

Intelligence Report

December 2020



Contents

Intelligence received

GP Intelligence.....	6
Hospital.....	7
Dentistry.....	8
Theme Breakdown.....	9
Cloverleaf November Data.....	10
Shielding Patients Data.....	12

Introduction

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

The intelligence detailed in this report was partially 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.

In addition to this, on the 23rd of September a Survey Monkey survey entitled 'How Was It For You?' was launched. This survey emphasis the need for a shift away from covid specific feedback on services and aims to gain individuals perspective on any healthcare experience be it positive or negative. This survey can be completed anonymously or can be used to request further assistance from Healthwatch East Riding of Yorkshire, for example to escalate the complaint. As will be later demonstrated in the contact statistics section, this survey gave us two pieces of intelligence in the month of October.

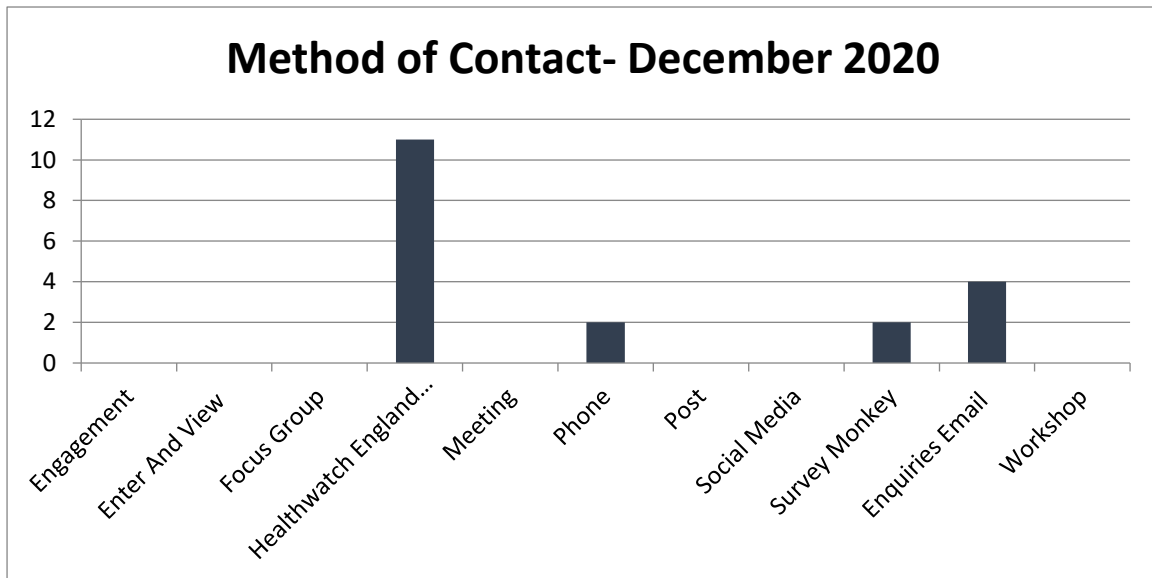
Furthermore, there are some comments that were gained over the telephone, through the enquiries email process, or which were signposted to us.

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.

