

# Intelligence Report

January 2021



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## Introduction

The contents of this report refers to intelligence gained within the month of January 2021.

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.

From January 2021, we also include intelligence displayed on the NHS website "NHS Reviews and Ratings", a platform which allows members of the public to comment on the service they have received from that GP Surgery. We have included this amongst our intelligence, and when the GP surgery has replied to the review, we have included their response also.

In addition to this, on the 23<sup>rd</sup> 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.

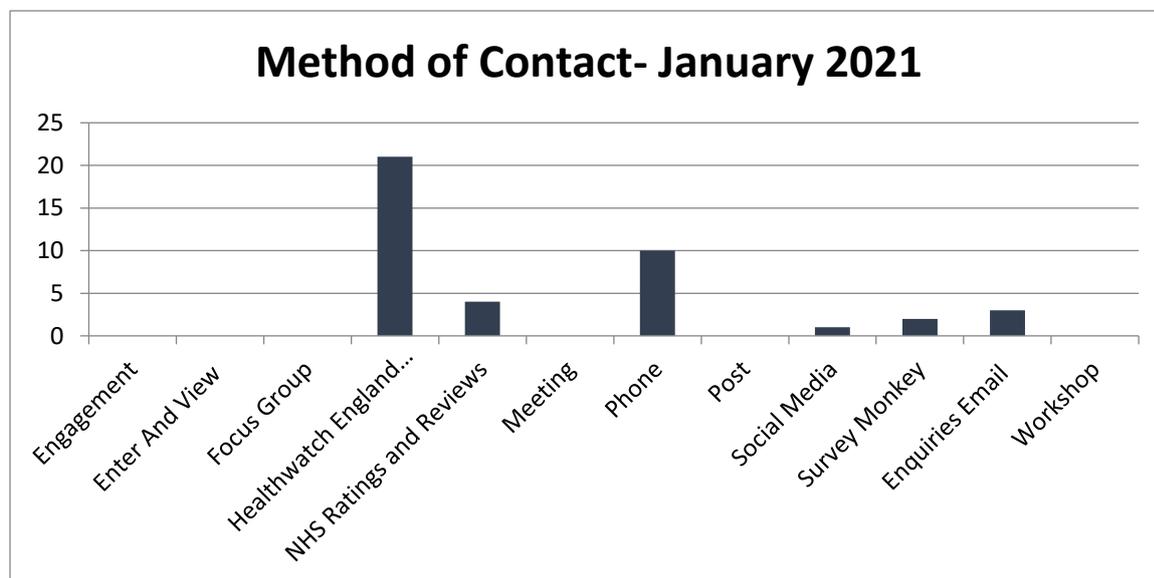
Furthermore, there are some comments that were gained over the telephone, through the enquiries email process, or which were signposted to us.

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.

