

# healthwatch

Kingston upon Hull

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## Intelligence Report

May 2020

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## **1.Introduction**

The details in this report apply to May 2020 and refers to all the intelligence that Healthwatch and the NHS Advocacy Service received from the public during this period. The information received by Healthwatch was mostly received in relation to a survey that has been published during the COVID-19 pandemic.

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 get in touch with 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 May.

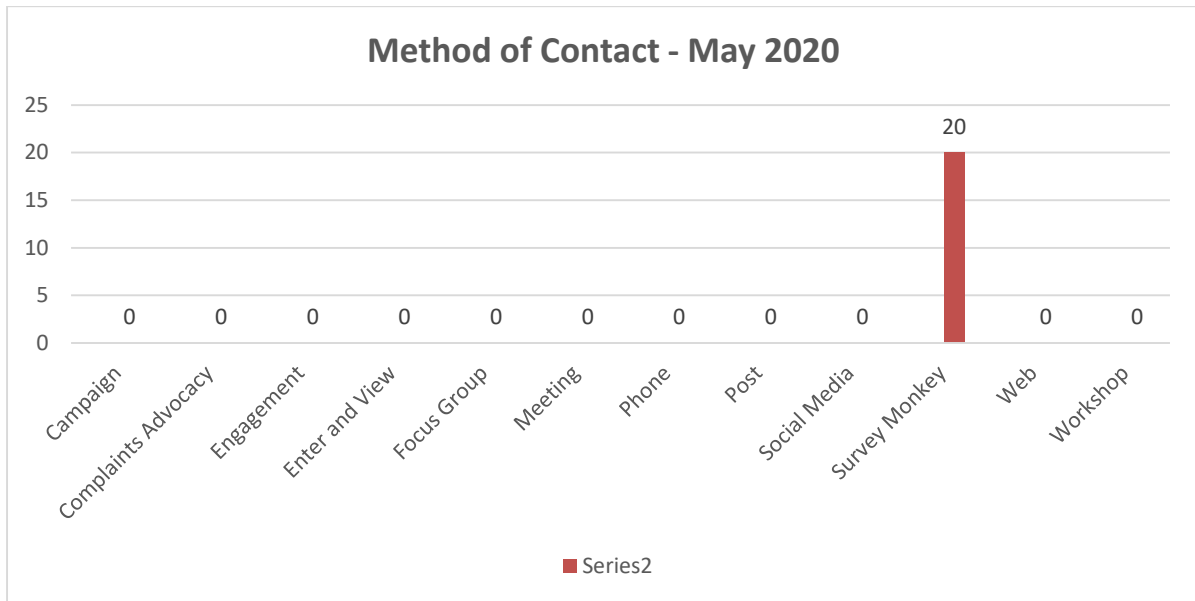
The services highlighted from the intelligence are as follows:

- Dentists
- GP Practices
- Voluntary Sector Groups

The report also summarises some of the themes/trends that the public have raised with Healthwatch that have begun to emerge over these monthly reports 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.

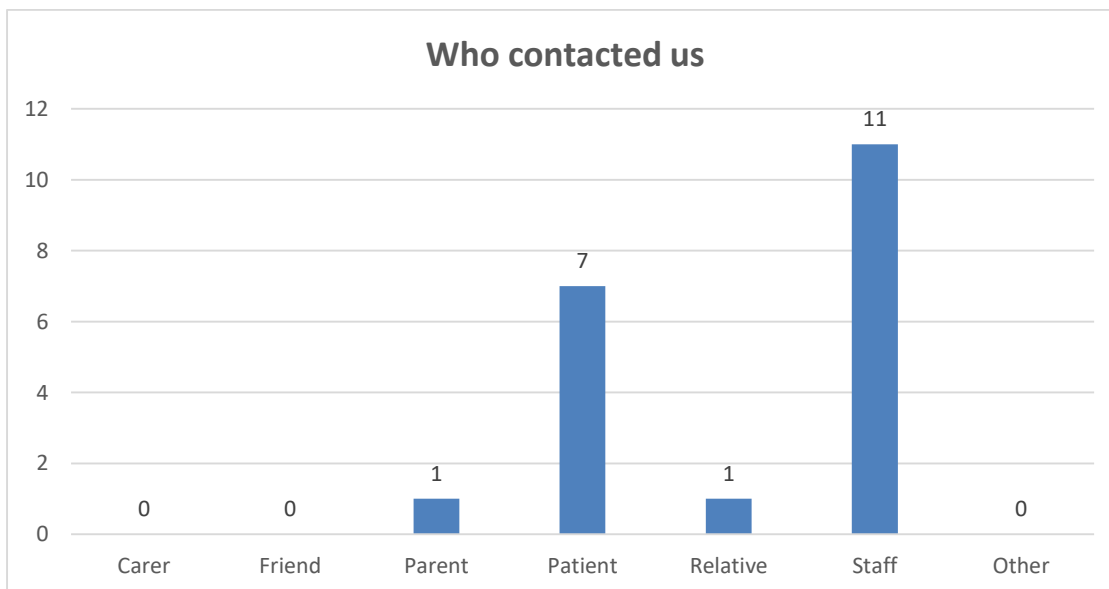
Please note that Healthwatch received all the comments in good faith. Healthwatch have not investigated any of the concerns raised and have acted in accordance with their role and responsibilities of Healthwatch.

