



Intelligence Report

February 2022

healthwatch
Kingston upon Hull

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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 and 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 be comments about services that need to improve.

Healthwatch Kingston upon Hull has a toolkit of methods to capture the public’s experiences. For example, online surveys, Free-post, telephone, WhatsApp, face-to-face, email, social media platforms and our Care for a Cuppa Club which we run over Zoom and is open to the public without the need of an invite.

We have a statutory power to Enter and View any publicly 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 the 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 the Care Quality Commission (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 Clinical Commissioning Group (CCG), Hull University Teaching Hospitals (HUTH), Humber NHS Foundation Trust, City Healthcare Partnership (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.

This Report

The details in this report apply to February 2022 and refers 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 number 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 this month.

The services highlighted from the intelligence are as follows:

- Primary Care: GP and Dentist Practices
- Secondary Care: Hull Royal Infirmary
- Health and Social Care: Care Homes
- Mental Health Services

The report also summarises some of the themes / trends that the public have raised with Healthwatch that have begun to emerge since April 2021.

Please note, the experiences quoted within this report have been recorded as said and written to ensure that we capture the authenticity of their experience. As such, Healthwatch apologises as there may be grammar and / or spelling errors.

In addition to this, not all of the issues can be re-visited by Healthwatch as we do not always receive the contact details of the individual unless they want us to contact them regarding their experience.

We also may not publish every experience we've recorded as some experiences may be very similar to others.

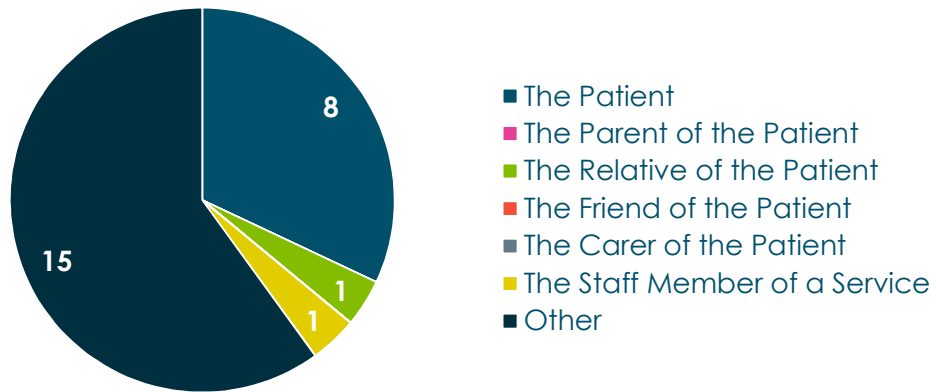
In these instances, in order to keep this report as detailed but as concise as possible we will record one experience and add a note to explain how many times a similar experience had been made. Whether published or unpublished, all experiences are included in the statistics.

Finally, all experiences in this report have been received and researched in good faith. Healthwatch have not investigated any of the concerns raised and have acted in accordance with the role and responsibility of Healthwatch.

2. Contact Statistics

During February we had 25 people contact Healthwatch directly to provide feedback or to ask for information / advice.

Who Contacted Healthwatch



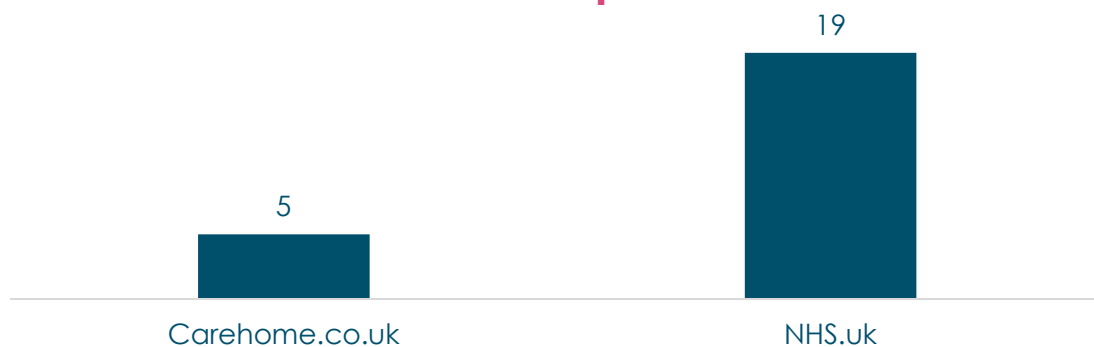
The most popular means of contacting Healthwatch this month was by Web with 16 contacts.

Method of Contact



We also conducted online research of local services, where we found a total of 24 experiences from Carehome.co.uk and NHS.uk websites.

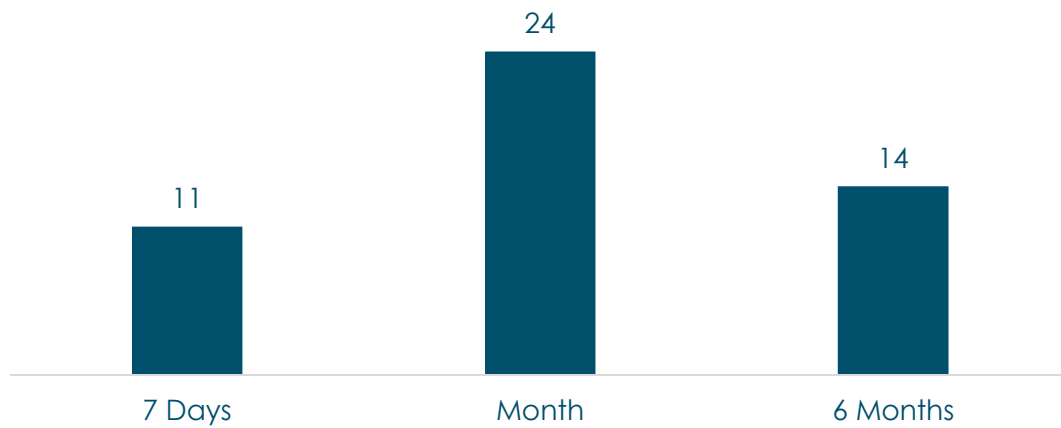
Amount of Experiences



The total amount of information and experiences retrieved this month, through contact and research is 49.

From the date Healthwatch recorded the experience, we found that the majority of experiences occurred within the last month.

When The Experience Occurred



3. Information Requests

Below are the information requests we received this month and actions we took.

Service Area:	GP Surgery		
Identified By:	Telephone	Date Recorded:	04/02/2022
Experience:	Caller was new to area and wanted to know what GP Practices are available in the HU6 area.		
Actions Taken (Healthwatch)	Healthwatch provided contact information for all GP Surgeries in HU6 area.		

