

Intelligence Report

July 2020



Introduction

The contents of this report refers to intelligence gained from the month of July 2020.

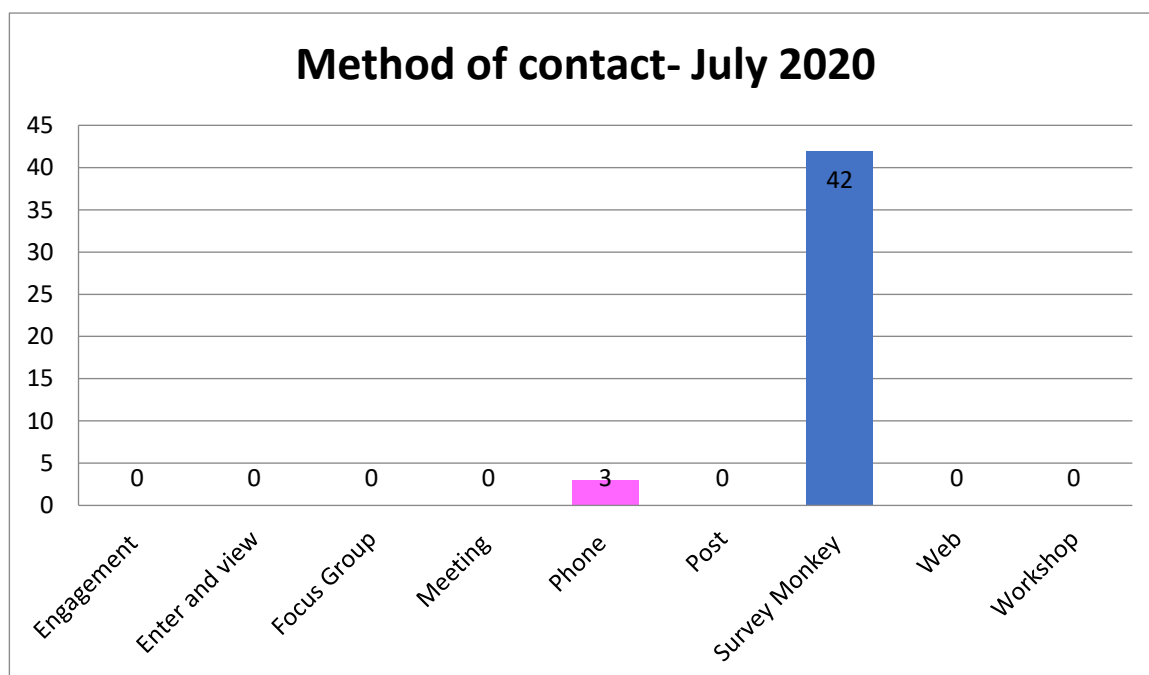
The intelligence detailed in this report was primarily gained through survey data received on the platform Survey Monkey. This data was mostly received in relation to a survey that had been published during the COVID-19 pandemic. However there are some comments that were gained over the telephone, through 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.