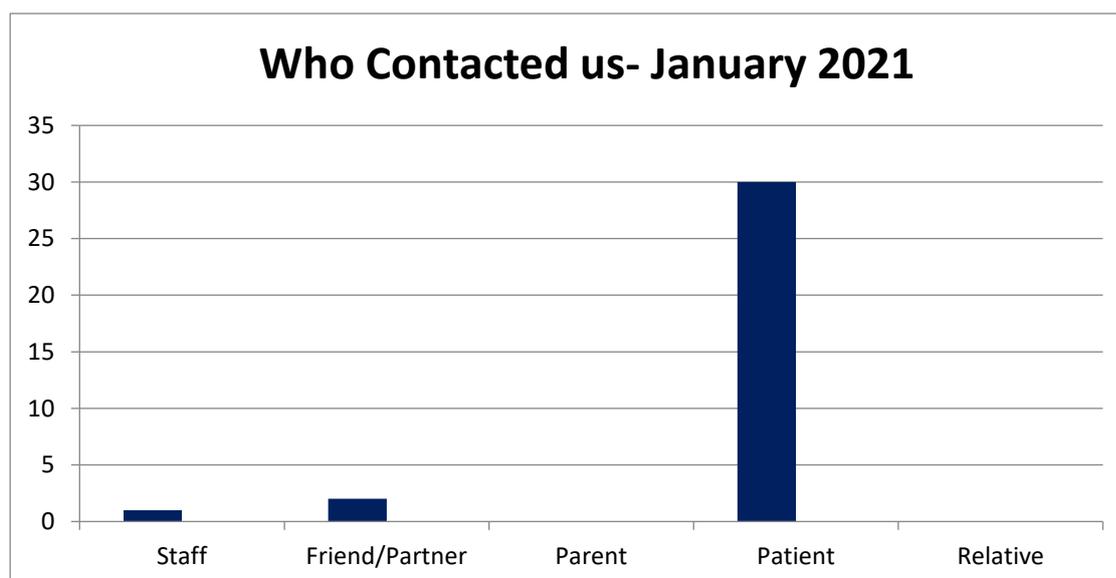
This report shows the sentiment of the comments received on the service, direct quotations to reinforce the sentiment and show real life experiences and concludes by highlighting the reoccurring themes of the intelligence. In addition to this, this report features a summary of the East Riding of Yorkshire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

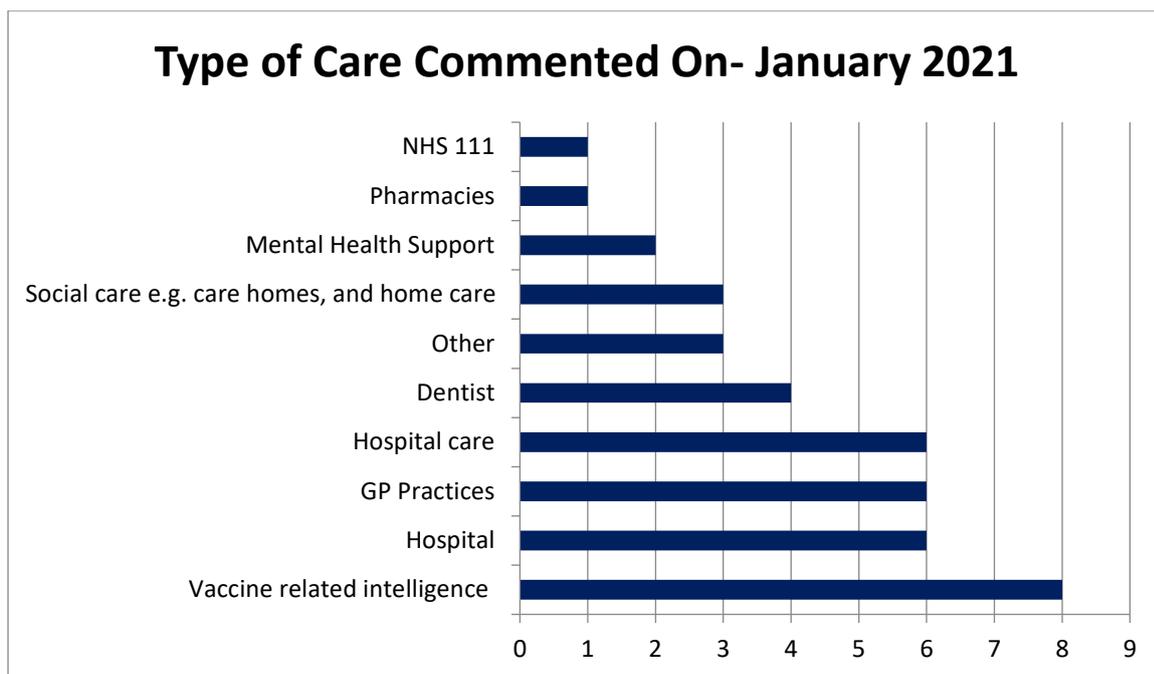
## Contact statistics

In the month of January 2021, we received a total of 40 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 Healthwatch East Ridings Phone line