Service Area:	Dentistry		
Identified By:	Telephone	Date Recorded:	2/23/2022
Experience:	Received email asking for advice on accessing NHS Dentist.		
Actions Taken (Healthwatch)	<p>Advised to contact NHS 111 who will assess condition and determine if classed as an emergency.</p> <p>Also to contact local Dentists to try and register/put on a waiting list for treatment.</p>		

Service Area:	Dentistry		
Identified By:	Telephone	Date Recorded:	09/02/2022
Experience:	Caller rang for information on NHS Dentists for some of their clients particularly for a young child whose parent was having difficulty finding local Dentist.		
Actions Taken (Healthwatch)	Advised to contact NHS 111 to see if able to offer any solutions particularly for the child and also to register onto a local Dentist waiting list.		

Service Name:	Wilberforce Pharmacy		
Identified By:	Web (Email / Survey)	Date Recorded:	14/02/2022
Experience:	Received email from local resident concerned about flyer circulating in the area asking if they had heard that their local Pharmacy was closing down.		

	The flyer was advertising their free prescription delivery service (Wilberforce Pharmacy) and information on flyer could be seen as alarming, confusing and misleading for recipients.
Actions Taken (Healthwatch)	Replied to the email thanking them for bringing the matter to the attention of Healthwatch.

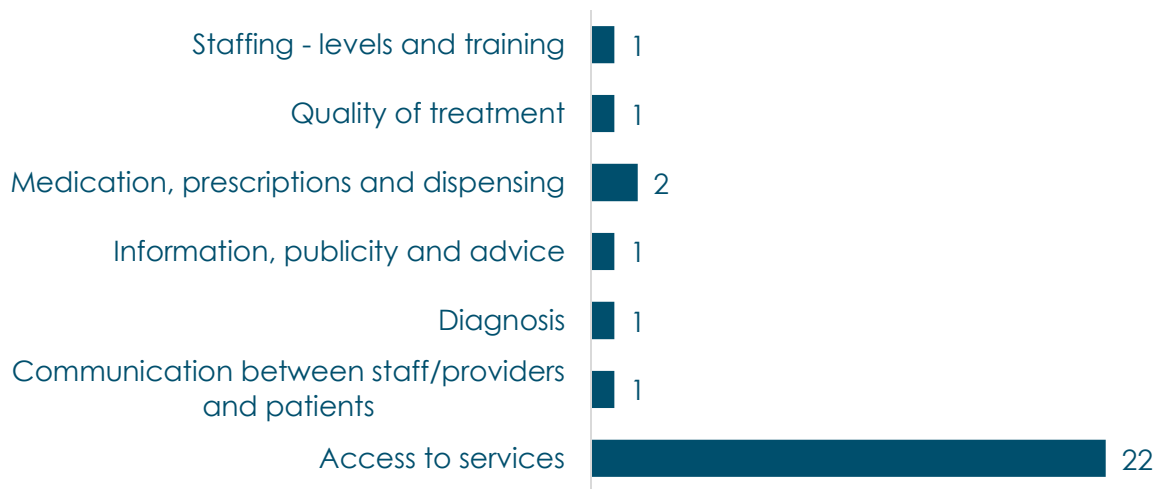
4. Experiences Breakdown

This month we recorded 25 experiences through direct contact, 1 of these were information requests and 24 experiences through research. Upon further analysis of these 49 experiences, we identified 29 intelligence and 25 compliments.

Please note: these figures differ from the amount of experiences gathered as one experience can result in multiple intelligence and / or compliments.

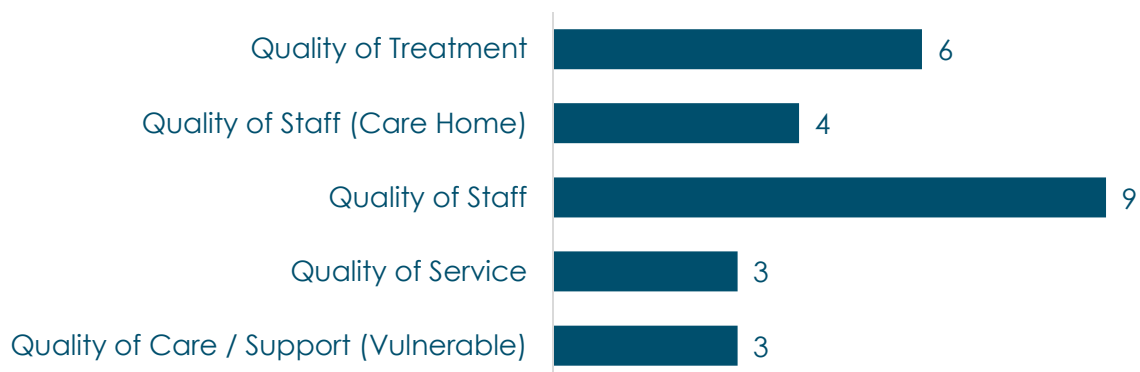
The main theme intelligence identified this month was 'Access to Services' (22).

Intelligence



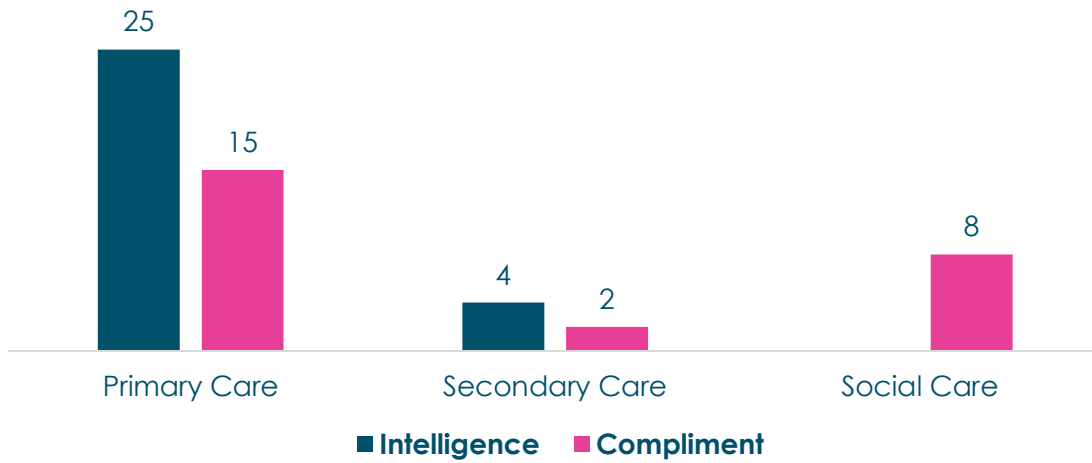
The main compliment identified this month was Quality of Staff (9).