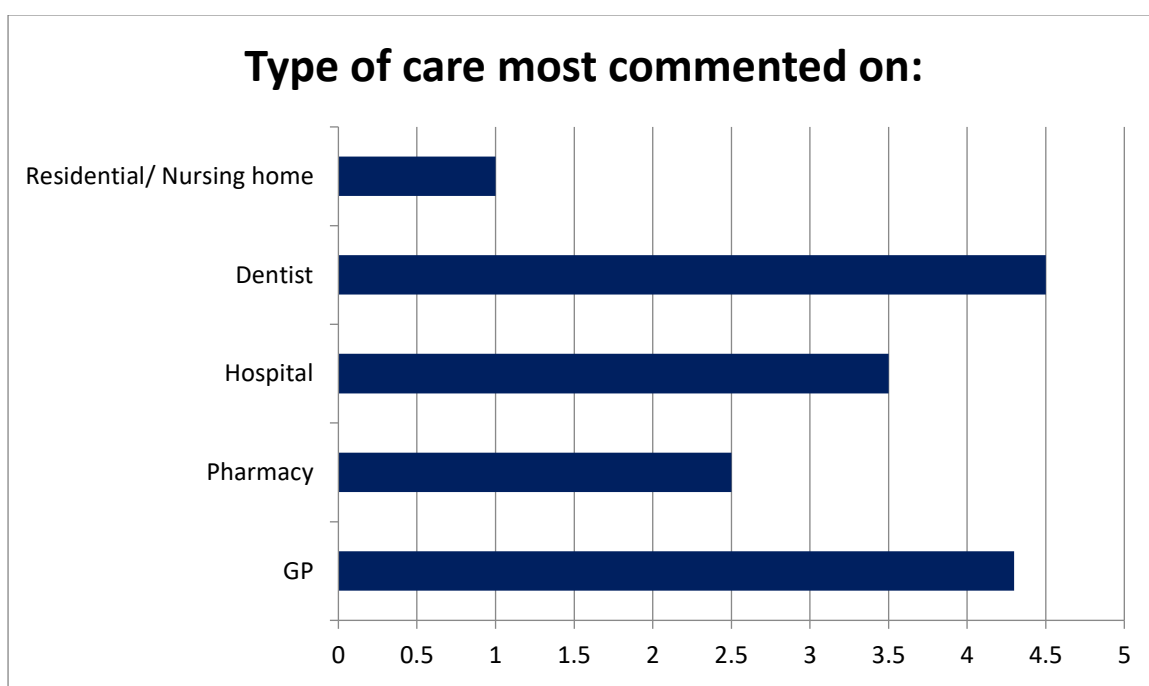
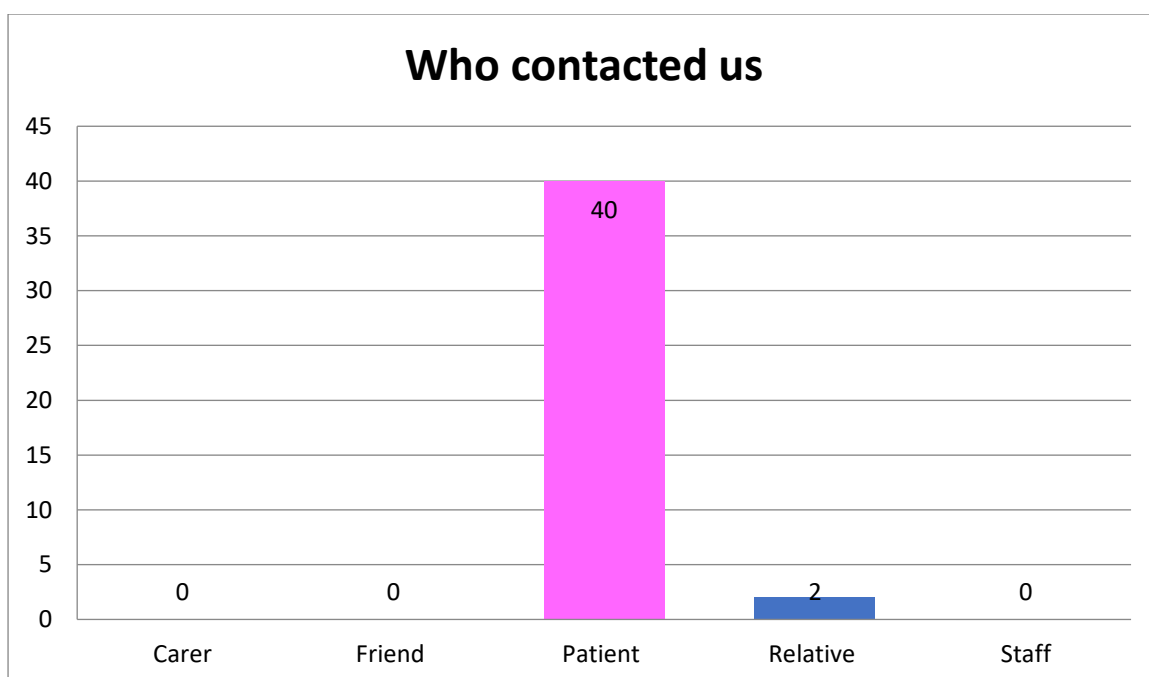
This report shows the sentiment of the comments received on the service, direct quotations to reinforce the sentiment and show real life experiences, and concludes by highlighting the reoccurring themes of the intelligence .