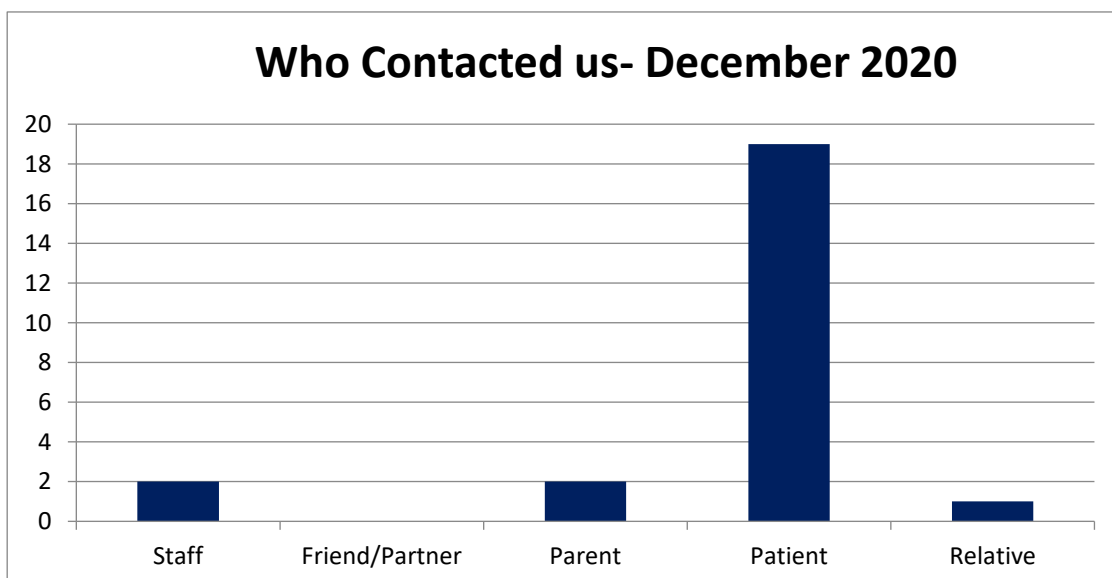
This report shows the sentiment of the comments received on the service, direct quotations to reinforce the sentiment and show real life experiences and concludes by highlighting the reoccurring themes of the intelligence. In addition to this, this report features a summary of the East Riding of Yorkshire NHS Advocacy team Cloverleaf's themes for December 2020 and the newly updated Government Shielding data for the East Riding of Yorkshire region.

Contact statistics

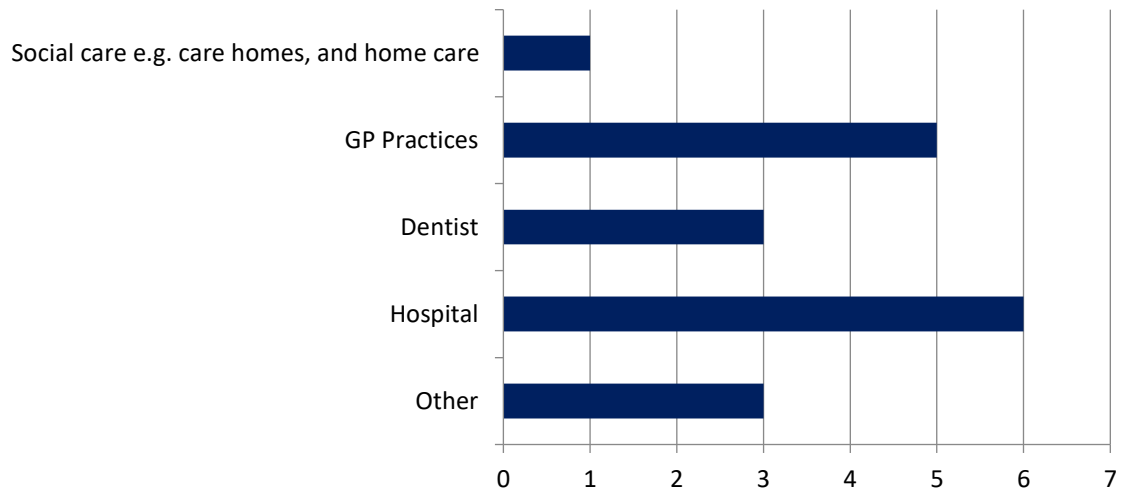
In the month of December 2020, we received a total of 21 contacts through various means as shown in the graph below. As the graph presents, the majority of the intelligence was gained through the Healthwatch England's online feedback form. Additionally, much of the intelligence gained was through our enquiries email.



The graph below shows which demographics contacted us most during December 2020. As presented by the graph, the majority of those who contacted us were the patient themselves. However, a small number of comments were gained from a relative of the individual, parent of the individual and a health service staff member.



Type of Care Commented On- December 2020



Intelligence received

GP Surgery

<u>Reason</u>	<u>Number of comments</u>
Appointment issues	3
Unsatisfied with service	1
Medication issues	1
Lack of communication	1

What people told us:

“During lockdown I employed the service of a medication delivery service who have been extremely efficient in supplying my medication. This service was stopped by my local surgery practice pharmacy”