Compliments



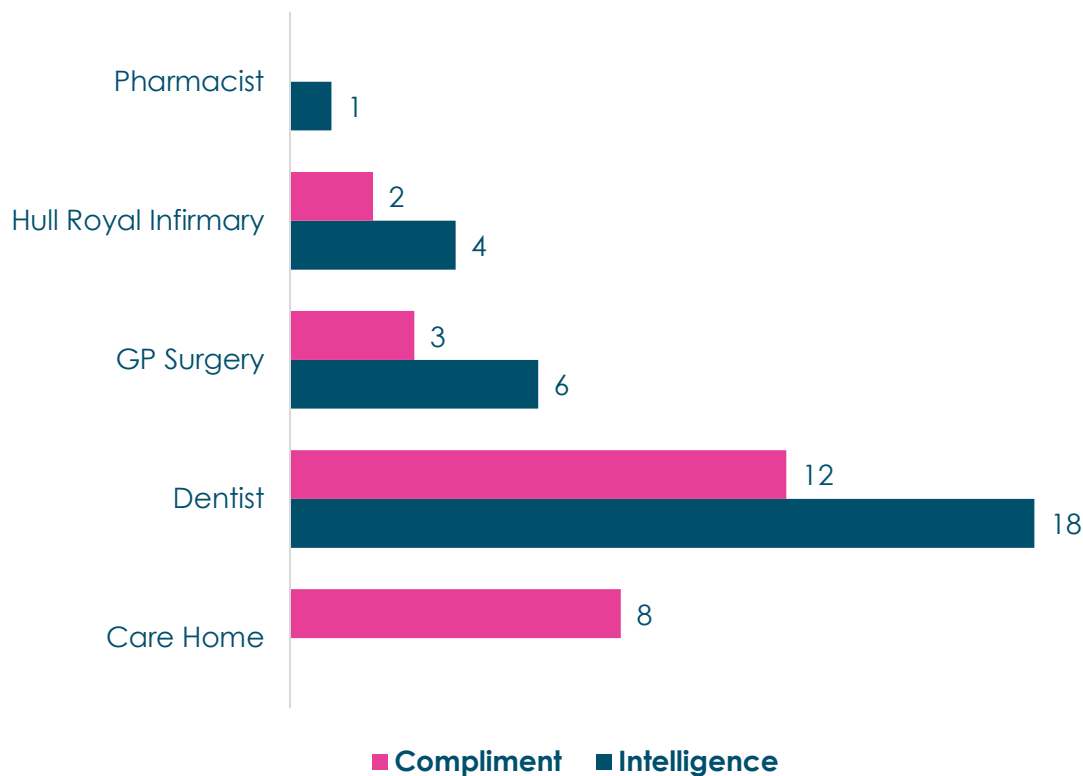
The care type with the most themes (intelligence and compliments) this month was Primary Care (GP Surgeries and Dentist Practices) with 25 intelligence and 15 compliments.

Experience Breakdown (By Care Type)



When broken down to the service level, we found Dentists had the most themes this month, with 18 intelligence and 11 compliments.

Experience Breakdown (By Provider)



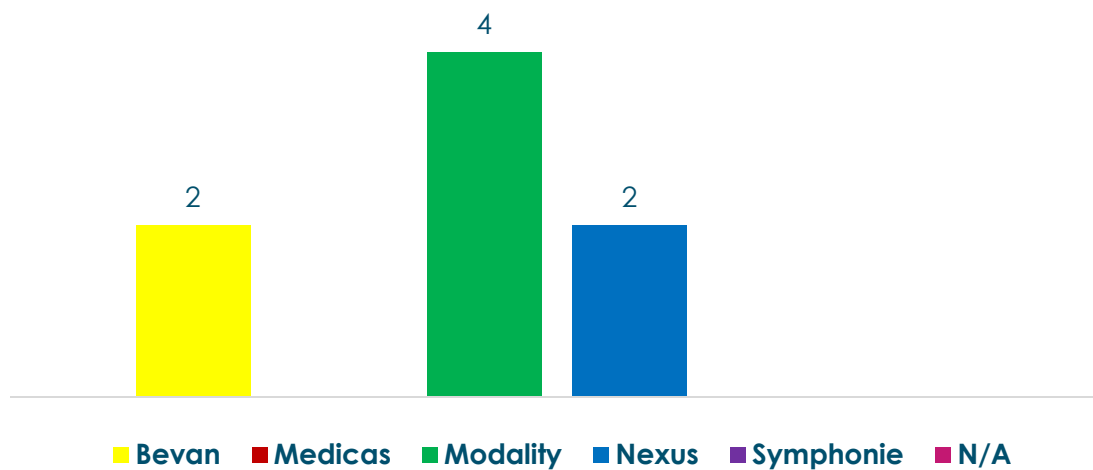
4.1 Experiences Breakdown – GP Surgeries

This month, we recorded a total of 8 experiences for GP Surgeries. These experiences were broken down into 5 intelligence and 4 compliments.

We found this month that we received the most experiences for GP Surgeries under the Primary Care Networks (PCN) for Modality.

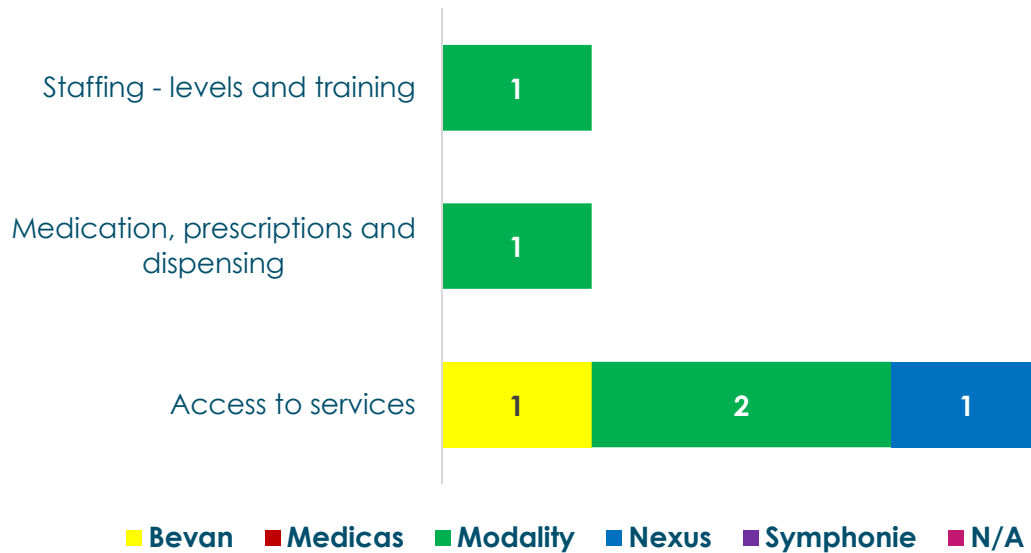
Please note: in some instances we received surveys without the name of the GP Surgery and / or it is related to an information request (not tied to a specific GP Practice) which means we are not able to identify which PCN it falls under.