Contact statistics

In the month of July we received a total of 45 contacts through various means as shown in the graph below. As the graph presents, most of the intelligence was gained through Survey Monkey, and more specifically through COVID-19 related survey on the community response to the COVID-19 pandemic. The other method of contact most commonly used was when individuals called us.



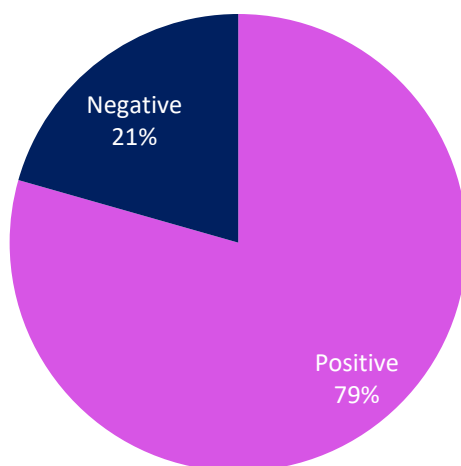
The graph below shows which demographics contacted us most during July 2020. As presented by the graph, the majority of those who contacted us were the patient themselves. However a small amount of comments were gained from the relatives of the individual



Intelligence received:

GP Surgeries

Sentiment



The high number of positive sentiment reflects the amount of individuals that answered 'no issue' when asked if they had had any problems when accessing health care or prescriptions in the community response surveys. This has been added to the below intelligence gained to make up the overall sentiment.

Negative

Reason	Number of comments
Issues around appointments	4
Prescription issues	2
Unable to be seen at preferred service	1

“Tried to get blood done at my GP (am on Chemotherapy) but was refused so had to travel to Castle Hill for the same. My daughter had to collect my meds from Castle Hill”

“The Link between ordering prescriptions and getting them delivered, I don't have access to technology to order online and no one to drop off my paper form at the GP surgery. Lack of mobility”

“No appointments for health checks”

“Yes, I was prescribed medication over the phone without being tested to see if I required it. Ended up even worse then to start with, so taken off that medication and left without any further tests or follow up. Thankfully through diet and exercise I have got myself back to a better level of health and well-being”

“Getting prescriptions ok. Have managed to speak to my doctor on the phone. I don’t like the loss of face to face contact with him”

“Accessing GP appointments has always been poor in my area”

“Confusion with GP and re-ordering and the link up with the chemist and ERC Told by GP couldn’t order medication over the phone given number for council They have collected medication and delivered. Mixed up regarding the delivery. Not able to use it to order new prescriptions and this is what is needed”

“Routine appointments only done by telephone and prescription sent to pharmacy, telephone appointment depending on where the doctor was speaking from, sometimes the lines weren’t clear and muffled, I felt it was an anxious time and doctors could have made it better”

Positive

Reason	Number of comments
Staff praise	1
Convenience of phone consultation	1
Good service	1

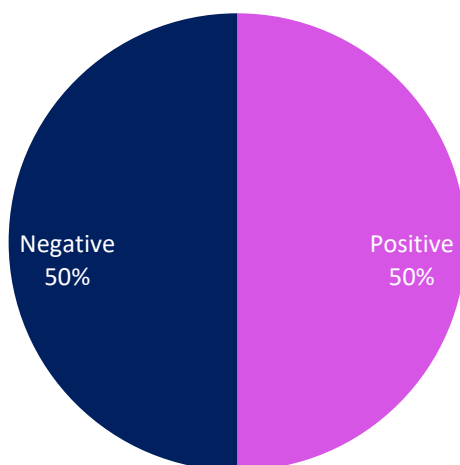
“Husband collected prescriptions, GP surgery were brilliant with phone help”

“had to contact GP and sent pics of the issue and telephone consultations went well prescriptions forward and dealt with”

“Had to attend hospital for C-T due to back issues and attended A&E. also had GP call to complete a home visit due to skin condition. All excellent service”

Pharmacy

Sentiment



Negative

Reason	Number of comments
Prescription issues	2

“I have had to take my daughter with me to the pharmacy and que outside to collect prescriptions (I can order these online) Paediatric appointments for my daughter have been done over the phone”

“At the beginning it was difficult to get prescriptions as the queues outside the chemist were really long and it was tiring having to stand for so long. I have had regular phone contact from my physiotherapist which, whilst been slightly challenging following her advice. have been good”

