

Intelligence Report

August 2020



Introduction

The contents of this report refers to intelligence gained within the month of August 2020.

The intelligence detailed in this report was primarily gained through the Healthwatch England's online feedback form. This is a form in which individuals can detail their experience of health and social care in their area, which is then made available to all local Healthwatch's on a monthly basis. These comments are anonymous and therefore have not gone through the same escalation process that comments directed to the East Riding of Yorkshire normally undertake. When submitting their comment using Healthwatch England online feedback form, the individual was asked for their permission to have their response “ stored by Healthwatch in accordance with their privacy statement so that they can use it help improve the delivery of health and care services across the country and in the area in which I live”. All of the comments in this report come from individuals that have given their permission.

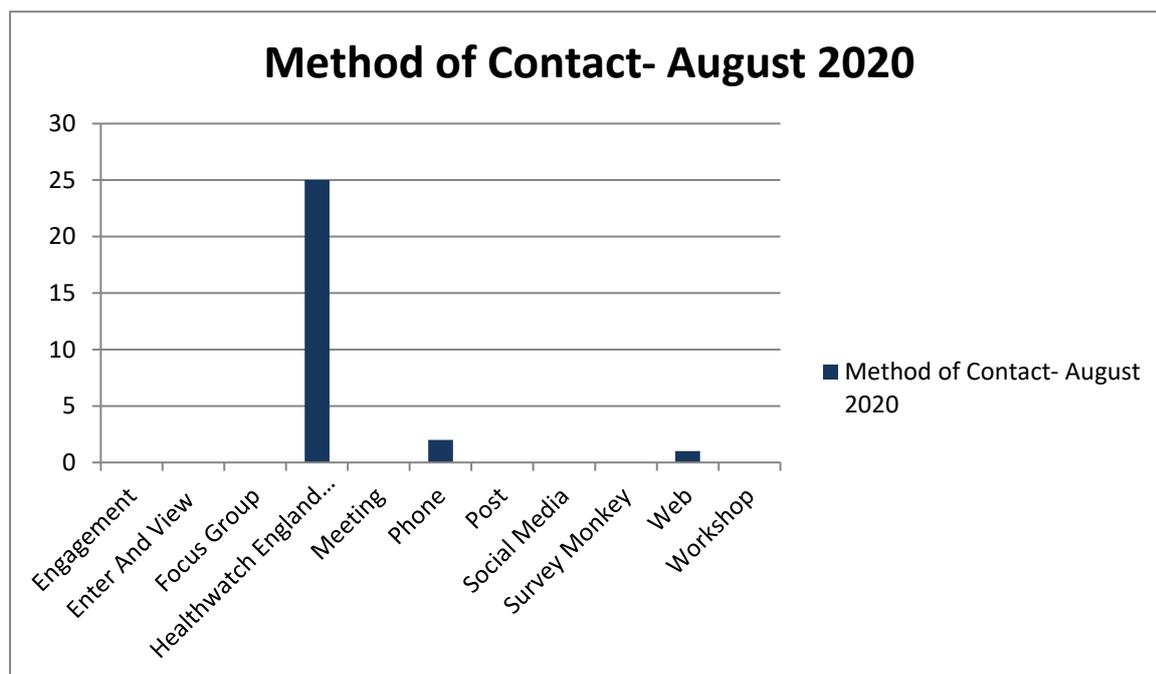
Additionally there are some comments that were gained over the telephone, through the enquiries email process or which were signposted to us.

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 included direct quotations relating to the specific service.

