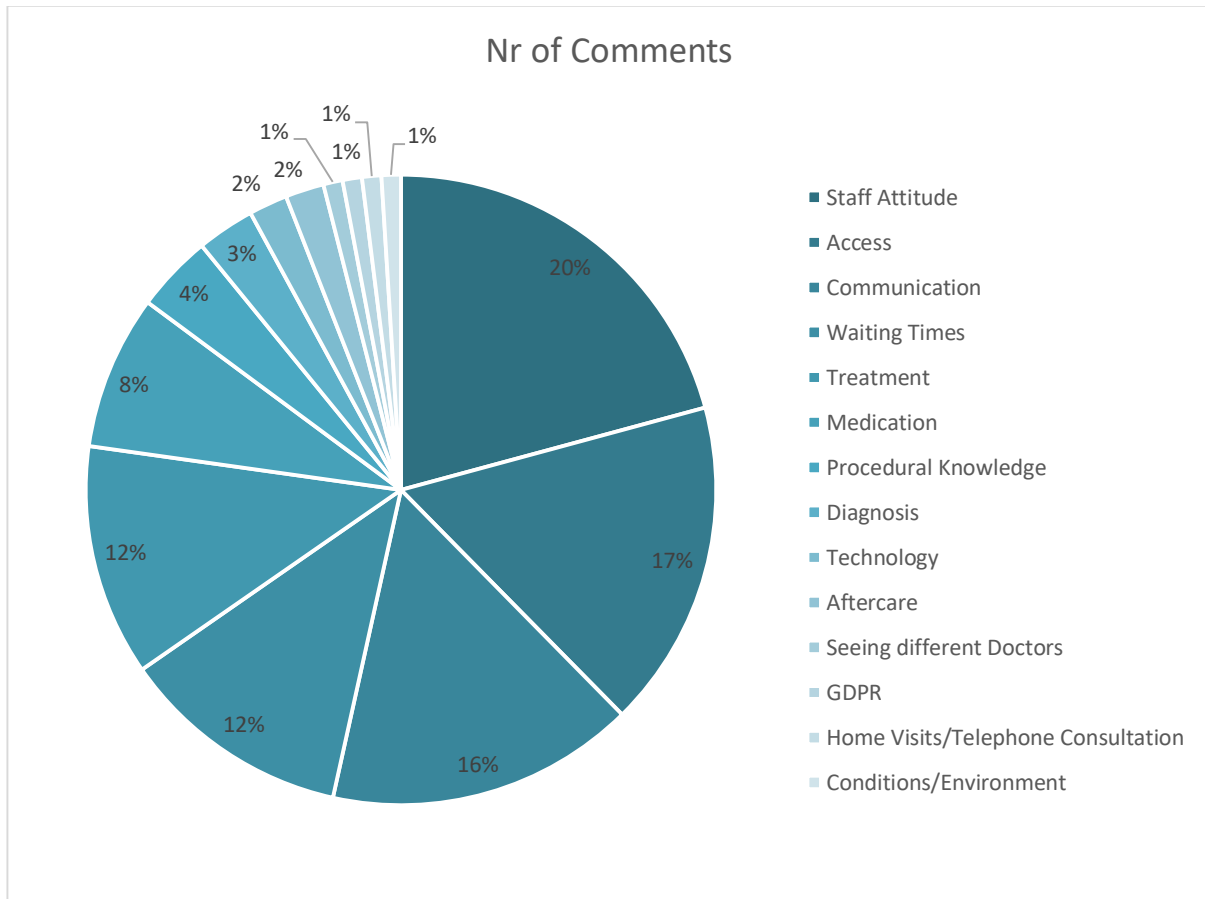
Similarly, to Walk-in centres, we have only received one comment in regards to CHCP services and that was again to do with Staff Attitude.

Intelligence received/What people told us

Occupational Therapy: *“Gentleman called, he expressed his concern with a certain lady who is the Occupational Lead for CHCP. Advised that the lady is causing issues with the service to be carried out properly (therapy service) and gets in the way of patient and therapist. Getting in the way of the service being effective”.*

Theme Breakdown for March 2020

This section provides a breakdown of what themes we were able to observe emerging in the comments and intelligence received by us this month. A lot of themes are similar to previous months, but this month we have also observed a couple of new themes that came through in some of the comments. The breakdown of this can be found below.