Positive

Reason	Number of comments
Able to gain prescriptions	2

“Didn't need any although I did try to order a prescription for my elderly parents online but it was not acknowledged so had no idea if it had gone through. We ended up having to ring the surgery. They managed to get it delivered by the pharmacy which was a great help”

“Routine appointments all cancelled. Husband has been ok accessing prescriptions from local health centre- catching the prescriptions well”

Intelligence received other-

Hospital

“My Oncology appointment was converted to a telephone consult which was fine and on time. It was only my annual check up (I'm 20+ years post diagnoses and treatment) Needed routine mammogram- appointment came and that was fine. Not needed my GP”

“I was told to isolate by my consultant, this was not made official due to the tests to, diagnose me couldn't be completed. I am 6 months of 70, found I have a congenital heart defect, and severe breathlessness, but due to COVID no diagnosis. So not officially shielding”

Dentist

“Yes, I had an abscess which could not be treated but the local dentist was fantastic and kept in contact through email”

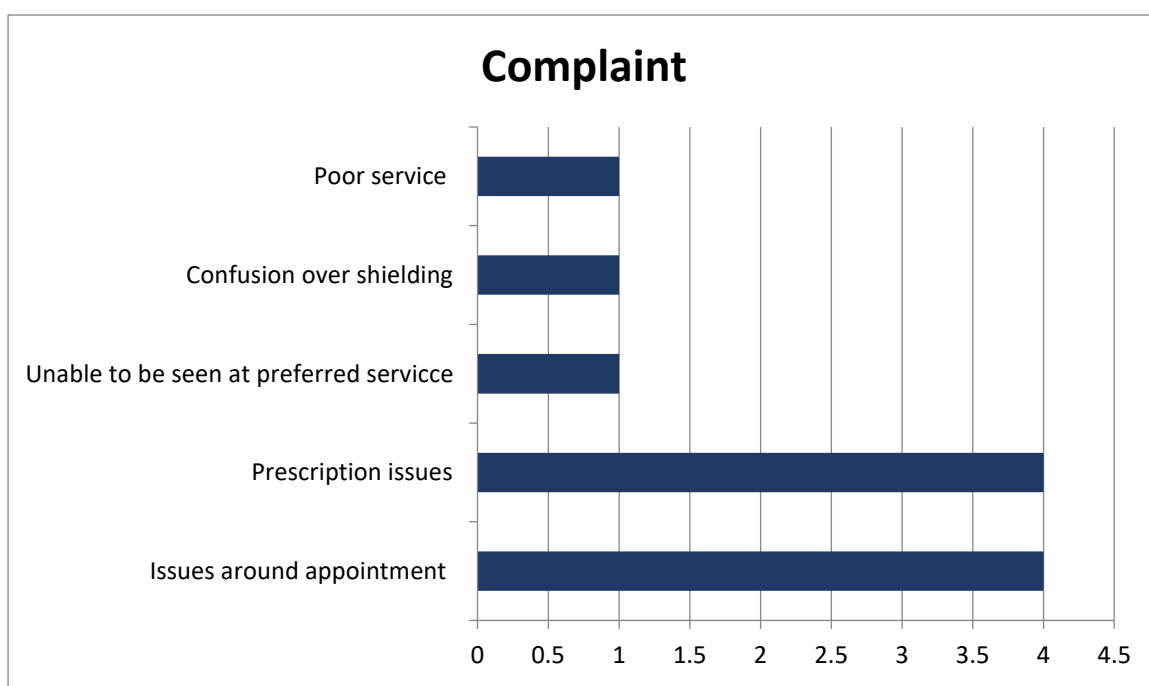
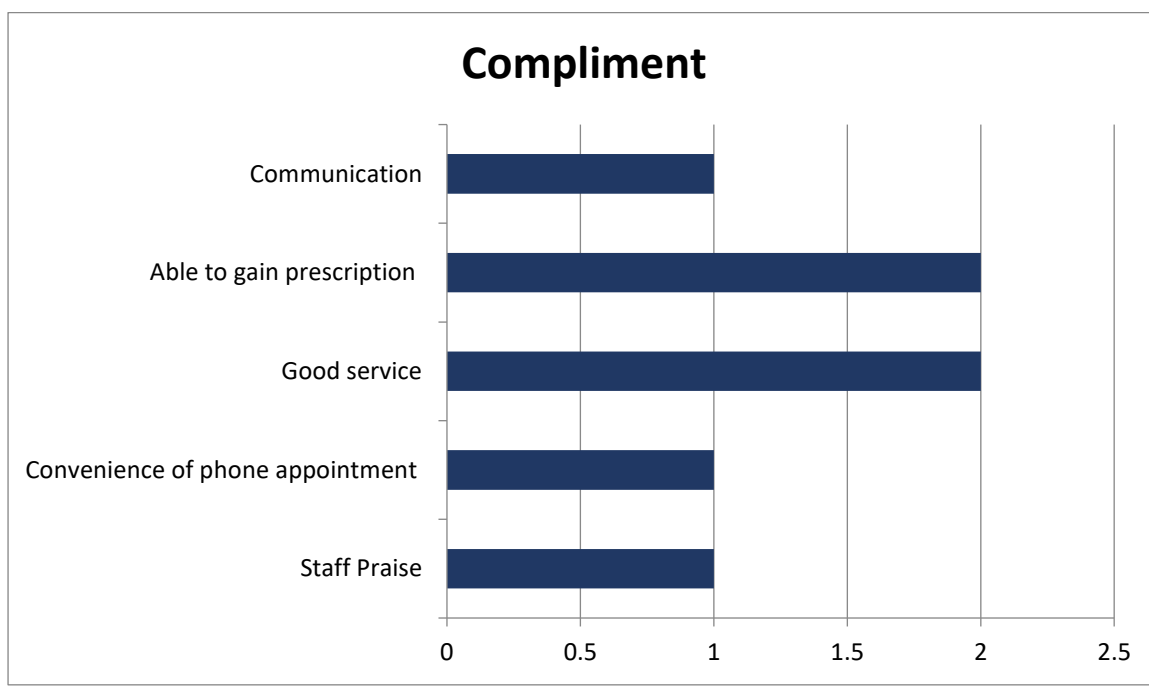
“He was having discomfort with a crown that was fitted over 13 years ago. He visited his dentist Feb/March time and was told it would need replacing and root canal surgery performed. His dentist said he was not able to do the work and made a referral to a private dentist. He has now been contacted by the private dentist and told the work will cost in excess of £1500. Before Christmas his wife needed a filling and they just used a white filling at a cost of around £100 without consulting her on her options. She was not offered the standard lead coloured filling or any options and prices discussed”