Number of Experiences (By PCN)



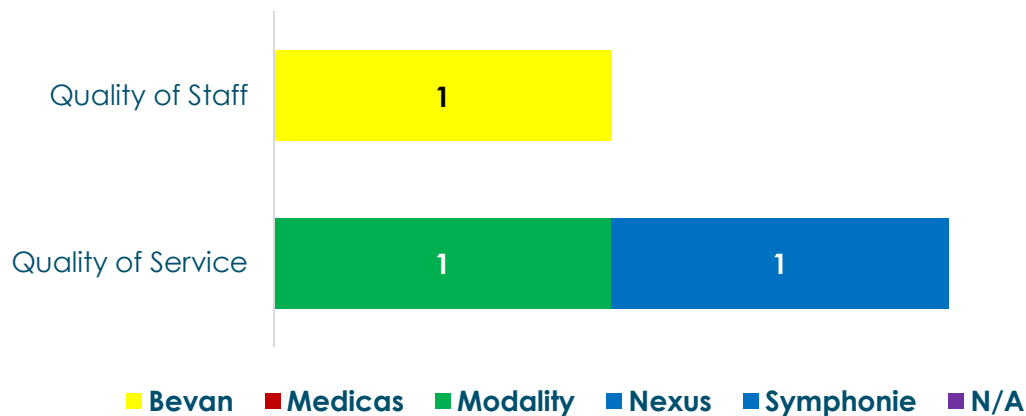
From the intelligence we identified, we found the main intelligence related to 'Access to Services' (3).

Intelligence



Out of the compliments we found the main compliment related to Quality of Service (2).

Compliments



What We Were Told

Please note: some experiences can have multiple intelligence or compliments and / or contain both intelligence and compliments.

Intelligence

Service Name:	New Hall Surgery	PCN:	Modality
Identified By:	Research	Date Recorded:	04/02/2022
Experience:	<p>"Absolutely ridiculously hard to get through to this surgery! I've tried 3 times in the last 2 weeks to even speak to somebody over the phone and haven't even had my call answered! I've asked for my position to be retained in the queue, for me to go hours without so much as even one ring back! I've been on the retained list again today (4/1/22) since 8:15am and up to now, still nothing!"</p>		

Service Name:	Kingston Health (Wheeler Street)	PCN:	Modality
Identified By:	Research	Date Recorded:	28/02/2022
Experience:	<p>"Had appointment last Tuesday told me that doctor will ring me midday, came at 9.22 my phone rang literally 3 seconds then cut off. I did not sleep that day both fingers broken also run out of meds - was awake the whole night prior. Then I rang back the women on the phone talking to me like I made the mistake not answering the call, she was rude, had attitude that you simply wouldn't want to hear especially all I wanted was to speak to doctor then she said at the end of the conversation, I let doctor know then get back to me, well today Saturday not heard a thing since. Surely you don't want us sit by the phone or glue to the phone all day to wait for a call come through. I suggest get a grip in what you do or whatever job you do treat people fairly."</p>		

Service Name:	Orchard 2000 Medical Centre	PCN:	Bevan
Identified By:	Web (Email / Survey)	Date Recorded:	23/02/2022
Experience:	<p>Email from person trying to access the Lung Health Check Scheme - has contacted her GP Practice at Orchard Park but said they are not participating and wants to know how can get referral having smoked for many years.</p>		
Actions Taken (Healthwatch)	<p>HWH contacted the Manager at Orchard Park GP Practice to check the situation around accessing the Lung Health Check programme.</p>		

	<p>We found the mobile unit will be at Tesco's on Hall Road in Hull from April 2022 and the GP Practice will be sending out invitations to patients that meet the select criteria.</p> <p>Information obtained relayed back to person enquiring who thanked us for our help and support.</p>
Actions Taken (Provider)	<p>Manager at the Orchard Park Practice contacted HW to confirm the Lung Health Check mobile unit will be at Tesco's, Hall Road, Hull in April and patients from the Surgery who meet the criteria will be contacted.</p>

Service Name:	Springhead Medical Centre	PCN:	Modality
Identified By:	Telephone	Date Recorded:	14/02/2022
Experience:	<p>Patient rang with regard to an issue with Springhead GP Practice following a recent operation. The Consultant wrote to the patient's GP to recommend the appropriate medication however, after nearly a week or so the patient hadn't heard anything so tried to contact the GP Practice.</p> <p>The patient sent an online message to which there has been no reply.</p>		
Actions Taken (Healthwatch)	<p>HWH emailed Practice Manager at the Surgery to highlight the patient's requirement for a follow up prescription.</p>		
Actions Taken (Provider)	<p>Following HWH email, patient called back to confirm that the GP Practice had now been in touch and issued the required prescription- they thanked us for our help and intervention.</p>		

Service Name:	Haxby Orchard Park Surgery	PCN:	Nexus
Identified By:	Telephone	Date Recorded:	01/02/2022
Experience:	<p>Patient called with regard to health issues which was causing increased pain. The patient had called NHS 111 who had referred him to the Urgent Treatment Centre (UTC) at Bransholme who informed him it would be a wait of 2 -3 hours.</p> <p>The patient was put forward for a call from the one in Beverley UTC, but the patient was still waiting days later.</p> <p>He did receive prescription from his GP at Orchard Park Health Centre, but it was for a different health condition and he is still awaiting a call from them still.</p>		

Actions Taken (Healthwatch)	HWH emailed Practice Manager to raise issue.
Actions Taken (Provider)	Following an email from HWH to the Practice Manager the patient received the correct medication for the required condition and a Doctor called him on that same day too.

Compliments

Service Name:	Orchard 2000 Medical Centre	PCN:	Bevan
Identified By:	Research	Date Recorded:	28/02/2022
Experience:	<p>"This Practice is amazing! Doctor always is very professional, friendly and always has the patients' best interest, he is amazing helping with mental health as well as physical health, and he is someone I trust very much with my health and my children.</p> <p>The Nurses are amazing when visiting for blood tests or any type of screenings, the Receptionists are all fantastic, very friendly always go above and beyond to try and get you appointments as well as giving out results when asked.</p> <p>This Practice is an amazing Practice to my family and I would highly recommend."</p>		

Service Name:	New Hall Surgery	PCN:	Modality
Identified By:	Research	Date Recorded:	28/02/2022
Experience:	<p>I used the call back system and within 30 minutes the Surgery returned my call. Given an appointment for the next day and the Health Professional contacted the Eye Hospital. Her prompt response means that I have a hospital appointment on Thursday. Excellent service. Thank you to the staff concerned.</p>		

Service Name:	Burnbrae Surgery	PCN:	Nexus
Identified By:	Research	Date Recorded:	28/02/2022
Experience:	<p>I am very thankful for the help of the full team, especially during these precedented times. Had a telephone triage appointment then was offered a same day appointment, my symptoms did not improve was offered another same day appointment a few days later.</p>		

4.2 Experiences Breakdown – Dentist Practices

This month, we recorded a total of 25 experiences for Dentist Practices. These experiences were broken down into 18 intelligence and 12 compliments.