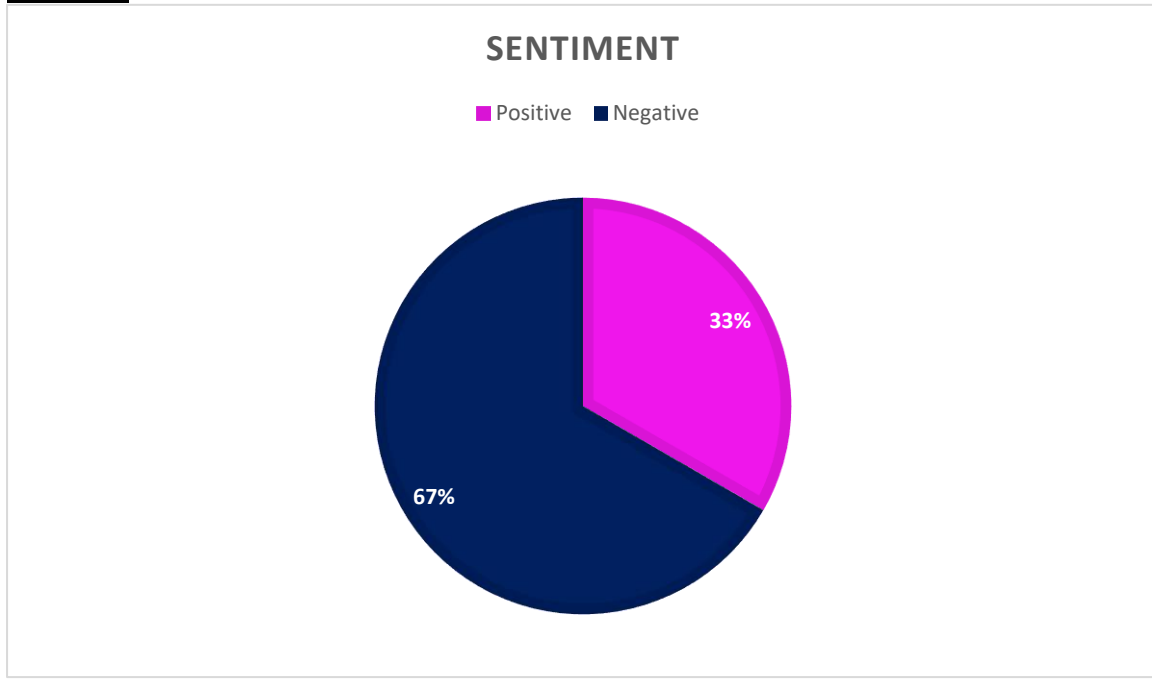
“I just can’t see a doctor face to face”

“Dissatisfied”

“Phone triage is a good idea. But it should then be followed up by face to face where needed. I was misdiagnosed for months with a “bad back” and given medication. ONE appointment with an osteopath indicated severe arthritis of hip”

“GP phone messages do NOT stay online unless it is an emergency. Contact via patient access system. I now know of 4 people who have contacted like this and being asked to telephone ...no appointments for 6 weeks in 8 GP practice for blood tests, etc”

Hospital:



Negative

<u>Reason</u>	<u>Number of comments</u>
Unsatisfied with service	3
Lack of communication	2
Delay/cancellation of treatment	1

What people told us:

“despite having vomited 3 times with blood in it, I was none the wiser about what was wrong when I was discharged. It still remains undiagnosed which surely cannot be right?”

“A difficulty I found was that with broken ribs and a damaged right shoulder trying to sit up was very difficult, but no lifting assistance pole was offered which would have been invaluable. Once home my partner devised one at home using an Iso-Bow and a dog lead! Got a phone call but not seen or had my heart monitored which was also to be done in April, Also have angle closure of the eyes which should of been treated months ago and not been done yet.”

“Was told 6 weeks ago I needed a full hysterectomy because I have cancer, but was told no operations are taking place because of covid, I was 8th on the operating list, I'm still waiting, still listening to adverts on the TV telling us to go to our GP if we suspect cancer, why when it's not being treated?”

“Had planned surgery seem by physio prior given frame I asked for toilet seat and frame. No enquiry about home circumstances etc . Discharged the next day no telephone follow up . Out patients put in cast sent home no guidance to mobilising etc further opa given

aircast boot shown once how to put it on told partial heel weight bearing see you in 6 weeks . Boot rubbed my skin made my foot sore had to telephone physio for mobility advice . Had no other input feel lost and abandoned.”