## 2.Contact Statistics

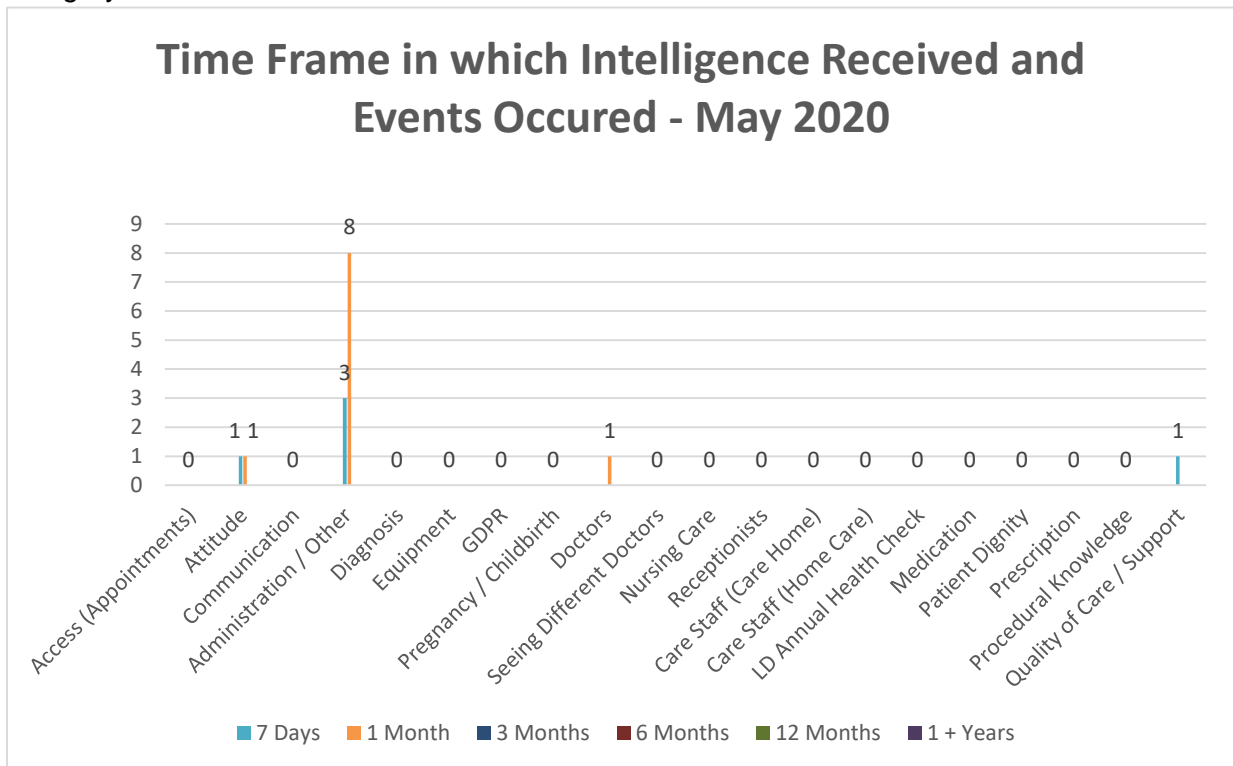


In the month of May, we have received a total of 20 contacts. The number of comments can differ from the number of total contact received as one contact can refer or comment on multiple issues or concerns. The graph above states how the contact was received by Healthwatch, and this month all of our contact was obtained through Survey Monkey questionnaire.

The graph below states who contacted us. As can be seen, this month the majority of contact was made by patients and VCS organisations.

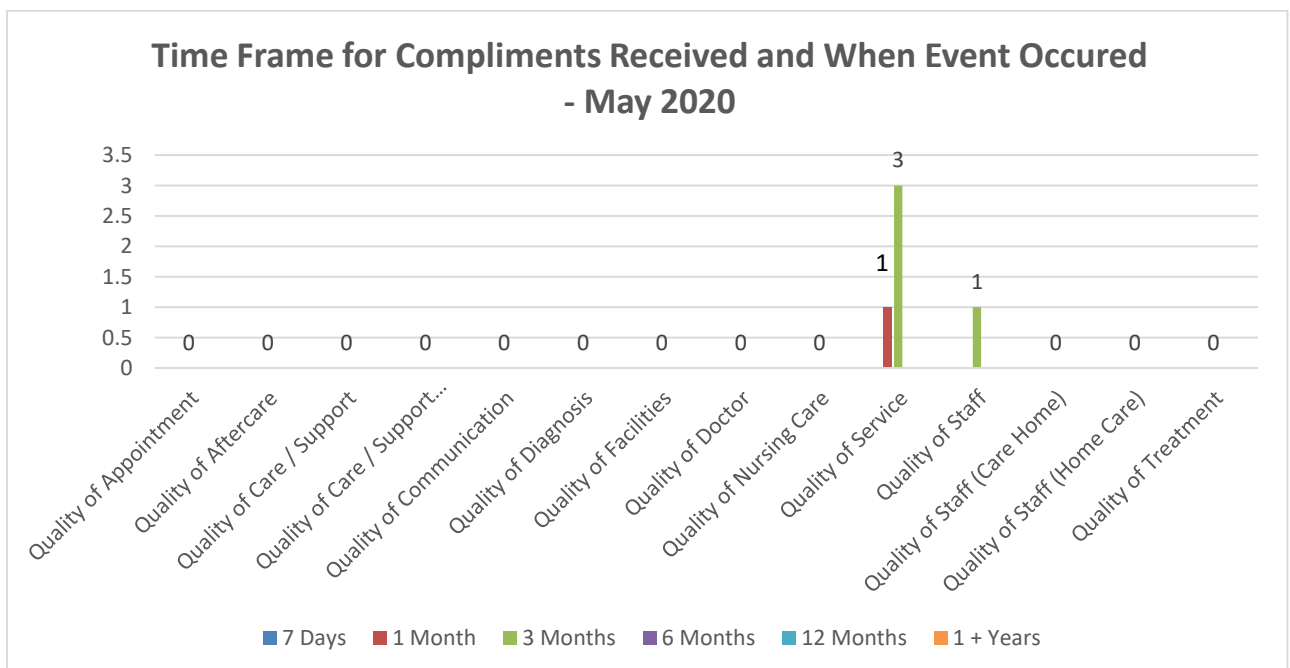


The graphs below provide the time frame of when the experience occurred, along with the category



the experience relates to.