Please note: Some intelligence may relate to information requests as we may identify issues such as ‘Access to Services’ as patients struggle to receive NHS treatment.

From the intelligence we identified, the main piece of intelligence related to ‘Access to Services’ (17).

Intelligence



Out of the compliments we identified, we found the main compliment related to Quality of Staff (7).

Compliments



What We Were Told

Please note: some experiences can have multiple intelligence or compliments and / or contain both intelligence and compliments.

Intelligence

Service Name:	No service identified		
Identified By:	Web (Email / Survey)	Date Recorded:	28/02/2022
Experience:	<p>Information received from local community support group:</p> <p>"Registering people for dentists has a long wait of up to two years - seeing a dentist is impossible unless you spend hours on the phone with NHS 111 to be then sent to another possible city.</p> <p>Trying to reassure a resident that he will get the treatment they deserve and need has become difficult too - almost against their human rights.</p> <p>One of mine recently moved to Birmingham as his friend managed to get him an appointment with a dentist there. He returned to Hull after his treatment and registered with that dental surgery and then moved."</p>		
Actions Taken (Healthwatch)	Dental issue recorded and collated to raise with Healthwatch England.		

Service Name:	No service identified		
Identified By:	Web (Email / Survey)	Date Recorded:	28/02/2022
Experience:	<p>Information received from local community support group:</p> <p>"Many of mine are suffering with pain and need dental work. This has impacted on their mental health too.</p> <p>Readily available Amoxicillin at many shops which residents are buying for between £10.00-£25.00, which is a lot of money when in receipt of benefits but they say they don't care, just want to be pain free.</p> <p>Two of these people are now on anti-depressants because of the pain and lack of dental services in Hull. Ringing NHS 111 is time consuming, just to be possibly sent to another city which is also an additional cost for the residents."</p>		
Actions Taken (Healthwatch)	Dental issue recorded and collated to raise with Healthwatch England.		

Service Name:	No service identified		
Identified By:	Web (Email / Survey)	Date Recorded:	28/02/2022
Experience:	<p>Information received from local community support group:</p> <p>“Ringing around now for nearly two years now to access dentists - managed to get one of my refugees in for emergency appointment but they could not register him so just took out.</p>		
Actions Taken (Healthwatch)	Dental issue recorded and collated to raise with Healthwatch England.		

Service Name:	No service identified		
Identified By:	Web (Email / Survey)	Date Recorded:	28/02/2022
Experience:	<p>Information received from local community support group:</p> <p>“Young man 21 from Iraq who had been in car accident had to have surgery on his jaw and have a temp plate fitted. He then left Iraq and the temp plate has been fitted for two years. His face has fallen on one side because of this.</p> <p>Made him GP appointment to see if could help but said they couldn't as dental issue. Many GP surgeries now have posters on the wall telling patients they cannot help if the problem is dental work - many people now going to GP for anti-biotics as no dentists at all.”</p>		
Actions Taken (Healthwatch)	Dental issue recorded and collated to raise with Healthwatch England.		

Service Name:	No service identified		
Identified By:	Web (Email / Survey)	Date Recorded:	28/02/2022
Experience:	<p>Information received from local community group:</p> <p>“Just had to register one of my clients at a dentist in Grimsby, will have to take him now because it's so far for him to travel and the cost is too much! Rang NHS 111 every day last week and all in Doncaster, Grimsby & Scunthorpe.</p> <p>I have to take him to Grimsby which is time don't have but his mental health has deteriorated with the pain. He has been buying</p>		

	under the counter anti biotics for the pain but has become so sick with them - he has been in pain for around a year now."
Actions Taken (Healthwatch)	Dental issue recorded and collated to raise with Healthwatch England.

Service Name:	No service identified		
Identified By:	Web (Email / Survey)	Date Recorded:	28/02/2022
Experience:	<p>Information received from local community support group:</p> <p>"As soon as a dentist opens its door for new registrations they receive so many referrals they quickly refuse anymore.</p> <p>The problem for our residents is that they may have been without any dental services now for some considerable time - maybe a couple of years dependant on how long they have been in transit trying to get here - so their dental care is not of a high standard.</p> <p>This leads to a higher frequency of accessing emergency dental treatment when the person is in pain rather than a more positive preventative approach."</p>		
Actions Taken (Healthwatch)	Dental issue recorded and collated to raise with Healthwatch England.		

Service Name:	No service identified		
Identified By:	Web (Email / Survey)	Date Recorded:	28/02/2022
Experience:	<p>Information received from local community support group:</p> <p>"The issues with using the NHS 111 service is they tend to just remove the teeth rather than actually do any work on them e.g. fillings.</p> <p>Not sure if this is just standard practice - one of my clients went to the dentist on Anlaby Road for an emergency appointment and they wanted to pull the tooth out and he said no, when he was finally registered with his own dentist he was able to do a filling instead. Not sure if NHS 111 only offer extractions?"</p>		
Actions Taken (Healthwatch)	Dental issue recorded and collated to raise with Healthwatch England.		

Service Name:	No service identified	
Identified By:	Web (Email / Survey)	Date Recorded: 28/02/2022
Experience:	Information received from local community support group: "Have about eight residents not registered with a dentist, potentially more as just nowhere accepting them and problem got significantly worse in the last six months."	
Actions Taken (Healthwatch)	Dental issue recorded and collated to raise with Healthwatch England.	

Service Name:	No service identified	
Identified By:	Web (Email / Survey)	Date Recorded: 28/02/2022
Experience:	Information received from local community support group : "Recently had a gentleman who needed dentures fitting and could get him registered anywhere either so had to ring the service on Holderness Road who visit care homes and house bound patients and beg them to come and fit his dentures for him which they reluctantly did last week. If not, he would have to wait two years to be registered with a dentist. However not sure this service is really open to our residents."	
Actions Taken (Healthwatch)	Dental issue recorded and collated to raise with Healthwatch England.	

Service Name:	No service identified	
Identified By:	Web (Email / Survey)	Date Recorded: 28/02/2022
Experience:	Information from local community support group: "Last able to successfully register someone for a dentist in August 2021 - that is the last time a resident got a registration and it was with the Jameson Street, Hull dentist."	
Actions Taken (Healthwatch)	Dental issue recorded and collated to raise with Healthwatch England.	

Service Name:	No service identified	
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Identified By:	Web (Email / Survey)	Date Recorded:	28/02/2022
Experience:	<p>Information received from local community support group:</p> <p>"Since Christmas, have rung all the dentists in Hull and Beverley area and been told four year waiting list some said two. We are now having to ring as far afield as Grimsby which just isn't really feasible for transport for people."</p>		
Actions Taken (Healthwatch)	Dental issue recorded and collated to raise with Healthwatch England.		