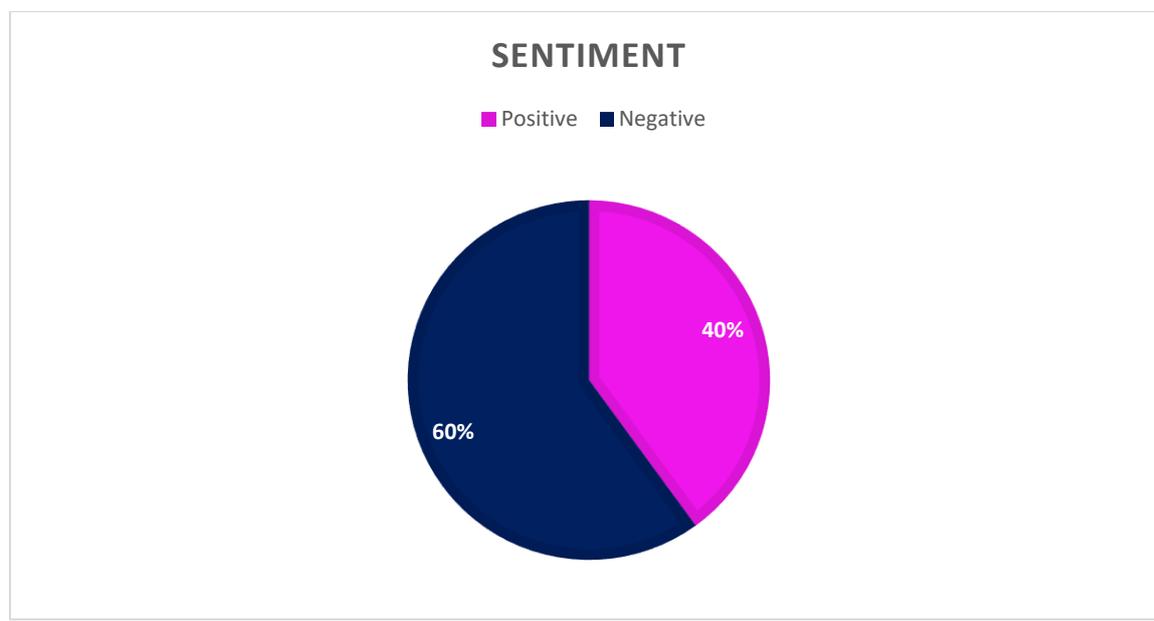
The graph below shows which demographics contacted us most during January 2021. As presented by the graph, the majority of those who contacted us were the patient themselves. However, a small number of comments were gained from a friend or partner of the individual and a health service staff member.





## Intelligence received

### GP Surgery



### Negative

| <u>Reason</u>            | <u>Number of comments</u> |
|--------------------------|---------------------------|
| Unsatisfied with service | 1                         |
| Medication issues        | 1                         |
| Lack of communication    | 2                         |
| Lack of appointments     | 1                         |

#### What people told us:

“The doctor in full PPE behind a big window and looking at a leg ulcer without having the dressing removed. Reception staff being uncooperative and not listening to the patient. Refusing to follow up a referral to specialist service”\*

“Blood test went well. I've had a chronic neck pain for nearly 2 years. Twice I've been referred to a pain management clinic. The 1st time they ignored me because of the 1st lockdown. The second time I received 3 emails telling me basic stuff like what good posture is, what is a good diet and sleep management. I know all about this. I'm intelligent. Last email was 1st September last year. Heard nothing further even though I rang to remind them about me. Meanwhile my neck still hurts every day. It affects my waking hours as well as my sleep. I am very unhappy”\*

“I know they were restricted by Covid but I couldn't get past the receptionist”\*

\*intelligence given to us by Healthwatch England Feedback and therefore has not undergone the same escalation process.