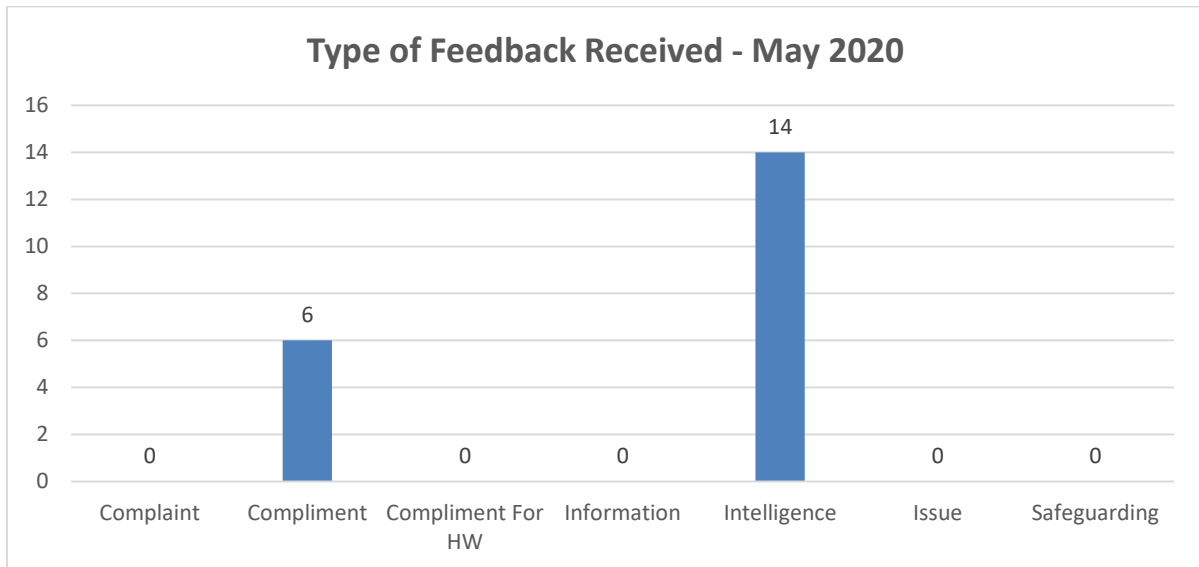
The following graph also shows the time frame but, specifically relates to compliments that were made about services.



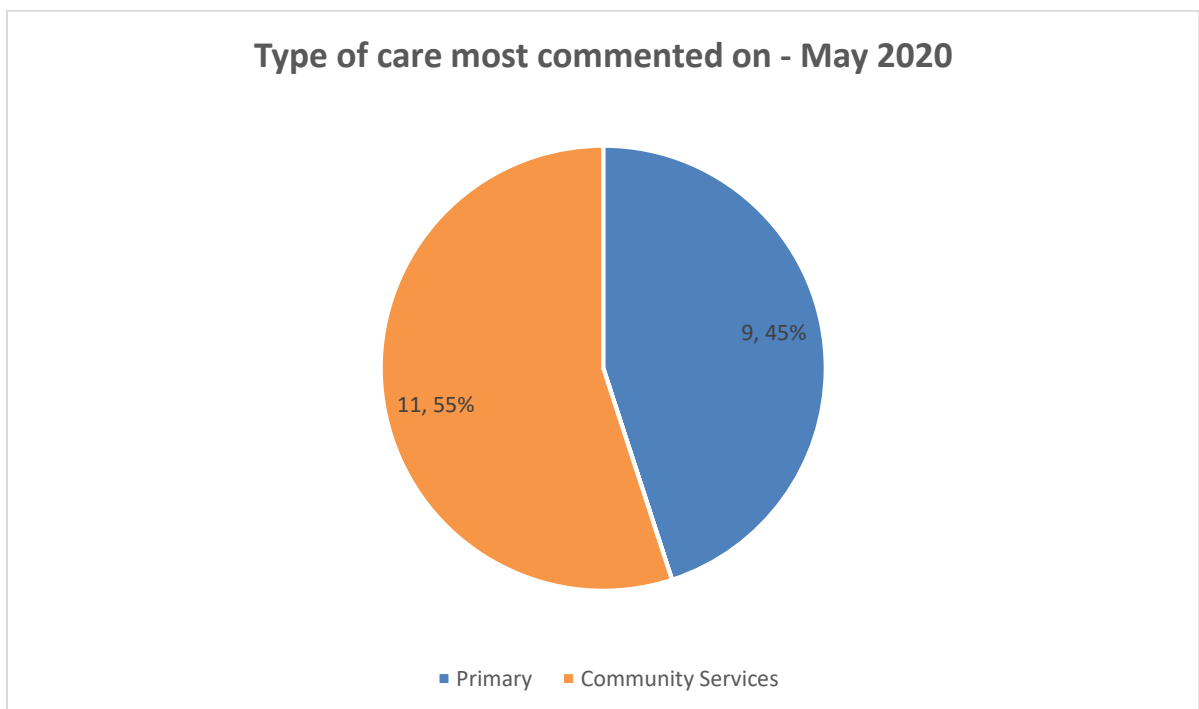
### **3.Intelligence Received**

#### **Overall Intelligence Statistics for May**

The graph below provides a breakdown of the type of feedback and the purpose of the contacts Healthwatch received during May.

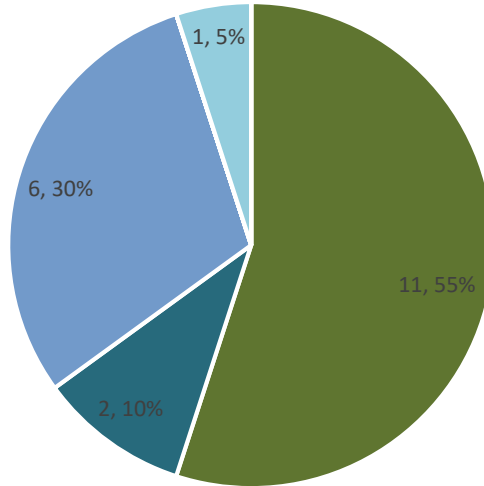


The graph below shows which type of care services we received most contact about. This month most of the comments we have received were in regards to or received by different community services.