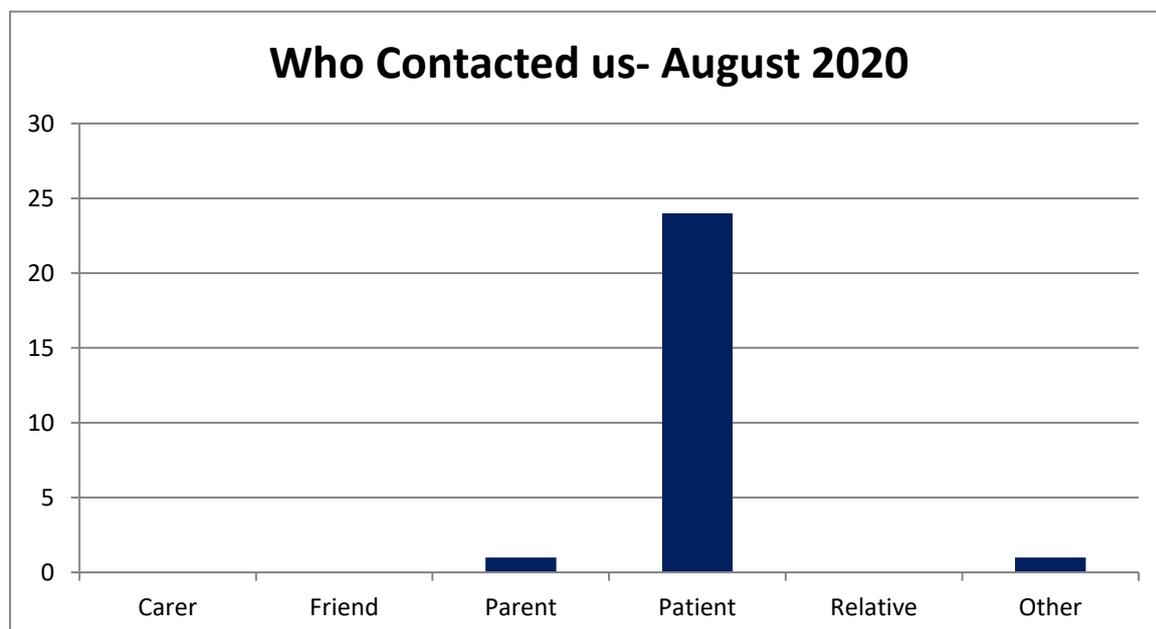
This report shows the sentiment of the comments received on the service, direct quotations to reinforce the sentiment and show real life experiences, and concludes by highlighting the reoccurring themes of the intelligence.