Residential/ Nursing home

“In a nursing home in Brough (...) He was always in his bed when she visited him at the home and he developed bed sores. He was then being treated for this as well as the stroke and the lady remembers him slowly getting worse in many aspects of his health. She has been told that the hoist broke when trying to move him so two staff had dragged him along the floor which made his sores even

worse. Eventually he was sent to HRI where he died. His wife hadn't seen him for 7-8 weeks as no visitors were allowed into the hospital"

Themes



Themes breakdown

GP Surgeries

- **Issues around appointments-** the intelligence suggested that there were various issues around appointments. This consisted of lack of appointments, telephone appointments being muffled and hard to hear and patients missing. Another comment stated that due to their appointment being over the telephone, it meant they were prescribed the wrong medication.
- **Prescription issues-** some comments highlighted a difficulty in obtaining their prescription, either due to not having access to technology or confusion over the delivery service.

Pharmacy

- **Prescription issues-** issues around queuing and waiting times when collecting prescriptions.
- However some comments detailed the positive experience they had when obtaining their prescriptions, in particularly the effectiveness of the prescription delivery service.

Other intelligence received

There were some comments received regarding other services such as residential/ nursing homes, hospitals and dentists. Looking at all these comments collectively, it can be stated that the main themes were:

Complaints:

- Confusion over not being put in the shielding category despite diagnosis
- Price of dental treatment
- Complaint of treatment in care home

Compliments:

- **Convenience of phone consultation-** effective and efficient consultation, which the telephone nature of the appointment meaning that it was on time and prompt.
- **Communication-** some comments highlighted how individuals felt supported and communicated with regarding their treatment and care.

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