The graph below provides a breakdown of the services and the total number of comments that Healthwatch received, these include intelligence, compliments, information and issues. In May we have received a total of 20 comments.

**Total intelligence recieved for services, including compliments, information requested or given and issues - May 2020**

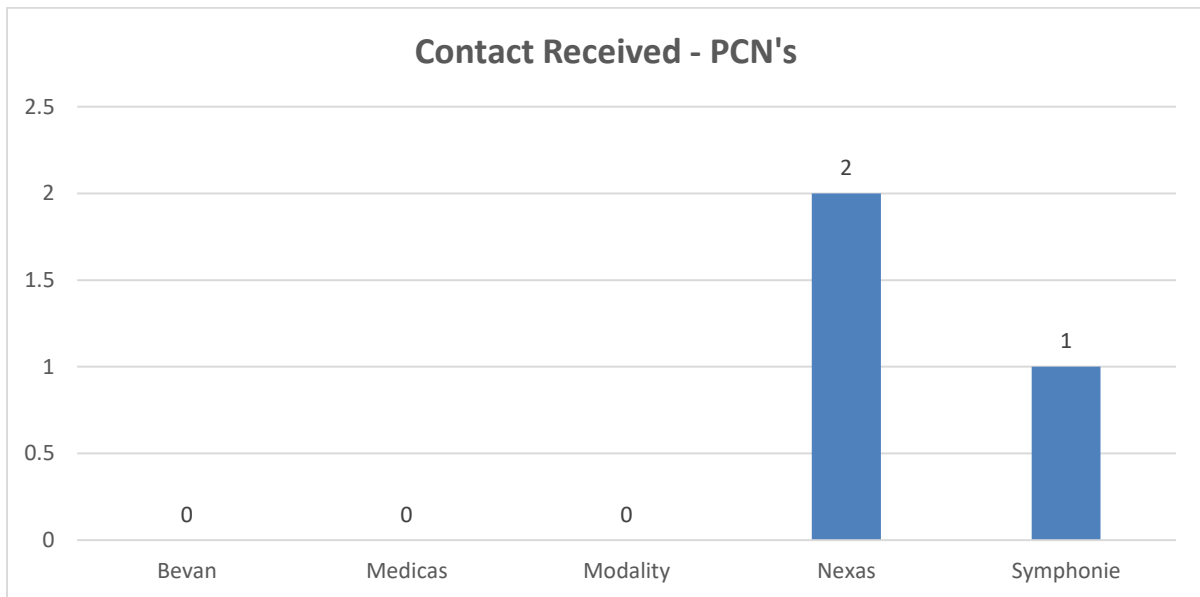


■ VCS and Community ■ Dentist ■ GP Surgery ■ Pharmacist

### 3.1 Intelligence Received - GP Surgeries

#### Statistical Information and Graphs

The graph below provides a breakdown of the PCNs and the number of comments made. Nexus, again this month has received the most comments. Unfortunately, we are unable to provide a further breakdown of GP practices due to people not always providing this information. We have made the fields mandatory to answer in regards to this information however, unfortunately, still not everyone answers them with the correct information.



This month we have only received one comment in regards to GP Surgeries, it was a comment made about Kingston Health surgery on Wheeler Street and can be seen below.

#### Intelligence Received/What people told us

**Kingston Health Wheeler Street** – *'I broke my foot in April 2018 & it Still hurts me Now... :( I asked my GP over the phone to see me with a view to him sending me to see a Specialist at HRI & he Won't see me Till After 'Lockdown' finishes.. :( - It Might Need an operation to straighten it... )*



### **3.2 Intelligence Received- Dentist**

This month we have received one contact in regards to dentists. In this comment we identified 2 themes that the comment was touching upon, first being staff attitude and second the quality of care/support. The comment can be seen below.

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

**CHCP CIC Dentist** – *'I rang the practice on Tuesday 5th May for advice after my front 2 teeth that were bridged came out. I wanted advice as my dental history is complicated by previous surgery etc limiting my options for ongoing future management of this area. I was told by the receptionist they were not offering any services other than antibiotics where clinically indicated. It sounded like a scripted message. When I tried to explain I felt I needed assessment she asked the dentist for advice I was then told to buy some dental cement to refit the teeth. I tried over the next 24 hours to source some cement but I was unsuccessful as I'm sure it has been in demand. I rang the practice back to tell them I couldn't find any cement and to ask what I should do and was told there was nothing they could advise further. I was not treated as an individual. I was not offered any kind of assessment or discussion with my dentist - Abbas. I am aware there are dental hubs offering services but I was not given this as an option. The impact this has had on my mental health is profound. I am not a vain person but to be left with no front teeth unable to talk or eat properties feel is unacceptable. I can't use the phone now either as I can't speak properly and people can't understand me. I can go for my exercise outside now as I am embarrassed. I feel the NHS has let me down in this situation. I understand it's unprecedented times but if general practice can function as they are why can't Dentist's see non aerosol type cases on an individual basis? My teeth are now beyond repair so I will have to now have months of restorative treatment as my only option due to my previous apicectomy will be bone graft prior to dental implants and that will also incur costs of thousands of pounds. This could possibly have been prevented. I was not even assessed or treated as an individual with complex needs. I feel badly let down by the NHS'*

### **3.3 Intelligence Received- Voluntary and Community Sector (VCS)**

We received 11 comments from the Voluntary and Community Sector about the impact they had seen as a result of the Covid 19 pandemic.