Service Name:	No service identified		
Identified By:	Web (Email / Survey)	Date Recorded:	28/02/2022
Experience:	<p>Information received from local community support group :</p> <p>"I have one resident who managed to get an appointment at Jameson Street practice, but because he has been to the emergency dentist a few times and then attended this first appointment he thought they would start the work he needs doing there and then.</p> <p>Tried to explain the emergency dentist will only relieve pain and will not do ongoing work. After his first appointment at Jameson Street, he received a letter asking him to book in for his further treatment or they will close his case. Because he will not accept the nearest appointment which is April he is refusing to stay with them, states he wants to change to anew dentist because he is in pain and wants treatment before April. Tried to explain he won't get another dentist and he is better off making the appointment in April. He has been in pain with his teeth since 2019."</p>		
Actions Taken (Healthwatch)	Dental issue recorded and collated to raise with Healthwatch England.		

Service Name:	No service identified		
Identified By:	Web (Email / Survey)	Date Recorded:	28/02/2022
Experience:	<p>Information received from local community support organisation:</p> <p>"I have one resident who travelled to Iraq and had dental work, since coming back to the UK he states he went to a dentist and when they asked about the work he had done because it was outside the UK, they said they could not treat him. Unsure if there</p>		

	has been issues with language barriers and if this is the exact case or there was more to it."
Actions Taken (Healthwatch)	Dental issue recorded and collated to raise with Healthwatch England.

Service Name:	No service identified		
Identified By:	Web (Email / Survey)	Date Recorded:	28/02/2022
Experience:	<p>Information received from local support organisation:</p> <p>"I have several people wanting to see a dentist, when I rung around, nowhere were open to even waiting lists and were citing 18 months to 2 year wait.</p> <p>There was one dentist that said they open a few places at the start of each moth and recommended we try on the first of each month."</p>		
Actions Taken (Healthwatch)	Dental issue recorded and collated to raise with Healthwatch England.		

Service Name:	Dr FC Heylings		
Identified By:	Research	Date Recorded:	12/02/2022
Experience:	"Never seem to be seen on time, dentist rushed and I have never in my life had a dentist put the tooth polish on my teeth with their finger as opposed to the dental polishing tool, wasn't very pleasant!"		

Service Name:	No service identified		
Identified By:	Telephone	Date Recorded:	17/02/2022
Experience:	Dental enquiry - person's husband broken denture and trying to access NHS dental services.		
Actions Taken (Healthwatch)	<p>"Suggested contacting NHS 111 for further advice and for assessment of whether treatment required is classed as an emergency.</p> <p>Also suggested registering with a local NHS dentist to go on a waiting list for required treatment."</p>		

Compliments

Service Name:	Mydentist – Hessle High Road		
Identified By:	Research	Date Recorded:	23/02/2022
Experience:	<p>“5yr old child and I had our appointments booked for beginning of February, but my child was tested COVID positive and we had to cancel.</p> <p>The receptionist was understanding and efficiently re booked us in for the end of the month. We attended the appointments. The dentist and dental assistant were friendly and put my child at ease who was a bit anxious, and provided advice on areas where my child needed to brush more.</p> <p>The dentist was extremely thorough examining my teeth, gave me an x ray, scale/polish and advice on gum care e.g. flossing.</p> <p>My child was happy with the dentist and gave them a drawing they had done at home about brushing your teeth. It is nice to be back with my original dentist, and wish the one I had previously a good retirement! A good family dental practice. Thank you!”</p>		

Service Name:	Mydentist – Hessle High Road		
Identified By:	Research	Date Recorded:	09/02/2022
Experience:	<p>“A perfect Dentist Practice to visit. Been going to the same one for years, had bad tooth ache, rang early in morning and got an appointment very quicky indeed.</p> <p>The Receptionist was nice and welcoming, had the tooth out very quickly by the professional Dentist, and although it's never a good thing to have one out, it was a good experience I went through, as I have had one out before at this Practice.</p> <p>So anyone looking for a good Dentist, then a visit to this one would be recommended.”</p>		

Service Name:	Mydentist – Hessle High Road		
Identified By:	Research	Date Recorded:	28/02/2022
Experience:	“Welcoming environment and staff, dentist was as always lovely, I have accessed NHS dental care both check-ups and an		

emergency throughout COVID, hats off to the whole team and thank you for your continued care."

Service Name: Mydentist – Holderness Road

Identified By: Research Date Recorded: 23/02/2022

Experience: "I was dreading my treatment but the dentist and nurse put my at my ease and let me feel completely in control of the pace of my appointment. They were very professional, reassuring and I cannot recommend this practice highly enough for anyone who like me is a very anxious patient - thank you!"

Service Name: Genesis Dental Care

Identified By: Research Date Recorded: 2/21/2022

Experience: "Suffered with pain in right side upper teeth. Booked in as emergency, seen that day, script for anti-biotics.
Went back three days later for extraction, always used to be nervous at dentist until started using this one maybe six years ago - best thing I ever did. Brill staff and make you feel at ease throughout."

Service Name: Genesis Dental Care

Identified By: Research Date Recorded: 18/02/2022

Experience: "The dentist seem to be very caring, also took the time to explain treatment, and overall not as bad as I thought it may have been. Thank you."

Service Name: Genesis Dental Care

Identified By: Research Date Recorded: 05/02/2022

Experience: "Dentist was amazing with me. I get very anxious when visiting the dentist and the lady was great at keeping me calm and informed of everything that was going on whilst carrying out my treatment."

Service Name: Genesis Dental Care

Identified By: Research Date Recorded: 23/02/2022

Experience:	"The dentist was very kind gentle and calming putting me at ease. I'm very anxious when it comes to visiting the dentist. She was also very thorough and I've been referred to the hospital."
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Service Name:	Genesis Dental Care
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Identified By:	Research	Date Recorded:	04/02/2022
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Experience:	"I had anxiety about the dentist but going to this dentist has definitely helped the dentist is always reassuring and all the dental work I have had done has been really well done."
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4.3 Experiences Breakdown – Care Homes

This month, we recorded a total of 7 experiences for Care Homes. These experiences were broken down into 8 compliments.

From the compliments we identified, we found the main compliment related to 'Quality of Staff' (Care Home) (4).



What We Were Told

Please note: some experiences can have multiple intelligence or compliments and / or contain both intelligence and compliments.

Compliments

Service Name:	St Marys Nursing Home		
Identified By:	Research	Date Recorded:	24/02/2022
Experience:	"Staff friendly and warm." "Lovely people." "Caring atmosphere."		