“Patient explains that her GP tells her they have sent her prescription to the pharmacy but then the pharmacy say they haven’t received it. And in the cases when they have received it, the medication is often wrong. She has tried to raise this issue with both the GP and the pharmacy but both services are blaming each other”

**Healthwatch Action Taken:**

Healthwatch contacted Humber University Hospital Foundation Trust who contacted the individual to manage their concerns

“Patient has had their medication changed from liquid to tablets which are not agreeing with them. They has put in a formal letter of complaint to the practice but not heard back”

**Healthwatch Action Taken**

Healthwatch contacted the GP surgery and ensured that they were in receipt of the individuals complaint and a letter of acknowledgement has since been sent. The individual should gain a response from the surgery shortly.

**NHS Rating & Review comments:**

“I’ve just collected a prescription but had to wait for 25 minutes in long queue outdoors. There were elderly, poorly people in the queue who found it difficult to stand for so long and were bitterly cold. It is the same procedure during wet weather. Please show some care and regard for your patients and learn from other practices on how to dispense prescriptions in a more efficient manner. Cranwell St Practice have an efficient method and Pocklington Practice have erected canopies to keep their patients dry. Also it requires more than one person to dispense medication when there is a queue of 29 people! Please relook at your organisation and consider the needs of others especially the elderly and those with significant illness”

**Surgery reply:** “Thank you for your comment. It would be helpful to know the date and time that this happened. A number of changes have happened recently which should have improved the queue for the dispensary. If you could contact the practice directly and advise of further details so we can investigate that would be very much appreciated”

“Our wonderful NHS is not really that wonderful is it? This surgery used to be decent never perfect but decent. Now it’s a shambles, appointments hard to come by and takes forever to answer the phone, get prescriptions sorted etc. An example of how badly managed our NHS is”

**Surgery reply.:** “We thank you for your feedback and apologise that the surgery did not meet your expectation of NHS service level. We continue to strive good patient care”

**Positive**

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

**What people told us:**

“I had come out of hospital after having to have blood transfusion. My GP's were brilliant Dr Priya & Dr Nunn were both so very helpful. Thank you to both of them”

"Excellent service at our GP surgery. Despite the restriction that Covid has imposed, they are still offering a great and caring service. They go out of their way to ensure that you can talk to a GP.

“Just keep doing what they are doing and I'd be happy. ”