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

**Home-Start Hull** – *‘Our parents with mental health problems are going to struggle to get back to normality’*

**Home-Start Hull** – *‘More referrals, fewer new volunteers, and more issues with mental health’*

**SASH** – *‘Mental health support and employability support (needed)’*

**Hull and East Yorkshire Mind** – *‘Mental health services will most likely be busier and this will have an effect on the number of referrals/ calls we receive.’*

**Fitmums and Friends** – *‘The mental health of our members and trying to ensure they (and everyone) remain physically active to some degree.’*

**Southcoates Community Group** – *‘Those isolating, vulnerable, young people, people who have been furloughed or lost their jobs.’*

**Time Bank Hull and East Riding** – *‘Those living alone and isolated are missing physical contact as well as the routines of their 'old life.' Some younger people are struggling with their changed routine as well, and lack of interaction with others. Parents - and particularly single mothers - are having a really difficult time, and are often facing financial worry. I have been interested to find that the people finding this situation particularly difficult are from such diverse groups it's hard to pin down a demographic. This also makes it harder to put a package of support in place - everything has to be done on an individual basis’.*

**Mental Health Advocacy Hull and East Riding** – *‘I am in regular contact with all my service users and they all say the same thing that is affecting them which is the isolation and their mental health they are worried that we will not open again and we will not be able to support them with our support groups when the lockdown is over, we just keep reassuring them that we will be there for them and we will signpost them to any service that we feel is the right service for them.’*

**Hull and East Riding Breast Friends** – *‘Isolation is the main issue at the moment. Keeping those who live alone engaged and supported. The older generation & those who are not necessarily technology minded or have computers.’*

**Hon Lok Senior Association** – *‘Our elderly may need extra support because of isolation and because of not obtaining the normal emotional / medical support’*

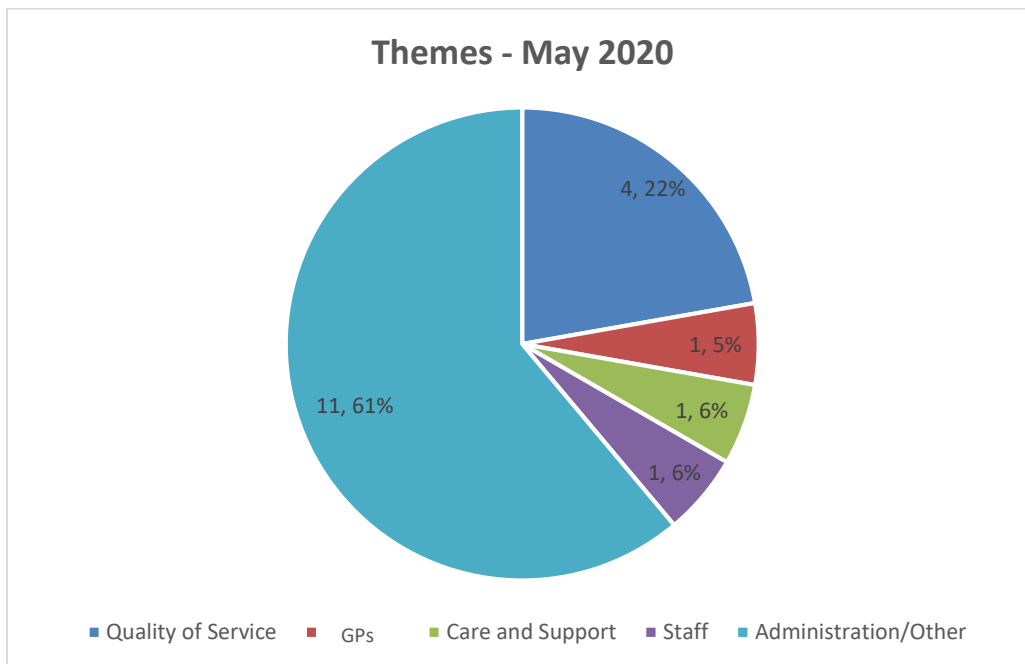
**Men in Sheds Hull** – *‘They will probably need support with receiving medication and food essentials. They may also feel lonelier so referrals to befriending services may be in order’.*

**Sight Support Hull** – *‘Visually Impaired. A lot of our service users are also elderly with additional health conditions so are in the high risk categories. Some are unable to use technology to interact (ie social media / video meetings etc due to age or sight loss). Social distancing is also an issue when you are sight impaired due to not being able to assess*

*distances and also the need for more touch if you don't see properly makes visually impaired people even more vulnerable.'*