Service Name:	Rossmore		
Identified By:	Research	Date Recorded:	10/02/2022
Experience:	<p>"On the whole, my stay at Rossmoor was okay. The meals were good and varied. The carers were helpful. My stay at Rossmore was okay."</p>		

Service Name:	Castle Rise		
Identified By:	Research	Date Recorded:	10/02/2022
Experience:	<p>"The care staff, management, office, cleaners, maintenance, cooks and nurses are brilliant. I wouldn't want him to be anywhere else, he is so settled and happy, they do everything for him as he's had a massive stroke.</p> <p>We are so grateful for what they do and work so hard.</p> <p>Thank you all."</p>		

Service Name:	Berkeley House Care Home		
Identified By:	Research	Date Recorded:	28/02/2022
Experience:	<p>"I have never had any experience of a care home before my parent was taken to Berkeley House for respite.</p> <p>We could not visit for quite a while because of COVID.</p> <p>When I did visit I got a very pleasant surprise. All the staff were very happy and so willing to help in any way.</p> <p>Nothing has been any trouble for anyone. Thank you so much for everyone's help over the last few months. I will be eternally grateful for making my parent feel actually at home."</p>		

Service Name:	Kesteven Grange Care Home		
Identified By:	Research	Date Recorded:	28/02/2022
Experience:	<p>"Mum has been in Kesteven for about a month and I just wanted to say how kind and caring the whole team are.</p> <p>They are so, so busy and even more so in the current climate but still continue to show compassion and kindness.</p> <p>Thank you to you all."</p>		

Service Name:	Kesteven Grange Care Home		
Identified By:	Research	Date Recorded:	28/02/2022
Experience:	"I've been here 10 years and I've no complaints. I've always been looked after well and fed well. I am happy here."		

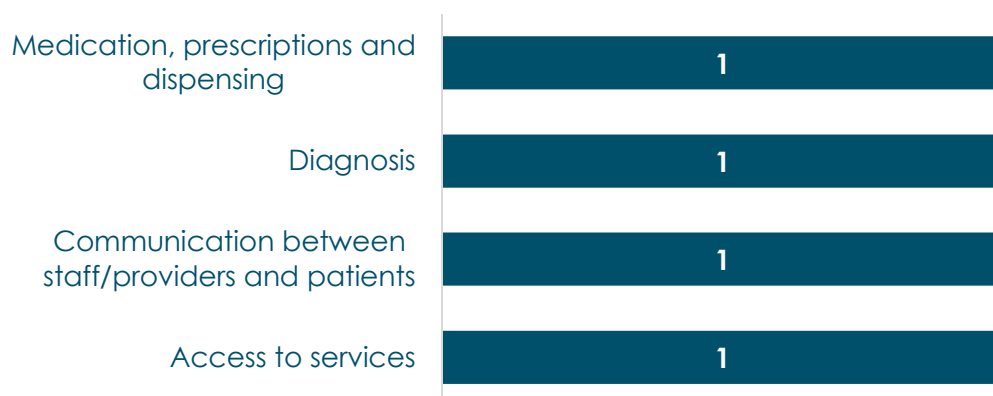
Service Name:	Kesteven Grange Care Home		
Identified By:	Research	Date Recorded:	28/02/2022
Experience:	"I feel good and happy - Christmas at the home was a very happy time. The staff made it that way. Thank you all."		

4.4 Experiences Breakdown – Hull Royal Infirmary

This month, we recorded a total of 5 experiences for Hull Royal Infirmary. These experiences were broken down into 5 intelligence.

From the intelligence we identified, each had a single comment.

Intelligence



Out of the compliments we identified, we found the main compliment related to 'Quality of Treatment' and 'Care and Quality of Support (Vulnerable)' (1).

What We Were Told

Please note: some experiences can have multiple intelligence or compliments and / or contain both intelligence and compliments.

Intelligence

Service Name:	Ward 6		
Identified By:	Telephone	Date Recorded:	24/02/2022
Experience:	Caller rang with regards to an experience on Ward 6 at Hull Royal Infirmary where they were admitted for four days.		
Actions Taken (Healthwatch)	The caller had already been in touch with the PALS team and wanted to further their complaint. Advised the individual to contact Cloverleaf Advocacy Service and forwarded details.		

Service Name:	Emergency Department		
Identified By:	Research	Date Recorded:	03/02/2022
Experience:	<p>"After being in A&E between 1.30pm till 8pm, it really opened my eyes, the staff were NOT rushed off their feet, despite there being roughly 60 patients.</p> <p>I witnessed approximately 7 medical staff whom looked like they had all the time in the world. One nurse saw 4 patients within 2hrs, in between her patients she was walking back and forth with a cuppa to her room might I add "snail pace" springs to mind, no urgency whatsoever....</p> <p>I had to go for a scan where I witnessed 2 nurses comparing photos on their phones. This isn't professional nor were any of the staff rushed off their feet. They don't know the meaning of quick attention, far too laid back, shocking experience!"</p>		

Service Name:	Paediatrics		
Identified By:	Telephone	Date Recorded:	17/02/2022
Experience:	<p>Caller rang with regard to young son's care and a range of issues since birth.</p> <p>Caller reported when son was born he had problem with leg not being straight - raised issue with Health Visitor but no concern identified. Second opinion sought July 2021 and referred to paediatrician - seen at external clinic from hospital,</p> <p>Caller highlighted, he has been assigned a new Paediatrician now but son now two years old and not able to walk on leg, and classed as disabled.</p>		
Actions Taken (Healthwatch)	Advised caller of Cloverleaf Advocacy Service for further advice and support.		

Service Name:	Ward 12		
Identified By:	Telephone	Date Recorded:	10/02/2022
Experience:	<p>A lady called with regards to concern over her Mum who had recently been admitted to Ward 12 at Hull Royal Infirmary.</p> <p>She was concerned that her Mum hadn't received a scan and had a lot of bruising, as well as her breathing was very poor. Due to no visiting, the lady said it has made it more difficult, and</p>		

	<p>particularly as she been unable to speak to a health professional about her Mum's condition, apart from brief chat with a Staff Nurse.</p> <p>Although she is able to call her Mum, the lady said that her Mums breathing issues had made it difficult.</p>
<p>Actions Taken (Healthwatch)</p>	<p>Advised the caller to email the hospital's PALS team and log the difficulties she has experienced in terms of communicating with the ward and getting to speak to a Doctor or Charge Nurse about her Mum's health.</p>

Compliments

Service Name:	Unknown		
Identified By:	Research	Date Recorded:	10/02/2022
Experience:	<p>"Such care and kindness, such understanding regarding my partners' difficulty to understand instructions. You all left him happy to come back and not at all traumatised as these situations can. Thank you."</p>		

4.5 Experiences Breakdown – Pharmacies

This month, we recorded a total of 1 experience for Pharmacies this experience relates to an information request and can be found in Section 3.

This experience was broken down into 1 intelligence.

This single piece of intelligence related to 'information, publicity and advice' (1).

5. Experience Breakdown – Quarter 4 2021/22

From the experiences we have recorded at this stage in Quarter 4 (January to March 2022), we have now identified 45 pieces of intelligence and 82 compliments.