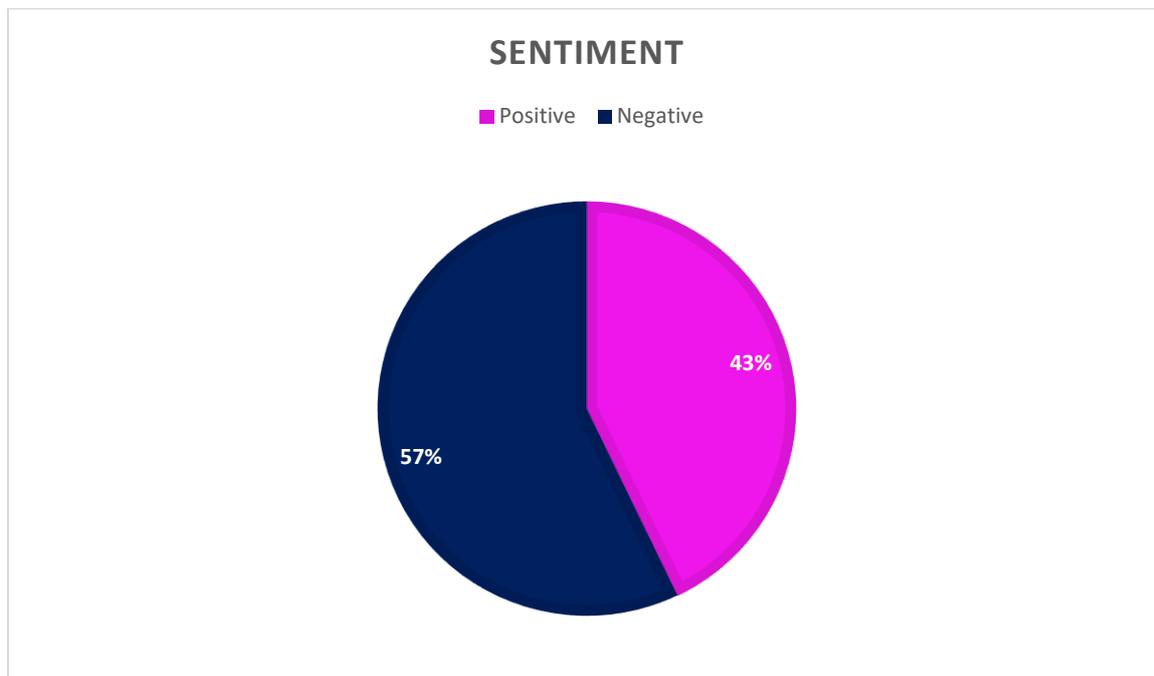
**NHS Rating and Review comments:**

“Contacted the surgery today following a weekend when it had been necessary to contact 111 and then have paramedics arrive - I had queries with regard to the side effects of the medication that had been prescribed. From the receptionist through to the duty doctor I felt that I was listened to and the advice and support was 10 out of 10. Compliments fully deserved - thank you!”

“I had a telephone appointment with a male doctor today. I just wanted to email to say how happy I was with the telephone appointment. Before the appointment, I did have some apprehensions as I have some friends when discussing contraception with male doctors have been dismissed and brushed off (at different practices). The doctor was really lovely throughout the call and actually listened to what I was saying”

**Surgery Reply.:** Thank you for taking the time to leave a review. We will share your feedback with our team. Many thank

## Hospital



## Negative

| <u>Reason</u>            | <u>Number of comments</u> |
|--------------------------|---------------------------|
| Unsatisfied with service | 2                         |
| Lack of communication    | 1                         |
| Waiting times            | 1                         |

### What people told us:

“I had an ENT appointment which was followed up by a phone call consultation which ended with a promise of a future appointment and a hearing test. I am still waiting and having to contend with hearing loss and tinnitus. I know it is very difficult to do clinics with the covid situation but I’m pretty fed up !    “\*

“Had a pro Ros ops and wasn’t given any dignity or privacy”\*

“ 9 hours waiting endlessly in a & e ”\*

\* intelligence given to us by Healthwatch England Feedback and therefore has not undergone the same escalation process.

“Patient experiencing a problem with his back. He now cannot walk. He went down to London for treatment, in the end they said that they cannot find anything wrong with their back. They tried to call PALS however cant get hold of anyone”

**Healthwatch Action Taken:**

Healthwatch referred the individual to Cloverleaf NHS Advocacy service

**Positive**

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

**What people told us:**

“Excellent and thorough service from my local optician. Through him, I was referred to the eye hospital where I had prompt treatment for Acute Angle Glaucoma and was placed on the waiting list for cataract surgery. While I had a post treatment follow up, I haven’t had an annual review or the surgery due to Covid. I went back to the optician this week as I thought my symptoms seemed similar as previously. a) I got an appointment within 2 days and b) had a full exam. Fortunately all is ok and he provided much reassurance”

“Ambulance people were caring considerate. Gentle. And A &E at both hospitals were lovely. Care and attention were not as good as And E in cardiac floor in Scunthorpe...in fact I did offer my thoughts but never heard. But to give an example, one cardiac patient was allowed to go out for cigarettes, but when I asked to go to another floor to library was told no. The nurses in the cardiac area were noisy after lights out in our room, to me, unprofessional. More staring at computers than checking actual patients. I did not want to go back to Scunthorpe but had to once after. Fortunately was allowed home quickly. The nurses Dr’s in AE were top notch. I wonder why the nurses Union has not fought this scurrilous denial of pay rises to our NHS heroes? Deplorable”