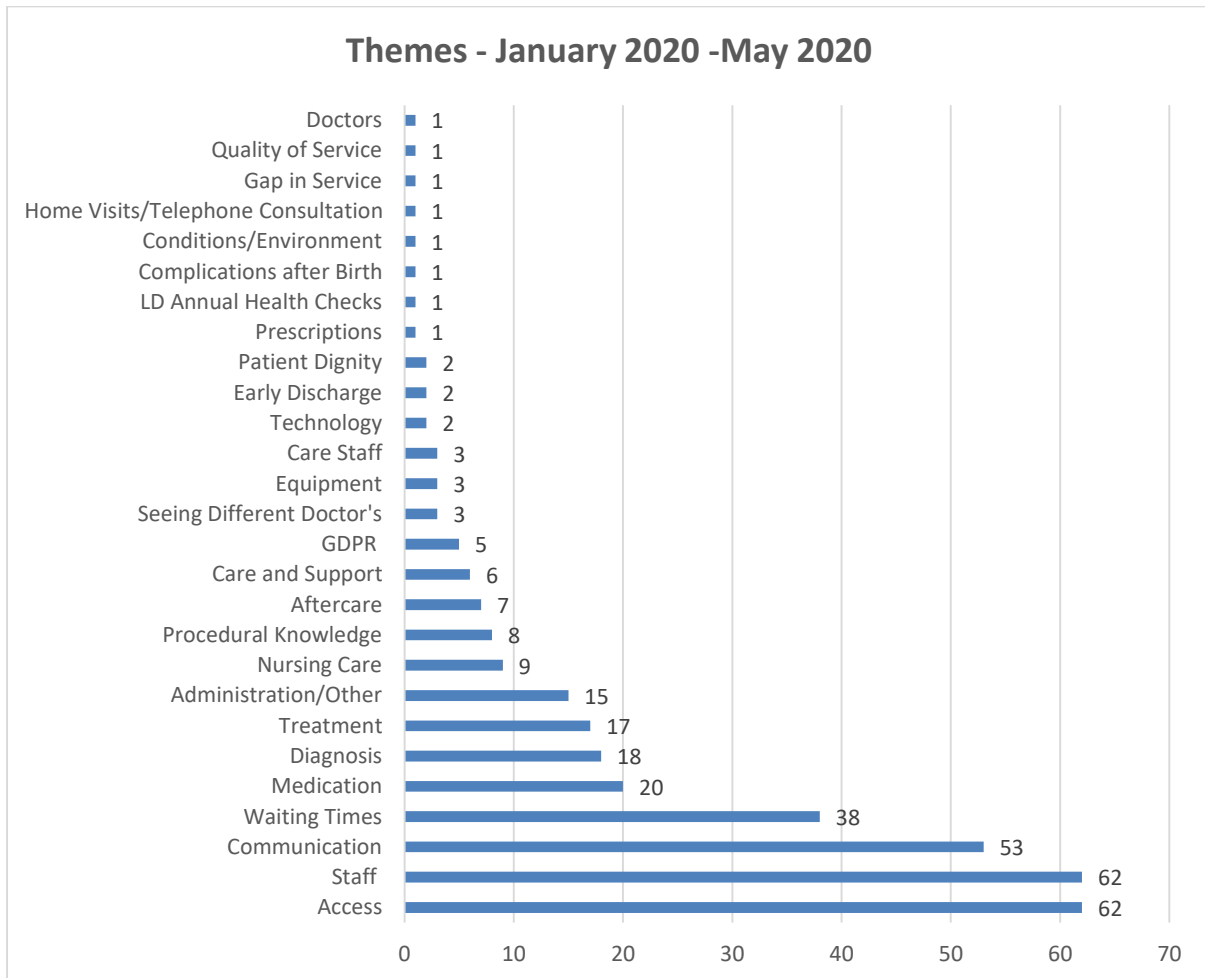
#### **4.Theme Breakdown – May 2020**

This section of the report, provides a breakdown of the types of themes that have emerged during the month of May. The graph below shows the number of comments and their equivalent percentage for each theme identified this month. The largest theme this month was in relation to Administration/Other (61%) ('other' in this case relates to COVID-19 specific comments and concerns). This month we have also seen comments about GPs (5%), Care and Support (6%), Staff (6%) and the Quality of Service (22%).



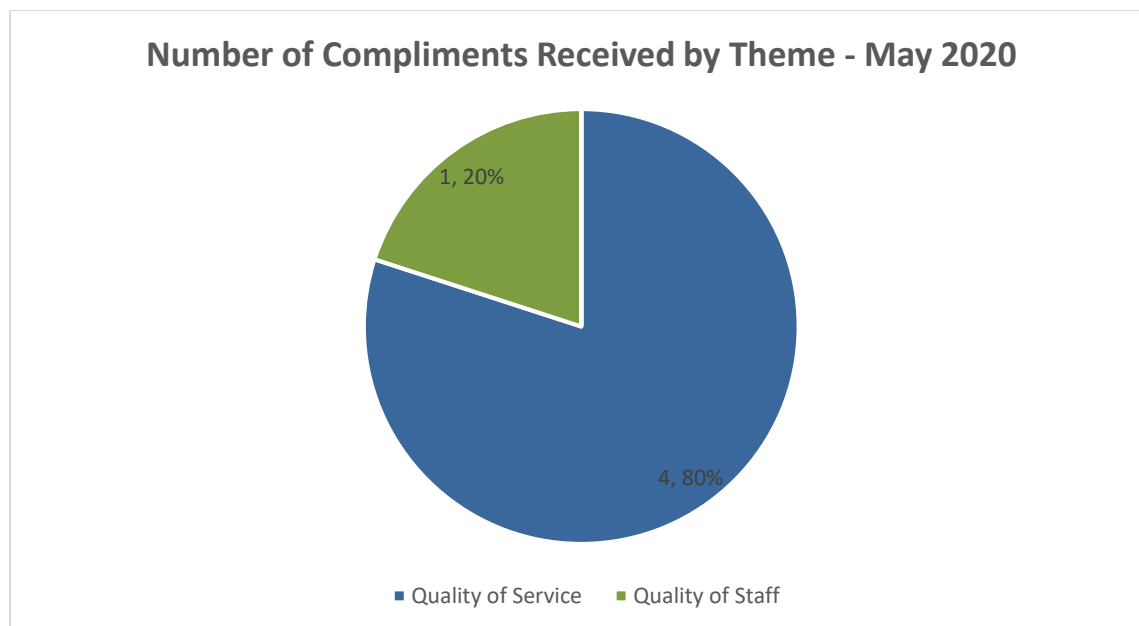
## **5.Theme Breakdown – January 2020 – May 2020**

The graph below provides information on all the emerging themes since January. We update every month, but this month there is a total of 27 themes that have been identified since January thus far. The most popular continue to be access, staff and communication.



## **6.Compliments – May 2020**

### **Statistical Information**



This month, Healthwatch received a total of 5 compliments. The graph above provides a breakdown of the themes identified. The top theme was the Quality of Service and the second theme was Quality of Staff. All compliments received were in relation to GP practices and Pharmacy services.