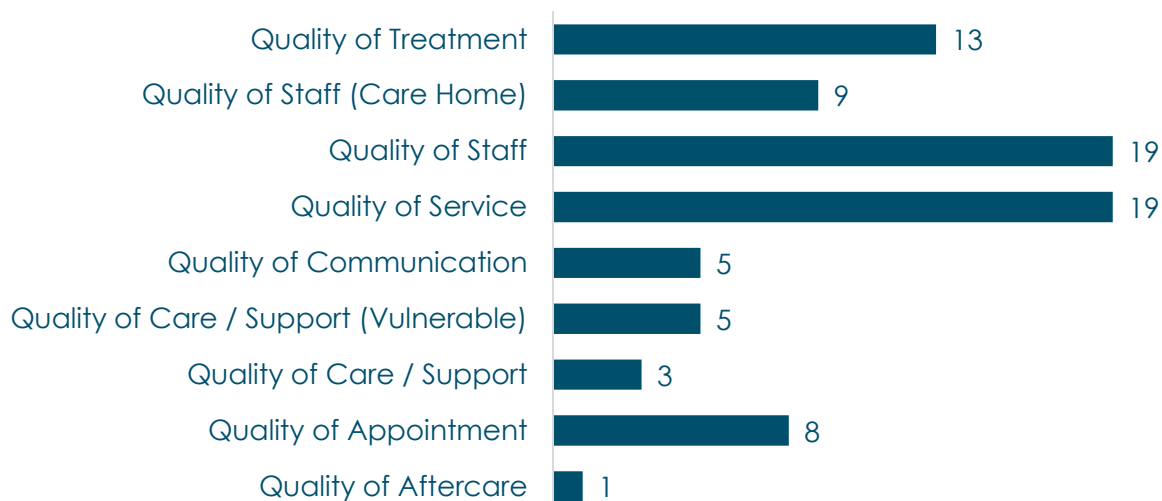
The main theme intelligence identified this quarter was 'Access to Services' (26).

Intelligence



The main compliment identified this quarter was 'Quality of Service' and 'Quality of Staff' (19).

Compliments

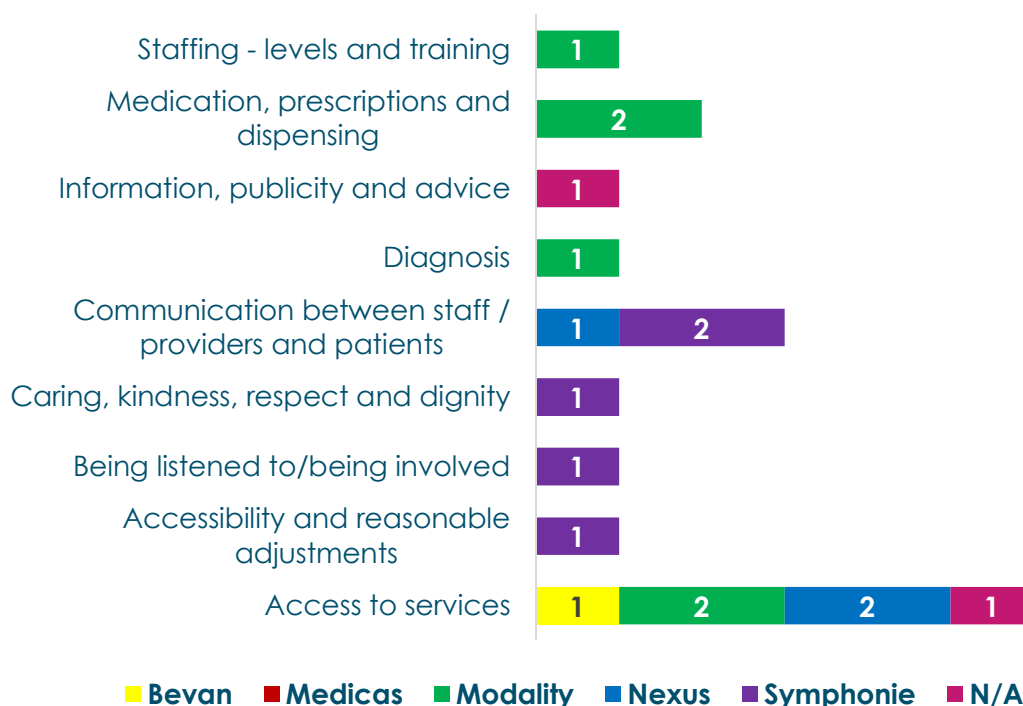


6. Experience Breakdown (PCN) – Quarter 4 2021/22

From the experiences we have recorded at this stage in Quarter 4 (2021 / 22), we have now identified 13 pieces of intelligence and 3 compliments.

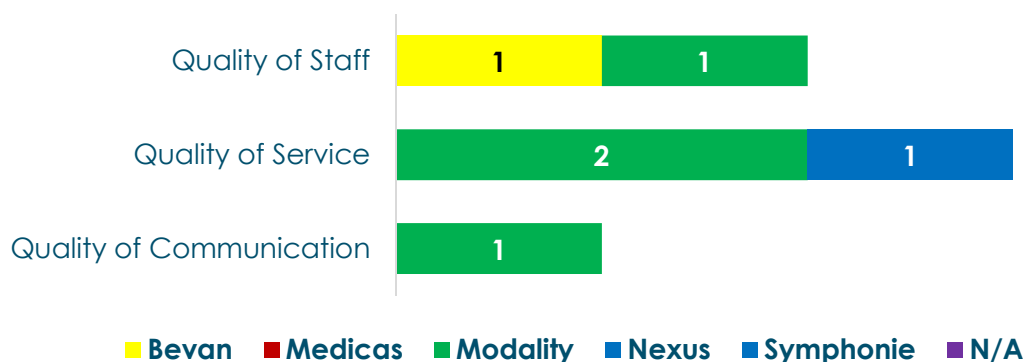
The main theme intelligence identified this quarter related to 'Access to Services' (5).

Intelligence



From the compliments we identified this quarter, the main complement related to 'Quality of Service' (3).

Compliments



7. NHS Independent Complaints Advocacy

This month the Independent NHS Complaints Advocacy Service received 3 complaints.

Date of Incident	June 2021
Who delivered the care to patients?	St. Andrew's Group Practice
Nature and substance of complaint	GP allegedly failed to act upon advice from Hospital to check patient's possible cardiac issues. Patient is since deceased (heart attack).
Date of Incident	May 2020 – November 2021
Who delivered the care to patients?	Greengates Medical Group (GP) & City Health Care Partnership CIC (PLEASE NOTE: to be confirmed).
Nature and substance of complaint	Multiple healthcare professionals failed to heed concerns raised about infant patient's suspected symptoms of talipes equinovarus (club foot) resulting in delayed diagnosis and alleged subsequent irreversible injury
Date of Incident	March 2021
Who delivered the care to patients?	Hull University Teaching Hospitals NHS Trust
Nature and substance of complaint	Alleged incorrect medication prescribed for treatment of pancreatitis whilst hospital inpatient and dissatisfactory nursing care in general.



Intelligence Report

February 2022

healthwatch
Kingston upon Hull