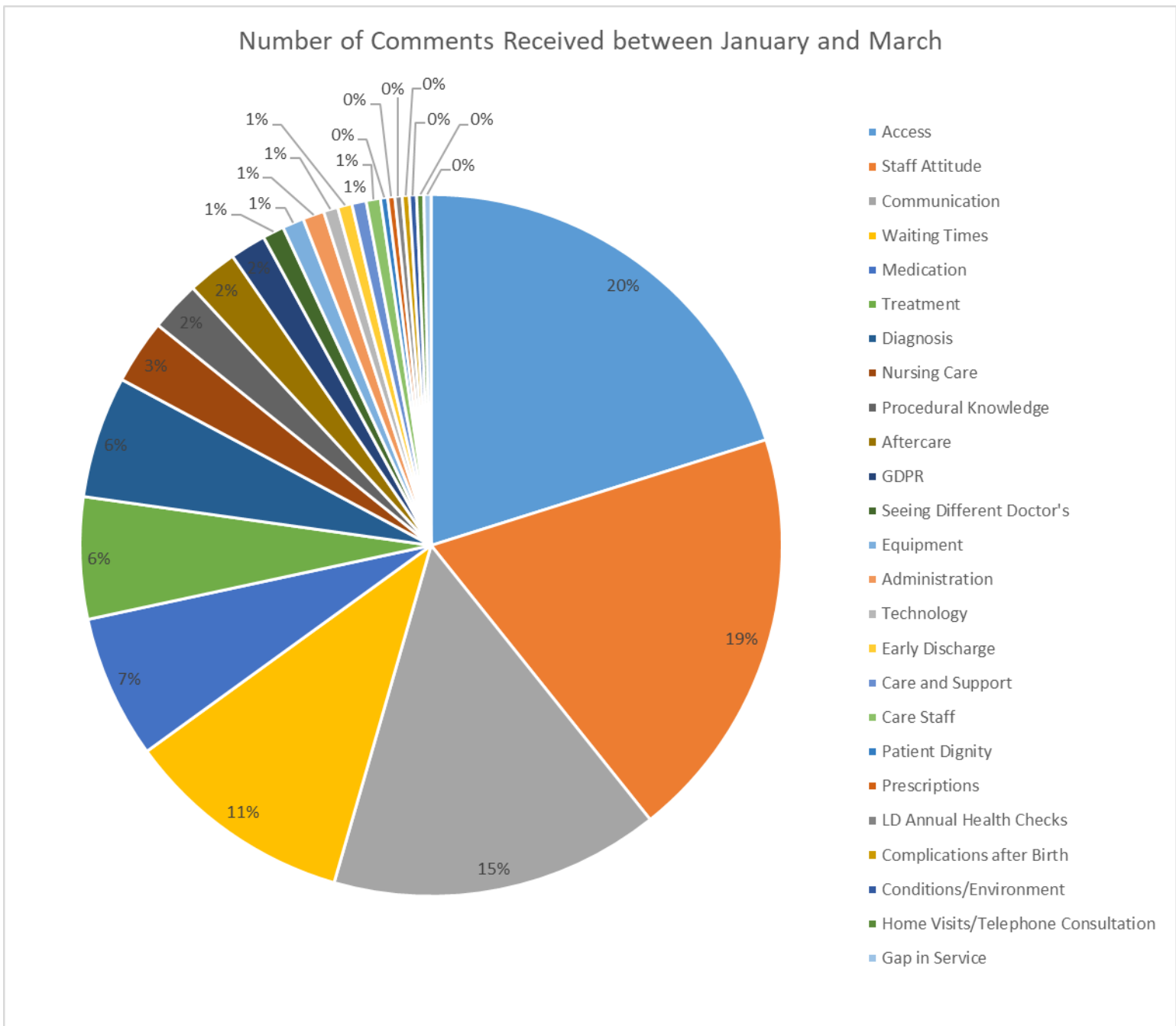


Theme	Nr of Comments
Staff Attitude	21
Access	17
Communication	16
Waiting Times	12
Treatment	12
Medication	8
Procedural Knowledge	4
Diagnosis	3
Technology	2
Aftercare	2
Seeing different Doctors	1
GDPR	1
Home Visits/Telephone Consultation	1
Conditions/Environment	1