“I was seen by health patient care referred for radio frequency nerve ablation which should have been done in march cancelled due to covid got another appt August cancelled due to me having a pacemaker fitted. Pain got worse so then referred finally got my op 6th dec after over 18 months of agony”

Positive

<u>Reason</u>	<u>Number of comments</u>
Good service	3
Praise of staff	2

What people told us:

“Eye hospital still doing extremely well considering covid19 situation”

“111 and the ambulance crew were 1st class, and the kindness of the A&E staff was fantastic”

“Delayed knee replacement due to Covid, done very quickly after first lockdown. Sent to Spire hospital under NHS all care was excellent, everything well explained. Recently had post op review again impressed with the service. This takes a lot of doing as I am a retired registered nurse”

“Having fallen from ladder and broken 9 ribs and damaged my right shoulder I was taken into A& E by superb Paramedics. I received excellent care in A&E such splendid staff. On admission to a ward, I found the Drs and Care Assistants were brilliant. Excellent Covid 9 care prevention I was not worried about getting the virus. Follow up GP service was good as always”

Dentistry

<u>Reason</u>	<u>Number of comments</u>
Delay/cancellation of treatment	1
Difficulty obtaining treatment	2
Lack of communication	1

What people told us:

“Haven't heard from my Dentist for over a year as they are not seeing any patient since the COVID-19 problems”

“How do I access a dentist in my area, many aren't taking patients”

Other intelligence received:

Care home

"Patients have been denied visits from doctors. The staff have shut out family members. I think these points are absolutely disgusting. It needs to be looked into "

Theme breakdown

GP

- Appointment issues- the majority of the intelligence we received referred to issues regarding obtaining an appointment or being dissatisfied with the form of appointment given.
- Other issues mentioned where a lack of communication between the service and the patient, medication and prescription issues and issues with the form of appointment given.

Hospital

- Most comments we received described patient being overall unsatisfied with the service they received whilst in hospital. We also received many comments regarding a lack of communication between the service and the patient
- The comments we received regarding hospital treatment mentioned a cancellation in minor operations due to the COVID-19 pandemic and staffing issues causing poor service
- However, as can be seen in the positive comments we received, some individuals praised the hospital treatment they received, citing prompt, excellent care and amazing staff.

Dentistry

- Lack of local services- some of the intelligence gained on dentistry referred to a lack of services in the individual's local area. It suggests that in some areas there is a high capacity of patients with a lack of available spaces on waiting lists.
- Lack of appointments- many individuals claimed that they were struggling to get to see their dentist unless that it was deemed an emergency appointment or were having their appointments consistently cancelled.

:

ERY Independent Health Complaints Advocacy Themes December 2020

Client 1

Nature and Substance of complaint:

Client is raising a complaint regarding the way her medical records have been written in regard to an injury to her hand. Client believes that the way in which a consultation was recorded has blocked her being able to access welfare benefits she believes she is entitled to. Client seeks either that her records are amended, or an addendum is added.

Who delivered the care to patient?

Hull University Teaching Hospital NHS Trust.

Date of incident?

19th June 2019

Client 2

Nature & Substance of complaint:

Client's complaint is regarding how she has been treated as a formal carer of a patient by a team member of the Bladder and Bowel service. Client states that this nurse is obstructive, rude, and unwilling to accept client's role as the patient's carer. Client states that as a result the patient's rights are not being adhered to.

Who delivered the care to patient?

City Healthcare Partnership (CHCP)

Date of incident?

November 2020

Client 3

Nature & Substance of complaint:

Client was diagnosed with dementia 5 years ago and has recently received a letter from the Trust that she doesn't have dementia. Client feels that she is now back to square one and the initial diagnosis resulted in her making life-changing decisions (financial and emotional), based on the life expectancy of the dementia diagnosis.

Who delivered to care to patient?