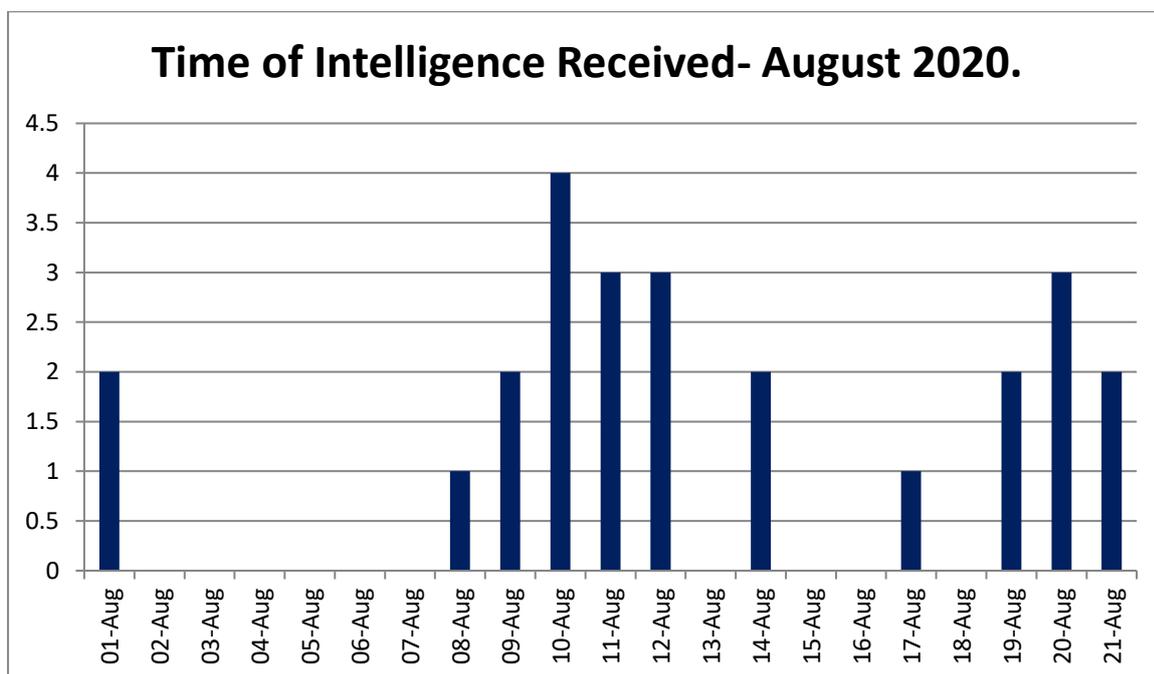
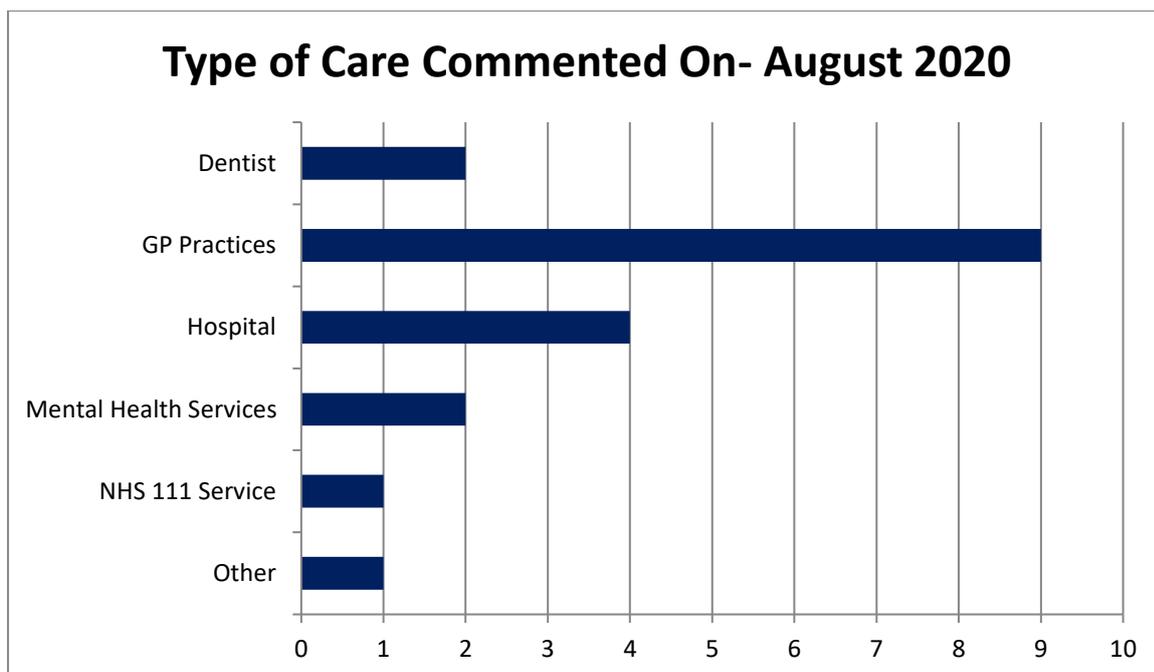
Contact statistics

In the month of August 2020, we received a total of 28 contacts through various means as shown in the graph above. As the graph presents, most of the intelligence was gained through the Healthwatch England's online feedback form. This is a form in which individuals can detail their experience of health and social care in their area, which is then made available to all local Healthwatch's.



The graph below shows which demographics contacted us most during August 2020. As presented by the graph, the majority of those who contacted us were the patient themselves. However, a small amount of comments were gained from parents of the individual, and one comment which was categorized as 'other' due to that individual not disclosing the nature of their relationship with the individual.