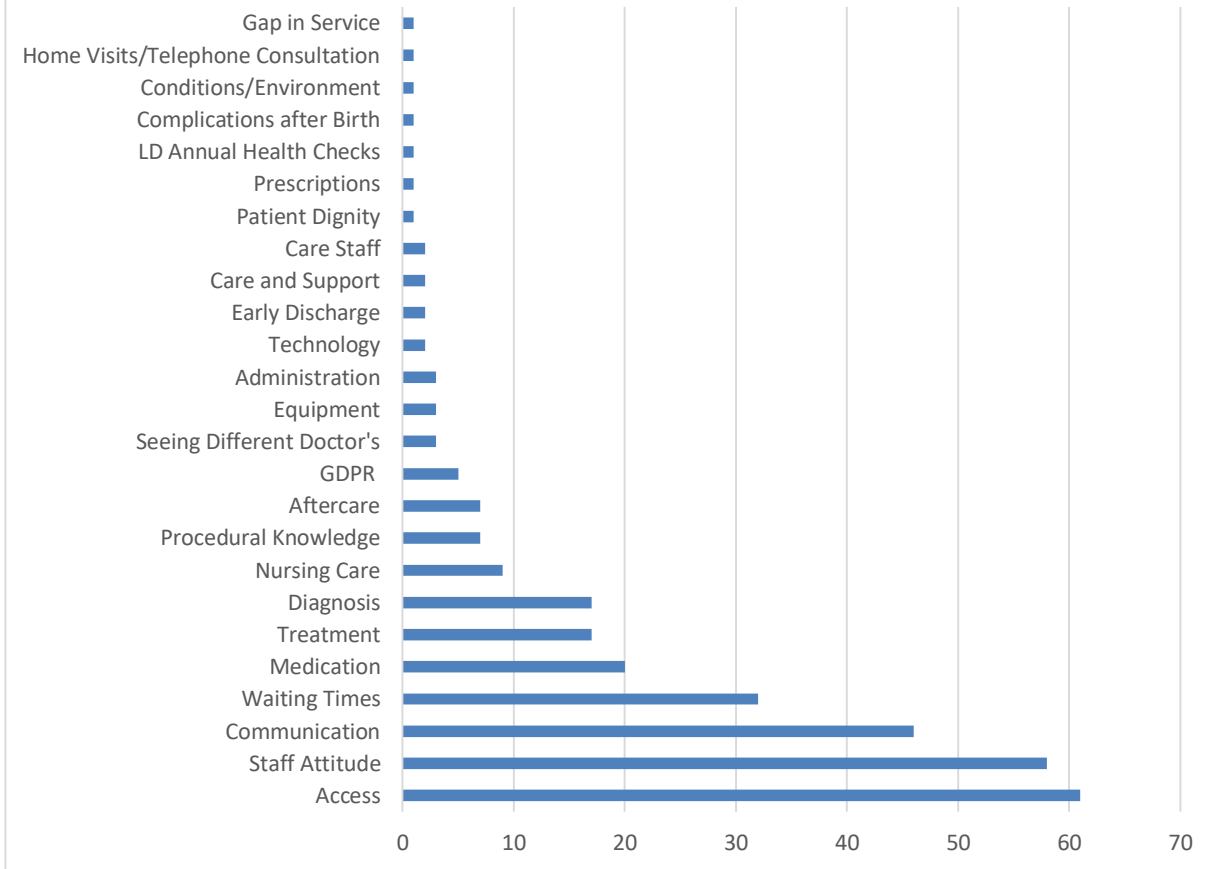
It is clear that the top two themes that have been mentioned the most this month, and also looking back, in previous months are Staff Attitude (20%) and Access (17%), especially for GP practice's in order to make appointments. But this month we have noticed a few new themes emerging in the intelligence we have been receiving, that we have not seen before. For example, things like Technology (2%), Home Visits/Telephone Consultation (1%) and Conditions/Environment (1%) started to come up. They of course are not as major as the top themes mentioned earlier, but it's important to acknowledge and recognise them and keeping an eye on them in the future.

Theme Breakdown – January 2020 to March 2020

Information presented in this section refers to what themes have emerged from all the comments gathered since January 2020 up to March 2020 so far. There have so far been a total 18 relevant themes identified within the comments made to Healthwatch, some of these themes have received more comments and some less.