#### **GP Surgeries - Compliments Received:**

##### **Surgery name not provided – ‘Excellent’**

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**The Avenues Medical Centre – ‘I’m due for my B12 injections which I cannot go to the doctors for at the moment. They called me before I even remembered and have sorted me out a prescription to pick up from my local pharmacy. Lady on phone was so lovely’**

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**Surgery name not provided – ‘I was able to get a prescription without going to the GP and they sent the prescription to the pharmacy.’**

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**Bridge Group Practice (Elliott Chappel Centre) – ‘Had a nurse/practitioner phone call initially, for which I was given treatment. Then because the problem was ongoing, I rang again and was called back within the hour by my GP. She diagnosed another problem I had, as well as issuing a prescription for the first problem.’**

#### **Pharmacists - Compliments Received:**

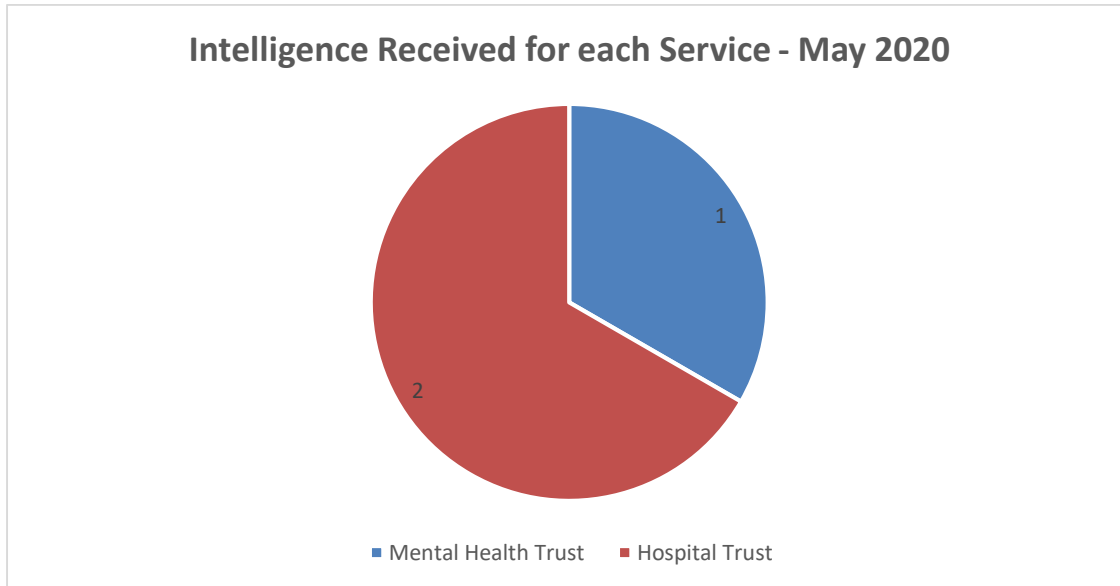
We received one comment in relation to a Pharmacy service, comment can be seen below

**Boots Pharmacy 153 Beverley Road – ‘The staff are so helpful, they sort my elderly parents prescriptions and meds. Nothing is too much trouble.’**

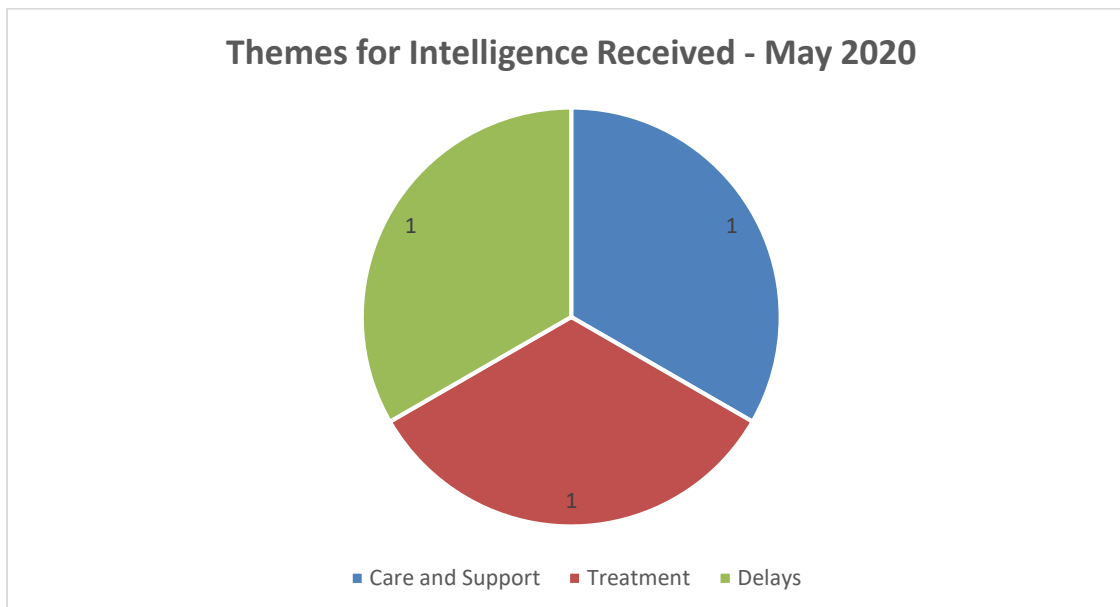
## **7. Cloverleaf NHS Complaints Advocacy Statistics and Intelligence**

May 2020:

The graph below provides details of the complaints received by the NHS Complaints Advocacy Service during May. The first graph provides details of the types of services and the percentage number of complaints received. Hospital Trust received the most complaints which was 2 this month, followed by mental Health Services receiving 1 comment.



The graph below identifies themes emerging during May. All Care and Support, Delays and Treatment received 1 comment each.