“At all times I felt safe at Hull Royal A and E, with everything being done to reduce risk of infection. I was in a room on my own with closed door, with staff and patients all masked”

## Dentistry

### Negative

| <u>Reason</u>                  | <u>Number of comments</u> |
|--------------------------------|---------------------------|
| Difficulty obtaining treatment | 5                         |

#### What people told us:

"I broke a front tooth, it took three attempts before I was offered an appointment with the dentist. Previously I was told to purchase some tooth filler from Amazon, I did this and it lasted 24 hours, plus where the tooth had sheared off I couldn't physically see where to fill it. The second attempt I was told seeing as the filler had failed the other option I had was to fashion a gum shield from the wax on a mini baby bel cheese... I didn't even attempt this as a key worker I wasn't prepared to go to work wearing a red gum shield that I'm pretty sure would have fallen out every time I spoke...Third time I saw a dentist and got a temporary repair...I have sonde broken a molar, it is very sharp and I'm sure the rest of the tooth is unstable but so far haven't been offered an appointment with a dentist...unless more falls away I wouldn't bother trying"

"My partner and I are really struggling to find any dentist taking on NHS patients and both of us need dental work completing after our own dentist closing before lockdown last year"

" I have been accessing the 111 service for care and they have strongly advised I find my own dentist."

"I have a front top crown with a post that has broken and this happened 2 weeks or so ago, my dentist has closed in December and I have tried everywhere in my area Driffield to Filey and no one is taking any new NHS patients on. I have gone onto 111 on line about a 10 days ago but have had no response. I have tried the buy over the counter adhesives for crowns but with the post broken they don't work, I'm now at a loss as what to do"

#### Healthwatch Action Taken

Healthwatch contacted the individual and provided signposting options. This mostly involved recommending the individual to contact NHS England, explaining that NHS England commissions dental services in England and is required to meet the needs of their local population for both urgent and routine dental care. Healthwatch also explains the process in case NHS England has been unable to find the individual a dentist. We also recommend individuals to contact NHS 111 If you have pain, swelling or bleeding.

## Social Care

### Negative

| <u>Reason</u>         | <u>Number of comments</u> |
|-----------------------|---------------------------|
| Unhappy with service  | 2                         |
| Potential Malpractice | 1                         |

#### What people told us:

“My husband was diagnosed by GP with Alzheimer’s Disease in August 2019, he was sent for further tests and the diagnosis was confirmed at a “moderate” level. His decline was rapid, he became aggressive, angry, frustrated and his whole demeanour changed. By November 2020 I could no longer continue to care for him 24/7 and he had to go into full time residential care. I’ve recently had to apply for deputyship for his finances and on reading the GP’s assessment, I was troubled to see that the GP who diagnosed him in August 2019 reported that at that time he had no cognitive understanding but yet told us that we should arrange Lasting Power of Attorney. My husband couldn’t even understand the concept let alone sign his name. I have been at the end of my tether and had to involve the police, paramedics and finally social services before I got the advice and help I was by then utterly desperate for” \*

“Haven't received any help” \*

“Mistreatment of residents in care home one resident left in filth form Saturday to the following Tuesday when I complained I was banned by the police from visiting again and Social services then tried to do an investigation on me for which I received two apologies but nothing was done to the care home manager” \*

\*intelligence given to us by Healthwatch England Feedback and therefore has not undergone the same escalation process.

## Vaccine Related Intelligence

| <u>Reason</u>                 | <u>Number of comments</u> |
|-------------------------------|---------------------------|
| Request for information       | 3                         |
| Complaint/ vaccination issues | 2                         |

#### What people told us:

“care home worker asking about getting her staff vaccinated”

“been sent a letter regarding the vaccine and despite the fact that they are an east riding patient, the nearest place they are being offered is York”

" When is the vaccine coming to my GP Surgery - because the surgery don't seem to know. If I am unable to get to the first appointment offer (EG Castle Hill) will be offered another appointment