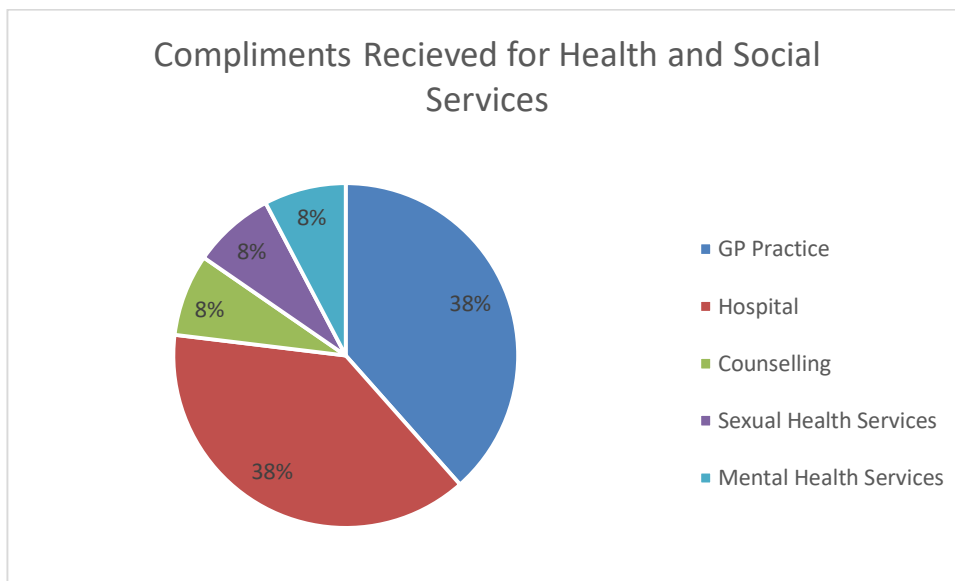
Number of Comments Received between January 2020 - March 2020



As can be clearly seen from the above information there are three themes that, over the last 3 months, have received the most comments, and have started to show a trend as to where there could be issues within the health and social care sector. These themes include Access (20%), Staff Attitude (19%) and Communication (15%). These 3 themes seem to receive the most comments each month, since January and therefore, this implies that they could be major issues within health and social care at the moment.

Compliments for March 2020

As well as improving health and social services, it is also important to acknowledge the good things that are happening within our local area across these services. Each month we keep track of the compliments we receive for different health and social care services. A breakdown of what services received compliments this month and how many compliments each service received can be seen in the graph below.



Service	Number of Compliments
GP Practice	5
Hospital	5
Counselling	1
Sexual Health Services	1
Mental Health Services	1

Compliments Received:

GP Practices

Calvert Lane and Newington Practice - *Haxby group are excellent. Procedures are good, and they have same day appointments if necessary. Some of these are with A.C.Ps.*

Springhead Medical – *The Doctor saved my life, I had recently moved to Springhead after being with Newington all my life. I had been suffering for 3 years with 'panic attacks' after having my 2nd child, I had a really bad episode, my mum rang the surgery mid-afternoon and begged for an appointment. I saw a Doctor within 2 hours who straight away told me I wasn't*

having a panic attack. I had been told for that many years at my previous GP that I was having panic attacks I had believed what I was being told, even though I kept saying I've no idea why I would be. I went through let's talk for counselling (which was never needed) I had at least 3 times called an ambulance for myself because the pain I was in was so bad (they also told me I was having a panic attack each time). That day before seeing the Doctor I had written a suicide note and wanted to end my life, the pain I was in was so bad I couldn't look after my children and I didn't want to be here anymore. She took one look at me and rang HRI to book me in straight away. It turned out I had been suffering with gallstones for years, they found also that I had pancreatitis. I was in hospital a week and in that time had my gallbladder removed. Thank you to the Doctor and Springhead medical. I will be forever grateful.

Sydenham Group Practice - *The staff and doctors and nurses are wonderful here they take time to listen not just quick in and out job was there the other day for nearly an hour and the doctor made sure i was comfortable and understood everything she told me.*

Marfleet Group Practice - *The help and support offered by one of the Doctor's for my son's mental health problems was amazing. She has listened to him even when he's ranted and swore in frustration. She offered help the mental health team have failed to offer.*

Diadem Medical Practice - *I changed to Diadem Medical Practice where my care has been amazing on almost every occasion. The doctors there are brilliant, always take their time to find out what's wrong and their attitude to what they do is great too. And the nurses are lovely, especially a young one called Jess.*

Hospitals

Eye Hospital - *Every aspect of care and service was exemplary. Can't recommend them enough. 2 cataract operations.*

Eye Hospital - *Excellent care by all staff, although it did take about 10 months between initial consultation to treatment.*

Aspire - *I had a hernia operation and was booked in for an overnight stay. The whole experience from checking in, discussing my procedure and after care, meeting the anaesthetist, my after care and discharge from hospital was second to none. I felt informed, comfortable and not nervous at all. All staff are amazing.*

Hull Royal Infirmary - Ward 130 – *Super!*

Castle Hill Hospital – Cardiology – *Very Good!*

Sexual Health Services

Conifer House – *Excellent!*

Mental Health Services

Mental Health Social Worker - *absolutely amazing she was assigned to me to help with my current difficulties and to support me in the time of need.*

Counselling

HUTH Counselling Service - *I have had two grandchildren that needed help with having access to counselling. Two grandchildren needed counselling due to one of them going through cancer from the age of 11. Very easy to access this service and I am very satisfied with the help we received.*

March 2020