Intelligence Received:

**Mental Health Trust** – ‘Dissatisfaction with level of Mental Health support in the community.’

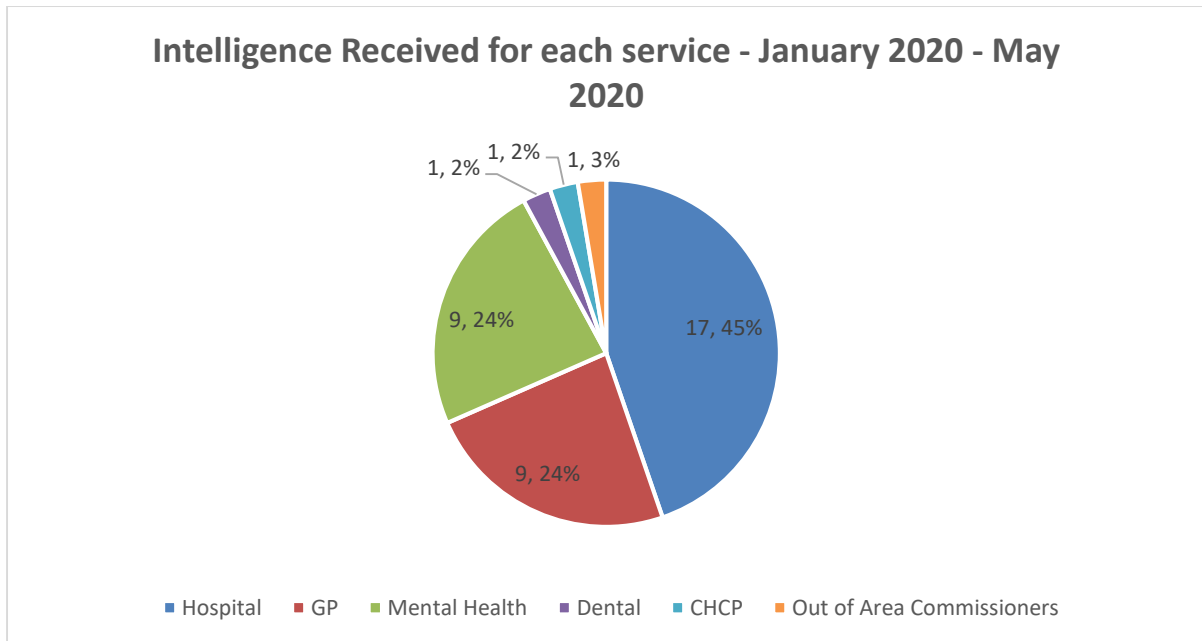
**Hospital Trust** – *‘Halting of blood thinning medication (Clopidogrel) which client feels induced a heart attack’.*

**Hospital Trust** – *‘Delay in undergoing CT scan requested by GP as 'urgent' to investigate suspected bowel cancer.’*

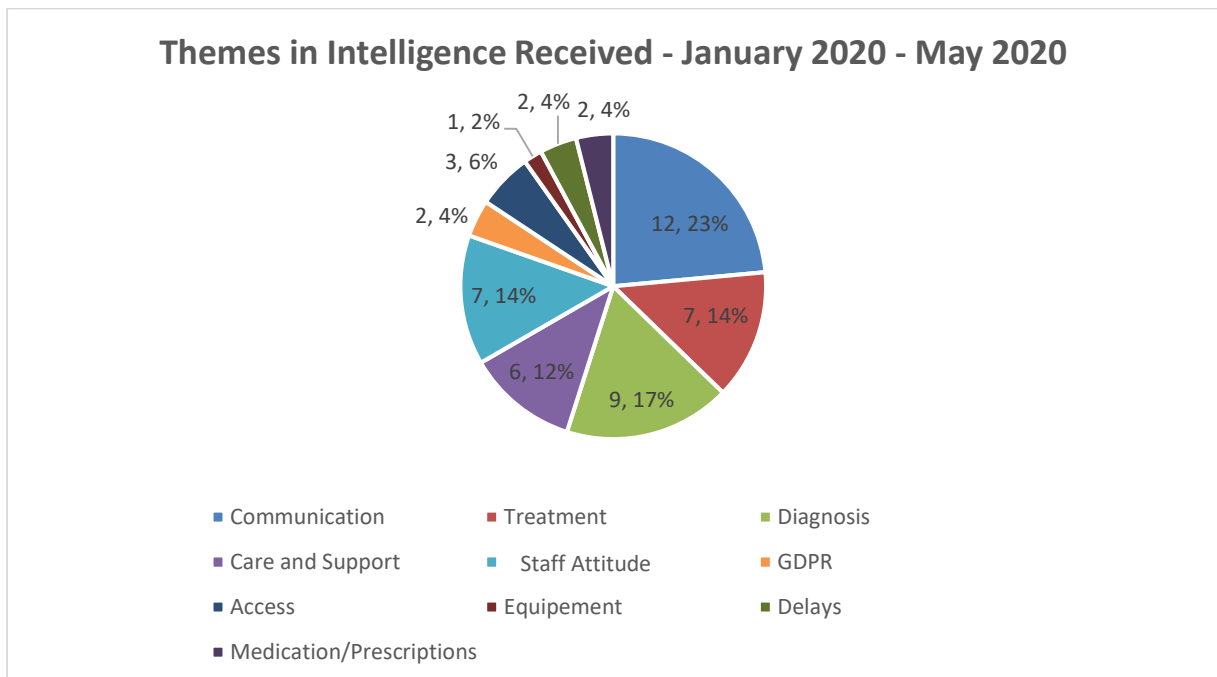


January 2020 – May 2020:

The following graph provides details of the services, the number and percentage of complaints that the NHS Complaints Advocacy Service received for the wider period of January to May. Hospital services (45%) have received the most complaints, followed by GP practices 24% and Mental Health Services 24%.



The graph below identifies the themes that have emerged since January to May. Communication 23% received the most comments, followed by Diagnosis 17%, Staff Attitude at 14% and Treatment (14%).



## **8. Feedback Form**

We request that the feedback form below is completed by commissioners and/or provider responsible for the service to enable members of the public to be assured that their feedback is recognised and acted upon and contributes to ongoing service development.

Please complete the form and return to  
[mharrison@healthwatchkingstonuponhull.co.uk](mailto:mharrison@healthwatchkingstonuponhull.co.uk).

Organisation	Responsible person	Comments/Actions

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**May 2020**