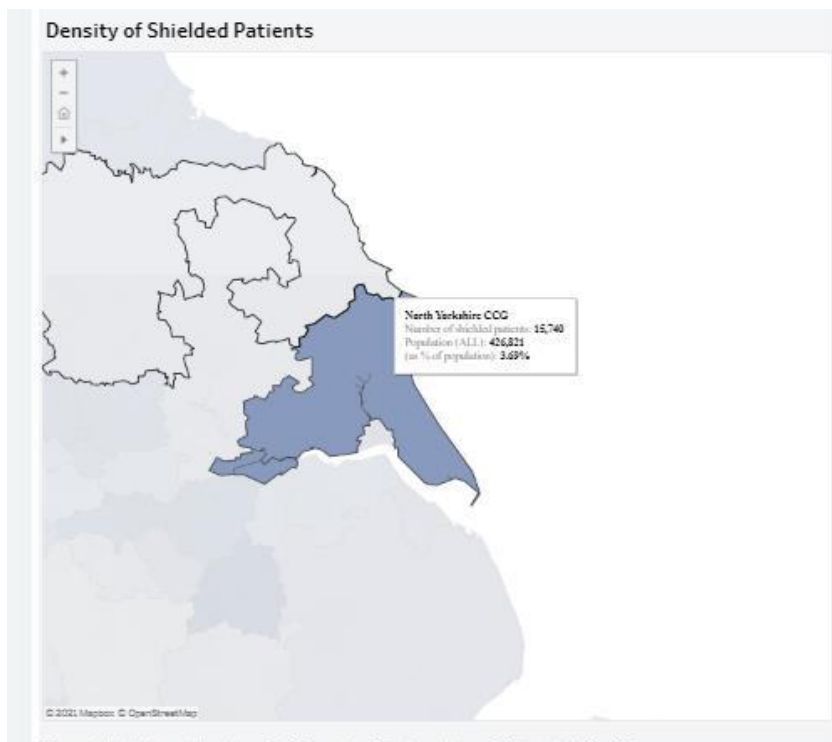
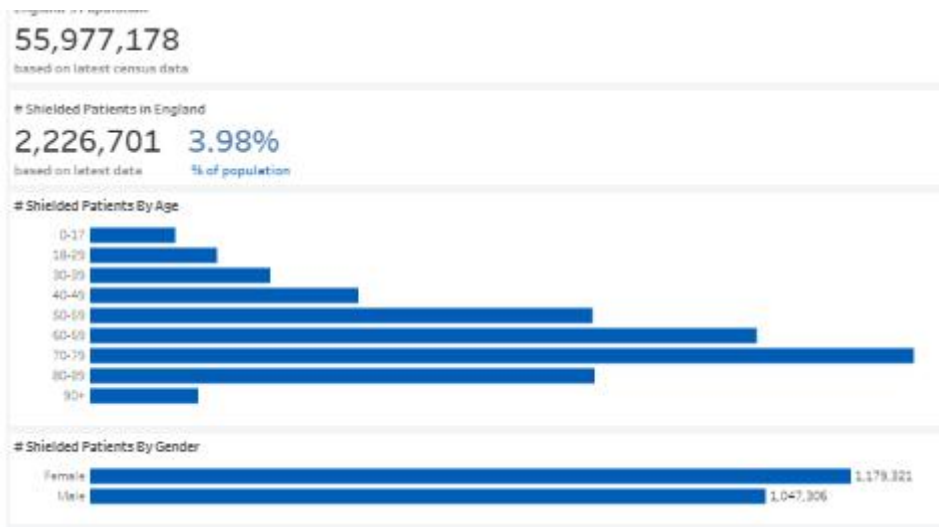
Hull University Teaching Hospitals NHS Trust and Humber Teaching NHS Foundation Trust

Date of incident:

November 2020

Shielding Patients Data

The Government have released an open list of the United Kingdoms shielded patient list. This list can be filtered down into regional areas. Below shows the United Kingdom's shielding data as a whole. Here it can be seen that by the end of December, 3.98% of the population are currently classed as 'shielding patients'. This is same number of patients as seen in the November Intelligence report. Looking more specifically at the 'North East and Yorkshire' data which includes the East Riding of Yorkshire, 3.69 % of the regional population are currently categorized as 'shielding patients' which is less than the national rate and a decrease from the previous 4.44% regional sheiling population as seen in the previous report.



For more info, please see: <https://digital.nhs.uk/dashboards/shielded-patient-list-open-data-set#how-recent-this-data-is>

Intelligence Report

December 2020



Healthwatch East Riding of Yorkshire
Unit 18
Brough Business Centre
Skillings Lane
Brough
HU15 1EN

w: www.healthwatcheastridingofyorkshire.co.uk
t: 01482 665684
e: enquiries@healthwatcheastridingofyorkshire.co.uk
tw: @HWeastyorks
fb: facebook.com/HWeastyorks