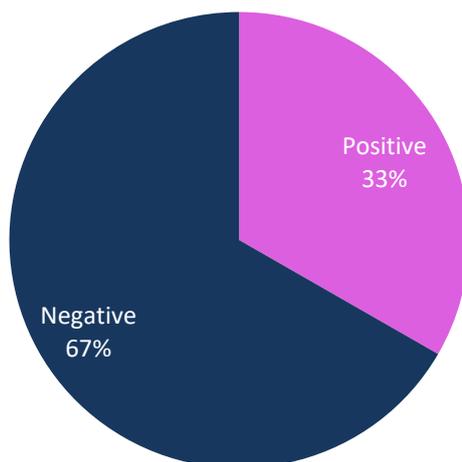




Intelligence received:

GP Surgeries

Sentiment



Negative

Reason	Number of Comment
Appointment issues	3
Dissatisfied with care	1
Medication issues	2

"Went online to book an appointment no doctors available even for a phone appointment .only nurse, Booked appointment with said nurse she couldn't help said she would have a word with a doctor. Rang back to say book an appointment with reception to speak to a doctor .no appointments available for a week."

"My doctor's surgery is the worst I have ever registered with. Unfortunately due to where I live it is the only one . I take 3 types of blood pressure tablets and last year had a bleed on the brain. My doctor's don't seem bothered and never really have blood pressure checks"

"Needed help with a withdrawn medication, got telephone call from doctor, no help from him and not been able to get appointment as they aren't doing appointments anymore only emergency ones. Pay my NHS contributions but can't get to see a doctor or even a dentist, it's a disgrace."

“We can only choose one which in reality isn’t fair, as all services have been affected. and especially disgraceful the deaths in care homes, and God knows what some of those poor old folks died of.”

“I suffer from anxiety predominantly health anxiety, I am suffering greatly and would love to see my GP face to face instead of phone calls. My mental health is really ruining my day to day to day life , I’m living in fear I have a serious health problem that I can’t get proper help with, its unfair for people to have to suffer I’m so sad and afraid”

“The Practice seems totally unable to fulfil even a simple thing like a repeat prescription. The last two I have ordered have been messed up and required several phone calls to the pharmacy and the practice to find out where the problem lies. Initially, both blamed the other, but on both occasions the practice had screwed up. It has been the same with my wife - a recent heart attack and then diagnosed as atypical type II diabetes. Getting her drugs, first initiated by the hospital was nightmare - sometimes taking 2+ weeks to sort out. Boots pharmacy were wonderful, and phoned and prompted the practice to sort things out”

Positive

Reason	Number of Comment
Satisfied with appointment	2
Staff praise	1

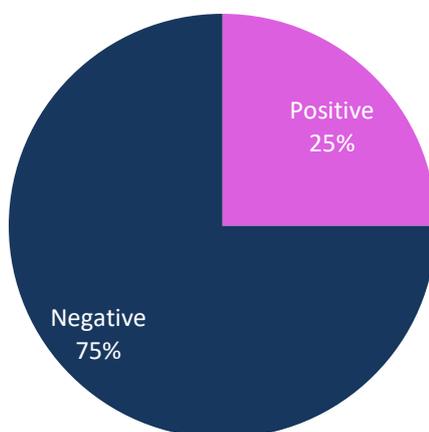
“Very friendly and helpful appointments even if via telephone”

“Very helpful & professional staff”

“Telephone appointment went ok”

Hospital

Sentiment



Negative

Reason	Number of comments
Dissatisfied with service	1
Lack of communication	1
Cancellations	1

“My son was taken into A and E early hours of Sunday morning due to post surgery uncontrolled pain by ambulance. He was sent home after 5 hours without any further pain relief he was unable to stand or weight bare. He came home worse. Appallingly service”

“Had an operation. After coming home had a physio phone appointment. Not seen anyone and had to ring for advice and chase things myself. Feel very much left alone”

“Fell on an already frozen shoulder, hospital x ray showed shoulder was calcified. In a lot of pain, no surgery no injections to relieve pain as everything cancelled due to COVID. I’m still in pain now rang local surgery to see if I can get Cortisone injection, got to wait till Thursday 28th to speak to my doctor. Fell on shoulder on 22nd, left in pain all week with sling on left shoulder. If my doctor doesn’t give me injection I will have to go private. Don’t leave a dog in pain like this, I’m 81”

Positive

Reason	Number of comments
Staff praise	1

“When leaving hospital the pharmacy staff could not have been more helpful particularly the pharmacy technicians I needed medications that were at another site, the technician on the ward rang her chief technician who bent over backwards to ensure the drugs were with me before my family came to pick me up. A credit to her profession and the hospital”

Intelligence received other

There were some services we received less intelligence on, and therefore isn't possible to present a sentiment analysis. However it is still important to present any intelligence we did gain about a service, and below is quotes we received.