"Why is my younger neighbour getting an appointment before me. E.G a lady who's 91 year father who lives in Hornsea was not able to attend Castle Hill due to the distance and she was concerned that his younger neighbours had received appointment for Drifffield - she lives in North Yorkshire so would have to drive down to take him - but if will be available in Hornsea soon she is happy to wait. It is so difficult for people"

## **Other Intelligence received**

### **Mental Health services**

"Out of hours mental health - crisis resolution services are not fit for purpose - link to paramedics or police instead of mental health professionals"\*

"Fantastic support over the last year. But it is obvious that the team is very under resourced and hence very over stretched"\*

### **Financial assistance**

"Applied for carers allowance but got rejected, husband has dementia"\*

### **NHS 111**

"Waited 6 hours for call back"

\* intelligence given to us by Healthwatch England Feedback and therefore has not undergone the same escalation process.

### **East Riding Council**

"Riding of York's Council asking for support .asked if I could have a box of gloves, & masks as I was told local council"

### **Pharmacies**

"Excellent service, prescriptions delivered free"

## Theme breakdown

### GP

- We received comments regarding a lack of communication between the service and the patient. Individuals also described being unsatisfied with the service received and having medication and prescription issues.
- This being said, we also received intelligence praising GP surgeries, praising the staff and describing having had a positive experience with good service.

### Hospital

- Much of the intelligence received relates to being unsatisfied with the service and or treatment received whilst receiving hospital care, in particular due to long A&E waiting times. We also received many comments regarding a lack of communication between the service and the patient
- 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

- A 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. Individuals also 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.

### Social Care

- The comments we received relating to social care referred to individuals being unhappy with the social care services and one comment describing a potential instance malpractice

### Vaccine Related Intelligence

- Most of the intelligence we received relating to vaccines were requests for information, mostly asking when and how the individual would receive their vaccination invitation. We also had some complaints on the vaccination service.

## ERY Independent Health Complaints Advocacy Themes January 2020

### Client 1

#### Nature and Substance of complaint:

Client is unhappy that he is not being listened to by mental health services. Client states that a recent mental health assessment contains inaccuracies which he would like amending. Client is unhappy that his GP and other health professionals have access to this document.

#### Who delivered the care to patient?

Humber NHS Foundation Trust.

#### Date of incident?

Not yet determined.

### Client 2

#### Nature & Substance of complaint:

Client's complaint is regarding the last admission to Hull Royal Infirmary before her husband contracted covid 19 and passed away. During this admission her husband was transferred to Castle Hill Hospital but client states that the communication was very poor and there is a period of time where she did not know where he was. Client does not understand why he was transferred, how he came to contract covid 19 in hospital and where he was during the transfer.

#### Who delivered the care to patient?

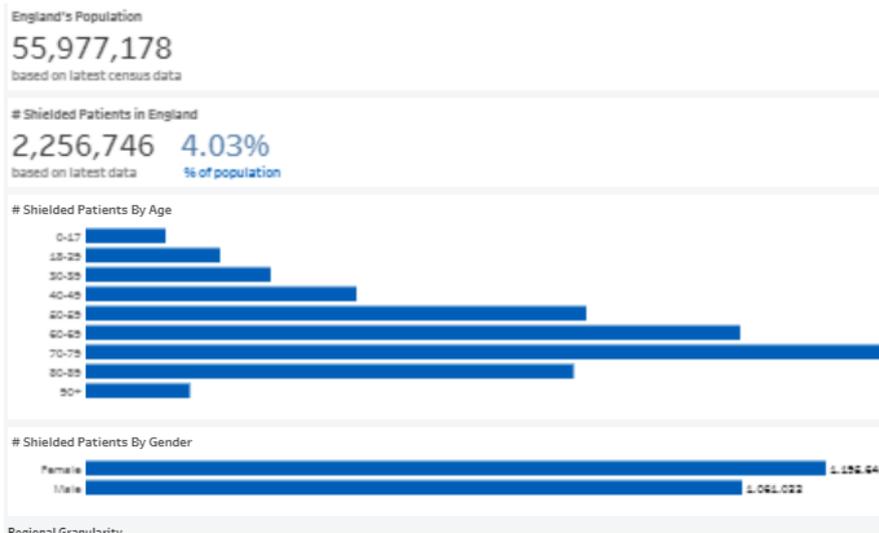
Hull University Teaching Hospitals NHS Trust.