Dentistry

“Everything went well fabulous experience”

I had to call an emergency number to get antibiotics for a bad tooth. Rang my dentist after lockdown to ask for a routine appointment as tooth was still playing up, was told not doing routine appointments and as tooth wasn't too bad wasn't urgent, so couldn't help”

Mental health services

“This is a about a young person, and it seems mental health, although we were told by government it was going to be more of a priority it is still practically non existent . I am filling this in for another person”

“It didn't go well I was having CBT appointments and COVID came and they changed it to phone the phone calls stopped and I got a letter in the next two days to say id been cancelled as I missed appointment so when I needed them the most I was let down and now I'm struggling more than ever”

111 Service

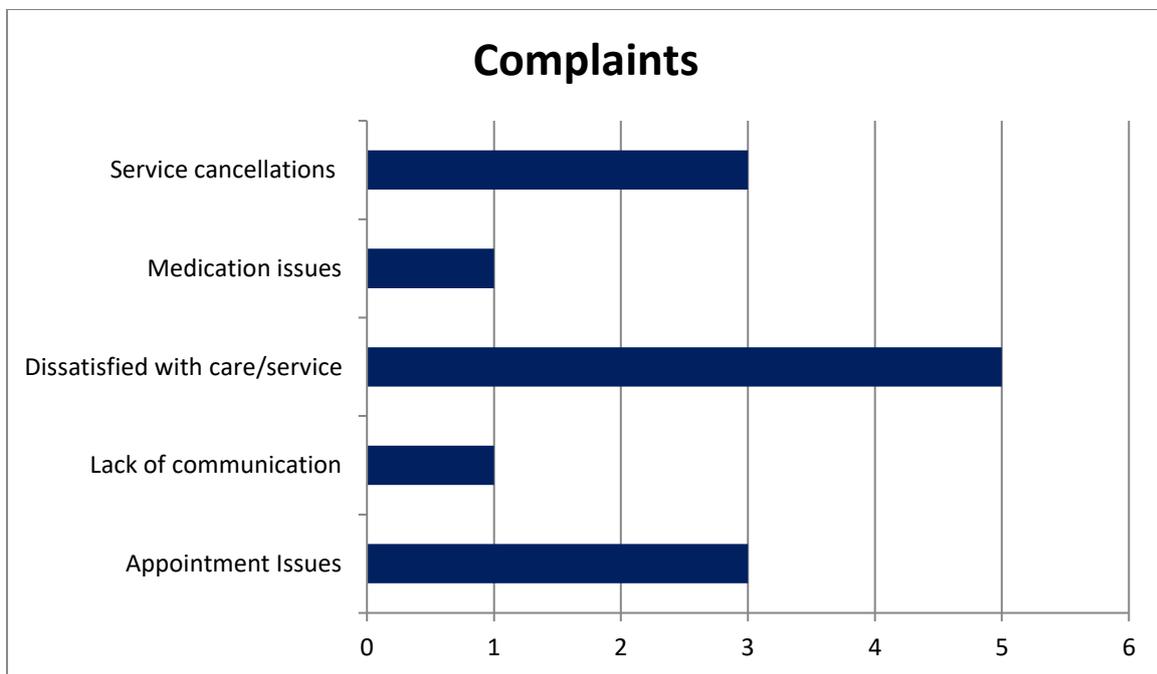
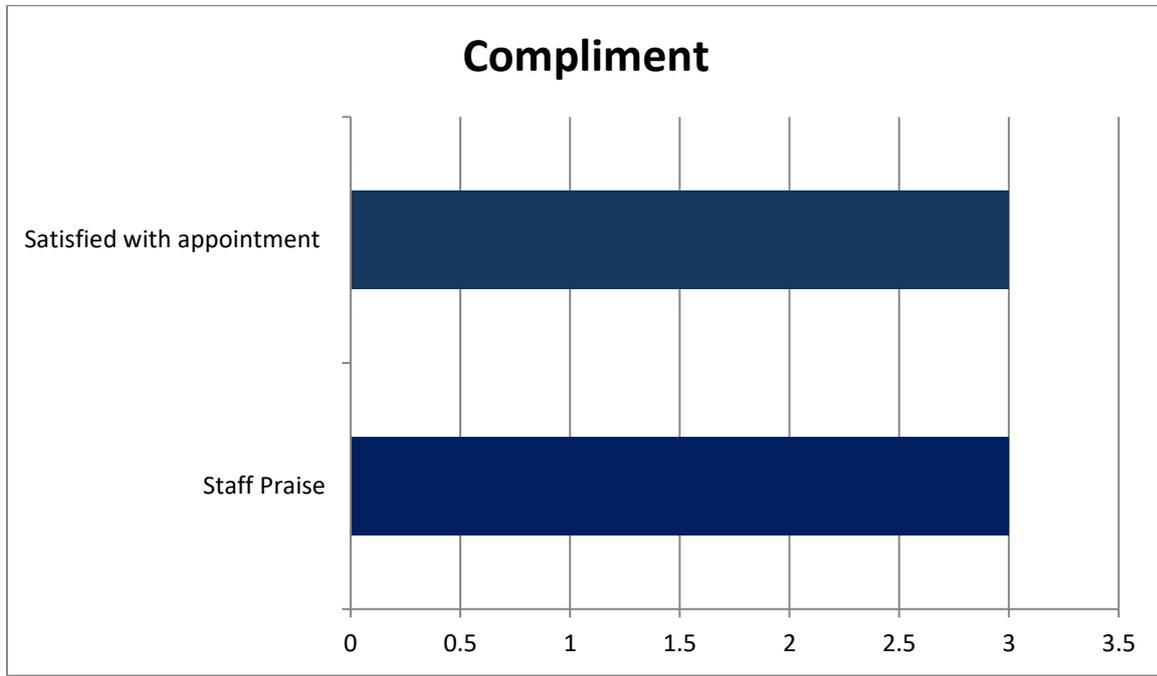
“111 service, did not pass. Info to ambulance. Was waiting 4 hrs for chest pain, rang back and they told me to ring 999, I was admitted back in April. I could not have got better care anywhere, even though they were in the middle of the pandemic, I felt safe“