#### 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 January, 4.03% 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, 4.45% of the regional population are currently categorized as 'shielding patients' which is more than the national rate and an increase from the previous 3.69 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>

## Coronavirus vaccine studies volunteer’s dashboard

The data shown on the dashboard is the number of volunteers in the UK, by local authority and NHS geography. Volunteers have been vital in the efficient roll out of the COVID-19 vaccination programme. Below shows the national volunteer figures, and the regional figures for the East Riding of Yorkshire.

Total Volunteers  
**439,308**

**% Volunteers by Age (excluding unknowns)**



**% Volunteers by Gender (excluding unknowns)**



**% Volunteers by Ethnicity (excluding unknowns)**



for more info: <https://digital.nhs.uk/dashboards/coronavirus-covid-19-vaccine-studies-volunteers-dashboard-uk>

## Appointments in General Practice- January Weekly Data

This graph contains appointment counts and breakdowns by CCG, status, healthcare professional, mode and time between booking and appointment date for all participating practices in England.

| Calender Week | Week Commencing | Total Appointments |        | Appointment Status |       |         |      |         |      | Healthcare Professional |       |                      |       |         |      |
|---------------|-----------------|--------------------|--------|--------------------|-------|---------|------|---------|------|-------------------------|-------|----------------------|-------|---------|------|
|               |                 | Count              | %      | Attended           |       | DNA     |      | Unknown |      | GP                      |       | Other Practice staff |       | Unknown |      |
|               |                 | Count              | %      | Count              | %     | Count   | %    | Count   | %    | Count                   | %     | Count                | %     | Count   | %    |
| 3             | 18/01/2021      | 5,895,006          | 100.0% | 5,264,491          | 89.3% | 288,567 | 4.9% | 341,948 | 5.8% | 3,019,470               | 51.2% | 2,701,708            | 45.8% | 173,828 | 2.9% |
| 2             | 11/01/2021      | 5,754,945          | 100.0% | 5,134,113          | 89.2% | 284,718 | 4.9% | 336,114 | 5.8% | 2,974,197               | 51.7% | 2,609,090            | 45.3% | 171,658 | 3.0% |
| 1             | 04/01/2021      | 5,855,474          | 100.0% | 5,207,922          | 88.9% | 291,903 | 5.0% | 355,649 | 6.1% | 3,027,474               | 51.7% | 2,652,039            | 45.3% | 175,961 | 3.0% |

| Appointment Mode <sup>3,4</sup> |       |            |      |           |       |         |      |                         |      |
|---------------------------------|-------|------------|------|-----------|-------|---------|------|-------------------------|------|
| Face-to-Face <sup>6</sup>       |       | Home Visit |      | Telephone |       | Unknown |      | Video Conference/Online |      |
| Count                           | %     | Count      | %    | Count     | %     | Count   | %    | Count                   | %    |
| 3,310,935                       | 56.2% | 32,713     | 0.6% | 2,340,347 | 39.7% | 187,182 | 3.2% | 23,829                  | 0.4% |
| 3,184,063                       | 55.3% | 30,022     | 0.5% | 2,328,274 | 40.5% | 189,463 | 3.3% | 23,123                  | 0.4% |
| 3,257,284                       | 55.6% | 30,391     | 0.5% | 2,351,093 | 40.2% | 192,678 | 3.3% | 24,028                  | 0.4% |

For more info: <https://digital.nhs.uk/data-and-information/publications/statistical/appointments-in-general-practice--weekly-mi/curren>

# Intelligence Report

January 2021



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