Other

“There is no service here No mechanism for outside referrals I am in constant pain and my mobility is getting much worse”

Themes

Below demonstrates the key themes shown in intelligence overall:



Theme breakdown

GP

- **Appointment issues-** the majority of comments referred to issues surrounding either obtaining an appointment, being either unavailable or having a long waiting list, or being dissatisfied with the nature of the appointment and would have preferred in an in person appointment.
- **Medication issues-** the intelligence gained suggests that there has been an issue for some individuals when obtaining their medication/ prescriptions, more specifically there being a long waiting time when waiting for prescriptions and some prescriptions being inappropriate for the patient.
- **Satisfied with appointment-** however, other intelligence highlighted that some patients were highly satisfied with the type of appointment given and liked the convenient nature of the telephone appointment.
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Hospital

- Looking at the intelligence gained referring to individuals experience within hospitals, comments highlight that many appointments have had to be cancelled due to the pressure caused by the COVID-19 pandemic. Additionally, a comment detailed feeling dissatisfied with their service and didn't receive any after care, and another stated that due to a lack of communication with the service they felt alone. However another individual did comment on the excellent care they had experienced from a member of hospital staff.

Intelligence received other

There were some comments received regarding other services such dentists, mental health services and NHS 111 service. Looking at all these comments collectively, it can be stated that the main themes were:

Complaint:

- Lack of appointments
- Cancellation of services

Compliment:

- Satisfied with care

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